



SOCIAL SUSTAINABILITY BACKGROUND REPORT



Cred
CONSULTING

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INTRODUCTION

In early 2019, Goulburn Mulwaree Council (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) is strategically situated on the Hume Highway approximately 2 hours from Sydney and 1 hour from Canberra.

Goulburn Mulwaree is home to 30,852 residents (ABS ERP 2018), and covers an area of 3,223km².

Almost 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 background report

The purpose of this report is to provide the background research to inform the development of the Social Sustainability and Action Plan. It includes the following sections:

- Strategic context: Overview of key national, State and local government policy related to social life in regional cities, and Goulburn Mulwaree specifically
- Demographic analysis: Analysis of key demographics and statistics related to the Goulburn Mulwaree community
- Literature review: A review of key research relating to social sustainability in regional contexts
- Needs analysis: A summary of the key needs and aspirations of the Goulburn Mulwaree community based off research and community engagement
- Best practice and trends: A collection of best practice case studies that demonstrate opportunities to deliver social sustainable outcomes in Goulburn Mulwaree

This background report is accompanied by an Engagement report which summarises community and stakeholder engagement conducted in May and June 2019.



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

DEFINING SOCIAL SUSTAINABILITY

Social sustainability has a variety of different meanings. In the context of this strategy and action plan, social sustainability is about:

- Putting people’s wellbeing at the heart of our planning and decision making
- Consideration across the social, cultural, economic and environmental issues that influence our quality of life
- Building a socially just and resilient community
- Understanding that by addressing the needs of the most disadvantaged, the whole community benefits
- Supporting the social connectors in the Goulburn-Mulwaree community to build social capital

Why is planning for social sustainability important?

A social plan provides a road-map for Council to achieve social sustainability.

- It allows us to understanding who the community is (demographic analysis, research and community engagement)
- It will identify social needs and desired outcomes
- Develop strategies and actions that provides council with a social sustainability road map
- Will be delivered across Council departments and actioned within the context of Council’s long term Financial Plan and Delivery Plan
- It will include quick wins as well as long term changes to build capacity, partnerships and deliver on the community’s needs and aspirations.

How can Council deliver social sustainable outcomes?

As Figure 2 shows, Council is able to deliver on socially sustainable outcomes from the direct delivery of physical infrastructure, services or grants, through to leading and advocating on issues that may be out of Council’s delivery scope, yet still a key issue to raise with state or federal governments.

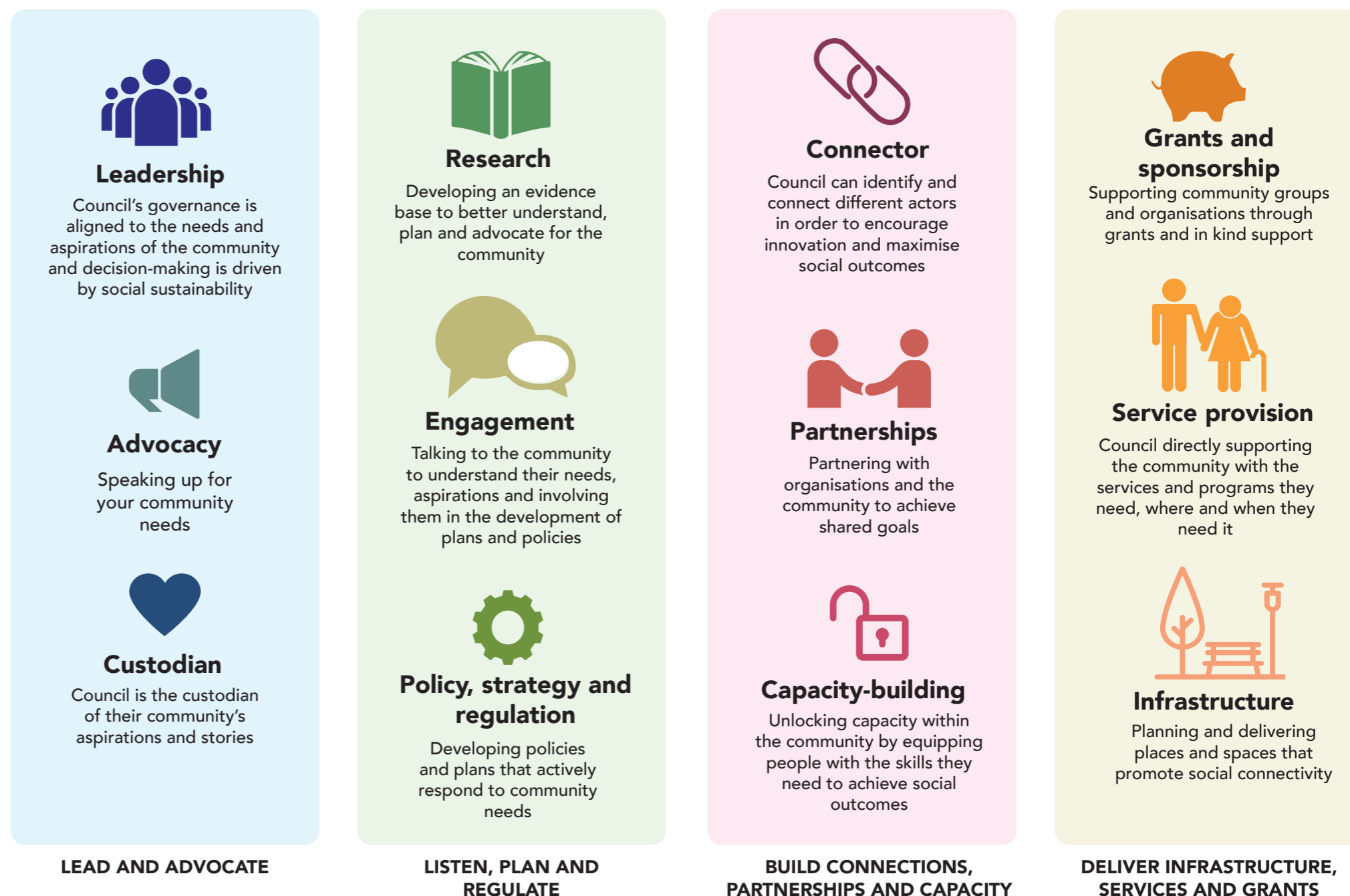


Figure 2 - Spectrum of how to deliver social sustainability

THE COMMUNITY SEES GOULBURN MULWAREE'S KEY SOCIAL STRENGTHS AS...

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:

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 is seen to be a relatively safe place to live



There is a strong sense of community in Goulburn Mulwaree, people told us that the friendly people in Goulburn Mulwaree are a key strength

Goulburn Mulwaree residents are active and engaged with a high proportion of people volunteering their time and energy to local community groups and organisations

Goulburn Mulwaree draws strength from a town and a network of villages, each with their own distinct character and strengths

Living in Goulburn Mulwaree is a relatively affordable place to live compared to major cities such as Sydney and Canberra

Goulburn is a regional service hub with a wide range of community services available to support local residents

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

Residents in Goulburn Mulwaree enjoy living here because of the relaxed regional lifestyle and atmosphere



Goulburn Mulwaree has a strong heritage character and buildings, with community engagement participants wanting this key strength to be valued and protected.

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.



THE COMMUNITY SEES GOULBURN MULWAREE'S KEY SOCIAL CHALLENGES AS...

Our population is ageing, and opportunities for older residents to access appropriate services and maintain social connections are a priority for community wellbeing.

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.

While our residents are highly engaged, volunteers are ageing with limited succession planning.

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.

While there is a wide range of community services available in Goulburn Mulwaree, 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 said that there are limited activities for young people in Goulburn Mulwaree, and also a lack of places and spaces to hang out.

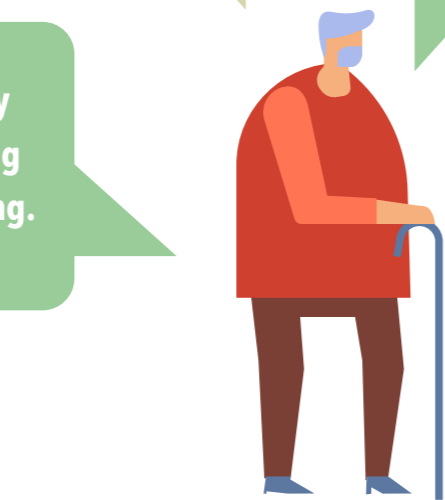
The impacts of climate, including drought, flooding and fires impact on our community's social wellbeing particularly those living in rural areas.

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 that these issues can be hidden away under the surface.

While Goulburn Mulwaree was seen to be a relatively affordable place to live compared to major cities, cost of living is still a struggle for many in our community and a lack of affordable housing was seen to be a challenge.

There are limited tertiary education and employment opportunities for young people after they leave school, causing many to leave the area.

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.





DEMOGRAPHICS

DEMOGRAPHIC ANALYSIS

This chapter analyses demographic data from a variety of sources including 2016 ABS Census data sourced via profile.id, as well as NSW Health and NSW Bureau of Crime Statistics and Research. These data sources give insight into demographic information at different scales of geography.

Profile.id for example, splits Goulburn Mulwaree into several geographical areas, as illustrated by Figure 3, that combine different suburbs due to the relatively low population density of regional council areas.

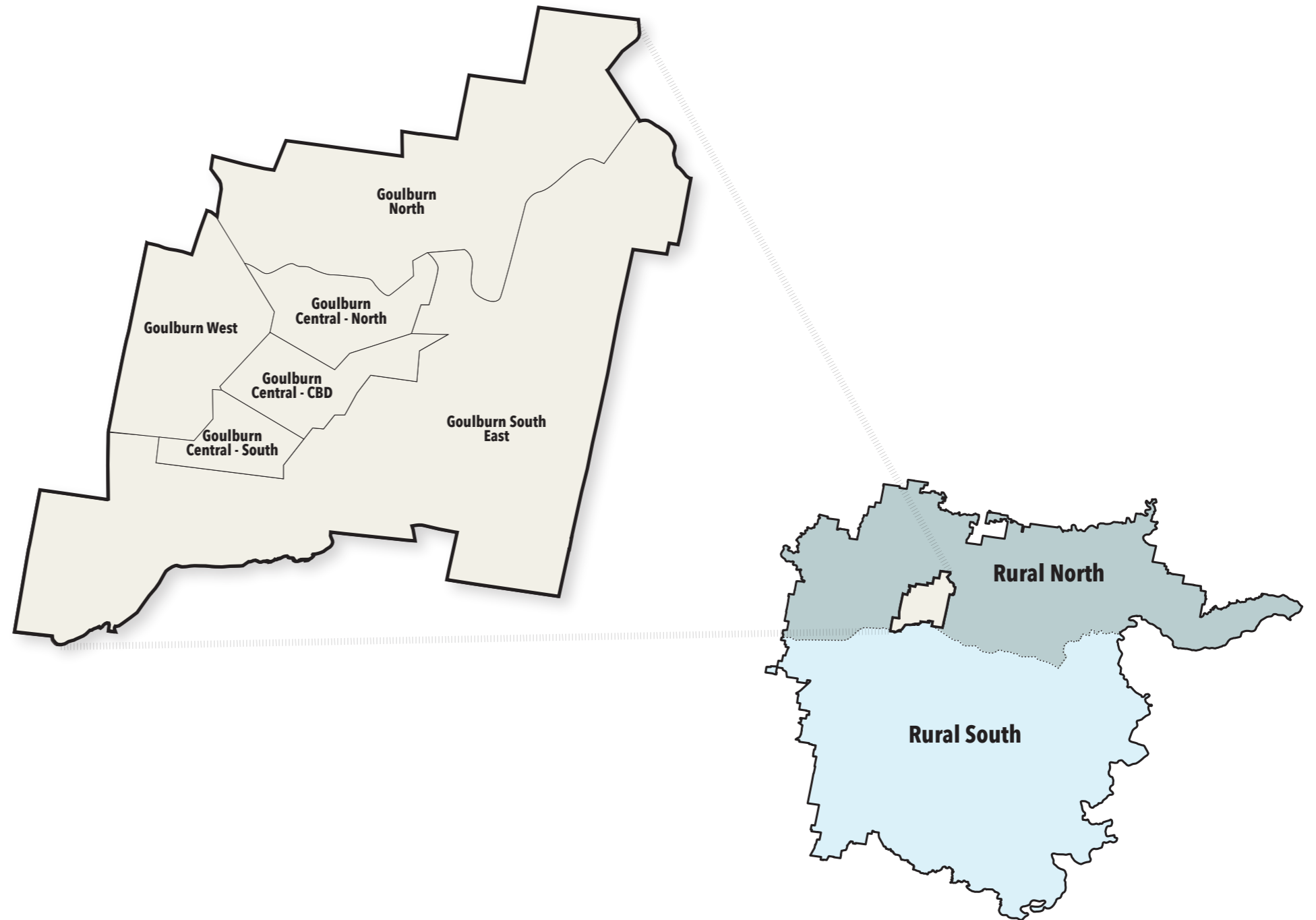


Figure 3 - Profile.id demographic areas

GOULBURN MULWAREE'S PEOPLE NOW

POPULATION & DENSITY

Today there are over 29,600 people live in Goulburn Mulwaree

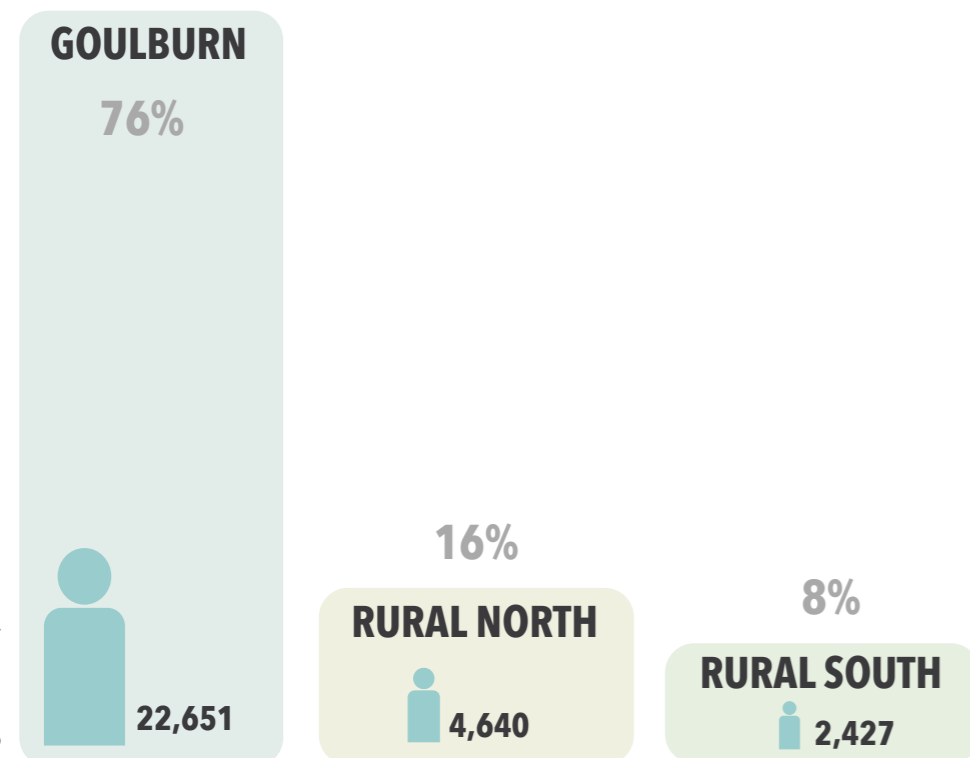
According to the 2016 census, Goulburn Mulwaree local government area (LGA) was home to 29,609 people (ABS 2016 URP). This population predominantly lives within Goulburn (23,320 people, 76% of the total population), with a further 16% (4,897 people) living in the Rural North and 8% (2,545 people) living in the Rural South.

Population Increase between 2011-2016

From 2011 to 2016, Goulburn Mulwaree Council area's population increased from 27,469 to 29,609 people (9%). This represents an average annual population change of 1.8% per year over the 5 year period.

A predominantly low density rural area

Goulburn Mulwaree is a predominantly rural, low density area (0.09 persons per hectare), however has a higher density compared to Regional NSW (0.03 persons per hectare). The township of Goulburn has the highest population density within the LGA (17 persons per hectare).



AGE PROFILE

A similar age structure compared to Regional NSW, with a lower proportion of people aged 65+ years and a higher proportion aged 25 to 34 years

As shown by Table 1 Goulburn Mulwaree LGA has a similar age structure to Regional NSW. However, the LGA has a slightly lower proportion of people in the older age groups (65+ years) (19.4% vs 20.6%)

The LGA also has a slightly higher proportion of people aged 25 to 34 (12% vs 11%). This age group also saw the largest increase between 2011 and 2016 (+597 people).

Table 1 - Goulburn Mulwaree Age Profile 2016, Source: Profile.id

Service age group (years)	Number	%	Regional NSW %	Change 2011-2016
Babies and pre-schoolers (0 to 4)	1,742	5.9	5.8	+65
Primary schoolers (5 to 11)	2,612	8.8	8.9	+194
Secondary schoolers (12 to 17)	2,134	7.2	7.3	-81
Tertiary education and independence (18 to 24)	2,302	7.8	7.9	+188
Young workforce (25 to 34)	3,567	12.0	11.0	+597
Parents and homebuilders (35 to 49)	5,507	18.6	18.0	-108
Older workers and pre-retirees (50 to 59)	4,084	13.8	13.8	+299
Empty nesters and retirees (60 to 69)	3,738	12.6	13.1	+416
Seniors (70 to 84)	3,192	10.8	11.4	+443
Elderly aged (85 and over)	738	2.5	2.7	+132
Total	29,616	100.0	100.0	+2,138

A higher proportion of retirees in the Rural North and Rural South, however lower proportion of people aged over 85 years

As Goulburn Mulwaree is a large local government area, there are key differences in age profile between Goulburn Township, and the rural north and south that influence social sustainability.

As Figure 5 overpage shows, the Rural North and Rural South have a significantly higher proportion of 'empty nesters and retirees aged 60 to 69, however a much lower proportion of people aged over 85 than Goulburn LGA. This suggests that people are not able to age in place in these rural areas. Additionally, the over 60 category will continue to age over the next 20 years, indicating a need for services to respond to the needs of older people in rural areas into the future.

'Young workforce' or people aged 25 to 34 increased the most in Goulburn Mulwaree between 2011 and 2016, reflective of net migration patterns.

Parents and homebuilders aged 35 to 49 are the largest current aged group in Goulburn Mulwaree (18.6%)

Goulburn Mulwaree's population is ageing with an increasing proportion of people aged over 60 years since 2011



A high proportion of young people in the Rural North and Rural South

It is also important to note that young people make up above LGA proportions within both the Rural North and Rural South. The Rural South has the highest proportion of Secondary Schoolers aged 12 to 17 in the LGA (8.7%). This has implications for young people having to travel to reach the only high school in the LGA, which is in Goulburn township, as well as having activities and opportunities for them near their homes such as recreation infrastructure as well as the provision of job readiness programs.

The Rural North also has the second highest proportion of primary school aged children (9.9%), again indicating need for recreation and play equipment, as well as access to children's play and learning programs outside of Goulburn township.

A high proportion of young people in Goulburn North

Figure 5 shows, there are also significant differences in age profile within Goulburn township itself.

The 'Goulburn North' area, which includes suburbs such as Marys Mount, has significantly high proportions of babies and pre-schoolers (8.2% compared to 5.9% LGA-wide), primary schoolers (10.8% compared to 8.8% LGA-wide) and secondary schoolers (8% compared to 7.2% LGA-wide). This distinct cluster of young people could have implications on social infrastructure and services provision particularly for young people.

A high proportion of older people in Goulburn Central and Goulburn West

Figure 5 also shows that a large proportion of people aged 70 years and older live in Goulburn CBD, Central and West, most likely due to existing aged care, social housing and medical services close by.

