



# **SOCIAL SUSTAINABILITY STRATEGY AND ACTION PLAN**

**2019 - 2029**





## Goulburn Social Sustainability Strategy and Action Plan

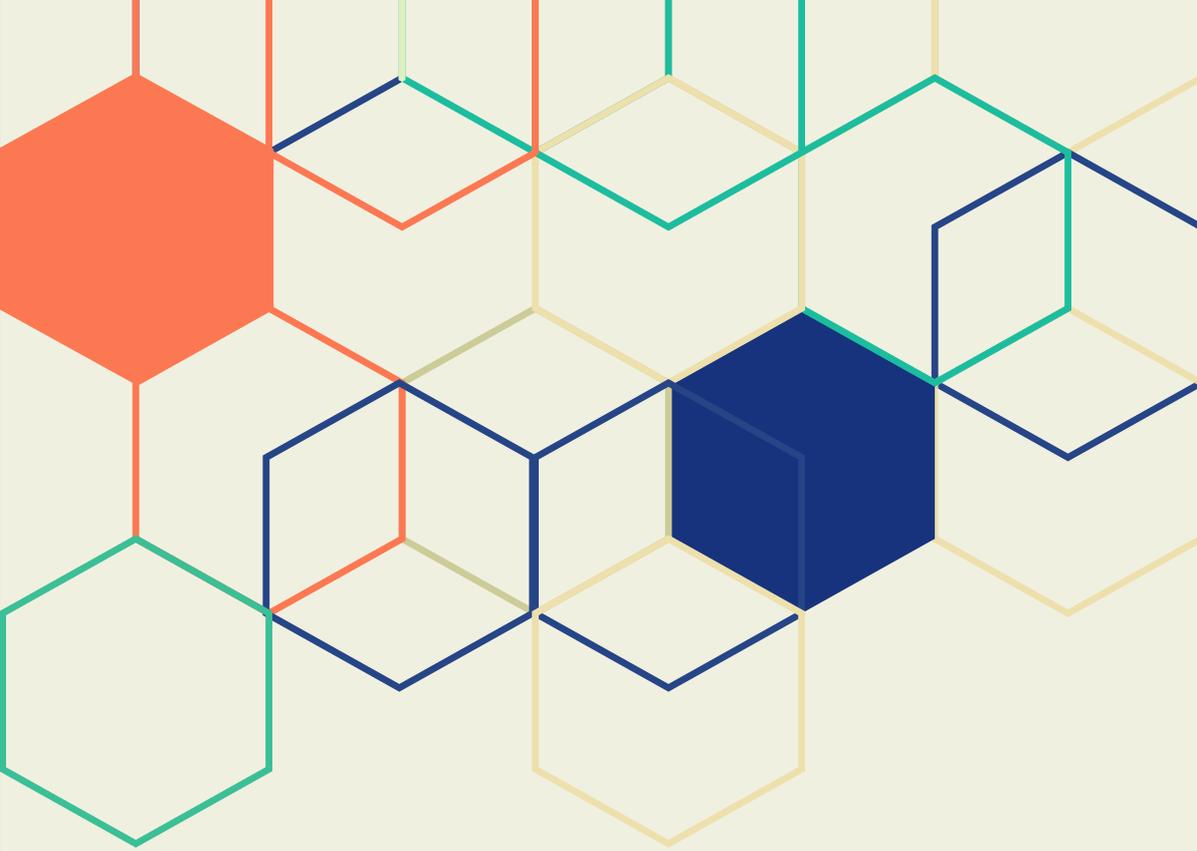
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## ACKNOWLEDGMENT OF COUNTRY

We would like to Acknowledge and pay our respects to the Aboriginal Elders both past and present, as well as emerging leaders, and Acknowledge the traditional custodians of the Land of the Goulburn Mulwaree Local Government Area



## MESSAGE FROM THE MAYOR

Goulburn is a brilliant place to live. We are lucky enough to be able to enjoy a relaxed, country lifestyle while still having easy access to services we have all come to expect in this day and age. There is always room for improvement however, and like all places we face challenges in areas such as physical health, mental wellbeing, and social connectedness among some other things.

The Goulburn Mulwaree Social Sustainability Strategy and Action Plan has been put together by Council to try to address some of these challenges. The document has been created following extensive community engagement, demographic analysis and best practice research.

We believe Council has an important role to play in building social sustainability alongside service providers, community groups and of course members of the wider community. Our three strategies set the foundation of this plan; we want to build the skills and capacity of our community, strengthen bonds between citizens and community groups and improve health and wellbeing for all in our region.

To do this we have chosen measurable actions to undertake, and prioritised these to ensure the workload is manageable. It's also critical to note that this strategy and action plan will not be successful if it is only Council seeking to implement these actions - we need buy in and commitment from local clubs, service providers, community groups, not-for-profits, government agencies and business.

This is a wonderful opportunity to improve social sustainability within our region, and I look forward to seeing tangible outcomes in the coming years.

**Mayor Bob Kirk**

**Social Sustainability Strategy and Action Plan  
adopted 19 May 2020**

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# INTRODUCTION

## What is social sustainability?

Social sustainability is about building a socially just and resilient community. Being a socially sustainable Goulburn can provide a framework through which our community and place can thrive, taking into account the unique social, cultural, economic and environmental spheres that influence our quality of life.

Social sustainability is underpinned by the idea that understanding and addressing the needs of the most disadvantaged in our community benefits everyone. By placing peoples' wellbeing at the heart of our planning and decision making, we can work to support and create a community that is informed, confident and able to 'participate' in civic life and has a strong sense of hope for future generations.

Social sustainability can mean different things to different people. Our community told us that a socially sustainable Goulburn is:

***"Inclusive of all people"***

***"Supportive to progression of regional towns as well as Goulburn and caters for all age groups not just the elderly"***

***"Joins people together for fun and happiness"***

***"Inviting and accepting, affordable and enjoyable"***

***"Inclusive, welcoming, supportive, safe, progressive, innovative, people take pride in making all aspects of the community the best they can be"***

***"Inclusive, non-judgmental, open to new opportunities, supports local business, values it's heritage, values open spaces and good quality housing. Provides a wide range of retail and foods options in the CBD"***

***"Inclusive of all cultures and views. Considers the needs of people now and into the near future..."***

***"Being more transparent with citizens about the local government's plans for the future of the region. More communication about the job, education, development, sporting opportunities, etc."***

***"Having a more inclusive decision-making process that involves more extensive consultation with the general public, local business, community/ representative groups on the decisions made for the region"***

**Welcoming, People, Inclusion,** and **Opportunity** were some of the most commonly used words to discuss social sustainability within the context of our regional and rural community.

## About this Strategy

**Why do we need a social sustainability strategy?**



**This Strategy provides a road-map for Council to achieve social sustainability.**

- Helping us to understand who our community is and what they need through demographic analysis, best practice research and community engagement
- Furthering our role in responding to our community's social needs by considering actions and strategies to help Council and our partners address these.



**What value does a social sustainability strategy bring to our community and organisation?**

**We can learn about ourselves, identify our aspirations and needs and all head in the same direction.**

- Enabling Council to align our funding and resources with emerging and changing social needs to improve our community's wellbeing
- Helping Council to build community capacity so that we can work together to make Goulburn Mulwaree an even greater place to live, work and visit.

**What value does a social sustainability strategy bring to other organisations?**



**We can achieve more, and have a greater impact when working together.**

- Empowering Council, service providers and community groups to work together to address our identified community needs and service gaps
- Providing an advocacy resource for Council and local organisations to fight for the things that matter to our community.

# HOW CAN WE DELIVER THIS STRATEGY?

## Council's role in delivering social sustainability

### **Local government is central to enabling people to participate in community and civic life.**

Planning for social sustainability outcomes at the local government level is about identifying and leveraging the local social and community assets and resources, strengthening the management of those assets and resources, and integrating them with the rest of Council's planning activity. The main ways Council can deliver social sustainability (as illustrated on the right) is through:

- Leading and advocating
- Listening, planning and regulating
- Building relationships, partnerships and capacity
- Delivering infrastructure, services and grants

## Working collaboratively

### **Achieving social sustainability requires shared responsibility.**

Some of the challenges facing our community are difficult to tackle, including access to safe and secure housing; jobs and education; and the impacts of our climate. These are direct challenges for our community, however responsibility and funding to address these issues also sits with our State and Federal government, as well as other community service providers who may specialise in mental health, employment, youth or housing services.