Table 2 - Goulburn Mulwaree Age Profile by area. Source: Profile.id

Service age group (years)	Goulburn LGA%	Regional NSW %	CBD %	Central north %	Central south %	Goulburn North %	Goulburn South east %	Goulburn West %	Rural North %	Rural South %
Babies and pre-schoolers (0 to 4)	5.9	5.8	6.0	6.0	6.3	8.2	4.9	5.4	4.6	4.0
Primary schoolers (5 to 11)	8.8	8.9	8.2	8.6	7.3	10.8	6.6	8.5	9.9	8.0
Secondary schoolers (12 to 17)	7.2	7.3	6.8	6.1	6.5	8.0	5.4	6.8	7.9	8.7
Tertiary education and independence (18 to 24)	7.8	7.9	7.9	8.9	8.5	8.1	9.5	8.1	6.3	5.2
Young workforce (25 to 34)	12.0	11.0	14.1	12.8	14.3	13.6	14.9	9.4	8.3	8.1
Parents and homebuilders (35 to 49)	18.6	18.0	17.7	16.9	15.5	19.0	23.0	17.4	19.3	20.2
Older workers and pre-retirees (50 to 59)	13.8	13.8	13.8	13.5	12.3	11.1	13.7	14.9	15.4	17.2
Empty nesters and retirees (60 to 69)	12.6	13.1	12.0	11.8	11.4	10.0	11.9	12.6	16.4	17.5
Seniors (70 to 84)	10.8	11.4	10.2	12.4	12.9	8.8	7.6	14.0	11.0	9.7
Elderly aged (85 and over)	2.5	2.7	3.4	2.9	5.0	2.5	2.6	2.8	0.9	1.3
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

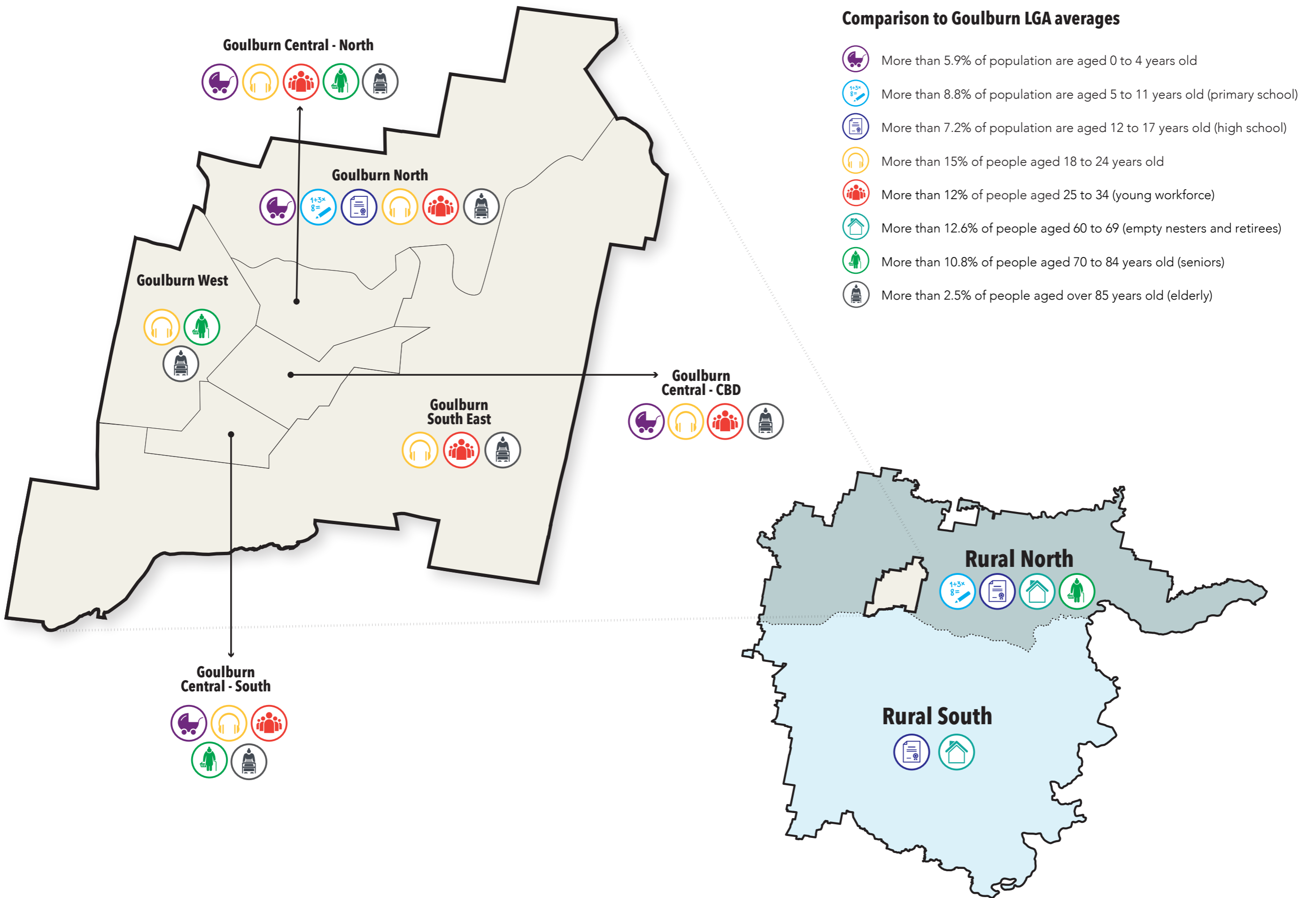
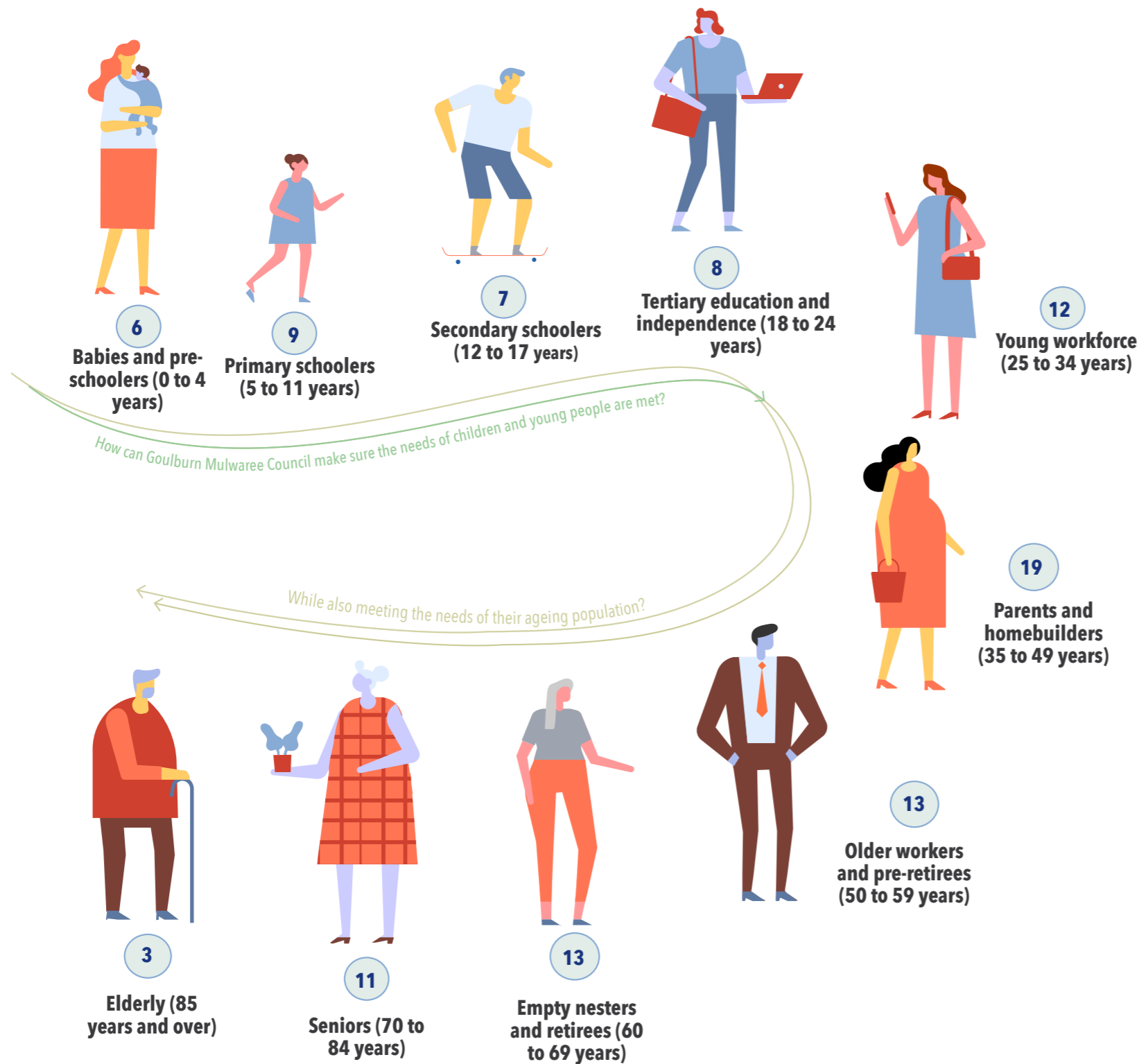


Figure 5 - Age comparison to Goulburn LGA averages

**IF THERE WERE 100 PEOPLE IN GOULBURN MULWAREE,
THERE WOULD BE...**



What does Goulburn Mulwaree's age profile mean for social sustainability?

High proportion of Parents and Homebuilders

The largest age group in Goulburn Mulwaree are parents and homebuilders or people aged 35 to 49. This group of people need access to appropriate, affordable and secure housing as well as access to jobs. They also need places that provide affordable opportunities for family-friendly activities and programs, such as parks, play spaces, and sporting facilities, as well as cultural and learning spaces such as libraries, museums and galleries.

An ageing population

Goulburn Mulwaree is facing a steadily ageing population. In a regional context this also brings the challenges of social isolation, access to medical services and challenges around ageing in place for people who may live in Goulburn North or South. An ageing population requires access to medical services, as well as social life and activities that are affordable and accessible.

An increase in 18 to 24 'young workforce'

'Young workforce' or people aged 25 to 34 increased the most in Goulburn Mulwaree between 2011 and 2016, reflective of net migration patterns. Maintaining and continuing to attract this age group is important for the social sustainability of the town, jobs, things to do and amenity, access to recreation opportunities and places to meet each other.

INCOME

A similar median household income compared to Regional NSW

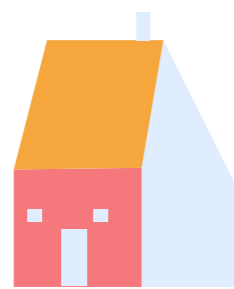
Goulburn Mulwaree LGA has a slightly higher median income compared to Regional NSW (\$1,195 vs \$1,166), with a lower median income in Goulburn (\$1,150) and a higher median income in the Rural North (\$1,369) and the Rural South (\$1,361).

One in five households earn less than \$650 a week, a similar proportion compared to Regional NSW

Goulburn Mulwaree LGA has a similar proportion of low income households (earning less than \$650 a week) compared to regional NSW (22.6% to 22% respectively), with a higher proportion in Goulburn (23.5%) and a lower proportion in the Rural North (16.5%) and the Rural South (18.9%).

Within Goulburn, the areas with the highest proportion of low-income households were:

- Goulburn (South East) (27.5%)
- Goulburn (Central - CBD) (27.2%)
- Goulburn (Central - South) (26.6%), and
- Goulburn (Central - North) (26.4%).



27.6% are lone person households

Goulburn township - 30%

Rural North - 17%

Rural South - 22%

Regional NSW - 25.5%

HOUSEHOLDS AND HOUSING

Household types

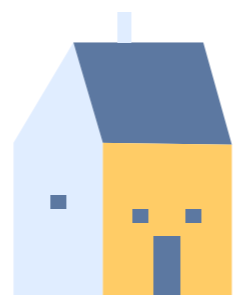
Goulburn Mulwaree has a similar distribution of household types compared to Regional NSW. The main household type in Goulburn Mulwaree LGA is couples without children (26.4%), which is slightly lower compared to Regional NSW (27%). There is a lower proportion of couples without children in Goulburn (24.3%) and a higher proportion in the Rural North (35%) and the Rural South (31.7%).

While Goulburn Mulwaree LGA has the same proportion of couple families with children as Regional NSW (25.4%), with a lower proportion in Goulburn, the same proportion in the Rural South (25.4%) and a much higher proportion in the Rural North (32%).

A higher proportion of lone person households compared to Regional NSW

Goulburn Mulwaree has a higher proportion of lone person households (27.6%) compared to Regional NSW (25.5%), with a higher proportion in Goulburn (30%) and a lower proportion in the Rural North (17.2%) and the Rural South (21.7%).

Within Goulburn, the highest proportion of lone person



26.4% of households are couples without children

Goulburn township - 24%

Rural North - 35%

Rural South - 32%

Regional NSW - 27%



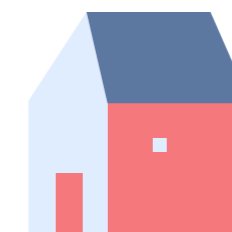
25.4% of households are couples with children

Goulburn township - 25%

Rural North - 32%

Rural South - 25%

Regional NSW - 25.4%



22.6% of households earn less than \$650 a week

Goulburn township - 23.5%

Rural North - 16.5%

Rural South - 18.9%

Regional NSW - 22%

households is in Goulburn CBD with 39% of households home to only single occupants, followed by Goulburn Central North (37.6%) and Goulburn Central South (31.4%).

The majority of households own or are buying their home

The Goulburn Mulwaree LGA has a similar housing tenure structure compared to Regional NSW, however a slightly lower proportion of households that fully own their property (33.6% vs. 35.5%) and a slightly higher proportion with a mortgage (30.6% vs 28.6%).

A slightly higher proportion of households renting social housing compared to Regional NSW

Goulburn Mulwaree has a slightly higher proportion of households renting social housing (5.2%) compared to Regional NSW (4.2%), with a higher proportion of social housing in the Goulburn city area (6.7%) and no social housing in the Rural North or Rural South.

Goulburn (North) had the highest proportion (9.9%), followed by Goulburn (West) (7.2%) and Goulburn (South East) (7.2%).

Estimating homelessness

Data from ABS Census 2016 indicates that there were 93 homeless people living within the Goulburn Mulwaree LGA, a slight decrease from 101 in 2011.

What does income and housing mean for social sustainability?

A high proportion of lone person households

Goulburn township has a high number of lone person households due to a combination of factors such as a high proportion of older residents, transient population such as mining industries, Police Academy, or the location of the Hospital. One key need group within this category however are lone, older households who also are renting. Research by UTS has shown that older private renters are at high risk of loneliness and anxiety due to factors including little disposable income due the cost of housing that uses up much of their income, and the constant risk that they may be asked to vacate their accommodation.¹ To cater for this group, there is a need for suitable and affordable rental housing options, as well as free activities for seniors to socialise and attend events.

A higher proportion of social housing

Community engagement highlighted that at times, Goulburn Mulwaree can seem like a community of 'haves' and 'have nots' based on which street you live on. Resident's perceived opportunities shouldn't be limited because of the area they grew up in, a key focus of the Social Sustainability Strategy will be to ensure equal access to recreation, infrastructure and programs targeting residents who may need assistance. Research by UTS has also shown that social housing has a positive effect on older lone person households, as there is less need to worry about rent, and a higher chance of knowing and being able to interact with neighbours, particularly if they've been part of the community for a long time.

High proportion of households with a mortgage and renting

Housing has a significant impact on people's mental health and sense of security. Research has shown that despite the relative affordability of housing in Goulburn Mulwaree, there is still a high proportion of households under housing stress. A Social Sustainability Strategy can assist by offering affordable events and places for family programs, as well as through Council's Local Housing Strategy.

¹ UTS 2019, Loneliness looms for rising numbers of older private renters, accessed online at <https://www.uts.edu.au/research-and-teaching/our-research/institute-public-policy-and-governance/news/loneliness-looms>

EMPLOYMENT

Most resident workers are employed in health care and social assistance, followed by construction and public administration

The top three industries in which residents workers are employed are:

- Health Care and Social Assistance (1,908 jobs, 15%)
- Public administration and safety (1,383 jobs, 11.1%) and
- Retail trade (1,364 jobs, 11.1%)

Compared to Regional NSW Goulburn Mulwaree has a slightly higher proportion of people employed in health care and social assistance and retail trade (15% compared to 14.4% and 10.7% to 10.3% respectively), however has a significantly higher proportion of people employed in public administration and safety (10.9% compared to 7.2%). This is potentially due to Goulburn's role as a regional hub servicing surrounding rural communities.

The top three occupations of resident workers are:

- Community and personal service workers (15.3%)
- Technicians and trades workers (14.5%) and
- Professionals (14.5%).

While 77.5% of resident workers live and work in the Goulburn Mulwaree LGA, 17.9% of residents workers work outside the LGA with 6.9% working in ACT and 3% working in Wingecarribee.

A similar unemployment rate, and a lower youth unemployment rate, compared to Regional NSW

Goulburn Mulwaree has a similar unemployment rate (6.3%, 855 people) compared to Regional NSW (6.6%), with 6.9% unemployment in Goulburn and lower rates in the Rural North (4.4%) and the Rural South (5.6%).

Within Goulburn, the areas with the highest proportion / number of unemployed population were:

- Goulburn (North) 195 people, 6.8%, and
- Goulburn (Central - North) 170 people, 7.9%.

Goulburn Mulwaree has a lower proportion of youth unemployment (11.6%) compared to Regional NSW (11.6%), with a higher proportion in Goulburn (12.5%) and a lower proportion in the Rural North (5.1%) and the Rural South (8.6%).

A higher proportion of mothers in the workforce compared to Regional NSW

Goulburn Mulwaree has a higher proportion of mothers in the workforce (71.2%) compared to Regional NSW (69.3%), with a similar proportion in Goulburn (71.2%) and a higher proportion in the Rural North (72.5%) and the Rural South (73.5%).

What does employment mean for social sustainability in Goulburn Mulwaree?

Social services play is a key booster of Goulburn Mulwaree's economy

Social services play a significant role in Goulburn Mulwaree's economy, being the highest industry of employment with 15% of total workers, or 1,908 jobs. It is important that Goulburn Mulwaree continues to be a place that attracts talent, including health and social workers to service the local community, which also has flow on effects to jobs in the retail sector (equal 2nd employer).

A challenge for young people finding employment

While the unemployment rate in Goulburn Mulwaree is lower than regional NSW overall, young unemployment is a challenge, particularly in Goulburn township at 12.5% - more than double the NSW unemployment rate. There are opportunities through programs to support job readiness and provide stepping stones for young people into employment.

MIGRATION IN AND OUT OF THE LGA

Between 2011 and 2016, a higher number of people migrated in to Goulburn Mulwaree (4,636 people) than out of the LGA (3,842 people) (total increase of 794 people).

Across all age groups, the only net loss was in the 18 to 24 years age group (-239 people), with young people leaving the area for the ACT (147 young people) and Wollongong (68 young people), likely to pursue education and employment opportunities.