This is why we need to work in partnership with our community, service providers, businesses, not for profits and State and Federal governments on shared issues, to coordinate resources and maximise our positive social impact.

## Lead and advocate



### Research

Developing an evidence base to better understand, plan and advocate for our community



### Policy, strategy and regulation

Developing policies and plans that actively respond to community needs



### Engagement

Talking to our community to understand their needs, aspirations and involving them in the development of plans and policies

## Listen, Plan and regulate



### Leadership

Council's governance is aligned to the needs and aspirations of the community and decision-making is driven by social sustainability



### Custodian

Council is the custodian of their community's aspirations and stories



### Advocacy

Speaking up for community needs



## What is the role of Council in delivering social sustainability?

Council can deliver on social sustainability outcomes through the direct delivery of physical infrastructure, services and 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.



### Connector

Council can identify and connect different actors in order to encourage innovation and maximise social outcomes



### Partnerships

Partnering with organisations and our community to achieve shared goals



### Capacity-building

Unlocking capacity within our community by equipping people with the skills they need to achieve social outcomes

## Build relationships, partnerships & capacity



### Service provision

Directly supporting our community with the services and programs they need, where and when they need it



### Grants and sponsorship

Supporting community groups and organisations through grants and in kind support



### Infrastructure

Planning and delivering places and spaces that promote social connectivity

## Deliver infrastructure, services and grants

# Goulburn Mulwaree's Social Sustainability Framework

## **This Strategy provides a strong framework to deliver a socially sustainable Goulburn Mulwaree.**

It provides a roadmap for Council, community and partners, and outlines the processes, systems, structures and relationships that will support our current community and future generations to live healthy and happy lives.

We want to create an even more liveable and connected community and place with a strong social network of trust, sharing and support. Recognising that individual and community wellbeing are linked, we will work to address the needs of the most disadvantaged in our community, knowing that everyone will benefit.

The following pages outline the Social Sustainability Framework that drives this Strategy consisting of three pillars that will guide Council decision-making when it comes to social wellbeing and sustainability.

# 1

## **FUNDING PROGRAMS AND SERVICES BASED ON COMMUNITY BENEFIT & CRITERIA**

Council currently funds a range of programs and services, including through subsidised venue hire or community leases and community grants. Future applications for Council funding will be assessed based on their ability to deliver on the objectives of this Strategy.

### **We will assess future funding requests using the following criteria:**

#### **A. Respond to one of the three objectives of this Strategy:**

- Create strong bonds between community members and community groups
- Improve health and wellbeing outcomes for all in our community
- Increase the skills and capacity of our community.

#### **B. Demonstrate that it is not duplicating existing services and programs**

#### **C. Deliver services, programs or events that respond to the following high priority needs:**

- Mental health (particularly mens) and wellbeing
- Youth engagement (recreation, employment, and education)
- Ageing and social isolation
- Intergenerational mentoring
- Improved transport and connectivity
- Access to technology and digital inclusion
- Access to housing for people at risk
- Connecting our diverse community
- First Nations visibility.

#### **D. Be locally focused. Preference will be given to non-profit community groups providing identified programs/services to residents of Goulburn-Mulwarree only.**

# 2

## GIVING OUR COMMUNITY A VOICE IN DECISION MAKING

Council is committed to strengthening our relationship with our community through civic participation that generates

social trust and cooperation. We know that to create a socially sustainable place, we need to work together toward a common vision through the active participation and genuine engagement of residents, government, business and community groups.

Council is committed to working collaboratively with our community for future planning or policy decisions that affect them.

### **We will give our community a voice by:**

- Keeping our community informed of what is happening in our community through online, hard copy and placed based communications from the beginning to the end of a planning or policy process.
- Consulting with our community to inform the development of a plan or policy. Our community are local experts and we know we can learn a lot by talking with you.
- Providing a range of opportunities for our community to engage and collaborate in decision making including: online surveys and polls; pop ups in our centres, shops, streets and villages; workshops and forums; and other engagement events.
- Delivering engagement opportunities not just in our CBD but in our village centres in accessible locations.
- Involving people of all ages in engagement processes from children and young people to our seniors.
- Constantly challenging and evaluating our engagement processes through feedback opportunities.
- Increasing the capacity of our community groups by providing opportunities for them to share knowledge and resources by new and emerging groups.

# 3

## FACILITATING DELIVERY OF ACCESSIBLE AND CONNECTED SOCIAL PLACES AND SPACES

Getting around without a car or bus connection

can make accessing community facilities, services or programs and connecting with our community difficult - particularly within our rural areas. For many transport disadvantaged people, in particular young people and seniors who may not have access to a car or a driver's license, this can cause social isolation and reduced educational an employment outcomes.

### **Council will take into account, when prioritising the delivery of community facilities and public places, that they are:**

- Located within town or village centres
- Accessible by public transport
- Linked by walking and cycle paths with good wayfinding
- Multipurpose and adaptable to changing community needs
- Places with access to technology, and
- Co-located with other services, shops and facilities.

# BUILDING ON OUR STRENGTHS, WHILE ACKNOWLEDGING OUR CHALLENGES

**The strategies and actions of this plan build on our strengths, while also acknowledging the needs and challenges in our community.**

Goulburn Mulwaree has a strong and collaborative social services sector and a strong sense of community. It's the kind of community where you know your neighbours, and say "hi" to people in the street. However there are also some challenges in our area. Access to services, jobs, education, activities and safe places to hang out (especially for young people), misunderstanding mental health, the impacts of climate including drought can all impact our community's sense of wellbeing.

Through our consultation with our community, community and stakeholders were asked what they see as the key strengths and challenges for social sustainability in Goulburn Mulwaree. Findings are summarised below:

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



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

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.

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

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.



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.

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.



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

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

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.

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.

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



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.

# WHO ARE WE NOW?

Summary of community profile.

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

According to the 2016 census, Goulburn Mulwaree was home to 29,609 people. 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.

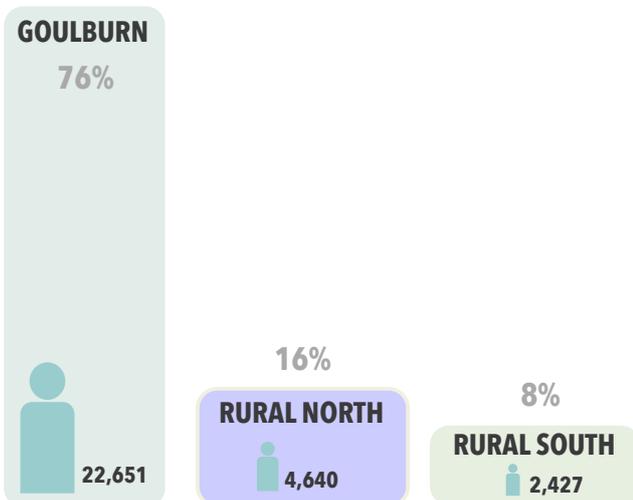
## Population Increase between 2011-2016

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.