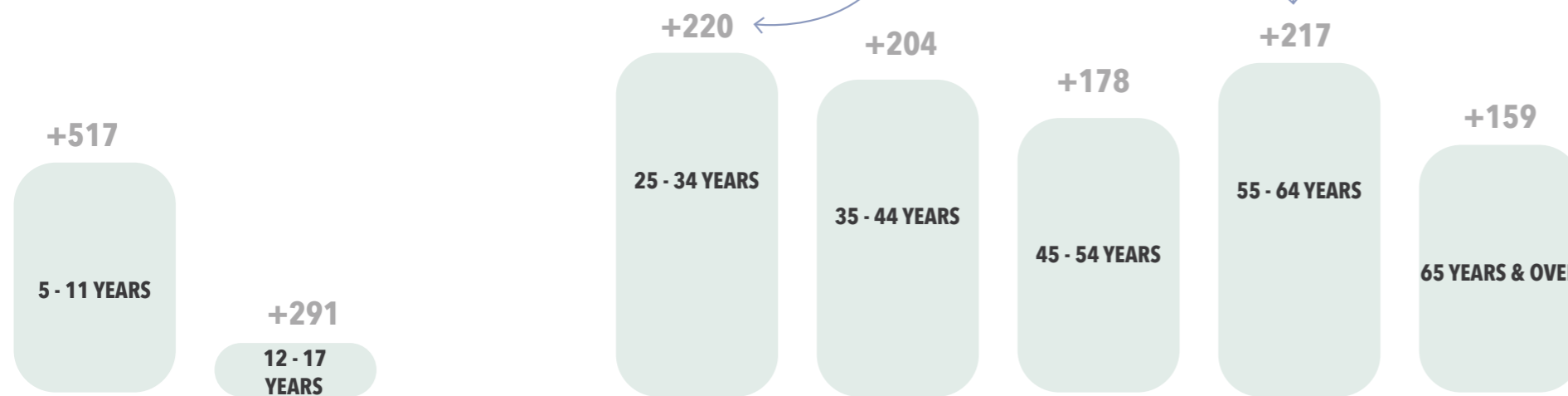
However, the largest net increase due to migration was in the 25 to 34 years age group (+220 people), suggesting that young people may be moving back to the area.

The second largest increase due to migration was in the 55 to 64 years age group (+217 people), potentially reflecting early retirees seeking a 'tree-change'.

The highest age-group moving into Goulburn Mulwaree are 25 to 34 year olds, Are the students who left coming back, or is this a reflection of relative housing affordability for young workers and families?

The second highest age-group moving into Goulburn are 55 to 64 year olds.

Is this reflecting a movement of pre-retirees seeking a tree change?



The only group that migrated out of Goulburn Mulwaree was young people aged 18 to 24

18 - 24 YEARS

-239

147 young people moved to Canberra and 68 moved to Wollongong, most likely to study.

Would this migration change if young people had access to good tertiary education opportunities in Goulburn Mulwaree?

What do Goulburn Mulwaree's migration patterns mean for social sustainability?

A sharp decrease in 18 to 24 year olds

The only net migration out of Goulburn Mulwaree is in the 18 to 24 year old category, corresponding with high school leavers seeking tertiary opportunities or seeking jobs outside of town. For young people who want to stay local it is important that there are a range of job and study opportunities in town. Community engagement found that choosing to stay after high school is difficult due to the perceived lack of opportunities, which can also impact on self-esteem.

Continuing to attract a young workforce

Despite the 18-24 year olds category migrating out, the highest age group migrating into Goulburn Mulwaree is the 25 to 34 year age group, potentially signalling a return to the LGA post study, or a new group of young workforce or young families who are moving to Goulburn Mulwaree for the relatively affordable housing. If Goulburn Mulwaree seeks to continue attracting a younger age group, it is important that there are a range of recreation and leisure opportunities young professionals and young families.

An increase in skilled, retiree tree-changers

The second highest age group to migrate into Goulburn Mulwaree was the 55 to 64 year old age group, potentially aligned with a trend of retired or pre-retiree 'tree changers'. It is important that there are a range of activities and social events to welcome new residents and make them feel part of the community, as well as to allow people to share their skills and expertise to build the community up together.

HOW CULTURALLY DIVERSE IS GOULBURN MULWAREE?

1,185 Aboriginal and/or Torres Strait Islander people live in Goulburn - Mulwaree

In 2016, Goulburn Mulwaree was home to 1,185 Aboriginal and/or Torres Strait Islander people, representing a lower proportion of the total population (4%) compared to Regional NSW (5.5%), however double the NSW proportion of 2%.

A low proportion of people who are born overseas compared to Regional NSW

A lower proportion of the Goulburn Mulwaree community was born overseas (10%), compared to Regional NSW (11.2%), with a lower proportion in Goulburn (9.5%) and a higher proportion in the Rural North (11.9%) and the Rural South (12.2%). Between 2011 and 2016, the number of people born overseas increased by 604 or 25.8%.

Those born overseas were most likely to have moved here from the United Kingdom (2.8%) or New Zealand (1.1%), with emerging birthplaces including the Philippines (0.5% or 152 people, increase of 86 people between 2011 and 2016) and India (0.5% or 145 people, increase of 68 people between 2011 and 2016).

The majority of people speak only English at home

4.7% of the Goulburn Mulwaree community speak a language other than English at home, slightly lower compared to 5.7% in Regional NSW. Filipino/Tagalog (0.3%), Greek (0.3%) and Mandarin (0.3%) were the most common non-English languages spoken at home.

452 people living in Goulburn Mulwaree arrived to Australia from overseas within 5 years prior to 2016

452 people or 15.3% of Goulburn Mulwaree's overseas-born population arrived to Australia between 2011 and 2016, a similar proportion to Regional NSW (14.8%). In 2016, the majority of new arrivals were living in Goulburn (376 people).

What does Goulburn-Mulwaree's cultural diversity mean for social sustainability?

A strong Aboriginal community

The Goulburn Mulwaree region was traditionally a meeting place for different first nations to meet one another. Today Goulburn Mulwaree is home to approximately 1,185 Aboriginal and/or Torres Strait Islanders (ABS 2016). Community engagement highlighted the need to celebrate Aboriginal culture and increase the visibility of Aboriginal culture throughout Goulburn Mulwaree. This is an important step in healing, reconciliation and pride for the Aboriginal and wider community.

An increasing number of people born overseas

While overall, Goulburn has a lower proportion of culturally and linguistically diverse communities than Regional NSW, over the last census period there was an increase in the number of people arriving from overseas, with most people settling in Goulburn township. This trend may continue due to Federal migration policies that encourage new migrants to locate within regional areas. Access to employment, as well as services and housing are key to successful settlement.

EDUCATION

A lower proportion of persons with formal qualifications compared to Regional NSW

Compared to Regional NSW, Goulburn Mulwaree has a lower proportion of persons with a Bachelor or higher degree (11.5% vs 14.5%) and a similar proportion of persons with a Vocational degree (24% vs 23.6%) or an advanced diploma or diploma (8.5% vs 8.2%).

The LGA has a similar proportion of persons with no formal qualification (41.5%) compared to Regional NSW (41.7%).

Despite this, as Table 3 shows, there is a higher proportion of university level qualifications in the rural north and south, potentially correlating with an increase in retirees in these areas, or people who live in Goulburn but commute to Canberra for work.

Table 3 - Qualification by area. Source: Profile.id

Area	University Qualifications		Trade Qualifications		No Qualifications	
	#	%	#	%	#	%
Rural North	507	13.5	1,023	27.4	1,429	38.2
Rural South	271	13.6	506	25.4	771	38.8
Goulburn	2,121	11.4	4,348	23.3	7,767	41.6
Goulburn-Mulwaree LGA	2,783	11.5	5,807	24.0	10,066	41.5
Regional NSW	316,064	14.6	508,465	23.5	901,527	41.7

A lower proportion of persons attending Uni and a similar proportion of persons attending TAFE compared to Regional NSW

Goulburn Mulwaree has a lower proportion of persons attending University (2%) compared to Regional NSW (3.1%), and a similar proportion of persons attending TAFE (2.1%) compared to Regional NSW (1.9%). This corresponds to community engagement feedback that there was a lack of tertiary education opportunities for young people.

A higher proportion of persons who left school early compared to Regional NSW

Goulburn Mulwaree has a lower proportion of persons who completed Year 12 or equivalent (35.1%) compared to Regional NSW (38%), with a higher proportion finishing Year 12 in the Rural North (36.4%) and the Rural South (36.9%) and a lower proportion in Goulburn (34.6%).

A similar proportion of disengaged young people compared to Regional NSW

Goulburn Mulwaree has a similar proportion of young people aged 15 to 24 not employed or in education (11.7%, 400 young people) compared to Regional NSW (11.8%) with a higher rate in Goulburn (11.6%) and a lower rate in the Rural North (9.5%) and the Rural South (3.4%).

Within Goulburn, the areas with the highest proportion / number of disengaged young people were:

- Goulburn (North) 100 young people, 12.9%, and
- Goulburn (Central - South) 93 young people, 16.4%.

CONNECTIVITY

A higher proportion of persons who travel to work by car compared to Regional NSW

Goulburn Mulwaree has a higher proportion of persons who travel to work by car (76%) compared to Regional NSW (73.3%), with a lower proportion traveling by public transport (1% vs 1.8%).

Goulburn Mulwaree has a higher proportion of households without a car (7%) compared to Regional NSW (5.8%), with a higher proportion in Goulburn (8.9%) and a much lower proportion in the Rural North (1.9%) and the Rural South (1.8%).

A lower proportion of households with an internet connection compared to Regional NSW

Goulburn-Mulwaree has a higher proportion of households without an internet connection (29.9%) compared to Regional NSW (26.9%), with an even higher proportion of households without an internet connection in Goulburn township (30.7%) and the Rural South (31.9% - almost 1/3 of households), and a lower proportion in the Rural North (24.3%).

Through engagement with the community, access to the internet was highlighted as a barrier to children and young people completing their studies. With some households in blackspots, and others not able to afford internet connectivity.

In particular, as shown by Table 4 the following areas have high proportions of children and young people but lower than LGA connectivity to the internet:

- Rural South (31.9%) has a significant proportion of households without an internet connection, yet had the highest proportion of young people aged 12 to 17 years in the LGA.
- Goulburn (Central – CBD) (33.9%) also has a significant proportion of households without an internet connection, and a higher proportion of young people aged 12 to 17 years (6.7%).
- Goulburn (Central-North) (34.6%) has lowest proportion of households with an internet connectivity, and a higher proportion of children aged 5 to 11 years (8.7%). This also corresponds with a high proportion of low income households (over ¼ of households earning less than \$650 a week).

Table 4 - Internet Connection and educational outcomes. Source: Profile.id

Area	Internet Connection		5 to 11 years olds		12 to 17 years	
	#	%	#	%	#	%
Rural North	1,344	75.7	476	10.3	377	8.1
Rural South	671	68.1	204	8.4	206	8.5
Goulburn	6,147	69.3	1,956	8.7	1,514	6.7
Goulburn-Mulwaree Council area	8,159	70.1	2,607	8.8	2,115	7.1
Regional NSW	771,036	73.1	235,635	8.9	194,070	7.3

What does education and connectivity in Goulburn-Mulwaree mean for social sustainability?

A high proportion of disengaged young people

In the 2016 census there were 400 young people aged 15 to 24 both unemployed and not attending an education institution. It is important that this Social Sustainability Strategy supports this group of young people by increasing opportunities to get involved, and learn new things that offer chances to increase confidence, skills and employability.

A high proportion of people who travel to work by car

The high proportion of car ownership and those traveling to work by car, confirms engagement findings that it's difficult to get around Goulburn Mulwaree without a car. This means that for older people who may no longer be able to drive, or younger people who may not yet have their license, it can be quite challenging to access services, programs and events.

A high proportion of households with no internet connection

Living in the 21st century requires people to be able to get online. Accessing the internet is becoming more and more central to learning, accessing services and information, finding out about jobs and events as well as an important social connector. There are high proportion of households with no internet connection meaning that it can be difficult for these people to connect in with the world, as well as become a barrier to learning and inclusion. There are opportunities for Council to increase the provision of public wifi, as well as advocacy to the federal government around internet accessibility and affordability in regional areas.

WELLBEING

A relatively higher level of socio-economic disadvantage compared to Regional NSW

The Index of Relative Socio-Economic Disadvantage has “been constructed so that relatively disadvantaged areas have low index values.”

With a SEIFA score of 960, the Goulburn Mulwaree LGA is relatively more disadvantaged compared to Regional NSW (971), with lower levels of relative disadvantage in the Rural South (1,006.5) and the Rural North (1,004.2) and higher levels of relative disadvantage in Goulburn (945.4).

Within Goulburn, the area with the highest levels of relative disadvantage was Goulburn (Central - South) (909.4)

A similar proportion of people in need of assistance due to disability compared to Regional NSW

Goulburn-Mulwaree has a similar proportion of people in need of assistance due to disability (6.4%, 1,908 people) compared to Regional NSW (6.3%), with a higher proportion in Goulburn (6.8%) and a lower proportion in the Rural North (5.2%) and the Rural South (4.8%).

HEALTH

The Goulburn Mulwaree LGA is located within the Southern NSW Local Health District (SLHD), which also includes Bega Valley, Bombala, Cooma-Monaro, Eurobodalla, Palerang, Queanbeyan, Snowy River, Upper Lachlan, and Yass Valley.

The following health statistics sourced from HealthStats NSW (online tool) give insight into the SLHD compared to the average across NSW, this is because comparison to ‘regional NSW’ is not available.

Much higher rates of overweight and obese persons

The SLHD has a much higher rate of overweight and obese persons (63%) compared to the average across NSW (53.5%) (2017).

Much higher rates of risky alcohol consumption

The SLHD has a higher rate of alcohol consumption at levels

posing long-term risk to health amongst persons aged 16 years and over (34.9%) compared to the average across NSW (31.1%) (2017).

Similar rates of smoking

The SLHD has a similar rate of adults smoking (15.6%) compared to the average across NSW (15.2%), and a similar rate of smoking in secondary students (6.7% vs (6.4%) (2017).

The second highest rate of suicide across all LHDs in NSW

The SLHD has the second highest rate of suicide of all LHDs in NSW (19.9 per 100,000 population), followed by Murrumbidgee (19.8) and Northern NSW (17.8) (2016).

Higher rates of hospitalisation due to intentional self-harm

The SLHD has a higher rate of intentional self-harm hospitalisations (227.1 per 100,000 population) compared to the average across NSW (149) (2017).

Lower rates of psychological distress

Compared to the average across NSW, the SLHD has a lower rate of high or very high psychological distress in adults (12.8% vs 15.1%) (2017).

Lower rates of meth-related hospitalisations

The SLHD has a lower rate of methamphetamine-related hospitalisations (95.3 per 100,000 population) compared to the average across NSW (136.3) (2016/2017)

Higher rates of teenage pregnancy

The SLHD has a higher rate of teenage pregnancy (mother aged under 19) (3.6%) compared to the average across NSW (2%) (2017).

What does health and wellbeing in Goulburn Mulwaree mean for social sustainability?

Mental health is a significant issue in Goulburn Mulwaree

Despite the SLHD having the second highest rate of suicide in NSW and higher rates of hospitalisation due to intentional self-harm, there are also lower rates of psychological distress. This points to community challenges around feeling like they can speak up and get help for their mental health before it becomes a life-threatening issue. There is also a mental health service gap in Goulburn Mulwaree, with people often faced with long waiting lists, financial barriers, and a lack of appropriate level services for their needs. Mental health has a significant impact on the community, and there are opportunities for the Social Sustainability Strategy to help to address stigma in the community.

Much higher rates of overweight and obese persons

The SLHD has a much higher rate of overweight and obese persons (63%) compared to the average across NSW (53.5%) (2017), this is potentially correlated with lower incomes and social isolation, and travel by car.

Much higher rates of risky alcohol consumption but lower rates of meth-related hospitalisations

With higher rates of risky alcohol consumption is common in regional areas, there are opportunities to have awareness campaigns and education around the issue, especially for young people, to communicate the risks and start to change behaviour.

COMMUNITY SAFETY

A lower rate of non-domestic assault than surrounding councils but a higher rate of domestic assault

As Table 5 shows, Goulburn Mulwaree is generally a safe place to be with low rates of non-domestic assault compared to surrounding areas, and a slightly lower rate than NSW (381.4 per 100,000 compared to 382.1 per 100,000 in NSW). However Table 6 shows that this isn't the same in the home environment, with a higher rate of reported domestic violence cases compared to NSW and surrounding Councils (424.5 per 100,000 compared to 409.6 per 100,000 in NSW), and an increase from the previous year.

There is a need to connect people experiencing domestic violence to services, as well as provide alternate affordable housing choices through Council's housing strategy.

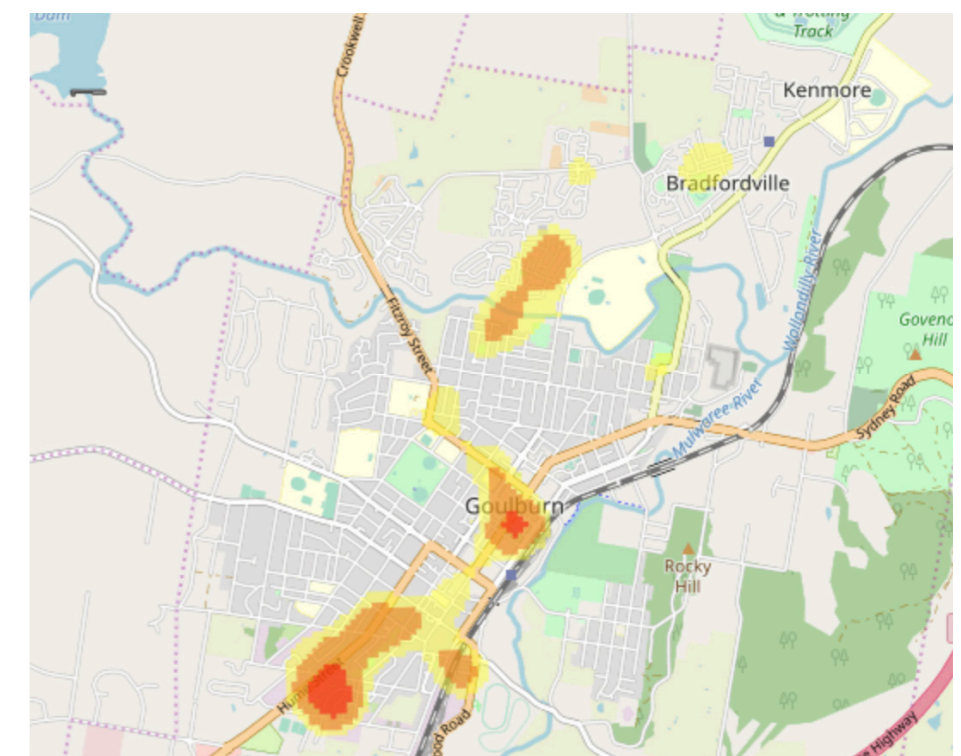
Table 5 - Rates of non-domestic assault in Goulburn Mulwaree and surrounding Council areas (Source: BOCSAR NSW Crime Tool)

LGA	Trend: 2 year	To December 2018		Year to December 2017		Year to December 2018	
		Count	Rate	Count	Rate	Count	Rate
New South Wales	Stable	28461	367.7	29572	382.1		
Shoalhaven	Up 26.9% per year	338	332.1	429	421.5		
Goulburn Mulwaree	Stable	127	421.2	115	381.4		
Queanbeyan-Palerang Regional	Stable	132	227.1	135	232.2		
Wingecarribee	Stable	103	209.9	94	191.6		
Yass Valley	Stable	26	156.4	34	204.5		
Upper Lachlan Shire	n.c.	8	102	8	102		

Table 6 - Rates of domestic assault in Goulburn-Mulwaree and surrounding Council areas (Source: BOCSAR NSW Crime Tool)

LGA	Trend: 2 year	To December 2018		Year to December 2017		Year to December 2018	
		Count	Rate	Count	Rate	Count	Rate
New South Wales	Stable	32207	416.2	31698	409.6		
Goulburn Mulwaree	Stable	123	408	128	424.5		
Queanbeyan-Palerang Regional	Stable	173	297.6	171	294.2		
Shoalhaven	Stable	393	386.1	419	411.7		
Yass Valley	Stable	26	156.4	33	198.5		
Wingecarribee	Down 8.1% per year	111	226.2	102	207.9		
Upper Lachlan Shire	n.c.	13	165.8	9	114.8		

Figure 6 - Domestic assault "hotspots" in Goulburn



VOLUNTEERING AND UNPAID CARE

Nearly 1 in 5 people volunteer in Goulburn Mulwaree

Goulburn Mulwaree has a lower rate of volunteering (18.4%) compared to Regional NSW (20.8%), however this is much higher in the Rural North (22%) and the Rural South (23.6%) and lower in Goulburn (17.1%).

A similar proportion of unpaid child carers compared to Regional NSW

Goulburn Mulwaree has a similar proportion of unpaid child carers (26.6%) compared to Regional NSW (27.1%) with a similar rate in Goulburn (26.7%) and a slightly higher rate in the Rural North (27.9%) and a lower proportion in the Rural South (23.8%).

A similar proportion of unpaid aged and disability carers compared to Regional NSW

Goulburn Mulwaree has a similar proportion of people providing unpaid aged and disability care (12.4%) compared to Regional NSW (12.6%), with a similar proportion in Goulburn (12.2%) and the Rural South (12.5%) and a slightly higher proportion in the Rural North (13.6%).



STRATEGIC POLICY DRIVERS

STRATEGIC POLICY DRIVERS

This section provides a summary of policies and strategic frameworks at the Australian Government, State and local level that may influence and impact on planning for social sustainability in Goulburn Mulwaree

The Goulburn Social Sustainability Strategy covers a wide range of policy areas, ranging from young people, to health and wellbeing, disaster resilience, people with disability and ageing among others. This section seeks to cover a range of related strategies to provide a strategic foundation of the plan.

NATIONAL STRATEGIC CONTEXT

National Strategy for Young Australians, 2010

The National Strategy for Young Australians outlines the following vision: “The Australian Government’s vision is for all young people to grow up safe, healthy, happy and resilient and to have the opportunities and skills they need to learn, work, engage in community life and influence decisions that affect them.”

To achieve this vision, the Strategy focuses on eight priorities for supporting young people to succeed and build lives of their own choosing:

1. Improving the health and wellbeing of all young people.
2. Equipping young Australians to shape their own futures through education.
3. Supporting young Australians within their families.
4. Empowering young Australians to take part and be active in their communities.
5. Equipping young Australians with the skills and personal networks they need to gain, and be successful in, employment.
6. Enabling young Australians to participate confidently and safely online.
7. Strengthening early intervention with young Australians to help prevent any problems getting worse and to help young people get their lives back on track.
8. Establishing clear cut legal consequences for behaviours that endanger the safety of others

National Disability Strategy 2010-2020

The National Disability Strategy outlines a vision for an inclusive Australian society that enables people with disability to fulfill their potential as equal citizens. The Strategy covers six policy areas:

- Inclusive and accessible communities—the physical environment including public transport; parks, buildings and housing; digital information and communications technologies; civic life including social, sporting, recreational and cultural life.
- Rights protection, justice and legislation—statutory

protections such as anti-discrimination measures, complaints mechanisms, advocacy, the electoral and justice systems.

- Economic security—jobs, business opportunities, financial independence, adequate income support for those not able to work, and housing.
- Personal and community support—inclusion and participation in the community, person-centred care and support provided by specialist disability services and mainstream services; informal care and support.
- Learning and skills—early childhood education and care, schools, further education, vocational education; transitions from education to employment; life-long learning.
- Health and wellbeing—health services, health promotion and the interaction between health and disability systems, wellbeing and enjoyment of life.

With regards to rural and regional areas, the Strategy notes:

“Additional stresses are often faced by people living in rural and remote areas. Remote areas are characterised by low population density and a lack of access to larger service centres and transport routes. This can limit equity and access to services, and where services are available, providers sometimes face difficulties in recruiting and retaining an appropriately qualified workforce. The characteristics of rural and remote areas can provide challenges for people with disability that are distinctly different from those for people who live in metropolitan areas.”

National Strategy for Disaster Resilience, 2011

The National Strategy for Disaster Resilience highlights the importance of resilient communities as our nation faces increasing occurrence of and vulnerability to disasters such as bushfires, floods and storms.

Community resilience can be defined in many ways. Rather than define disaster resilience, the Strategy focuses on the common characteristics of disaster resilient communities, individuals and organisations.

These characteristics are:

- functioning well while under stress
- successful adaptation
- self-reliance, and
- social capacity.

Resilient communities also share the importance of social support systems, such as neighbourhoods, family and kinship

networks, social cohesion, mutual interest groups, and mutual self-help groups.

The Strategy outlines priority outcomes under the following themes:

- Leading change and coordinating effort
- Understanding risks
- Communicating with and educating people about risks
- Partnering with those who effect change
- Empowering individuals and communities to exercise choice and take responsibility
- Reducing risks in the built environment, and
- Supporting capabilities for disaster resilience.

National Strategic Framework for Rural and Remote Health, 2011

The National Strategic Framework for Rural and Remote Health promotes a national approach to policy, planning, design and delivery of health services in rural and remote communities. The Framework was prepared by the Australian Health Ministers' Advisory Council's Rural Health Standing Committee.

The Framework promotes a national approach to policy, planning, design and delivery of health services in rural and remote communities and is directed at decision and policy makers at the national, state and territory levels. It may also be used by communities and local health service providers to plan services and programs according to local needs. Overall it aims to improve health outcomes and return on investment for rural and remote Australians.

The National Framework for Rural and Remote Health outlines a vision that "people in rural and remote Australia are as healthy as other Australians." To achieve this Vision, the Framework sets the following goals:

1. Improved access to appropriate and comprehensive health care
2. Effective, appropriate and sustainable health care service delivery
3. An appropriate, skilled and well-supported health workforce
4. Collaborative health service planning and policy development
5. Strong leadership, governance, transparency and accountability.

NSW STRATEGIC CONTEXT

Premier Gladys Berejiklians Fourteen Social Priorities¹

Premier Gladys Berejiklian has published as of June 2019 fourteen social priorities which are set to tackle emerging social issues that will significantly challenge our generation. All areas of government are targeted in these priorities in an effort to lift all citizens quality of life. As part of building community capacity, it is important to acknowledge these priorities so that the social sustainability strategy developed from this engagement will connect with the broader social strategic direction of the state.

Lifting education standards:

- Bumping up education results for children: Increase the proportion of public school students in the top two NAPLAN bands (or equivalent) for literacy and numeracy by 15% by 2023, including through a state-wide roll-out of Bump it Up.
- Increase the number of Aboriginal young people reaching their learning potential: Increase the proportion of Aboriginal students attaining Year 12 by 50% by 2023, while maintaining their cultural identity.

Keeping children safe:

- Protecting our most vulnerable children: Decrease the proportion of children and young people re-reported at risk of significant harm by 20% by 2023.
- Increasing permanency for children in out-of-home care: Double the number of children in safe and permanent homes by 2023 for children in, or at risk of entering, out-of-home care.
- Reducing domestic violence re-offending: Reduce the number of domestic violence re-offenders by 25% by 2023.
- Reducing recidivism in the prison population: Reduce adult re-offending following release from prison by 5% by 2023.
- Reducing homelessness: Reduce street homelessness across NSW by 50% by 2025.

Improving the health system:

- Improving service levels in hospitals: 100% of all triage category 1, 95% of triage category 2 and 85% of triage

- category 3 patients commencing treatment on time by 2023.
- Improving outpatient and community care: Reduce preventable hospital visits by 5% through to 2023 by caring for people in the community.
- Towards zero suicides: Reduce the rate of suicide deaths in NSW by 20% by 2023.

Better environment:

- Greener public spaces: Increase the proportion of homes in urban areas within 10 minutes' walk of quality green, open and public space by 10% by 2023.
- Greening our city: Increase the tree canopy and green cover across Greater Sydney by planting 1 million trees by 2022.

Better customer service:

- Government made easy: Increase the number of government services where the citizens of NSW only need to "Tell Us Once" by 2023.

World class public service: Implement best practice productivity and digital capability in the NSW public sector; and drive public sector diversity through:

- 50% of senior leadership roles held by women.
- Increase the number of Aboriginal people in senior leadership roles.
- 5.6% of government sector roles held by people with a disability by 2025.

¹ NSW Government 2019, *Ambitious targets at the heart of new Premier's Priorities*, viewed 10 July 2019, <<https://www.nsw.gov.au/your-government/the-premier/media-releases-from-the-premier/ambitious-targets-at-the-heart-of-new-premiers-priorities/>>.

Our Regions - Delivering for NSW, 2018

Our Regions outlines the NSW Government's approach to regional service delivery and includes the following priorities for the South East & Tablelands region:

- Support young people into training and employment in South East & Tablelands;
- Support student wellbeing in South East & Tablelands schools; and
- Improve connectivity in South East & Tablelands.

Actions in the region include:

- Creating jobs and growing the regional economy;
- Delivering infrastructure;
- Improving education results and growing healthy kids;
- Protecting the vulnerable;
- Reducing youth homelessness;
- Support young people aged between 16-24 years who are at risk of homelessness to gain safe and affordable private rental through the Rent Choice Youth program;
- Assist young people aged between 12-15 years to reconnect with their families, or access long term accommodation through the Homeless Youth Assistance program;
- Rebuilding strength in socially disadvantaged communities;
- Reduce intergenerational disadvantage for social housing estate residents with the A Place Plan in Eden program across 16 areas in the region, including in Eden, Goulburn and Queanbeyan;
- Improve social housing through the Social Housing Community Improvement Fund;
- Supporting the wellbeing and growth of our regional communities; and
- Protecting our environment and managing our land & water.

NSW Ageing Strategy, 2016 - 2020

The NSW Ageing Strategy 2016–2020 is the NSW Government's commitment to respond to the opportunities and challenges of our ageing population.

The vision is that people in NSW experience the benefits of living longer and enjoy opportunities to participate in, contribute to and be included in their communities.

The Strategy focuses on five priorities that older people across

NSW have said are important to them:

- Health and wellbeing
- Working and retiring
- Housing choices
- Getting around, and
- Inclusive communities.

NSW Disability Inclusion Plan, 2016

The NSW Disability Inclusion Plan focuses on four areas for concentrated action identified by people with disability, the NSW Government and community stakeholders. They are:

- Developing positive community attitudes and behaviours;
- Creating liveable communities;
- Supporting access to meaningful employment;
- Improving access to mainstream services through better systems and processes.

NSW Homelessness Strategy, 2018 - 2023

The NSW Homelessness Strategy sets out the NSW Government's plan for a comprehensive approach to prevent and improve the way we respond to homelessness. The vision is that by working together the Strategy will:

- Build a mainstream service system that is able to intervene early to prevent homelessness and break disadvantage;
- Increase access to supports, including housing, that prevent homelessness and reentry into homelessness;
- Create an integrated, person centred service system.

The Strategy has established three focus areas for delivering this new approach to homelessness:

- Focus 1: Prevention and early intervention
- Focus 2: Better access to support and services
- Focus 3: An integrated, person-centred system

Regarding Regional and Rural Areas, the Strategy notes: "For people living in regional and rural areas, it can be more difficult to escape homelessness because of limited housing options, education, and employment opportunities. Access to disability, health and other specialist services is constrained in some areas, and many services have difficulties recruiting and retaining staff. People needing to travel long distances for medical or court

appointments may need to secure overnight accommodation without necessarily having the means to do so.

Access to specialist homeless services (SHS) in regional and rural areas is growing faster than the rate for metropolitan areas of NSW, with 75 per cent growth of regional clients accessing SHS between 2013/14 and 2016/17. Two in five people who access SHS are living outside of major cities. Across Australia, the rate of people seeking SHS support with their children is higher in regional and rural areas, and service use in remote/very remote areas was 2.6 times higher than in major cities. Around 40 per cent of people sleeping rough in NSW are outside major cities.

NSW Volunteering Strategy 2016 - 2020

The NSW Volunteering Strategy 2016-2020 focuses on 6 areas:

- Expanding participation in community life through volunteering;
- Creating digital media avenues to support volunteering;
- Developing a mainstream media campaign and local marketing strategies to promote volunteering;
- Designing and developing new volunteering options;
- Building capacity in volunteer organisations to innovate and deliver best-practice volunteer management;
- Enhancing programs to recognise the positive contribution of volunteers.

The Strategy provides a framework to:

- Develop volunteering opportunities across all life stages;
- Recognise and celebrate the outstanding contribution volunteers make to our communities;
- Work with organisations to deliver the best possible volunteer management.

A focus of the Strategy is to attract young people to volunteering and support a lifelong commitment to community service. People who are newly retired, or nearing retirement are also supported to explore volunteering opportunities locally or further afield.

NSW Youth Health Framework, 2017 - 2024

The NSW Youth Health Framework provides guidance to the NSW Health system to provide responsive care to young people. It outlines the following vision: "Young people in NSW are healthy, safe and well," and includes the following goals:

- The health system responds to the needs of young people, including targeted responses for vulnerable young people;
- Health services are accessible and young people are engaged and respected; and
- Young people are supported to optimise their health and wellbeing.

With regards to rural and regional areas, the Framework notes that:

- Rates of overweight and obesity are higher in regional and rural areas; and
- Young men experience the highest rates of hospitalisation due to interpersonal violence of any group, especially in regional and rural areas.

REGIONAL STRATEGIC CONTEXT

The Tablelands Regional Community Strategic Plan, 2016 - 2036

The Tablelands Regional Community Strategic Plan (2016 – 2036) (the CSP) identifies the community's main priorities and aspirations for the future and plans strategies for achieving these goals.

The CSP is the overarching strategic planning framework for the Tablelands region, which is made up of three local government areas including: Goulburn Mulwaree Council, Upper Lachlan Shire Council and Yass Valley Council.

The CSP outlines the following vision for the Tablelands Region: "To build and maintain sustainable communities while retaining the region's natural beauty."

It identifies the aspirations of the community through a clear set of strategic priorities that achieve the region's vision for the future. These strategic priorities are:

- Our Environment: we appreciate our range of rural landscapes and habitats, and act as custodians of the natural environment for future generations;
- Our Economy: We have a strong regional economy experiencing sustainable growth, which provides for a diverse

range of employment opportunities;

- Our Community: We are a network of vibrant, inclusive and diverse communities that value our cooperative spirit, self sufficiency, and rural lifestyle;
- Our Infrastructure: Our community is well serviced and connected to built, social and communications infrastructure;
- Our Civic Leadership: Our leaders operate ethically and implement good governance. We empower our residents with the tools to participate actively in the development of our communities.

Under the strategic direction "Our Community," the CSP includes the following actions:

- Facilitate and encourage equitable access to community infrastructure and services such as healthcare, education and transport;
- Encourage and facilitate active and creative participation in community life;
- Foster and encourage positive social behaviours to maintain our safe, healthy and connected community;
- Recognise and celebrate our diverse cultural identities and protect and maintain our community's natural and built cultural heritage;
- Maintain our rural lifestyle.

Extensive community consultation was undertaken by Goulburn Mulwaree, Yass Valley and Upper Lachlan Shire councils to inform the development of the Tablelands Regional CSP.

Key findings from consultation in Goulburn Mulwaree include:

- Across Council services provided by Council, respondents were most satisfied with Community Services such as the libraries, parks and open space and customer services. All three Councils rated roads, footpath and drainage maintenance and construction as the most important service that Council provides the community;
- Respondents appreciate Goulburn's mix of regional and rural areas, proximity to larger cities, lifestyle and history and heritage;
- Respondents said that some of the main issues and challenges living in Goulburn Mulwaree are concerns about inappropriate planning and development decisions, concerns about Council leadership and lack of transparency,

concerns about economic development and employment opportunities and lack of facilities or services in the area. Key findings from the Youth Survey to inform the Regional CSP include:

- Young people strongly appreciate the strong sense of community in the region;
- Young people think the main challenges for young people in their area are a lack of recreation and social interaction activities that aren't sport related;
- Young people said that some of the main considerations in choosing to stay living in the region as they get older are internet access and reliability, access to health care, quality of schools and education and mobile coverage;
- Young people's number one priority was improved recreation opportunities (e.g. events and facilities) and improved transport;
- Young people indicated that before they turn 30, they would like to travel overseas (77%), have a family (63%) and get a university degree (56%).

South East & Tablelands Sport and Active Recreation Plan 2018 -2023 (Draft)

The NSW Office of Sport have developed the draft. The aim of the South East & Tablelands Sport and Active Recreation Plan 2018 -2023 is to allow the Office of Sport, the local councils and individual sports to collaborate, plan and deliver sport and active recreation across the state and in the South East & Tablelands. .

The draft plan focuses on achieving six outcomes by undertaking a series of region and non-region specific strategies over the next decade. These outcomes are:

1. Increase the participation of adults and children in regular sport and active recreation;
2. Improve access to sport and active recreation for everyone in the region, regardless of participant background or ability;
3. Integrate performance pathways for participants in sport;
4. Deliver fit for purpose facilities in the region;
5. Valued regional sporting events which are valued by the region; and
6. Effective collaboration within the sport and active recreation sector.

Southeast and Tablelands Regional Plan

The Southeast and Tablelands Regional Plan is a State initiative that intends to identify growth opportunities, infrastructure investments and connections within the region. The region includes Goulburn Mulwaree, Yass Valley, Wingecarribee, Hilltops, Upper Lachlan, Queanbeyan-Palerang, Eurobodalla, Snowy Monaro and Bega Valley Local Government Areas, with Metropolitan Canberra at its heart.

South East Tablelands Regional Plan identifies that the Goulburn Mulwaree local government areas is well positioned to use Western Sydney's growth as an impetus to create new jobs. To foster this the Plan identifies that Goulburn Mulwaree will need to foster initiatives to promote the South East and Tablelands as a suitable place for businesses to relocate.

Priorities for Goulburn Mulwaree are:

- Continue to develop Goulburn as an inland transport hub to connect the region to local and global markets;
- Build capacity and self-sufficiency to create a resilient community;
- Create and maintain connected natural areas across the landscape for ecosystem functioning and biodiversity conservation;
- Sustainably manage natural resources using best practices and regional collaboration with key stakeholders.

GOULBURN MULWAREE COUNCIL LOCAL STRATEGIC CONTEXT

Delivery program, 2017 - 2021 and Operational Plan, 2018-2019

The Delivery Program is a four year program which details the activities to be undertaken by the Council to achieve the objectives of the Community Strategic Plan (within the resources available under the Resourcing Strategy).

The Operational Plan details Council activities within a specific financial year to achieve the actions outlined in the Delivery Program.

Relevant major projects outlined in the Delivery Program and Operational Plan include:

- Adventure Playground within Victoria Park (completed);
- Aquatic Centre redevelopment (ongoing);
- Performing Arts Centre, adaptive reuse of the McDermott Centre heritage building (ongoing);
- Extension of the Rocky Hill War Memorial Museum (ongoing);
- Significant investment in public art (ongoing);
- CBD enhancements, including public artwork, tree plantings and laneway works; and
- Citywide Exercise equipment.

Draft Urban and Fringe Housing Strategy

The Urban and Fringe Housing Strategy investigates and identifies areas suitable for the provision of additional housing to assist Council to meet the housing demands generated by expected continued population growth. The Strategy seeks to identify the future housing needs for Goulburn and Marulan and provide recommendations to guide land use decisions and local policy.

Some key findings include:

- Council will need to provide housing choice in the form of multi dwelling housing to assist older people downsize and younger couples and families enter the housing market;
- Feedback from Council indicated more certainty is required about the location of multi-dwelling housing rather than the seemingly ad hoc approach facilitated by the current LEP controls.

- Opportunities for intensification of the existing urban area within close proximity to the Goulburn Town Centre and rail station was preferred however the Heritage Conservation Area is the most significant constraint;
- Opportunities for an additional 3,500 dwellings on the northern and western fringe of Goulburn however, the extension of the urban footprint should be contained to the north and west by the Hume Highway, the Bumana Creek, Wollondilly River and biodiversity corridors;
- In Marulan there is currently sufficient supply of residential land available to accommodate growth, however, the preservation of land to the north and south is important beyond this Strategy. The Hume Highway will continue to operate as a logical containment to growth.

Draft Recreation Needs Strategy

The Recreation Needs Strategy provides a framework for future investment in open space and recreation facilities to address existing and future needs of the community across the Goulburn Mulwaree local government area.

The Strategy includes in-depth strategies around sports grounds, parks and playgrounds, natural areas, specialised facilities and changes to statutory planning requirements (DCP).

The Strategy recognises the benefits of recreation, sport and open space for social wellbeing and health and wellbeing. It notes that especially in regional areas, sport and recreation clubs are the hub of community life and can galvanise communities in times of need, provide a vehicle for inclusion, create positive alternatives to youth offending, foster community pride and contribute to social capital.