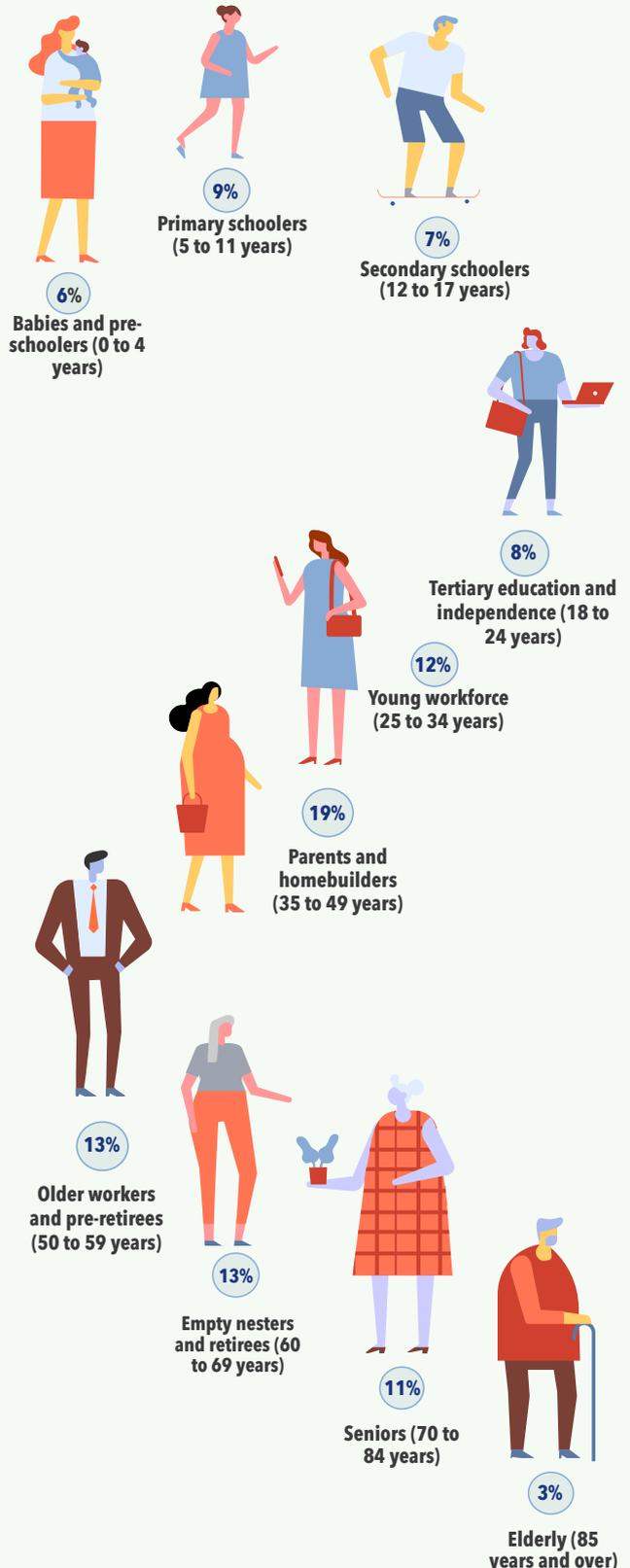
## A predominantly low density rural area

Goulburn Mulwaree is a predominantly rural, low density area. The township of Goulburn has the highest population density within the LGA (17 persons per hectare).

Figure 1 - Population distribution in Goulburn Mulwaree



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



See Appendix 1 for a detailed summary of our community profile.

# WHAT ARE OUR COMMUNITY'S ASSETS?

## A snapshot of social services and places in Goulburn Mulwaree

The social connectors in Goulburn Mulwaree Council area include:

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### COMMUNITY AND CULTURAL FACILITIES:

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

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### 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

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### STREETS, PLAZAS AND INCIDENTAL MEETING SPACES:

- 8 TOWNS AND VILLAGES
- 12 REGULAR MARKETS

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### SHARING SPACES AND PLACES:

- 2 CO-WORKING HUBS

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### EDUCATION AND LEARNING FACILITIES:

- 3 TERTIARY EDUCATION INSTITUTIONS  
Including Country Universities Centre, TAFE + Hub, and University of the Third Age
- 22 5 SECONDARY SCHOOLS & 17 PRIMARY SCHOOLS
- 16 EARLY EDUCATION AND CARE CENTRES
- 3 OUT OF SCHOOL HOURS CARE

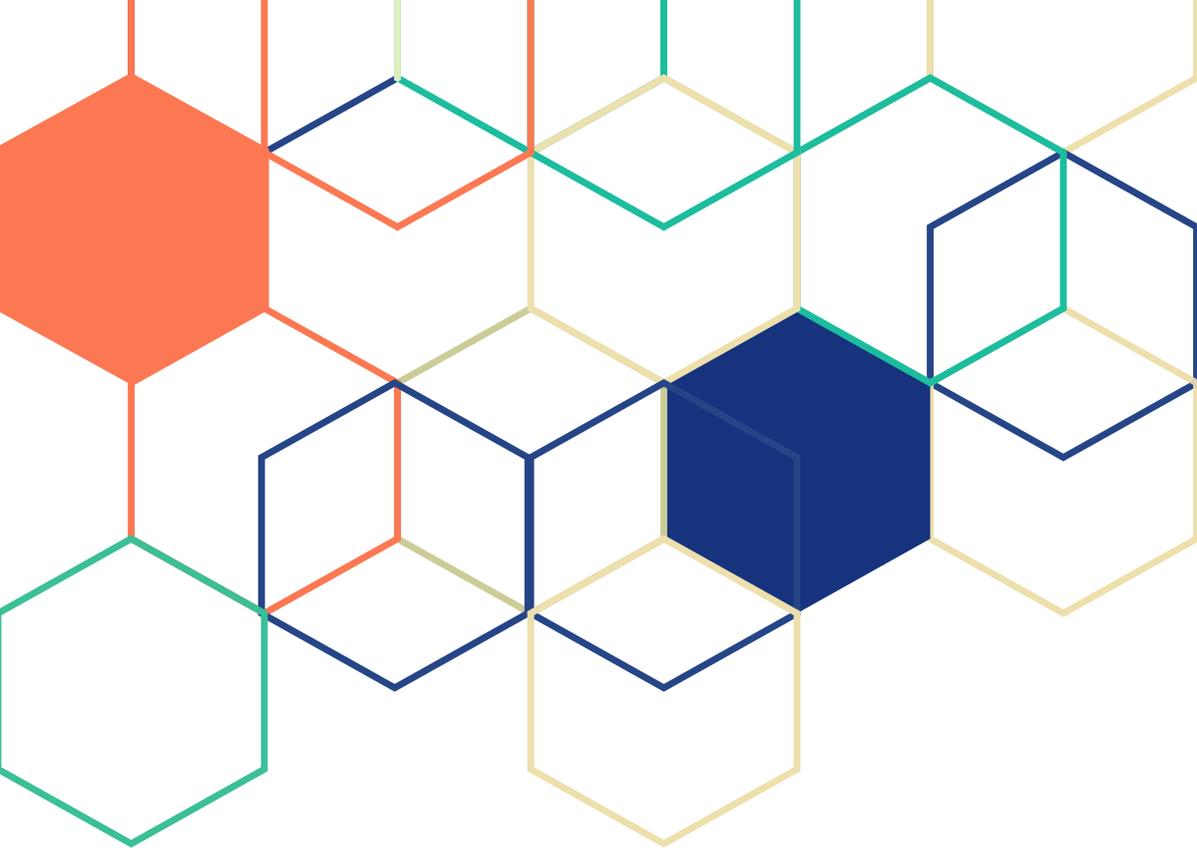
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### COMMUNITY GROUPS AND SERVICES, EVENTS AND PROGRAMS:

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

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See Appendix 2 for a detailed summary of our social services, groups, programs and other assets "Servicing the Community"



# STRATEGIES & ACTIONS

## for social sustainability

**This section outlines the strategies and actions that Council will aim toward achieving, with our partners, over the next 10 years. This strategies and actions are supported by the evidence which can be viewed in the Social Sustainability Strategy Background Paper, and Social Sustainability Strategy Engagement Outcomes Report.**

The three strategies are:

1

**We will continue to build the skills and capacity of our community**

2

**We will strengthen bonds between community members and community groups**

3

**We will improve health and wellbeing for all in our community**





# STRATEGIC OUTCOME 1

## We will continue to build the skills and capacity of our community

Many Goulburn Mulwaree residents are hands-on people, who are eager to learn and be active and engaged in community life. With an existing range of local social, cultural, environmental and sporting community groups and organisations, we already have strong foundations to build community skills and capacity.

However, like all regional areas, accessing education and other learning opportunities can sometimes be difficult. Especially for young people who face transport, internet, affordability challenges that may prevent them from developing the knowledge and skills they will need to support them throughout their adult life and enter the job market. The same could be said for older people who want to stay mentally and socially fit and active.

By building on the many skilled groups and services already running in Goulburn Mulwaree, from our Men's Sheds to museums operated by many skilled volunteers, as well as innovative government programs such as the Goulburn Place plan, there are many opportunities to connect skills and knowledge with those who want to take part.

These skills can also be channeled to add character to the streets of Goulburn and villages, and build a lively place that attracts jobs and innovation to the region.

Building on social connectors that bring our community together through shared interest and experiences, can strengthen community resilience and provide mutual support. It's also important that the community can connect with Council, throughout all of the strategies, planning and events we do.

To facilitate this strategic outcome the following objectives have been identified:

- 1.1 All in our community will have access to learning opportunities and pathways
- 1.2 We will build mutual respect by sharing skills and knowledge across our generations
- 1.3 We will engage more with our community to inform better decision making and build strong and trusted relationships with the community
- 1.4 We are a lively place that retains and attracts jobs and innovation to our region

# OBJECTIVE 1.1

## All in our community will have access to learning opportunities and pathways

### What we heard

We heard that living in regional areas can sometimes be a challenge, especially for young people who often faced with less education and job opportunities than urban counterparts, poor internet connection (30% of households don't have internet connection) and limited public transport. Stakeholders in various youth services also identified the need for alternative schooling opportunities. We also heard from services about great existing programs including the Paperback Cafe and SPARK, that aim to equip young people with the skills they need to get a foot in the door.

### Why is this important for social sustainability?

Living in a community that provides opportunities to access learning and development helps people to understand how they can contribute and what their aspirations for the future are. Learning also helps people better understand themselves, each-other and the world they live in, promoting a socially just community where people know that they have something to offer, make informed decisions about their lives and give back to their communities.

ACTION	RESPONSIBLE	RESOURCING	TIMING	PRIORITY
Advocate to the Federal Government for improved NBN, mobile phone coverage and Internet services across the LGA	<ul style="list-style-type: none"> <li>- Council</li> <li>- Department of Education</li> <li>- Goulburn &amp; Marulan Business Chambers</li> </ul>	<ul style="list-style-type: none"> <li>- Council</li> </ul>	Ongoing	1
Advocate for a better and more flexible transport timetable including the need to support students and commuters.	<ul style="list-style-type: none"> <li>- Council</li> <li>- NSW Transport</li> </ul>	<ul style="list-style-type: none"> <li>- Communications (ED)</li> <li>- Community Services</li> </ul>	Ongoing	2
Investigate lending mobile Wi-Fi hotspot devices through our library services	<ul style="list-style-type: none"> <li>- Council</li> </ul>	<ul style="list-style-type: none"> <li>- Marketing, Events &amp; Culture</li> <li>- IT</li> </ul>		3
Undertake a Skills gap analysis in education in order to lobby for appropriate courses being provided in TAFE and CSU.	<ul style="list-style-type: none"> <li>- NSW Department of Education</li> </ul>	<ul style="list-style-type: none"> <li>- Community Services</li> </ul>	Ongoing	4
Further create opportunities for Council internship programs (e.g. in administration, parks and gardens, Council's Art Gallery etc.)	<ul style="list-style-type: none"> <li>- Council</li> </ul>	<ul style="list-style-type: none"> <li>- Community Services (lead)</li> <li>- Human Resources</li> </ul>	Ongoing	5
Actively promote relevant programs, training and job opportunities eg. SPARK program	<ul style="list-style-type: none"> <li>- Council</li> <li>- Employment Agencies</li> </ul>	<ul style="list-style-type: none"> <li>- Communications (ED)</li> <li>- Community Services</li> </ul>	Medium	6
Increase social enterprise programs including in our villages.	<ul style="list-style-type: none"> <li>- Council</li> </ul>	<ul style="list-style-type: none"> <li>- Community Services</li> <li>- Grants/ Sponsorships</li> </ul>	Ongoing	7

## OBJECTIVE 1.2

### We will build mutual respect by sharing skills and knowledge across our generations

#### What we heard

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 younger generations – whether it be around bee keeping, to sustainable agriculture, or building and repairs.

When engaging with the community we also heard that there can be limited opportunities for young people to engage in community life. Bringing generations together was seen as one way to generate mutual respect and pass skills across generations, with an outcome being that our area fosters youth growth and development.

#### Why this is important for social sustainability?

Respect is foundational to reaching a social sustainable community. Just as older people have a lot to pass on to younger generations, young people have a lot to offer in return. Providing opportunities to learn from each other, and to realise their ideas and initiatives can support a stronger sense of community and achieve community- led outcomes.

ACTION	RESPONSIBLE	RESOURCING	TIMING	PRIORITY
Continue to deliver and promote a 'listen to the locals' series – led by local community groups to share their knowledge and skills.	- Council	- Marketing, Events & Culture (Library, Gallery & Museums)	Ongoing	1
Continue a program of intergenerational IT mentoring in the library, where young people and older people can connect, and share skills in setting up tablets, computers and phone plans.	- Council - U3A	- Marketing, Events & Culture (Library) - Community Services	Ongoing	2
Investigate setting up a repair café in a vacant shop front in the town centre, or in rural village town halls, by collaborating with the existing network of NSW repair cafes, and utilising the skills of local community groups.	- Council - Men's Sheds - CWA's - U3A	- Communications (ED)	Medium	3

## OBJECTIVE 1.3

### We will engage more with our community to inform better decision making and build strong and trusted relationships with the community

#### What we heard

During community engagement it was clear that improved communication channels between residents and Council, as well as other community groups and services were needed. Residents expressed that it can be difficult to find out how to get involved in community groups, events and programs.

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 of this strategy.

#### Why this is important for social sustainability?

An important step to building community capacity, is enabling the community to come together, and to also connect with Council.

Strong and trusted relationships developed over time mean that community members can stay informed and empowered in the decision making processes of Council. This is an essential building block to achieving social sustainability.

ACTION	RESPONSIBLE	RESOURCING	TIMING	PRIORITY
Develop a Community Participation Plan.	Council	<ul style="list-style-type: none"> <li>- Strategic Planning</li> <li>- Community Services</li> <li>- Communications</li> </ul>	Short	1
Better promote and utilise Council's Your Say Goulburn page to improve engagement to inform local plans and strategies.	Communications	<ul style="list-style-type: none"> <li>- All Directorates</li> </ul>	Ongoing	2
Seek funding to appoint a dedicated Community Development Officer within Council to build cross-sector collaboration and support the community to connect and engage, as per the actions in the Strategy.	Council	<ul style="list-style-type: none"> <li>- Executive</li> <li>- Community services</li> <li>- Grants</li> </ul>	Medium term	3

# OBJECTIVE 1.4

## We are a lively place that retains and attracts jobs and innovation to our region

### What we heard

We heard that community engagement participants would like to see more jobs and employment opportunities available in Goulburn Mulwaree so that people do not have to travel outside the area for work. This was seen as a priority to retain young people in the area and to attract more people to the area to live.

Community engagement participants told us that the look, feel and accessibility of our town and villages contributes to a strong sense of community and place, and can play an important role in attracting people to live and work in Goulburn Mulwaree.

### Why this is important for social sustainability?

Economic growth and development is also important to achieving social sustainability. Through improved training opportunities and better access to high quality employment or work closer to home, people can spend more time with their families and be able to participate more in community life. Inclusive economic growth also lifts the whole community. Places with smaller income inequality are also more cohesive - community life is stronger, levels of trust are higher and there are lower levels of crime. Everyone benefits from a place where more people have access to safe and secure employment.

ACTION	RESPONSIBLE	RESOURCING	TIMING	PRIORITY
Identify and encourage emerging employment industries (e.g. renewable energy projects) to upskill and train local residents for future employment opportunities.	Council to advocate.	- Communications (ED)	Long	1
Create ownership and pride and a sense of local identity in the CBD through community place-making actions such as locally-made street furniture and sustainable food planter boxes built by locals.	Council	- Community Facilities - Marketing, Events & Culture - Works - Strategic Planning - Community organisations such as Men's Sheds and Goulburn Woodworkers Club	Ongoing	2
a) Support the Goulburn Region Innovation Network to encourage and foster start-ups in the region.  b) Investigate the feasibility of a Regional Innovation Hub in Goulburn.	- Goulburn Region Innovation Network - Chamber of Commerce - Council - Regional Development Australia Southern Inland	- Economic Development	Ongoing	3



Source: Ray Shiel in Goulburn Post 2018

## STRATEGIC OUTCOME 2

### Strengthening the bonds between community members and community groups

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 may 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.

Objectives that sit underneath this strategic outcome include:

- 2.1 We acknowledge and embed local Aboriginal culture and stories within our community
- 2.2 That there's an even playing field for everyone in Goulburn Mulwaree
- 2.3 We increase social connectedness across the wider community

# OBJECTIVE 2.1

## We acknowledge and embed local Aboriginal culture and stories within our community

### What we heard

Engagement with local Aboriginal people and the Pejar Local Aboriginal Land Council (LALC) 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\*, as well as storytelling through public art projects of local Aboriginal dreamtime stories such as the story of the Wollondilly River. \*Refer to the Aboriginal Heritage Study 2012 and Heritage Study Review, 2018.

### Why this is important for social sustainability?

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.