Relevant high-level key findings include:

- Goulburn Mulwaree has a wide range of open spaces and recreation facilities catering to numerous sporting and community groups, including servicing needs at a regional, district and local level;
- Population growth in Goulburn Mulwaree has increased demand for and pressure on all urban services including open space and recreation facilities;
- Goulburn Mulwaree is experiencing recreation participation changes consistent with changes in State and National trends, but there is continuing demand for the full spectrum

of sporting and open space needs;

- GMC has embarked on a range of new recreation projects that represent a major capital investment and boost to the local economy;
- Amendments to existing planning controls is required to ensure adequate provision of new open space and recreation facilities are provided in the new urban growth areas.

COUNCIL MAJOR PROJECTS

Aquatic Centre Redevelopment

The Goulburn Aquatic Centre redevelopment will take place over three stages, with construction expected to commence in the second half of 2019.

Stage one includes the upgrade of the indoor facilities to include:

- 8 lane 25 metre indoor pool
- Refurbishing the existing 25 metre pool
- New leisure pool, warm water pool, sauna and spa
- New plant room and change rooms
- New entrance foyer, reception, administration area and staff office
- Café with connectivity to Victoria Park, and
- Expanded car park and landscaping.

Stage two is for outdoor aquatic and fitness facilities while stage three is the upgrade to the existing outdoor pool, which will remain open while work on stage one is completed.

Goulburn Performing Arts Centre

Council is currently seeking tenders from construction companies to build the Goulburn Performing Arts Centre on a site to the rear of Goulburn Town Hall.

The new theatre building incorporates the original Town Hall building with a new structure located behind to house the auditorium of 420 seats with lower auditorium, a proscenium stage with flytower and 'full' backstage support facilities. The heritage building will be repurposed as a foyer and conference space that can be modified to accommodate smaller events and performances with the upper levels used as 'Front of House' support spaces.

Carr Confoy Park Development Plan

Carr Confoy in Eastgrove is being considered for a new regional hockey facility. The necessary planning works will include concept design of the fields and amenities, and finalisation of a business plan. The proposed location would see two water-based synthetic turf fields and two multi-use grass fields constructed to the east of the current clubhouse and netball courts at Carr Confoy.



Figure 7 - Plans for the new performing arts centre on Auburn Street



SERVICING THE COMMUNITY

A SNAPSHOT OF SOCIAL SERVICES AND PLACES IN GOULBURN MULWAREE

THE SOCIAL CONNECTORS IN GOULBURN MULWAREE COUNCIL AREA INCLUDE:

COMMUNITY AND CULTURAL FACILITIES:

- 1 LIBRARY
- 14 COMMUNITY CENTRES, HALLS AND MEETING SPACES
- 15 MUSEUMS, GALLERIES AND MEMORIALS

PARKS AND RECREATION FACILITIES:

- 1 AQUATIC CENTRE
- 4 MAJOR WATER BODIES AND ACCESS TO NATIONAL PARKS / CONSERVATION AREAS
- 10 SPORTING FIELDS
- 80+ PARKS AND OPEN SPACE AREAS
- 2 1 SKATE PARK AND 1 ADVENTURE PLAY GROUND

COMMUNITY GROUPS AND SERVICES, EVENTS AND PROGRAMS:

- 45+ COMMUNITY SERVICE PROVIDERS
- 69+ COMMUNITY GROUPS
- 45+ COUNCIL AND COMMUNITY EVENTS AND PROGRAMS (PER ANNUM)
- 1 YOUTH COUNCIL
- 6 NOT FOR PROFIT ORGANISATIONS

STREETS, PLAZAS AND INCIDENTAL MEETING SPACES:

- 8 TOWNS AND VILLAGES
- 12 REGULAR MARKETS

SHARING SPACES AND PLACES:

- 2 CO-WORKING HUBS

EDUCATION AND LEARNING FACILITIES:

- 1 TAFE CAMPUS
- 1 COUNTRY UNIVERSITY CENTRE
- 22 5 SECONDARY SCHOOLS & 17 PRIMARY SCHOOLS
- 16 EARLY EDUCATION AND CARE CENTRES
- 3 OUT OF SCHOOL HOURS CARE

COUNCIL'S SOCIAL INFRASTRUCTURE, SERVICES AND PROGRAMS

COUNCIL'S SOCIAL SERVICES

Goulburn Mulwaree takes a hands on approach to social service delivery running a significant amount of services and programs for particular groups including:

Neighbour Aid Services

Council coordinates volunteers through Neighbour Aid Services to provide social and practical support and assistance to frail aged people, people with a disability and their carers.

The community centre based programs service approximately 80 older people daily including morning tea, lunch and activities.

Activities include card, craft and support groups, and cooking programs with clients (also provided at Brewer Centre at Marulan)

Leisure Link Services

Leisure Link offers a variety of social and recreational activities for people with physical or intellectual disabilities. It aims to provide opportunities to experience a wide range and level of activities; Leisure Link can provide a one-to-one link for people and group activities. All programs operate with the assistance of volunteers. The program offers:

- Centre based peer support and community participation programs for approximately 113 regular clients with a mild to moderate intellectual or physical disability (funded through participant's NDIS plans and auspice by Council);
- Many activities are often held after hours and on weekends and include dining out, holidays, attending sporting events and concerts and other peer support programs;
- This program works collaboratively with the aged care and youth services that Council also operates from the Community Centre sharing common spaces, equipment and resources and is also supported by a small team of volunteers.

Youth Services

- Holiday programs utilising a large youth room, kitchen and meeting rooms. Activities range from cooking, playing table tennis, pool, movie nights, games nights etc;
- Cooking classes held every Tuesday night from 4-6pm;

- Drop-in space for youth to get support and help with anything ranging from schooling, Centreline jobs etc;
- Hospitality program/ social enterprise cafe run at the library;
- Programs run at the PCYC to support kids getting active and have breakfast before school.

COUNCIL'S SOCIAL COMMUNITY INFRASTRUCTURE

Goulburn Mulwaree has several community facilities that offer social services and programs to the public including:

Goulburn Neighbourhood Centre

Goulburn Neighbourhood Centre is a converted shopfront, currently located in the centre of town at 155 Auburn St. It includes the following facilities:

- 6 public computers are made available for community use;
- Regular users of meeting rooms day and night, particularly McDermott Room located in the front area of the centre;
- Kitchen facilities enable cooking programs for clients;
- The facility is a temporary community centre, and due to building restrictions is limited in its capacity.

Goulburn Mulwaree Library and the Big Read Bus

Goulburn Mulwaree Library is co-located with Council's Civic Centre and the Goulburn Regional Art Gallery. It offers typical library services including internet access, book lending, as well as comfortable places to read or study.

The Library is passionate about providing free and equal access to information, assisting with independent learning and promoting the joys of reading in our diverse community.

In addition to the physical building, the library also has a 'big read bus' that travels to different corners of the LGA to allow people to access resources remotely.

Goulburn Art Gallery

The Goulburn Regional Art Gallery is the region's hub for presenting, exhibiting and collecting contemporary art. They host a big, bold program each year that is full of ideas that provoke conversation and connection to the work of the



Figure 8 - Council's leisure link program provides a variety of social and recreational activities for people with disability

artists. In addition to curating art works, the gallery runs several community programs that supports social life in Goulburn Mulwaree.

Goulburn Mulwaree Museums

Goulburn Mulwaree Council Museums play an important role in showcasing the unique heritage of the region. Council run three museums including the:

- Goulburn Historic Waterworks Museum;
- Rocky Hill War Memorial & Museum; and
- St Clair Villa Museum & Archives.

Managed by Council staff, with long-term and substantial support from a dedicated team of volunteers and History Goulburn, the Museums are dedicated to the ongoing preservation and management of historic buildings and grounds, collections and archives.

Council is currently managing construction of a new museum building at Rocky Hill and much need conservation works at St Clair Villa to secure the future of these remarkable heritage sites.

Goulburn Recreation Area

The Recreation Area occupies 45 hectares of land alongside the Mulwaree River. It is a Crown Reserve with Council as Trustee managing the complex. Council is assisted by a "Committee of Management" consisting of representatives from each of the main Recreation users.

The main users of the Recreation Area consists of:

- Greyhound Racing
- Harness Racing and Training
- AP&H Society (Show Society)
- Basketball
- Poultry Fanciers
- Rodeo
- Dressage
- Goulburn Dog Training & Kennel Club

The Recreation Area (including the Veolia Arena and Grace Millsom Centre may be booked for use by the community. Over the 2018/2019 financial year, the recreation area had a total of 131,1857 attendees, highlighting it's importance as a social meeting place within Goulburn Mulwaree.

Over the 2018/19 Financial year there were a total of 173 major and irregular events held in the Goulburn Recreation Area.

Goulburn Aquatic and Leisure Centre

The Goulburn Aquatic and Leisure Centre is a year round facility catering for all ages and swimming abilities. The Centre offers a range of programs and services, from learn to swim classes to aqua aerobics.

Facilities include a heated indoor 25 metre pool with ramp access, heated indoor baby and toddler pool (with disabled access), seasonal outdoor 50 metre Olympic pool, seasonal UV covered outdoor toddler pool, half sized basketball courts, children's playground and a Health and Fitness centre.

- During the 18/19 financial year the aquatic centre had a total of 82,632 visits.
- Of the casual visits, the concession entries accounted for 56% of visits (26,777), followed by Adults (14,201; 30%). 6 month upfront aquatic concession entry passes were also the most popular (1,814; 54%) followed by adults (1,349; 40%).
- The high count of concession entries to the pool indicates that it a popular and accessible place for concession card holders.

COUNCIL & COMMUNITY-RUN PROGRAMS, EVENTS AND FESTIVALS

Council, in collaboration with the community and local partners, delivers and facilitates a number of programs that support social wellbeing, including:

- Programs and events at the library for adults - 153 programs run annually (attendance of 2,483).
- Programs and events at the library for children and young adults - 262 programs run annually (attendance of 9,011).
- Major community events at the library attracting up to 5,000 people annually - Goulburn Comic Con and the Goulburn Reader Writer Festival (now called BookFest).
- Programs at the art gallery (211 education programs run in 2018 with 3,331 people attending, and 273 outreach programs with 2,940 people attending).
- Programs and events as part of Youth Week, NAIDOC Week, NSW National Trust Heritage Festival and the Seniors Festival
- Big Read Bus (Mobile Library Service) - visiting 19 institutions every 3 weeks. This is a mixture of retirement homes, pre-schools and primary schools in the LGA.
- Other regular library run programs including Computer Basics Training Courses and Monday Meditation.

In addition, Council collaborates with partners, including community service providers and local businesses, to facilitate a number of social wellbeing programs, markets, events and festivals locally including:

Library Programs

- Story Time
- Code Club
- Rhyme Time
- LEGO Club
- Giggle and Wiggle
- Yarn n Tea Time
- Colouring in
- Big READ bus (mobile library van)
- Paperback Café @ Goulburn Mulwaree Library

Events and festivals

- Lilac City Festival
- Pictures and popcorn in the Park
- Victoriana Steampunk Festival
- Goulburn/Marulan Australia Day
- ANZAC Day Ceremonies
- 2018 Holcim Pty Ltd Mayoral Charity Golf Day
- Australian Blues Music Festival
- Goulburn Multicultural Festival
- Harmony Day in the Park
- Goulburn Comic Con
- Goulburn Rose Festival
- Goulburn Show
- Marulan Kite Festival
- Tallong Apple Day Festival
- Willowglen 4x4 challenge
- Our Living History
- Bookfest (formerly Reader Writer Festival)
- Community Bike Ride
- Hockey NSW Indoor State Championships
- International Day of People with Disabilities
- Cancer Council Relay for Life
- Convoy for Kids
- **Other various sporting events**

Playgroup

- Bradfordville Supported Playgroup
- Goulburn Little Aussies Playgroup
- Mudpie Playgroup
- Tallong Playgroup

Markets

- Lilac City Country Markets
- St Saviours Community Craft & Garage Sale
- Parkside Community Markets (hosted by rotary)
- Riversdale Quarterly Car Boot Sale
- Marulan Exchange: Books, CDs, DVDs
- Windellama Country Markets
- Markets on Bourke
- Bungonia Village Markets
- Tarago Blue Moon Markets
- Laggan Village Markets
- Goulburn Swap Meet

Regional Gallery Programs

- Outreach
- Art Teenies (5 yrs and under)
- Afternoon Art Club



Figure 9 - Pictures and popcorn at the pool (Source: Destination NSW)



Figure 11 - Goulburn Mulwaree Library Programs



Figure 10 - Goulburn Parkside Markets



Figure 12 - Art Teenies Gallery Program

SURROUNDING REGIONAL COUNCIL'S APPROACH TO SUPPORTING SOCIAL OUTCOMES

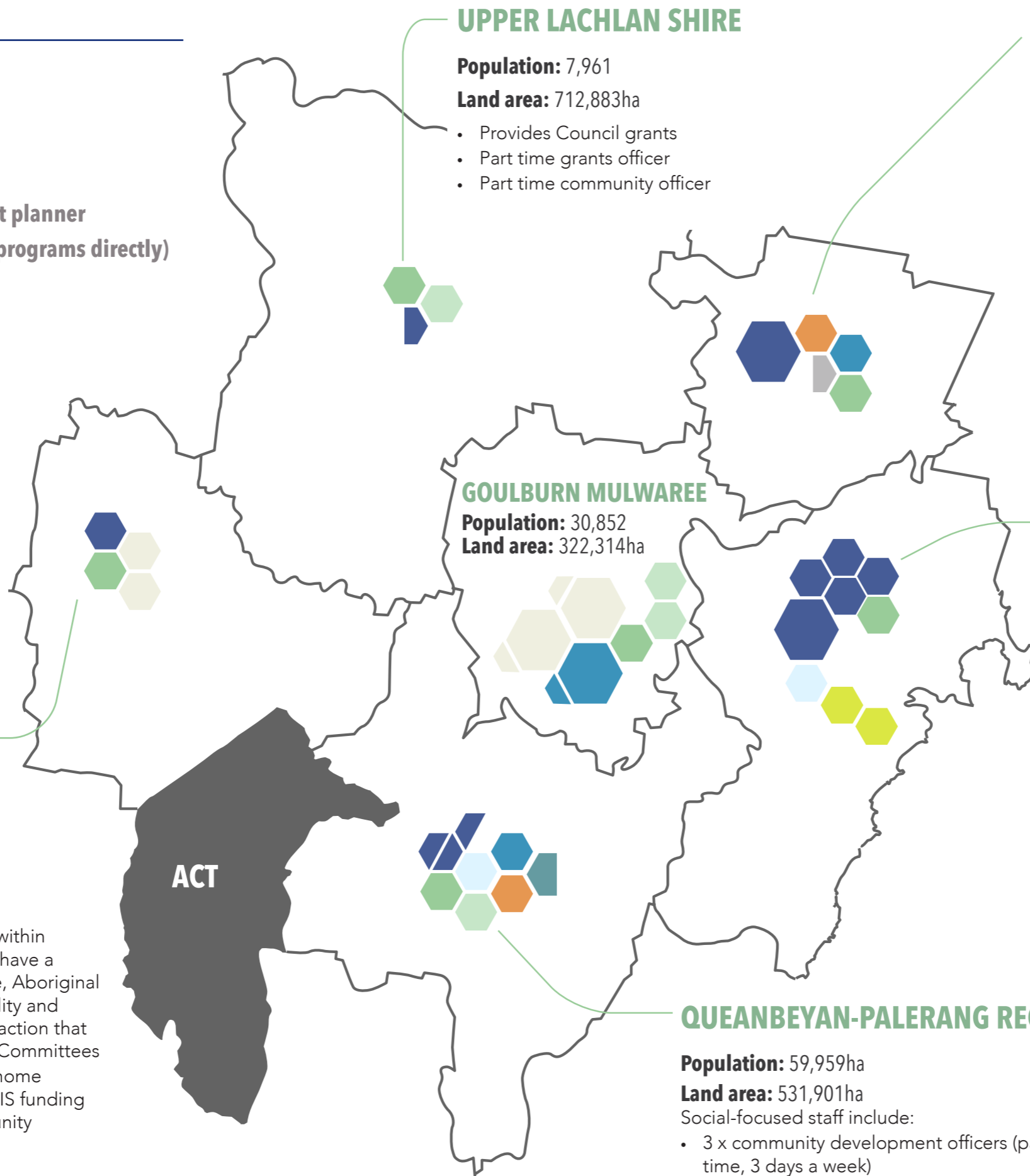
Figure 13 overpage benchmarks the social planning, grants and services of neighbouring regional council's. In terms of population size, Goulburn Mulwaree is double that of Yass Valley, however half that of Queanbeyan-Palerang and less than a third of neighbouring Shoalhaven.

Taking these key differences into account, compared to other surrounding regional Councils, Goulburn Mulwaree currently lacks a generalist community, or social planning officer that will have a function that is able to coordinate and support community groups, as well as help to run social events and programs in town.

However Goulburn Mulwaree also has a higher proportion of social services staff at the coordinator level compared to surrounding Councils, they also provide more direct services compared to a more strategic/development role.

KEY

- Aboriginal Liaison officer
- Aged and Disability worker
- Grants officer
- Grants program
- Social/community development planner
- Social service worker (delivers programs directly)
- Youth Centre/Hub
- Youth worker
- Outreach worker
- Recreation planner
- Part time officer
- Full time officer
- Senior/coordinator level



UPPER LACHLAN SHIRE

Population: 7,961

Land area: 712,883ha

- Provides Council grants
- Part time grants officer
- Part time community officer

WINGECARRIBEE SHIRE COUNCIL

Population: 50,493

Land area: 268,88ha

Social-focused staff include:

- 1 x Community development coordinator (full time)
- 1 x Aboriginal Community Officer (28 hours, funded by FACS)
- 1 x Youth officer (full time)
- 1 x Age and disability officer (Part time, 3 days)
- Grants:
 - Provides Council grants, administers club grants and other Community Assistance schemes
- Program spaces:
 - 1 x youth hub, operated external to Council

GOULBURN MULWAREE

Population: 30,852

Land area: 322,314ha

SHOALHAVEN COUNCIL

Population: 104,371

Land area: 453,063ha

Runs social infrastructure management and community development together. Staff include:

- 1 x Senior Community development officer (Ft)
- 1 x Social planner (Ft)
- 3 x Generalist community development officers (Ft - previously had dedicated youth, age and disability and Aboriginal officer)
- 2 x recreation and community facility officers
- Grants:
 - Community grants program
- Program spaces:
 - 1 x youth hub, operated external to Council

YASS VALLEY SHIRE

Population: 16,953

Land area: 399,837ha

Social-focused staff include:

- 1 community planner (located within strategic planning) directed to have a specific focus on young people, Aboriginal people and people with disability and works on specific projects and action that come out of relevant Advisory Committees
- 2 community service officers - home living support that also has NDIS funding (operates separately to community planning)
- Grants:
 - Community grants program

QUEANBEYAN-PALERANG REGIONAL COUNCIL

Population: 59,959ha

Land area: 531,901ha

Social-focused staff include:

- 3 x community development officers (part time, 3 days a week)
- 1 x Aboriginal Liaison officer (full time)
- Youth team leader
- Outreach Worker (4days, focused on early

intervention, part funded by FACS)

- Grants Officer
- Grants:
 - Annual grants program and facilitates club grants
- Program spaces:
 - s1 x youth drop in centre

ACT

Figure 13 - Comparison of social services with surrounding Council areas

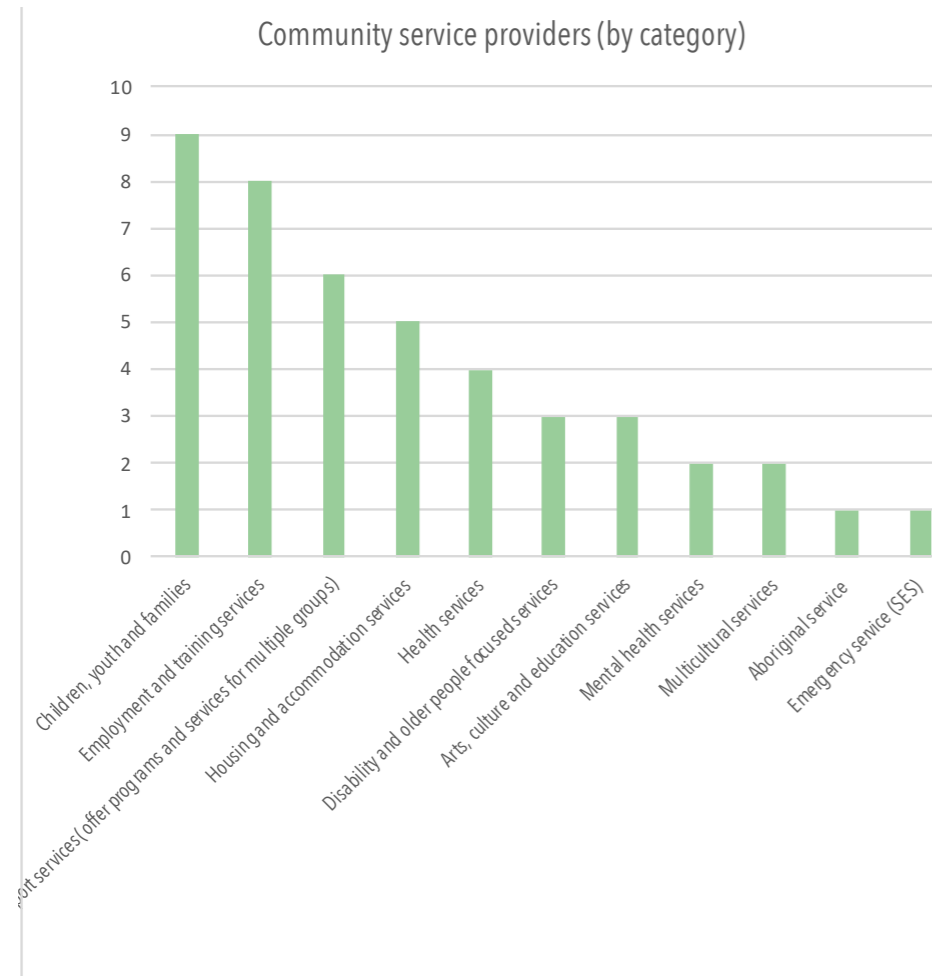
COMMUNITY SERVICE PROVIDERS

SERVICE OVERVIEW

Services were audited through searching community directory, council’s existing knowledge, and reviewing service provider’s web pages.

A total of 44 services were audited in Goulburn Mulwaree. These include:

- 9 services focused on children, youth and families (only 1 dedicated service for young people -PCYC)
- 8 Employment and training services
- 6 Social support services (offer programs and services for multiple groups)
- 5 Housing and accommodation services
- 4 Health services
- 3 Disability and older people focused services
- 2 Mental health services
- 3 Arts, culture and education services
- 2 Multicultural services
- 1 Aboriginal service
- 1 Emergency service (SES)



Goulburn Mulwaree has a large number of services for a regional area and population size of the LGA. This is also because services based in Goulburn may also service surrounding regional council areas.

Through community and stakeholder engagement it was clear that the services in Goulburn Mulwaree come together to actively and innovatively respond to community needs. This is most evident through the Goulburn Place Plan coordinated by FACS, where different organisations (including Council) pitch in to deliver real policy outcomes through wrap around services (such as the fit for life program).

KEY SERVICE GAPS

Despite the high number of services in town there are a number of critical gaps including:

- Mental health services are a key need across the community. There are currently only two dedicated public mental health services in Goulburn Mulwaree. Moving forward Council’s role can potentially be to engage with community groups and seek to de-stigmatise the issue and encourage people to access support;
- There is a low number of youth-focused services. Council youth services, Headspace and the PCYC, are currently filling a critical need with often limited funding and within constrained facilities;
- The service audit, as well as community engagement also identified a number of service gaps in the area, including a homelessness shelter / refuge for people who may be leaving family violence situations or who have found themselves homeless for a variety of other reasons;
- Transport services to help ameliorate social isolation and accessibility issues for older people, people with disability as well as young people are also critical in the regional context of Goulburn Mulwaree.

COMMUNITY GROUPS

The Goulburn Mulwaree Council is home to a range of valued community groups and organisations that play a vital role in creating and supporting social wellbeing in the area. These groups provide services and organise events, programs, workshops, talks and bring people together to share and learn from each others knowledge and skills.

While some of our community groups have been running for decades, there are also a number of groups emerging which reflect new residents moving into the area with different interests and skills. The majority of these groups receiving no or limited funding and relying on volunteers to run.

Analysis based on Council’s existing knowledge and desktop research (2019) indicates that there are 68 community groups (including the 15 CWA branches) in the Goulburn Mulwaree Council area. These groups have been categorised as:

- Sporting and recreation
- Community
- Environment and sustainability
- Arts, culture and heritage
- Social groups
- Support groups
- Advisory groups

The high number of community groups in Goulburn Mulwaree demonstrate there is already a significant level of social capital within the area. While the majority of groups are based in Goulburn, there a mainly local groups in surrounding villages that are supporting their local community is various ways.

The ‘Sports and recreation’ category has the highest number of community groups, followed by Community, Arts, Culture and Heritage and Environment.

In addition to these groups that meet in person, there are 3 online groups (Goulburn Community Notice Board, The Goulburn Community and Goulburn and Region Health Connections)

Goulburn Mulwaree has a strong sporting culture and tradition. The participation rate within the Goulburn Mulwaree area is high and therefore, these clubs provide opportunities for people - young and old - to connect with others, lead active lifestyles and find support through a common interest. Beyond sport and recreational activities, sporting clubs can provide a place for people, particularly males, to address key social issues, such as mental health, social isolation and inequality.

Community groups, such as the Country Womens Association, Lion Clubs, Rotary Clubs which all have had a longstanding and established presence in rural and regional areas. The CWA continues to have a strong and active presence with fifteen branches across the Goulburn Mulwaree area.

Community led and managed social groups cater for a variety of people, groups and interests within Goulburn Mulwaree. Book clubs, local playgroups and parent groups provide informal opportunities for residents to come together, connect and support one another. The environmental and sustainability groups also are social groups that have a specific interest in landcare, environmental conservation, and sustainability issues.

Support groups are usually run by more formal organisations and are targeting specific social issues. These groups link closely with service providers and offer acute support and treatment for people.

The Goulburn Mulwaree area is home to a number of local annual festivals and events, many which are run by local committees on a voluntary basis. These include the Goulburn Show (March), Goulburn Rose Festival (March), Talong Apple Festival (May), Marulan Kite Festival (September) and Lilac Time (October).

Arts, culture and heritage plays an important role in the health and wellbeing of the community by providing opportunities for the community to share stories, traditions, histories and skills. Within Goulburn Mulwaree there are a number of organisations from local historical societies to film, theatre, music, choirs and craft groups.

The Youth Council and the Goulburn Health Service Community Consultation Committee are two community groups. Members come from local government, state government and local services providers with the aim to better coordinate service delivery and respond to social issues within the local area.



Figure 14 - The Goulburn Mulwaree area has a high number of Country Womens Association branches, all who are involved in many activities across the community. (Source: CWA Marulan branch facebook)



Figure 15 - Children participating in team sports (Goulburn Junior Rugby League) (Source: Goulburn Post)



Figure 16 - Goulburn Art Gallery “The Art of Ageing” exhibition 29 March-11 May 2019 (Source: Cred Consulting)

YOUTH ACTIVITIES

Goulburn Council's Youth Council provided a list of youth activities:

YOUTH ACTIVITIES GOULBURN

Free

- Outdoor gyms
- Walking track
- Library
- Computers
- Wifi
- Vibefest
- Multi-cultural
- Pictures and Popcorn
- Rage Cage Multi-sports
- Skate Park
- Adventure Playground
- Parks
- Community bike ride
- YTTW road safety rallies
- Kate competition
- Youth week
- Laser tag
- Youth Council
- Kite Festival Marulan
- Community Centre
- Youth workers
- Fishing weir
- Chance to express opinions - Youth Voice
- Safe community

Council provided

- Swimming pool
- Gym
- Library holiday programs
- Aussie food vans
- Youth holiday programs
- Sporting fields
- Steam Punk Festival
- Activities at Veolia Centre Sports Pavillion
- Carols in Victoria Park
- SOON - new performing arts centre

Other

- Pony Club
- Goulburn Show
- Australia Day
- Rocky Hill Theatre
- North Goulburn Fireworks
- Motorbike track
- Cheapest movie theatre
- Fit of life PCYC
- Rock Climbing
- Gymnastics
- Boxing
- Youth drop-in discos
- Speedway
- Wakefield Park
- Games Arcade
- Leider Theatre
- Conservatorium
- Rock Con
- Busking opportunities
- Dance schools
- Cheerleading
- Sporting clubs
- Scouts
- Girl Guides
- Cadets
- Karate
- Bands in local clubs
- Flamingo's if over 18
- Bush walking
- Big Merino
- Railway Heritage
- Lilac Time Carnival
- Church groups
- Plus: School activities / choirs / debating etc.



EMERGING NEEDS AND OPPORTUNITIES

EMERGING SOCIAL NEEDS AND OPPORTUNITIES IN GOULBURN MULWAREE

Community engagement and research has highlighted key social needs and opportunities that fall under the following three themes:



1. STRENGTHENING COMMUNITY BONDS

- Recognising and celebrating Goulburn Mulwaree's Aboriginal past, present and future
- Understanding and addressing social inequality in Goulburn
- Activating our towns and villages



2. IMPROVING HEALTH AND WELLBEING OUTCOMES

- Reducing stigma and increasing access to Mental health services
- Addressing alcohol and drug use in our community
- Understanding the link between health and wellbeing and climate impacts
- Ensuring everyone can feel safe in Goulburn Mulwaree



3. BUILDING COMMUNITY SKILLS AND CAPACITY

- Intergenerational skill sharing
- Increasing job and education opportunities for young workers
- Building a stronger relationship between Council and the Community through community engagement



STRENGTHENING COMMUNITY BONDS

Goulburn Mulwaree is already home to a network of strong community groups that facilitate strong social bonds, many of which rely on passionate and active volunteers.

However, community research and engagement has found that there can be perceived divisions within the Goulburn Mulwaree community. This can be between newcomers and lifelong residents of Goulburn, as well as the 'haves' and the 'have nots' of the community, people who based on a person's postcode, income or ability are at more of a disadvantage than others.

Investing in social capital is therefore key for Goulburn Mulwaree to strengthen community bonds and bridge social connections across the community. Key needs and opportunities include:

- Recognising and celebrating Goulburn Mulwaree's Aboriginal past, present and future
- Understanding and addressing social inequality in Goulburn
- Activating our towns and villages

WHAT IS SOCIAL CAPITAL?

Social capital focuses on our many social connections, and the benefits they can bring to the wellbeing of individuals and communities.

Whether it be chance meetings on the street or at the local cafe, everyday encounters in the communal open space in your apartment building, or your relationships with family and friends, these networks and the norms of reciprocity and trustworthiness that arise from them are what is referred to as social capital.

There are three types of social capital:

- **Bonding connections** refer to those based on a sense of common identity (e.g. neighbours, go to the same school, part of the same sports club, cultural identity). These bonds act as a kind of social superglue;
- **Bridging connections** stretch beyond the shared sense of identity (e.g. cultural events that bring different parts of the community together). These bonds can be thought of as a kind of social WD-40;
- **Linking connections** are between individuals operating at different levels of power or opportunities in a society.

SOCIAL CONNECTORS

Social capital is facilitated by social connectors; places, spaces and networks that can enable meaningful social interactions.

Examples of social connectors can include public spaces, community centres, cafes, schools, workplaces, stations, sports clubs and arts centres, as well as online share networks, Meetups and share economy initiatives such as street libraries.

WHY IS IT IMPORTANT?

Communities with higher levels of social capital tend to have healthier, more highly educated populations that enjoy improved happiness, democratic governance and less crime.

Putting the sharing of social capital at the core of urban design, planning and development can help deliver improved health outcomes as well as significant economic benefits through greater participation in community life and economic diversity.

MEASURING ITS MULTIPLE VALUES

Investing in social connectors brings other social and economic benefits as well:

- Child friendly cities - a UK study called Play England: Economic Evaluation of Play Provision identified that every £1 invested in an adventure playground generates £1.32 in social benefits;
- Quality education and care - Studies from economist James Heckman show that for every \$1 spent on child care in America, \$17 is returned to the community through: better educational outcomes; higher school completion rates; and less expenditure on health, welfare and crime services;
- Inclusive places for older people - AHURI estimates that if 20% of new homes included universal design, the cost savings to the Australian health system would range from \$37 million to \$54.5 million per annum, through reduced hospital stays and health care costs, in-home assistance and residential accommodation;
- Quality libraries and community centres - A study called Enriching Communities: The Value of Public Libraries in New South Wales reported that for every dollar spent on New South Wales public libraries the value back to the community is between \$2.82 and \$4.24;
- Longer life expectancy – people living in more connected suburbs with more diverse incomes and access to social infrastructure and services are living up to 10 years longer than those in lower income, less connected communities.



Cr Alf Walker conducting a smoking ceremony at the opening of the Leggett Park mural with Joseph Chapman-Freeman playing didgeridoo and Luke Heitel-Freeman on clapping sticks. Photo Burney Wong.

NEED: RECOGNISING AND CELEBRATING GOULBURN MULWAREE'S ABORIGINAL PAST, PRESENT AND FUTURE

The Goulburn Mulwaree region has been settled for tens of thousands of years (refer to the Aboriginal Heritage Study 2012 and Heritage Study Review 2018). The Goulburn Mulwaree region was traditionally a meeting place for different first nations to meet one another. Today Goulburn Mulwaree is home to 1,185 Aboriginal and/or Torres Strait Islanders. Community engagement highlighted the need to celebrate Aboriginal culture and increase the visibility and consultation with the Aboriginal community. This is an important first step in healing, reconciliation and pride for the Aboriginal and wider community.

The ABS Census 2016 reported that Goulburn Mulwaree's population consisted of 30,261 people. From this total 1,185 Aboriginal and Torres Strait Islander people live in Goulburn Mulwaree, which makes up 4.0% of the total population. This is much higher compared to 2.9% in NSW, however lower than Regional NSW (5%).

What we heard

Engagement with local Aboriginal people and the Pejar Local Aboriginal Land Council found that there is a lack of visibility around the Aboriginal past, present and future in Goulburn Mulwaree, this is true of both marking significant places and sites (where appropriate as per the Aboriginal Heritage Study), as well as storytelling through public art projects of local Aboriginal dreamtime stories such as the story of the Wollondilly River.

There are opportunities to embed representations of Goulburn-Mulwaree's Aboriginal past, present and future through upgrades to infrastructure - such as bus stops or amenities blocks - as well as reviewing signage at current heritage sites to ensure they are appropriate and acknowledge Aboriginal heritage in a respectful way.

Why this is important for social sustainability?

Increasing visibility is important to strengthen local Aboriginal pride. Engagement also found that an Aboriginal cultural centre, or meeting place, other than the Land Council would also be beneficial for the town, providing a place for Aboriginal people

to connect with their culture, as well as share and increase understanding with all Goulburn Mulwaree residents. Ultimately, a key action of the Social Sustainability Strategy will be to progress with Council's Reconciliation Action Plan, which will further guide this key policy area.



SOCIAL SUSTAINABILITY CASE STUDY: EORA JOURNEY: RECOGNITION IN THE PUBLIC DOMAIN

The living culture of the Aboriginal and Torres Strait Islander communities in Sydney is celebrated by a project known as the Eora Journey, meaning 'the people's journey'.

Community consultations which took place at Sustainable Sydney 2030 identified the need for better recognition of Aboriginal and Torres Strait Islander culture and heritage. This is what The Eora Journey project addresses with guidance from The City of Sydney's Aboriginal and Torres Strait Islander Advisory Panel, comprised of local community members.

The development of the public art projects commissioned for the Eora Journey project was guided by Eora Journey Curatorial Advisor Hetti Perkins and architect Julie Cracknell who undertook an international review of cultural interpretation in 2010.

Recognition in the public domain is one of the four key components of Eora Journey. It comprises seven major public art projects created by Aboriginal and Torres Strait Islander artists symbolising the Eora Journey.

The three other components of Eora Journey include; an economic plan to address the community's access to education, employment and training opportunities; a signature Aboriginal event; and an Aboriginal Knowledge and Cultural Centre to create opportunities for employment, tourism and sustainable industry and to promote cultural understanding among residents and visitors.

NEED: SOCIAL INEQUALITY IN GOULBURN MULWAREE

Inequality can present individuals and groups with a range of challenges that affect their ability to reach their full potential, including but not limited to income inequality, unemployment, poor health and mental health, stresses at home and at school, language and cultural barriers, unemployment and housing insecurity.

Why is inequality a problem?

According to the Australian Council of Social Service (ACOSS), when people with low incomes and wealth are left behind, it is a challenge to reach an acceptable living standard, and most importantly for the purposes of this Social Sustainability Strategy, it can be difficult to participate in society. This causes divisions in the community.¹

Too much inequality is also bad for the economy. When resources, skills and knowledge are concentrated in fewer hands, or people are unable to participate effectively in the paid workforce or attend educational institutions to do so, economic growth is diminished.

¹ ACOSS and UNSW Sydney 2018, *Inequality in Australia 2018*, viewed 8 July 2019, <<https://www.acoss.org.au/wp-content/uploads/2018/07/Inequality-in-Australia-2018.pdf>>.

How do we know that social inequality exists in Goulburn Mulwaree?

The ACOSS and UNSW Sydney *Inequality in Australia* report highlights that Older people, single people and sole parents, and those who mainly rely on social security are more likely to be in the lowest 20% of Australians.

This includes the following demographic markers as represented for Goulburn Mulwaree by Table 7:

- People over 64 years of age
- Sole parent families
- Unemployment
- Youth Disengagement

For people over 64 years of age and sole parent families,

this is due partly due to their lower employment levels and caring responsibilities, and partly to the level of social security payments.

Recent Department of Social Services data from December 2018 shows that in Goulburn Mulwaree 4,028 people are on the Age Pension (13.3% of total population), and 405 households are receiving government single parent payments (3.5% of total households)

The most important influence on incomes is labour force status. People living in households where the household reference person is not in the labour force or is unemployed are much more likely to be in the lowest 20%, along with other households dependant on an income support payment. The *Inequality in Australia 2018* report also found that people living in Tasmania and South Australia are also more likely to be in the lowest 20%, along with people living outside capital cities.

Recent Department of Social Services data from December 2018 shows that in Goulburn Mulwaree 1,012 people are currently on Newstart (3.3% of total population), with a low number of people on youth allowance (222 people), most likely because of the

limited study opportunities within Goulburn Mulwaree.

Applying the ACOSS demographic markers for those who are most likely to be within the bottom 20% of income earners (Table 7 below), the demographic areas that fall within the highest markers across all areas are Goulburn (Central – South) and Goulburn (Central North). Interestingly, these areas are outside of the geographic areas with the highest proportions of social housing - Goulburn (North) has the highest proportion social housing (9.9%), followed by Goulburn (West) (7.2%) and Goulburn (South East) (7.2%).

These findings have implications on the location and accessibility of new social infrastructure investment. As shown by Figure 17 (overpage), Goulburn Central - CBD currently experiences the highest levels of accessibility to community infrastructure (defined in this map as a 400m radius), while the areas demographic analysis indicates are some of the most disadvantaged - Goulburn Central North and Goulburn Central South, have limited accessibility to Council owned facilities. PCYC however is well located within walking distance of Goulburn North and Goulburn Central-North.