Increasing visibility and consultation is important to strengthen local Aboriginal pride and to inform decision making. There are opportunities to embed representations of Goulburn Mulwaree’s Aboriginal past, present and future in infrastructure projects and through the public domain - as well as reviewing signage at heritage sites to ensure that it is appropriate and acknowledges Aboriginal cultural heritage in a respectful way.

ACTION	RESPONSIBLE	RESOURCING	TIMING	PRIORITY
Acknowledge traditional owners in Council processes.	- Council & Executive leadership	- IT & Communications - Event staff	Short	1
Engage with local Aboriginal people and the Pejar LALC to increase visibility around the Aboriginal past present and future in Goulburn Mulwaree, to provide input to council on local Indigenous inclusion and decision making.	- Council	- Executive leadership & Business Managers	Ongoing	2
Proceed with development of a Reconciliation Action Plan.	- Council	- Executive leadership	Short – medium	3

## OBJECTIVE 2.2

# There's an even playing field for everyone in Goulburn Mulwaree

### What we heard

Throughout the community engagement process we heard that there can be perceptions around 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. With this acknowledgment, came a strong desire from the community to do something about it. Community members and service providers indicated a need to support our most vulnerable community members and ensure the provision of appropriate and adequate services.

### Why this is important for social sustainability?

Who you are and where you're from shouldn't be a barrier to participating in community life. To achieve social sustainability, it's important for Council to strive to 'even the playing field' for everyone in Goulburn Mulwaree.

Actions that ensure easy access to facilities and services, especially for people who experience accessibility and mobility issues is important, as well as cross-collaboration across the community services centre to ensure that everyone is working together to achieve maximum impact for the community.

ACTION	RESPONSIBLE	RESOURCING	TIMING	PRIORITY
Investigate cross-sector resource sharing opportunities around community transport, including shared use of local community buses.	- Council in collaboration with relevant service providers stakeholders & government agencies	- Grant funding opportunities - Community Services - State Government	Short	1
Consider the location of future community facilities to ensure that they are located within walking distance of public transport, services, and major housing clusters.	- Council	- Planning and Environment - Community Facilities and Community Services	Ongoing	2
Provide a forum for cross-sector collaboration, to ensure effective delivery of community support services.	- Council in collaboration with relevant agency stakeholders & government agencies	- Executive - Business Managers - State Government - Grant funding opportunities - Community Services	Ongoing	3
Develop an equitable Council Community Resourcing Policy to guide the allocation of grants and venue subsidies that is based on the community organisation's contribution to local community benefits and outcomes.	- Council	- Executive and Community Services	Short	4
Work in partnership with local sporting clubs to develop programs that increase participation in team sports participation by local disadvantaged communities	- Community Services - Community Facilities - Relevant Government agencies - Sporting organisations	- Grant funding opportunities - State Government - Club fund raising	Ongoing	5

# OBJECTIVE 2.3

## We increase social connectedness across the wider community

### What we heard

Community engagement participants indicated that they experience a high quality of life living in Goulburn Mulwaree (96% survey respondents). Some of the things that make this a good place to live include friendly people, a strong sense of community and plenty of opportunities to get involved in the community. Despite the existing strong sense of community, we also heard that it can sometimes be a challenge for newcomers to Goulburn to connect with the community, with a desire for increased opportunities to come together and get to know each other.

### Why this is important for social sustainability?

Feeling connected to, and a part of the community is key to achieving social sustainability. However, increasing social connectedness doesn't always happen by accident. Ongoing opportunities to build trust, facilitate social networks and develop a deep connection to place is important to achieving this objective.

As the community grows and changes, it's important that Goulburn Mulwaree will still be a place where people trust each other and are more than willing to help each other out, neighbours know each other and welcome new residents to feel at home.

ACTION	RESPONSIBLE	RESOURCING	TIMING	PRIORITY
Update the New Resident Welcome Pack with more information on how to join local community groups, upcoming 'come and try' days and information on where to access up to date online information about community activities.	- Council in conjunction with local clubs and service organisations	- Communications - Marketing, Events & Culture - Customer Service	Short - Medium	1
Promote Neighbourhood Day and community get togethers across Goulburn's local parks and rural villages (following the success of the Goulburn Place Plan's Neighbourhood BBQs).	- Relevant agency stakeholders & government agencies	- Communications - Executive - Marketing, Events & Culture	Medium	2
Build on the success of Council's annual volunteers' day to deliver a series of community showcases for people to get together and learn about opportunities to connect (e.g. sporting showcase, community group showcase, creative arts showcase).	- Council in conjunction with local clubs, U3A, and service organisations	- Community Services - Marketing, Events & Culture - Communications	Medium - Long	3



Source: Goulburn Post 2019

# STRATEGIC OUTCOME 3

## Improve health and wellbeing outcomes for all in our community

When people feel happy and healthy they can lead more engaged and meaningful lives. Having access to services that help with both physical and mental health, as well as opportunities to be active and connected to the community supports positive health and wellbeing outcomes.

Research and community engagement points to the following specific challenges that regional communities like Goulburn Mulwaree often face around mental health, stigma and access to services, the need for safe and suitable shelter and the particular stresses a changing climate can place on the community.

Objectives that sit underneath this strategic outcome include:

- 3.1 We have a supportive environment around our mental health
- 3.2 We have access to safe and suitable shelter and services that meet our needs
- 3.3 Our community is resilient to climate impacts
- 3.4 We are healthy and active

# OBJECTIVE 3.1

## We have a supportive environment around our mental health

### What we heard

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. Barriers include both 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.

### Why this is important for social sustainability?

Mental health has a profound impact of the overall health and wellbeing of the Goulburn Mulwaree community. While mental health treatment is not a service that Council generally provides, advocacy and representation are important avenues for Council to help break down stigma.

ACTION	RESPONSIBLE	RESOURCING	TIMING	PRIORITY
Promote that there is an elected Council representative at community health and wellbeing promotion days, such as Walk to End Domestic and Family Violence, and other community events.	- Council	- Council	Ongoing	1
Continue to contribute resources to training programs for community mental health mentors.	- NSW Health and relevant support agencies and support organisations such as Head Space. Goulburn Suicide Network	- Council to advocate/lobby	Ongoing	2
Advocate for additional funding for mental health programs to address the high rates of suicide and domestic violence in the region.	- NSW Health and relevant support agencies and support organisations	- Council to advocate/lobby	Ongoing	3
Advocate for a cross-service collaborative mental health forum to address improve mental health outcomes for the community.	- NSW Health and relevant support agencies and support organisations - Councillors	- Council to advocate/lobby	Short/ Ongoing	4
Partner with local community, schools and sports groups to continue to deliver and promote mental health awareness days and increase understanding of what mental health means.	- Council and Community Services - Sporting and community groups - State government - Local businesses	- Councils to advocate/lobby	Short/ Ongoing	5

## OBJECTIVE 3.2

### We have access to safe and suitable shelter and services that meet our needs

#### What we heard

Housing and access to services were reoccurring themes throughout community engagement. Community engagement participants highlighted a need to ensure services are accessible for everyone in the community, including at an affordable cost, at times that are appropriate to community lifestyles, and for those living in rural areas.

Community members and service providers also indicated a need to support our most vulnerable community members through the provision of appropriate and adequate services. A lack of women's and men's shelters, and social housing that does not meet the local demand in terms of volume and dwelling variety, were seen as key service gaps in the Goulburn Mulwaree area.

#### Why this is important for social sustainability?

Access to affordable, quality and secure shelter is crucial to our wellbeing and sense of dignity. It is also fundamental to the productivity and liveability of a great regional town. When shelter is available across the spectrum of housing needs in our community, the whole City benefits.

In terms of advocacy and planning for increased affordable housing, the right to housing is about more than shelter. It is also about having a safe place to go, a place to access to amenities and ability to connect to services - particularly for those who may be fleeing violence, or experiencing homelessness.

ACTION	RESPONSIBLE	RESOURCING	TIMING	PRIORITY
Advocate and assist/support for funding for an emergency housing service for at risk residents, including women, children and families, located within the Goulburn Mulwaree LGA.	<ul style="list-style-type: none"> <li>- Councils</li> <li>- State/Federal Members</li> <li>- Land &amp; Housing Corporation</li> <li>- Charitable/not for profit organisations</li> </ul>	<ul style="list-style-type: none"> <li>- Councils to advocate/ lobby</li> <li>- Council's Grants team to provide strategic advice to the community around how to apply grant applications (may be in the form of a 'how to' workshop)</li> </ul>	Short	1
Advocate for increased affordable housing and social housing provision in the region.	<ul style="list-style-type: none"> <li>- Council</li> <li>- Not-for-profit organisations (i.e. Argyle Housing)</li> <li>- Land &amp; Housing Corporation</li> <li>- DPIE</li> </ul>	<ul style="list-style-type: none"> <li>- Council to advocate/ lobby</li> <li>- Strategic Planning</li> </ul>	Ongoing	2
Plan for accessible shower facilities in future community facilities or amenities blocks for people at risk and communicate this to appropriate services.	<ul style="list-style-type: none"> <li>- Transport NSW</li> <li>- Council</li> <li>- Community groups</li> <li>- Business</li> </ul>	<ul style="list-style-type: none"> <li>- Council to advocate/ lobby</li> <li>- Marketing, Events &amp; Culture</li> <li>- Community Services</li> <li>- Road Safety</li> </ul>	Ongoing	3
Maintain a centrally accessible and updated community service directory annually.	<ul style="list-style-type: none"> <li>- Council</li> </ul>	<ul style="list-style-type: none"> <li>- Communications</li> <li>- Community Services</li> <li>- Customer Service</li> </ul>	Ongoing	4

# OBJECTIVE 3.3

## Our community is resilient to climate impacts

### What we heard

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

### Why this is important for social sustainability?

Extreme weather events aren't just an environmental problem, it is also a health and wellbeing challenge. In Australia, heatwaves cost more lives than all other natural hazards combined. Research also finds that they have a significant impact on people experiencing social isolation and social inequality.

This strategy is the first step for Council in thinking holistically about how social connectivity, well-being, mobility, and the affordability and sustainability of infrastructure, housing and services may be improved with a changing climate. Further work will be done to ensure the community can be resilient and bounce back from the impact of climate change.

ACTION	RESPONSIBLE	RESOURCING	TIMING	PRIORITY
Aligning with Council's other strategies, deliver tree canopy planting days in areas with low canopy.	- Council	- Strategic Planning - Community environmental groups	Ongoing	1
In partnership with local sustainability groups, promote ways to build and keep housing cooler during extreme heat periods.	- Council - DPIE - Land and Housing Corporation	- Strategic Planning, - Communications - Community environmental groups - Sustainability Committee - Development Assessment	Short	2
Council to advocate with community groups to ensure mechanism/process for checking on your neighbours during extreme weather events.	- Council - Service organisations - Not-for-profit organisations	- Communications - Community Services - Strategic Planning	Short – climate action plan Medium – progress mechanism to check on neighbours	3
Work toward community facilities that are all air conditioned, have drinking water available (both indoor and outdoor) and are accessible (winter and summer).	- Council	- Community Facilities	Long	4

# OBJECTIVE 3.4

## We are healthy and active

### What we heard

Across community engagement we heard about the strong sporting community in Goulburn Mulwaree, with local sporting clubs cited as being a focal point for social connection; we also heard that Goulburn Mulwaree’s parks, open spaces and natural trails are an important asset for our community, with many people accessing them daily for recreation, relaxation and social connection.

### Why this is important for social sustainability?

A healthy and active life underpins our ability to participate within our community. Generally, healthy people are happier and more capable of achieving their goals. Supporting the health and wellbeing of Goulburn-Mulwaree residents plays an important role in maintaining a socially sustainable community and place.

ACTION	RESPONSIBLE	RESOURCING	TIMING	PRIORITY
Promote social/informal sports opportunities such as ‘have a kick arvo’ during lunch time, or after work, in partnership with local community groups and services.	<ul style="list-style-type: none"> <li>- NSW Health</li> <li>- NSW Sport &amp; Rec</li> <li>- Sporting Clubs</li> </ul>	<ul style="list-style-type: none"> <li>- Community Services</li> </ul>	Short	1
Investigate lighting improvements in older suburbs and parks to encourage safe walking and exercise into the evening.	<ul style="list-style-type: none"> <li>- Council</li> <li>- Essential Energy</li> </ul>	<ul style="list-style-type: none"> <li>- Works</li> <li>- Community Facilities</li> </ul>	Short	2
Promote better utilisations of outdoor exercise fitness equipment.	<ul style="list-style-type: none"> <li>- Council (Community Facilities, Strategic Planning))</li> <li>- NSW Health</li> <li>- NSW Sport &amp; Rec</li> <li>- PCYC</li> </ul>	<ul style="list-style-type: none"> <li>- Grant opportunities</li> <li>- Developer contributions</li> <li>- VPA’s</li> <li>- Sponsorships</li> </ul>	Medium	3
Advocate and plan for a rail trail to provide a community and family-focused place to be active and together.	<ul style="list-style-type: none"> <li>- Council</li> <li>- NSW Health</li> <li>- NSW Sport &amp; Rec</li> <li>- NSW Transport</li> <li>- State &amp; Federal MP’s</li> <li>- ULSC</li> </ul>	<ul style="list-style-type: none"> <li>- Grant opportunities</li> <li>- Developer contributions</li> <li>- VPA’s</li> <li>- Sponsorships</li> </ul>	Ongoing	4

# HOW WILL WE MEASURE OUR SUCCESS?

Measuring the outcomes and implementation of this plan through actions and initiatives is important to achieving our vision for social sustainability. Implementation of the Social Sustainability Strategy and Action Plan will be through Council's existing Delivery Program and Operational Plans, and embedded in existing projects, activities and programs.

New programs and initiatives will be developed to further drive the outcomes and strategic directions of the Social Plan. These programs and initiatives will be developed annually through Councils business planning and budgeting processes and will be integrated into the delivery plan.

Monitoring and evaluation will be through the Community Strategic Plan outcomes and tools will be used and developed to ensure robust measurement. The table below provides measurable milestones to keep track of our progress.

The Social Plan will be reviewed regularly and a full review, evaluation and update will occur at the completion of the ten year term

STRATEGY	WHAT DOES SUCCESS LOOK LIKE?	HOW CAN WE MEASURE IT?
Increase the skills and capacity of our community	<ul style="list-style-type: none"> <li>- Increased access to technology including Wi-Fi in our homes and villages</li> <li>- Improved access to employment and education opportunities</li> <li>- Improved public transport options</li> <li>- Increased volunteers across a range of age groups</li> <li>- Retention of our young people</li> <li>- Increased community social groups in our villages.</li> </ul>	<ul style="list-style-type: none"> <li>- Program participant feedback and data</li> <li>- Train timetables</li> <li>- ABS Census including Wi-Fi connectivity and employment industries</li> </ul>
Create stronger bonds between community members and community groups	<ul style="list-style-type: none"> <li>- Accessible community facilities and spaces in our centres and villages</li> <li>- Collaboration with our community on decision making</li> <li>- Higher visibility of First Nations people</li> <li>- Improved information on community services, programs, and groups</li> <li>- Increased community events and public spaces for communities to gather and meet</li> <li>- Increased programs and events for people to connect.</li> <li>- Increased Council involvement in community sector and networks.</li> </ul>	<ul style="list-style-type: none"> <li>- BOSCAR data</li> <li>- Council website and social</li> <li>- Number of community or Council events</li> <li>- Number of participants at events</li> </ul>
Improve health and wellbeing for all in our community	<ul style="list-style-type: none"> <li>- Increased support for people with mental health issues</li> <li>- Improved perceptions of safety</li> <li>- Reduced homelessness</li> <li>- Reduced rates of suicide</li> <li>- Reduced rates of domestic violence</li> <li>- Increased housing for people at risk</li> <li>- Service affordability and diversity</li> <li>- More leisure opportunities for our young people.</li> </ul>	<ul style="list-style-type: none"> <li>- NSW Health data</li> <li>- BOSCAR data</li> <li>- ABS Census</li> <li>- Number of services</li> </ul>



# 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 2, that combine different suburbs due to the relatively low population density of regional council areas.