Table 7 - Social inequality indicators applied to Goulburn Mulwaree. Source: Profile.id

Area	% People aged 65 years and over	% Single parent households	% Households earning less than \$650 a week	% of unemployment	% of youth disengagement	% of households with no internet connection
Goulburn (Central-CBD)	19.2	11.3	27.2	8.3	5.7	33
Goulburn (Central- North)	22.1	14.3	26.4	7.7	16.4	34
Goulburn (Central-South)	22.8	15.5	26.6	8.4	13.0	34
Goulburn (North)	14.8	14.2	18.0	6.4	12.9	23
Goulburn (South East)	15.5	10.2	27.5	7.5	9.0	37
Goulburn (West)	22.0	9.3	19.7	3.3	7.4	25
Rural North	19.9	8.0	16.5	4.8	9.5	31
Rural South	20.3	7.4	18.9	4.7	3.4	24
Goulburn LGA	19.1	11.5	22.6	6.2	11.7	25
Regional NSW	20.4	11.0	22.0	6.6	11.8	26

= highest three areas for each social inequality indicator within Goulburn Mulwaree Council Area

COMMUNITY FACILITIES

COUNCIL OWNED AND MANAGED

- 1 Goulburn Aquatic and Leisure Centre
- 2 Goulburn Mulwaree Library
- 3 Goulburn Recreation Area - Multi-Function Complex
(including Veolia Arena and Grace Milsom Function Centre)
- 4 Goulburn Art Regional Gallery
- 5 Goulburn Community Centre (155 Auburn Street, Goulburn)
- 6 McDermott Centre (proposed Performing Arts Centre location)
- 400m distance

NON COUNCIL

- 7 PCYC Goulburn
- 8 Goulburn Community Health Centre
- 9 Goulburn Hospital
- 400m distance

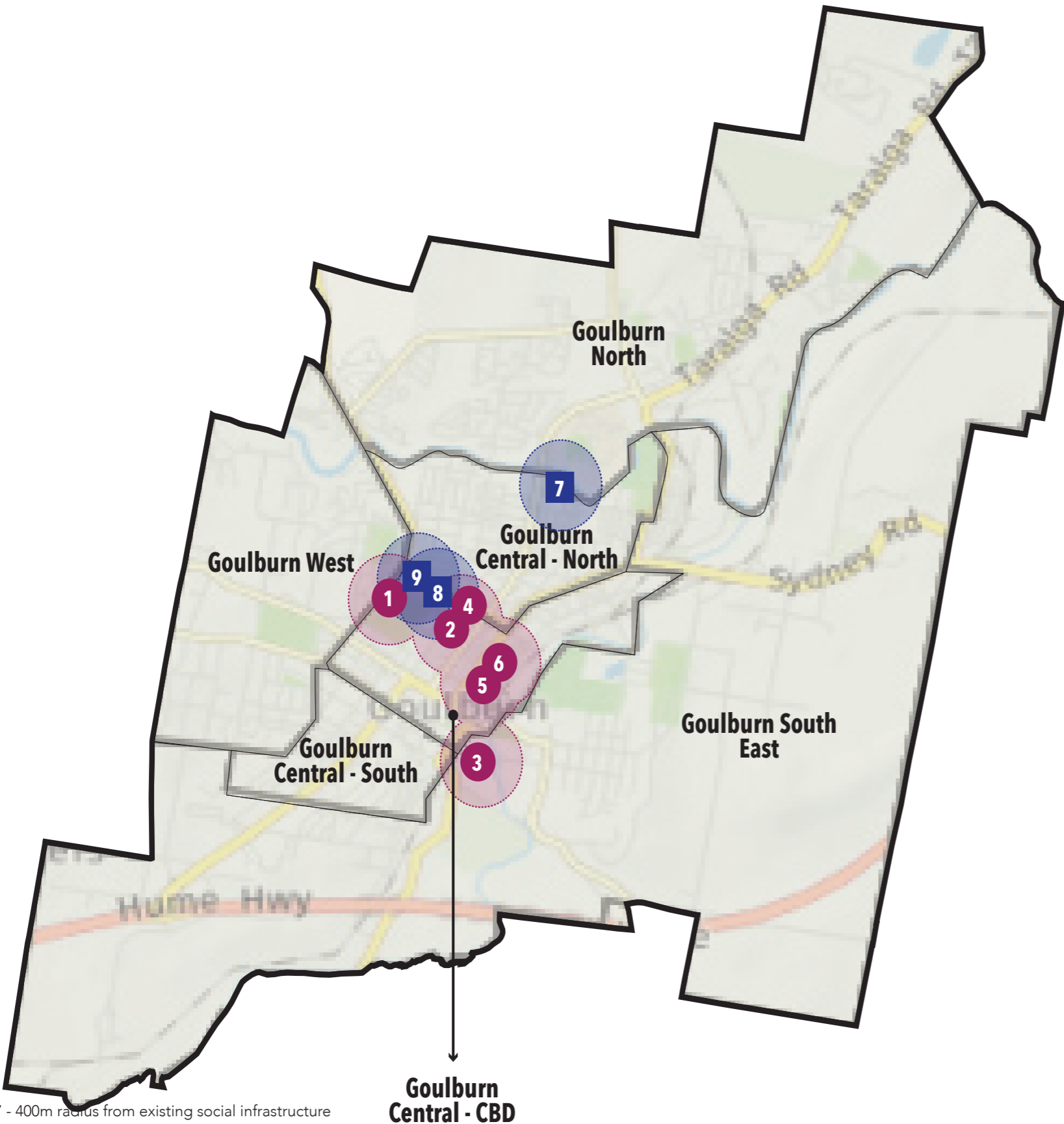


Figure 17 - 400m radius from existing social infrastructure

NEED: ACTIVATING OUR TOWNS AND VILLAGES

Main streets in regional areas have always been places for incidental connections within the community.

There are opportunities to improve the main streets of towns and key villages in Goulburn Mulwaree to facilitate greater opportunities for social connections and build on the sense of community that already exists within Goulburn Mulwaree.

Through community engagement people spoke about a desire to have a more interesting main-street in Goulburn Township with cafes and shops that reflected the character of their area. One challenge that also arose was young people feeling unwelcome in the main street, often being asked to move along.

Any investment in the main street should happen in partnership with the community, including young people to enhance a sense of ownership over place.

Research has shown that main street revitalisation also has positive economic impacts for the town.



SOCIAL SUSTAINABILITY CASE STUDY: URBAN GARDENING FOR PLACE ACTIVATION AND COMMUNITY CONNECTIONS

This section provides a summary of street gardening trends for revitalizing underused spaces including:

- Community of Chippendale in Sydney utilising verge gardening;
- Ron Finley addressing Los Angeles food desert by guerilla farming;
- Oslo creating multifunctional edible food gardens.

The Sustainable Streets and Community Plan (Chippendale)

Located in Sydney, the Chippendale neighborhood envisioned a street garden sharing fresh fruit, vegetables and herbs to everyone in the community by 2020. Including:

- Introduces 10 native stingless bee hives to road verge gardens to be installed and maintained by the community;
- Ceases pesticide spraying in road verges;
- Vertical gardens on the footpath and road verge gardens and public composting;
- Maintained by Caretakers: Each garden bed has a nominated caretaker, and commitments that go along with it buying, transplanting and ensuring plants are watered, pruned and tidied as appropriate, making sure they are kept planted;
- Partners with local residents and business to fund materials and help manage road gardens.

Goals:

- To spend more time gardening than on meetings, red tape, making rules or otherwise creating barriers to gardening for anyone;
- Provide education, local food, and conversations with strangers and neighbours around food and the growing beauty and comfort of our streets which are to be cool in summer and warm in winter;
- To compost and so create affordable nutrients and soil for our road gardens;
- To implement the workshops goals for community composting set during 2010;
- To promptly respond to resident feedback where received.

- To manage the high demand for composting by using bins which cannot be over-used



Figure 18 - The verge garden features edible vegetables, providing fresh food to the neighborhood

Nablagshager, Oslo

Near the central train station of Oslo, the Department of Environment Transport and the SME Nablo started an innovative project exploring edible city solutions in public spaces. Small urban spaces were developed into sustainable, liveable, and healthy environments. Urban food production in Oslo has demonstrated citizen commitment to maintaining and planting food gardens. An area once known for heavy crime has declined from the regeneration of edible urban landscapes. Local economic growth has also been a positive impact of this initiative encouraging residents to explore and interact with their surroundings.

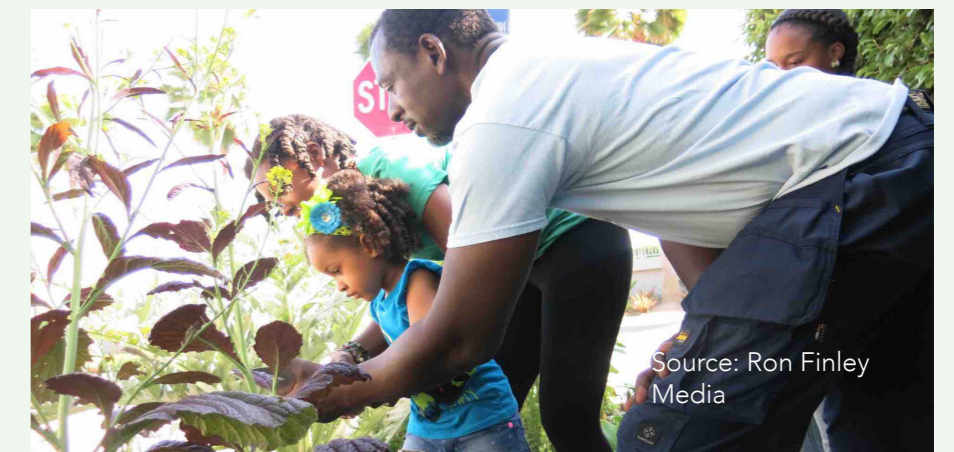


Ron Finley "Gansta Gardener"

In response to South Central Los Angeles' food desert, Ron Finley has been leading the global movement of community gardening by transforming unused public street spaces into a fruitful oasis. His practice first began guerrilla gardening without the permission of the city of Los Angeles. After it's wide popularity and praise from the local community, the city of Los Angeles established a new ordinance allowing residents to garden alongside sidewalk paths without a permit. Residents are welcomed to grab a shovel, get their hands dirty, and start planting healthy foods right outside their home. These edible gardens open educational opportunities for people of all ages to become involved with their urban environment, unifying communities that lack healthy affordable foods. The "Gangsta Gardener" has developed sustainable communities to embrace the growing, knowing, and sharing of fresh-grown food, revolutionizing the culture of Los Angeles food systems.



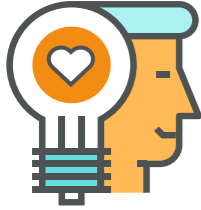
Source: Casey Vassallo Broadseet



Source: Ron Finley Media



Source: John Foraker



IMPROVING HEALTH AND WELLBEING

Addressing health and wellbeing is a key need within Goulburn Mulwaree to achieve social sustainability. Research and community engagement points to the following specific challenges that regional communities, including Goulburn Mulwaree often face:

- Reducing stigma and increasing access to mental health services
- Addressing alcohol and drug use in our community
- Understanding the link between health and wellbeing and climate impacts
- Ensuring everyone can feel safe in Goulburn Mulwaree.

NEED: REDUCING STIGMA AND INCREASING ACCESS TO MENTAL HEALTH SERVICES

Mental health has a profound impact on the overall health and wellbeing of the Goulburn Mulwaree community. Community engagement identified two main challenges around managing mental health within Goulburn Mulwaree, largely around perceptions of stigma, as well as barriers to access services - both in terms of the physical difficulties in accessing a service, as well as the limited affordable options in town, long waiting lists and need to travel outside of the LGA to get specialised and appropriate care.

While mental health treatment is not a service that Council generally provides, there are several opportunities demonstrated by best practice that can improve mental health outcomes.

What does the research and data say?

The *State of Regional Australia* Federal report¹ states that mental health outcomes, as measured by the rate of suicide, are worse in regional and remote areas than in major cities.

This statement is supported by Southern Local Health District (SLHD) data, of which Goulburn Mulwaree Council is a part of. Health data shows that the SLHD has the second highest rate of suicide of all LHDs in NSW (19.9 per 100,000 population). Despite the high rate of suicide there is also lower reported rates of high or very high psychological distress in the SLHD (12.8%) compared to the average across NSW (15.1%; 2017 data).

This disconnect between suicide and low reported psychological stress is also represented in the research around mental health and regional communities. The National Rural Health Alliance² points to several challenges that people in regional areas face in their ability to cope with different stressors including:

- Poorer access to specialized care (for example, almost 9 out of 10 psychiatrists are employed in major cities);

¹ Department of Infrastructure, Transport, Cities and Regional Development 2015, *Progress in Australian Regions: State of Regional Australia 2015*, Department of Infrastructure, Transport, Cities and Regional Development, Canberra, viewed 8 July 2019, <<https://www.regional.gov.au/regional/publications/sora/index.aspx>>.

² National Rural Health Alliance 2014, *Fact Sheet August 2014 Mental Health and suicide in rural and remote Australia*, Deakin, viewed 8 July 2019, <https://ruralhealth.org.au/sites/default/files/publications/nrha-factsheet-mental-health_0.pdf>.

- Apprehension around help-seeking and fear of stigma (particularly in smaller communities where individuals are more visible and confidentiality is less assured);
- 'Rural stoicism' and resilient attitudes, with the belief that people should be able to pick themselves up, keep it all in and deal with it themselves without having to bother other people;
- Lower educational attainment – affecting people's ability to obtain information on prevention and mental health services and programs;
- Lower incomes – making it more difficult to afford mental health care, or in the case that a family member is sent to other areas for treatment, making it difficult to travel and stay to support them; and
- Limited or non-existent public transport, physical limiting people's access to mental health care, and increasing risk of social isolation (particularly a problem for the less mobile, such as those who are frail or living with a disability).

Because of the above factors, diagnosis, treatment and ongoing management of a mental health condition in regional and remote areas are likely to occur later in its progression, or not at all.

Mental health also affects different groups of people differently including:

Farmers

- Association in rural areas between mental health, drought, socio-economic hardship and financial strain among farmers have long been reported¹.
- Farm incomes (which provide livelihoods for many people in rural and remote areas) are influenced by weather conditions, commodity and fuel prices, and exchange rates. The unpredictable nature of these factors can induce psychological distress and subsequent mental illness. For example, in 2008, a study found that among farmers who were in drought, 17 per cent had mental health issues, compared with 8 per cent who had not

¹ Austin, E, Handley, T, Kiem, A, Rich, J, Lewin, T, Askland, H, Askarimarnani, S, Perkins, D, and Kelly, B 2018, *Drought-related stress among farmers: findings from the Australian Rural Mental Health Study*, MJA, vol. 209, no. 4, pp. 159 - 165. viewed 8 July 2019, <https://www.mja.com.au/system/files/issues/209_04/10.5694mja17.01200.pdf>.

experienced drought in the three previous years².

- The rate of suicide for male farmers is significantly higher than for non-farming rural males. In 2008, a study showed that 34 in every 100,000 male farmers die by suicide – significantly more than the 24 per 100,000 among rural men generally (a rate which in itself is significantly higher than the national average)³.
- Recent research has also shown that the incidence of drought related stress was higher among farmers who were younger, living and working on a farm, located in regional areas and experiencing financial hardship. With this specific group of people in mind, it is easier to develop strategies and support that is targeted to a specific group and improve mental health outcomes⁴.

² National Rural Health Alliance 2014, *Fact Sheet August 2014 Mental Health and suicide in rural and remote Australia*, Deakin, viewed 8 July 2019, <https://ruralhealth.org.au/sites/default/files/publications/nrha-factsheet-mental-health_0.pdf>.

³ Ibid.

⁴ Austin, E, Handley, T, Kiem, A, Rich, J, Lewin, T, Askland, H, Askarimarnani, S, Perkins, D, and Kelly, B 2018, *Drought-related stress among farmers: findings from the Australian Rural Mental Health Study*, MJA, vol. 209, no. 4, pp. 159 - 165. viewed 8 July 2019, <https://www.mja.com.au/system/files/issues/209_04/10.5694mja17.01200.pdf>.

Young people

According to the National Rural Health Alliance, there are particular challenges faced by young people in rural and remote areas that impact on their mental health, including:

- Pressure to conform to locally acceptable images or patterns of behaviour (including traditional gender roles);
- Having little privacy because of a small town or village environment;
- Having 'nothing to do' for young people, or feeling as though they aren't welcome in town life e.g. constantly being moved along, or seen as a public nuisance;
- Pessimism about future prospects with existing high rates of unemployment, and limited education/job opportunities;
- Loneliness and the loss of relationships brought about by the drift of many younger rural people to coastal and urban areas;
- LGBTQI identifying people may experience alienation due

to a lack of openness or understanding in some rural communities; and

- Higher rates of use of alcohol and other drugs¹.

Being a close knit community can also be a double edged sword, as the Mission Australia report on Regional Mental Health in young people found, young people love their close-knit communities, but say they can be challenging too. If you are a young person who may be different from the status quo or who stand out in some way, it can feel alienating and isolating. The sense that everyone knows each-other and lack of anonymity can stop them seeking help for mental health problems for fear that word could get around town.

Stakeholder interviews with Goulburn's headspace branch highlighted this as a local issue, with some young people even feeling anxious about being seen walking through the headspace office doors. To counter this, headspace has been doing outreach, along with other services in the area, to other youth events and programs.

ReachOut Australia and Misson Australia's report 'lifting the weight'², highlights that while the prevalence of mental health disorders is similar for people living and outside of a major city, there are significant differences in suicide rates across this areas. There is an established relationship between the risk of suicide increasing, as remoteness from a major city increases. Figures for young Australians indicate that death by suicide in regional and remote communities is almost three times as high as it is in major cities.

In addition, young men aged 15 – 29 who live outside a major city are almost twice as likely to die by suicide than those who live in a major city. The particular mental health challenge for young men can be influenced by firm ideas in regional communities of masculinity, with increased stigma around being seen to be vulnerable or talking about feelings in front of family and friends.

¹ National Rural Health Alliance 2014, *Fact Sheet August 2014 Mental Health and suicide in rural and remote Australia*, Deakin, viewed 8 July 2019, <https://ruralhealth.org.au/sites/default/files/publications/nrha-factsheet-mental-health_0.pdf>.

² Ivancic, L, Cairns, K, Shuttleworth, L, Welland, L, Fildes, J and Nicholas, M 2018, *Lifting the weight: Understanding young people's mental health and service needs in regional and remote Australia*, Sydney: ReachOut Australia and Mission Australia.

This issue has also been picked up in the local community, particularly within the Goulburn Rugby club who run an annual event in memory of Goulburn teen Hugo Cunningham. The event aims to educate people against mental health stigma and arm with the power of conversation and knowledge. In the words of Hugo's mother "It's really important to have an event like this in the community that acknowledges it has a problem, and we have a problem with the young people in our community." (Quoted in the Goulburn post, 2016).

Older People

Nationally, the highest suicide rate is observed in the 85+ age group with a noticeable spike occurring from 75+ years of age (likely to be more prevalent in rural and remote areas where the ageing of Australia's population is more marked). The rate of suicide among men aged 85 years and over who live outside major cities is around double that of those living within them. Older people in rural and remote areas are more likely to be living with a chronic condition, chronic pain and disability. They are also more likely to experience challenges around mobility (which result in the need for in-home visits), social isolation, and access to pain management and palliative care.



SOCIAL SUSTAINABILITY CASE STUDY: MENTAL HEALTH FIRST AID TRAINING

ThriveNYC is a comprehensive mental health plan for New York City that aims to make “mental health everyone’s business”. Two of the six principles are:

- Change the Culture. Stigma stops people from getting the care they need. Thrive NYC is changing the culture by encouraging every New Yorker to be part of the solution (see Mental Health Training Initiative);
- Partner with Communities. We are partnering with communities because New Yorkers are more likely to access services in places they already go to receive care.

Mental Health First Aid (MHFA) is an evidence-driven, free eight-hour training provided every week in every borough. Conducted regularly in English, Mandarin and Spanish, MHFA helps trainees recognise mental health needs, learn how to talk about them, and learn where to direct people in need. MHFA not only helps to reduce stigma associated with mental illness, it also expands the number of people who can help New Yorkers in need.