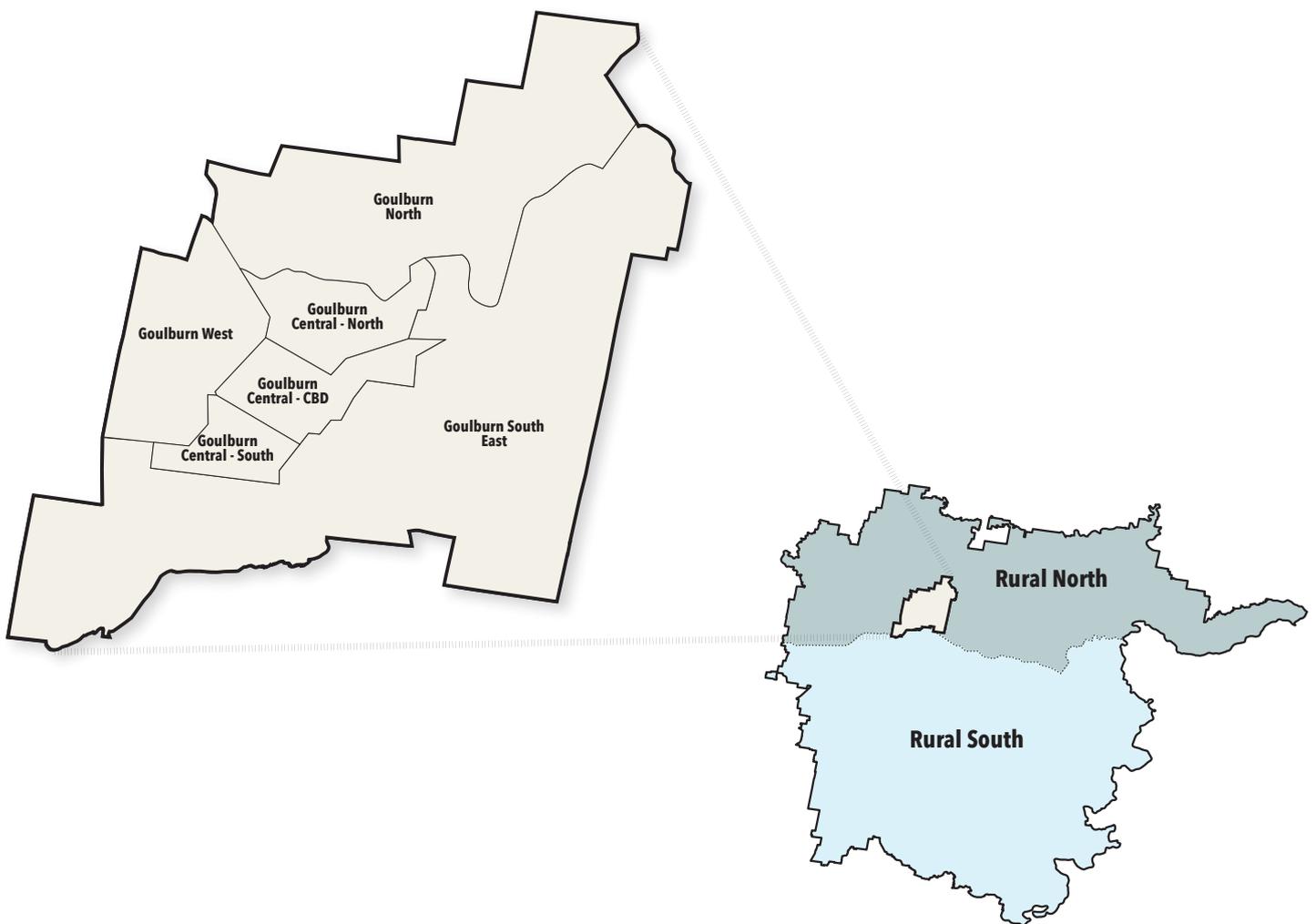


Figure 2 - Profile.id demographic areas

# GOULBURN MULWAREE'S PEOPLE NOW

## 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

'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 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 3 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.

## **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 3 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 3 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.



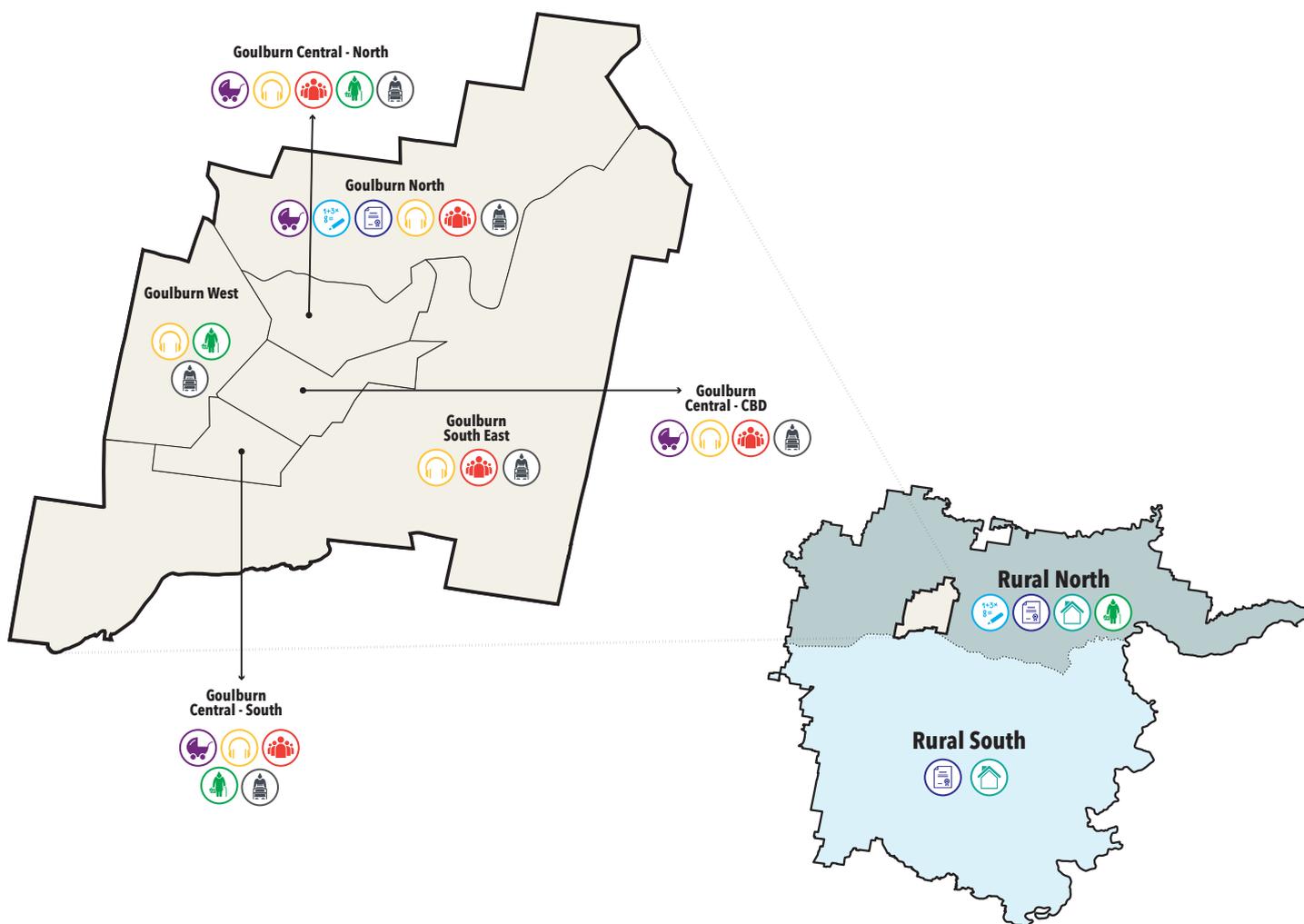


Figure 3 - Age comparison to Goulburn LGA averages

## Comparison to Goulburn LGA averages

-  More than 5.9% of population are aged 0 to 4 years old
-  More than 8.8% of population are aged 5 to 11 years old (primary school)
-  More than 7.2% of population are aged 12 to 17 years old (high school)
-  More than 15% of people aged 18 to 24 years old
-  More than 12% of people aged 25 to 34 (young workforce)
-  More than 12.6% of people aged 60 to 69 (empty nesters and retirees)
-  More than 10.8% of people aged 70 to 84 years old (seniors)
-  More than 2.5% of people aged over 85 years old (elderly)

# 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%).

## **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 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.<sup>1</sup> 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.