Mental Health First Aid trainings provide proven practices that will help you recognize the early signs and symptoms of mental illness and substance misuse. You will learn how to listen without judgement, and respond to and help someone in distress until they can get the professional care they may need.

The free eight-hour training is available for all New Yorkers as part of the City’s ThriveNYC Initiative. After completing the training, you receive a three-year certification in Mental Health First Aid. Each course lasts eight hours. There are a variety of courses available with different focuses (some courses may only be available upon request)including: Adults; Youth; Veterans; Older Adults; Higher Education & Public Safety

Thriving Learning Center is an easy-to-use public website featuring free interactive learning opportunities and resources including videos, infographics and modules on self-care and stress management to increase knowledge and awareness of various mental health concerns.

NEED: ADDRESSING ALCOHOL AND DRUG USE IN OUR COMMUNITY

Reports by NSW Health seeking to understand trends in alcohol use and health-related harms in NSW find that people living in regional and remote areas are more likely to drink alcohol at harmful levels. This trend is also represented in SLHD statistics, with a higher rate of alcohol consumption at levels posing long-term risk to health amongst persons aged 16 years and over (34.9%) compared to the average across NSW (31.1%) (2017).

Comparatively, the SLHD has a lower rate of methamphetamine-related hospitalisations (95.3 per 100,000 population) compared to the average across NSW (136.3) (2016/2017).

According to BOCSAR data Goulburn Mulwaree has a higher rate of alcohol related assault (160.4) compared to NSW (129.5), as well as a higher rate of alcohol related domestic assault (111.9) compared to NSW (99.2).

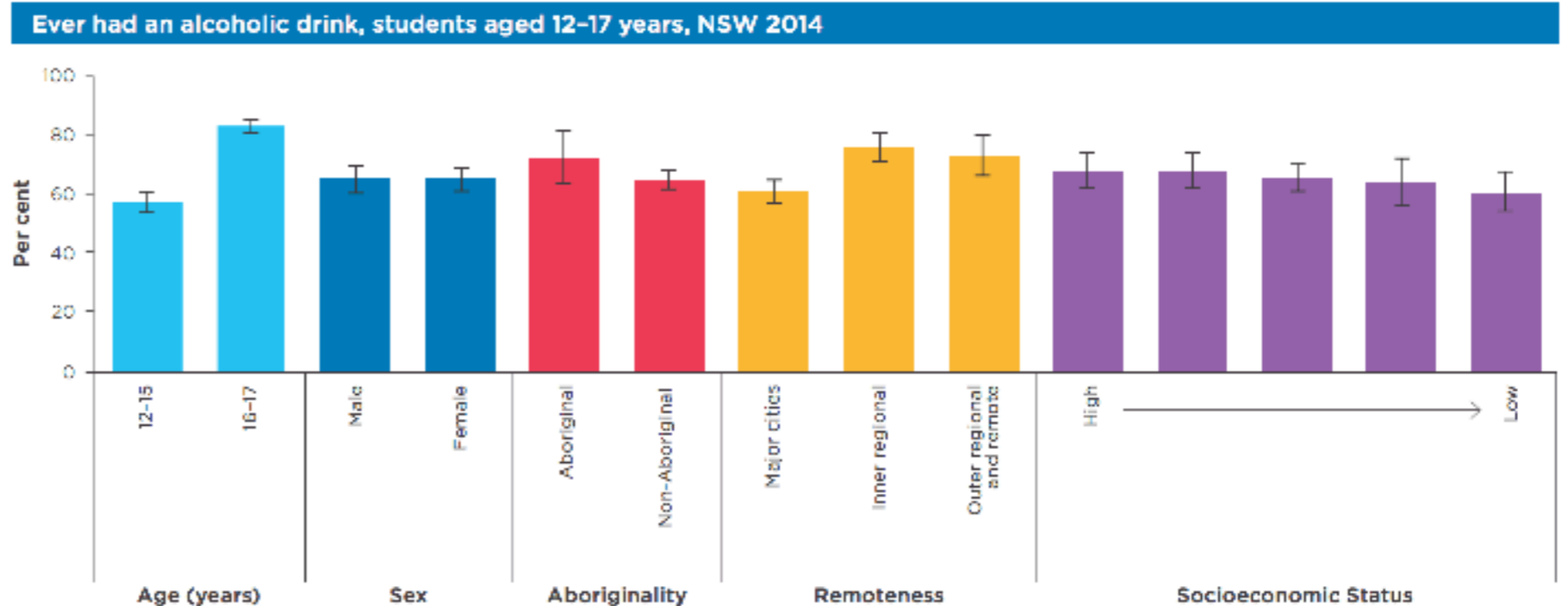
Incidents of drug offences have also significantly increased over the past two years, with a rate of 1060.3 in year prior to March 2019, significantly higher than the NSW average (614.3).

People living in Regional and remote areas of Australia were more likely than people living in Major cities to have consumed alcohol at quantities that placed them at risk of harm from an alcohol-related disease or injury

Results from the 2016 National Drug Strategy Household Survey (NDSHS) showed that¹:

- People aged 14 or older living in Regional and remote areas were significantly more likely than people living in Major cities to: – consume alcohol daily (8.0% compared with 5.0%) – drink in excess of the lifetime risk guideline (21% compared with 15.4%) and of the single occasion risk guideline (at least monthly) (29% compared with 24%). Levels of recent drug use were similar between remoteness areas, however the type of illicit drug used varied;
- People aged 14 or older living in Major cities and in Regional and remote areas had similar levels of drug use in the past 12 months (both 15.6%). However, those in Major cities were significantly more likely than those in Regional and Remote areas to have recently used ecstasy (2.5% compared with 1.5%) and cocaine (3.2% compared with 1.1%).

¹ Australian Government, Australian Institute of Health and Welfare, accessed online at: <https://www.aihw.gov.au/getmedia/78ea0b3d-4478-4a1f-a02a-3e3b5175e5d8/aihw-hse-212.pdf.aspx?inline=true>



Source: NSW School Students Health Behaviours Survey

Figure 19 - Trends in Alcohol use and health-related harms in NSW, Report of the Chief Health Officer 2016, Source: NSW Health

NEED: UNDERSTANDING THE LINK BETWEEN HEALTH AND WELLBEING AND CLIMATE IMPACTS

Climate impact isn't just an environmental problem, it is also a health and wellbeing problem. Health Professor Tony Capon notes in the first national report to track Australia's progress on climate impacts and human health that climate impacts are important to health and wellbeing, especially where climates are extreme and particularly variable, as in Australia and Goulburn Mulwaree¹.

Rising temperatures and heat waves

In Australia, heatwaves cost more lives than all other natural hazards combined. They lead to an increase in heat-related illnesses, such as heat exhaustion and heat stroke, and drive up hospital admissions and death rates, particularly among older people and people with chronic illnesses.

Research also finds that they have a significant impact on people experiencing social isolation and social inequality. The social impacts of extreme weather, as captured in Figure 20 are the result of an interaction between socio-cultural and socio-economic indicators (housing and living circumstances) including health and urban planning.

There are opportunities through housing, transport and energy projects that can help to deliver positive health outcomes and includes consideration of how physical design features may be modified to reduce thermal discomfort within the community to a more systematic consideration of how social connectivity, well-being, mobility, and the affordability and sustainability of infrastructure, housing and services may be improved.

Social isolation is a growing public policy issue in Australia with a significant proportion of Australians, particularly the elderly, now living alone. Extreme weather exacerbates social isolation, with vulnerable people tending to remain indoors and avoid outings when the weather gets too hot.² During times of extreme



Figure 20 - The social dimensions of extreme weather

weather visits by friends, neighbours and family, the delivery of social services, such as home and community care and the organisation of social outings for older people and people with disability may be reduced or canceled, worsening the experience of isolation.

Inequality and poor access to affordable cooling options in Australia also exacerbate heat vulnerability, as people are unable (or unwilling) to use their air-conditioners. Research on social practices during times of heat, has also highlighted this issue of affordability and people's capacity to cope.³ Impacts on critical energy and transport infrastructure are also apparent during heatwaves and can have a disproportionate impact on those with mobility constraints, a disability and ill health.

What can Council do to respond to the social needs from climate impacts?

- Increasing tree canopy and greening in new and existing development:
 - Immediate programs that can assist include increasing tree

canopy to provide urban cooling effects, especially in areas of high vulnerability (Goulburn Central North, South and Goulburn North);

- It is also possible to encourage urban tree canopy and increased open space with new development through DCP controls that require new development to plant new trees on verges, private open space requirements etc. as well as through strategic planning for adequate open space and recreation opportunities (see Council's Open space and Recreation strategy).
- There is also scope for Council to advocate to amend the BASIX SEPP to require more resilient dwelling/building stock that can manage the extremes of both heat and cold that Goulburn Mulwaree experiences.
- Council can also advocate that improvements are made to public and affordable housing to ensure that the housing developments are appropriate for the local climate, and do not rely on air-conditioning.
- Increasing access to the leisure centre on extreme weather days: There could be opportunities to increase access to the leisure centre during extreme weather events by providing discounts to entry, or running special community transport

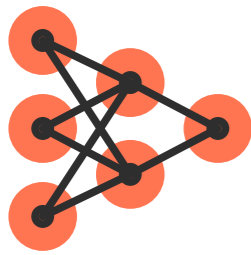
¹ Capon et al. 2018, 'The MJA-Lancet Countdown on health and climate change: Australian policy inaction threatens lives', *Med J Aust*, vol. 209, no. 11, pp. 1 – 21.

² Fiona Miller, 2014, Department of Environment and Geography, Macquarie University Paper for Turning up the Heat: a symposium for SIA practitioners and researchers, 21 February. Accessed online at: https://www.mq.edu.au/about/about-the-university/faculties-and-departments/faculty-of-arts/departments-and-centres/department-of-geography-and-planning/documents/sia-too_hot_to_handle_assessing_the_social_impacts_of_extreme_heat_by_fiona_miller.pdf

³ Farbotko, C & G Waitt 2011, 'Residential air-conditioning and climate change: voices of the vulnerable', *Journal of Health Promotion of Australia*, vol. 22, pp.13 - 16.

services to help residents with mobility issues to access opportunities to cool down and socialise;

- Leveraging opportunities from the emerging green energy economy: Goulburn Mulwaree Council already has examples of green energy projects that give back to the community, as well as contribute to reducing Co2. A report commissioned by the Clean Energy Council by independent consultants found that at a local level, a typical 50 megawatt (Mw) wind farm:
 - Has an estimated average construction workforce of 48 people with each worker spending \$25,000 per year in the local area. This equates to some \$1.2 million per year flowing into hotels, shops, restaurants, and other local service providers;
 - Employs around five staff for operations and maintenance, equating to an ongoing local annual influx of \$125,000;
 - Provides up to \$250,000 annually in payments to farmers, a proportion of which flows into the local community;
 - Provides a community contribution of up to some \$80,000 per year for the life of the project.



BUILDING COMMUNITY SKILLS AND CAPACITY

Goulburn Mulwaree already has strong foundations to build community skills and capacity. Research and community engagement points to the following specific needs and opportunities to achieve a more socially sustainable community:

- Intergenerational skill sharing
- Increasing education and job opportunities for young people
- Building a stronger relationship between Council and the Community through community engagement

This section of the report presents key statistics, research, and analysis of services and engagement findings to tell a story around what's going on in Goulburn, as well as ideas, opportunities and case studies of how to help address the needs and build a stronger, more resilient community.

NEED: INTERGENERATIONAL SKILL SHARING

Goulburn Mulwaree has a significant number of skilled older people who are either pre-retirees or retirees who are already members of community groups or are looking for opportunities to share their knowledge and skills. There are so many skills that older people can share with the younger generation – whether it be around bee keeping, to sustainable agriculture, or building and repairs.

Demographic analysis and community engagement also found that there a number of 'tree-changers' moving to Goulburn Mulwaree who bring business and other experiences to town, and are also looking for opportunities to get involved and contribute to community life. To quote one community member: "You have to bury yourself in the place to find out what's happening", and "While the location attracts people here - there needs to be the right social life and places to keep people here".

NEED: INCREASING EDUCATION AND JOB OPPORTUNITIES FOR YOUNG PEOPLE

Living in regional areas can sometimes be a challenge for young people, often faced with less education and job opportunities than urban counterparts. However there are opportunities through program and infrastructure investment to increase opportunities for young Goulburn Mulwaree residents.

What we heard - connectivity challenges

Internet access is critical in contemporary society to access essential services ranging from government, centrelink, banking, education, training, searching for jobs as well as socialising. However, engagement and demographic analysis has found that there is a high proportion of households without an internet connection in Goulburn Mulwaree, either due to affordability constraints, or a lack of quality coverage. It is often more expensive to have an internet connection in regional areas as people often layer services (e.g. supplementing a copper landline with fixed wireless or NBN satellite services due to



SOCIAL SUSTAINABILITY IDEA: REPAIR CAFE

Repair cafes are a volunteer run fixed meeting place equipped with tools for local residents to repair household electrical and mechanical devices, clothing, bicycles, computers and more. Conceptually devised by Martine Postma in 2009, Repair Cafes have rapidly emerged across the globe as a means to reduce waste, maintain and share skills, and strengthen social cohesion. The Repair Café Foundation has capitalised on this projects skill share aspect in 2017 by developing the Repair Monitor – a database accessible online for all café locations. The projects significance has been marked by the annual International Repair Day, first run back in October 2017. Four Repair Cafes exist in Australia today in Melbourne, Albury-Wodonga, Marrickville and Mullumbimby.

WHAT COULD THIS LOOK LIKE IN GOULBURN?

There may be opportunities for existing community groups to run a Repair Café in town where old technology could be donated, repaired and bought cheaply. This would contribute to town centre activation, environmental sustainability outcomes, as well as provide more affordable options to accessing technology for members of the community. It could also be a place to share skills with young people - especially for kids who prefer more 'hands on' approaches to learning.



Image source: The Guardian

concerns around reliability. There is a lack of internet access in Goulburn particularly in the rural areas where some young people can't study at night or on weekends as they don't have access. 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.

Young people (as well as older people and people with a disability) in Goulburn Mulwaree can also face significant transport disadvantage.

Research into public transport supports community engagement findings that services are infrequent and sparse. To reach Bungonia from Goulburn by public transport for example requires a train trip to Marulan and a taxi to Bungonia village centre. For people living in Tarago, a train booking is required two days prior to travel to ensure the train will stop. These kinds of inconveniences can make it very difficult for young people without a license to get around independently.

In other similar rural contexts across the world, demand responsive transport has been an effective method of increasing accessibility.



SOCIAL SUSTAINABILITY CASE STUDY: LENDING WIFI HOTSPOTS THROUGH LIBRARY SERVICES

In 2015 these The New York Public Libraries received \$1 million in funding from Google and other sources to lend 10,000 wifi hotspots to local residents. The New York Public Library partnered with 24 rural libraries in Kansas and Maine to see how the program might be different in more remote areas.

WHAT COULD THIS LOOK LIKE IN GOULBURN MULWAREE?

Young people who may not be able to access the internet due to affordability issues would benefit greatly from a service like lending Wifi hot-spots. There may be opportunities to partner with telecommunications companies or other companies to start a trial and measure it's effectiveness.



Image source: The Journal



SOCIAL SUSTAINABILITY CASE STUDY: DEMAND RESPONSIVE TRANSPORT (DRT) - MY BUS IN STRATHCLYDE, UK

MyBus is one of the few existing and successful demand-response systems targeted toward rural residents connecting them to the metropolitan areas of Strathclyde in Scotland. As of 2014 it achieved 5.4% growth in 6 months of passenger numbers, with an increase of passengers under 50 by 12% by identifying popular routes and subsidising bus services in off-peak periods. Door-to-door service can also be booked in advance.

DEMAND RESPONSIVE TRANSPORT (DRT) - STIRLING COUNCIL, UK

Stirling Council's Demand Responsive Transport system has been recognised as one of the few long standing and successful DRT systems. In rural areas not serviced by regular bus routes, the nine DRT systems provide residents with a 'taxi-like' transport service at bus prices. Residents pre-book this bus service to arrive at pre-determined locations, even their front doors, to take them to their desired location in rural Stirlingshire. The success of this system has been internationally recognised and Polish officials have travelled to meet with Stirling Council to study their system and potentially apply it back home.



Image source: Optare

Social enterprise opportunities

Goulburn Mulwaree Council is already running an important social enterprise - the Paperback cafe run at the Library which gives young people hospitality skills, training and most importantly confidence through serving the public.

There are opportunities for smaller rural communities like Tarago to also benefit from similar concept. Community engagement found that there are limited things for young people to do in Tarago, despite the desire to learn new skills and contribute. The desire to have a community cafe run out of the Hall was also raised.



SOCIAL SUSTAINABILITY CASE STUDY: PAPERBACK CAFE

The Paperback Cafe is a Council-run program which provides formal hospitality training and certification, as well as hands on training in a cafe run within the Library. The Cafe gives young people experience in a cafe environment, and also builds confidence.



Paperback Cafe in action



SOCIAL SUSTAINABILITY CASE STUDY: MARRICKVILLE MAKER SPACE DIY DINNER SERIES

The maker movement has risen from a fringe hobby available to specific groups (e.g. a men's shed) to a prominent lifestyle with important implications for economic development in both city and regional locations. In the past, tools have been available only to those who own them. However in the age of the subscription / membership / share economy (and in cities - high density living), the maker movement is filling a gap in the growing in demand for access to tools, physical space and training.

At Marrickville Maker Space in Sydney, people pay a membership fee to be part of a community and to access space and equipment that they can use to learn, design and make.

This year, the major community building event is based on the idea of a 'DIY Dinner' - where everything used for the dinner is made by members. Students can choose which aspect of the 'feast' to make:

- Screen printed bench seats, table runners and napkins
- Metal knives
- Wooden tables, and
- Ceramic plates and cups.



NEED: BUILDING STRONGER RELATIONSHIPS WITHIN THE COMMUNITY AND WITH COUNCIL

An important step to building community capacity, is enabling the community to come together, and to also connect with Council. Through the engagement process to inform the social sustainability strategy and action plan, it was clear that the community enjoyed the opportunity to get involved and share their ideas. Continuing this relationship between the community and Council will be key to successful delivery.

Encouraging the community to engage with each other

During community engagement it was clear that for some newcomers to the area, it can be difficult to become an active member of the community, and sometimes feel welcome to join long-standing community groups or programs. For others it was also difficult to find out how to get involved, and the extent of what's available. To quote one community member: "You have to bury yourself in the place to find out what's happening".

There are opportunities for Council to play a leading role in making people feel welcome through community events and festivals. In addition to the events that already run, 'Welcome to Goulburn neighbourhood BBQs' can introduce new residents to existing residents, put a face to Council, as well as their elected Councillor representatives. Community groups can also be invited to share more information about themselves and welcome new people to get involved.

Community development within Council

Engagement also found that sometimes it was difficult to find the right person in Council to contact regarding community ideas and initiatives, or to receive information around what's going on and how to get involved. Currently Council's service delivery approach is focused on high needs groups - young people, or people with a disability, which means that there is a gap in service delivery for a general community development role.



SOCIAL SUSTAINABILITY CASE STUDY: CAMPBELLTOWN CITY COUNCIL, SOUTH AUSTRALIA: NEIGHBOURHOOD BBQ'S

Campbelltown City Council has been rallying together local community members during the summer months to connect and enjoy a healthy BBQ since 2012. Community members are notified via letterbox drop to come together on Wednesday nights between 5.30 and 7pm to make new connections, reunite with long lost friends and even discover parts of their neighbourhood they were previously unaware of. Over 35 Neighbourhood BBQ's have been held and almost 2540 people have attended, attesting to the success of the project. Community members are welcome to organise a Neighbourhood BBQ in their own street to perpetuate the sense of safety and connectedness people reap from these events.

Neighbourhood BBQ



You are invited to a Neighbourhood BBQ.

Date: _____

Time: _____

Venue: _____

Please bring _____

We would love you to join us. Feel free to bring along any games - football, cricket, bocce.

We look forward to seeing you there.

From : _____

Proudly encouraged by 

See you at the BBQ

Template for community invitations provided by Council