<sup>1</sup> 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>

### 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.

# 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%).

## **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).

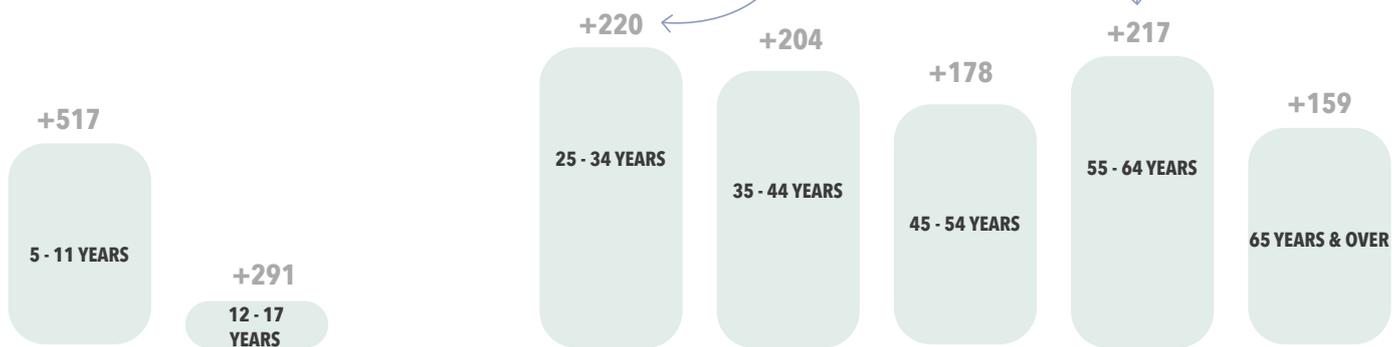
Across all age groups, the only net loss was in the 18 to 24 years age group (-239 people), with young people leaving the area for the ACT (147 young people) and Wollongong (68 young people), likely to pursue education and employment opportunities.

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



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 2018, 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 collaborative Aboriginal community**

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.

### **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 2 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.

## 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%.

Table 2 - 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

## **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.

# 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 lower 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 3 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 3 - 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

### **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 4 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 5 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 Council's (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.

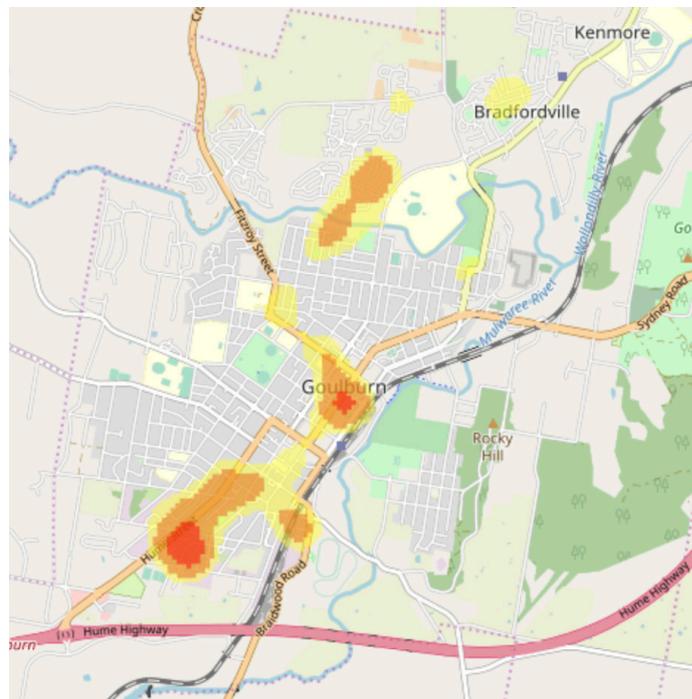


Figure 4 - Domestic assault "hotspots" in Goulburn

Table 4 - Rates of non-domestic assault in Goulburn Mulwaree and surrounding Council areas (Source: BOCSAR NSW Crime Tool)

LGA	Trend: 2 year	Year to December 2017		Year to December 2018	
		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 5 - Rates of domestic assault in Goulburn-Mulwaree and surrounding Council areas (Source: BOCSAR NSW Crime Tool)

LGA	To December 2018	Year to December 2017		Year to December 2018	
	Trend: 2 year	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

## 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%).



# APPENDIX 2 - OUR COMMUNITY ASSETS

# 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;
- Ensure staff have the knowledge to direct youth to the appropriate organisation to help with anything ranging from schooling, Centrelink jobs etc;
- Hospitality program/ social enterprise cafe run at the library.

## 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 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.



Figure 5 - Council's leisure link program provides a variety of social and recreational activities for people with disability

## 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

# 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.

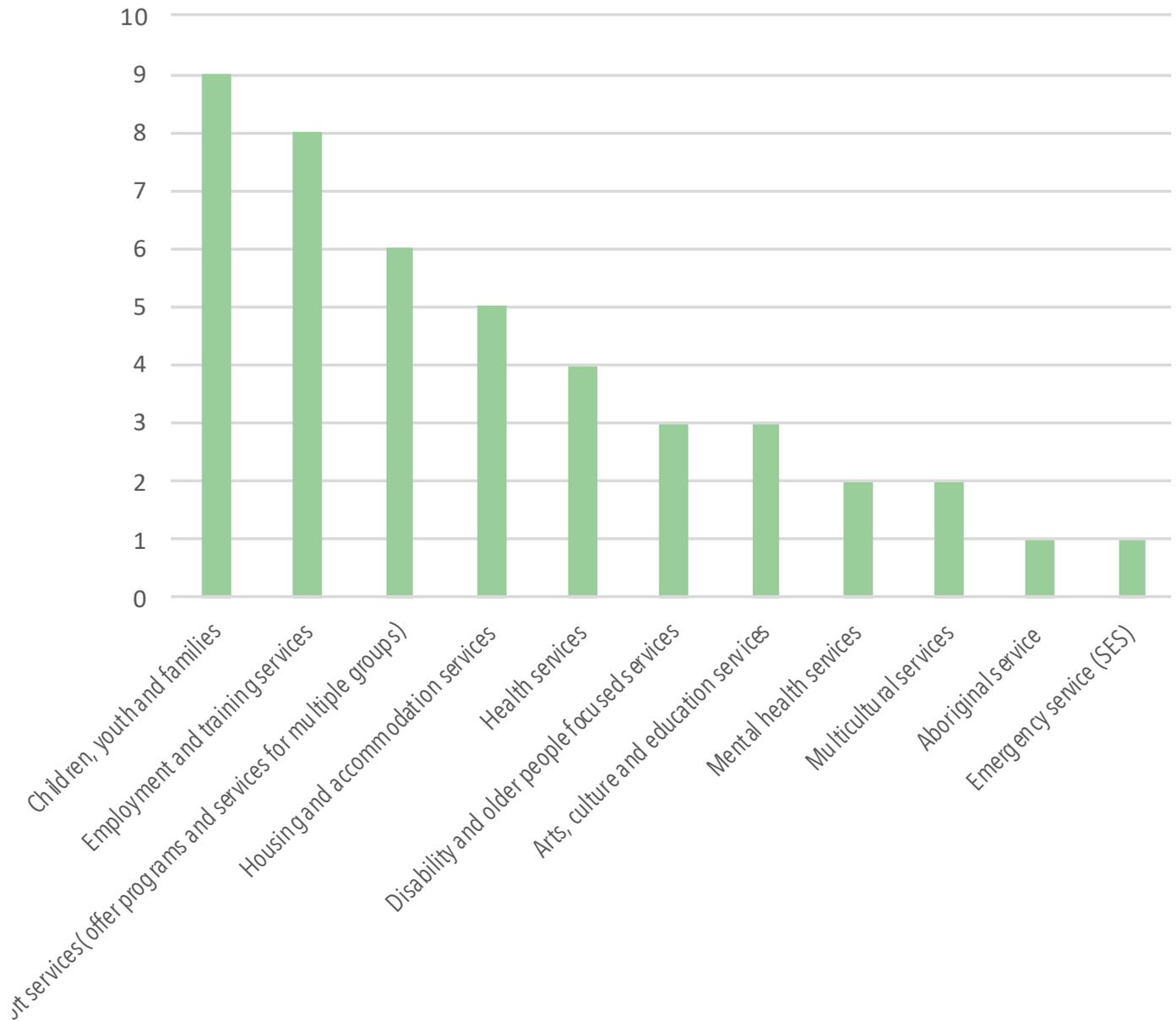
Through community and stakeholder engagement it was clear that the services in Goulburn Mulwaree come together to actively and innovatively respond to community needs. This is most evident through the Goulburn Place Plan coordinated by FACS, where different organisations (including Council) pitch in 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 service providers (by category)



# 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 in 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 SPYfest (September).

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 advisory 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 6 - 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 7 - Children participating in team sports (Goulburn Junior Rugby League) (Source: Goulburn Post)



Figure 8 - 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:

## 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.