

Campbelltown City Council Community Plan Background Paper 2020



"Everywhere you look in Campbelltown there is beauty"

"I wish I knew my neighbours"
I wouldn't want to live anywhere else

"There are not enough affordable houses"

"Why are the roads so wide?"

"It is a great place to raise a family"

"Where is everyone? It is so quiet here"

"I wish I knew my neighbours"

"I wish I knew my neighbours" *"Why are the roads so wide?"*

"Am I allowed to volunteer?"

"I wouldn't want to live any"

"Why are the roads so wide?" *"I wouldn't want to live anywhere else"*

"We will definitely spend more time in the Campbelltown parks."

"Cannot believe all of the hidden gems in the area"

Providing a quality lifestyle



Kurna Acknowledgement



“Campbelltown City Council acknowledges that we meet on the traditional Country of the Kurna people and respect their physical and spiritual connection to Country. We as Council will act in a way that pays respect to Kurna Heritage. We also acknowledge elders past, present, and future and the continuing importance of their living culture.”

Local elder Ivan-Tiwu Copley (right) and Reconciliation Advisory Committee Chair and local resident Shouwn Oosting (left)

Contents

<i>Kaurua Acknowledgement</i>	2
<i>Introduction to the Background Paper</i>	4
<i>Structure</i>	5
<i>Underpinning approaches</i>	6
<i>A LIVEABLE COMMUNITY</i>	9
Natural environment.....	9
• Parks, open and recreation spaces.....	9
• Trees.....	11
Built environment.....	11
• Playgrounds.....	11
• Roads and parking.....	13
• Footpaths and pedestrian crossings.....	13
• Council owned buildings.....	15
Transport.....	15
Housing.....	16
<i>A CREATIVE COMMUNITY</i>	18
Places and Spaces.....	19
Arts and Culture.....	19
Identity and Local History.....	20
<i>A CONNECTED COMMUNITY</i>	20
Meaning, purpose and mattering.....	20
• Volunteering.....	20
• Employment, education and training.....	21
• Retirement.....	22
• Family, friends and relationships.....	23
Connecting Socially.....	23
Active citizens and neighbourhoods.....	24
• Engage and influence decision making.....	24
• Community led projects and partnerships.....	25
• Neighbourhoods.....	26
Community groups, clubs and organisations.....	26
<i>A HEALTHY COMMUNITY</i>	27
Be active.....	27
• Cycling, walking, physical activity and play.....	27
Feel good.....	28
<i>A SUPPORTED COMMUNITY</i>	28
Information and referral.....	28
Support Services.....	28

Introduction to the Background Paper

Council's Community Plan Background Paper tells the story of the Campbelltown people and their experience of living in the area as told by the individual themselves or organisations and groups who work with them.

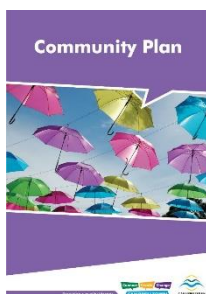
The Community Plan Background Paper informs the development of the Community Plan 2020-2024, essentially a people plan which outlines what's great about living in the Campbelltown area, the ideas and aspirations, the gaps and solutions people have for their Community.

In 2014 the first 'Social Plan Discussion Paper' was developed based on conversations with over 2000 people through interviews, surveys, observations, conversations and local knowledge shared by the Community. This Background Paper builds on the story from 2014. This was achieved through:

- Neighbourhood BBQ's
- CommuniTEA conversations in each suburb
- Relationships with Community members, groups, clubs and organisations
- Formal surveys
- Focus groups
- Projects
- Community consultation processes
- Council volunteers
- Daily interactions between Staff and Community

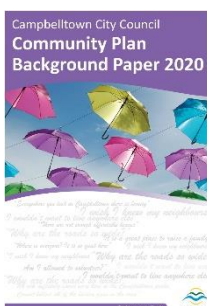


Structure



The Community Plan summarises the 5 themes and subsequent focus areas for action 2020-2024. The Plan highlights what Council will continue to do and what is planned to address gaps, ideas and aspirations identified by the Community.

There is an annual action plan that details the exact actions to be addressed each financial year.



The Community Plan Background Paper is the summary of community conversations into theme areas for action. The Background Paper considers the community plan summaries and what people say. It is the background to the Community Plan 2020-2024



The Community Plan Summaries provide demographic and other data, policies, current council actions and relevant stakeholders:

- Children and families
- Disability
- Disadvantage
- Health and wellbeing
- Housing
- Multicultural
- Older people
- Safety
- Suburbs
- Volunteering
- Young people

Underpinning approaches

The Community Plan is underpinned by research in the social sector which informs working with the Campbelltown Community.

Capitals of Community

The 5 capitals of Community (Cavaye, 2000) is a useful framework for looking at, and building, strong communities.

Social	the 'glue' that holds communities together including trust, networks, friendships and bonds
Human	the diverse skills, talents, strengths and knowledge of the people who live in a community
Environmental	All natural elements including quality air, water, trees, soil, recycling, compost
Physical	man-made elements including roads, footpaths, buildings and other infrastructure
Financial	the cash resources of a community

ABCD (Asset based Community Development)

This approach recognises that within every Community there are assets which includes the physical assets and human assets (the people who live in the Community). It isn't about people coming in to a Community to 'fix it' or 'help it', it is about Community itself identifying their own gaps, ideas, aspirations and solutions for how they would like their Community to be and identifying and mobilising the assets they have to achieve this. The role of Council in ABCD is not about 'doing to' or 'doing for' people it is about 'doing with'; developing mutually respectful and beneficial relationships between Council and the Community.

Research, policy and practice

Every social issue is approached through a research, policy and practice lens to ensure a full understanding of a topic to inform Council's advocacy, project, programs and services.

- Research: reviewing peer (reviewed and published in journals) and/or grey (not reviewed and found in various formats e.g. annual report) literature for current thinking
- Policy: the current Federal, State and Local policy environment
- Practice: the wisdom and approach undertaken by service providers

Systems approach

This approach recognises that people don't live their lives in isolation. For every individual there is their family/friendship network. These networks live in the broader Community where there are groups, clubs and organisations. Each Community is unique and fits within the larger Australian society. Decisions made by Governments of all levels influence this 'system' and can impact every part of it, both positively and negatively.

A Community for everyone: social inclusion

Council are committed to welcoming all people who choose to live, work or play in the Campbelltown area. We strive to build a community where people can participate in community life and feel a sense of belonging and value.

Council celebrates diversity and values people of all:

- Ages
- Genders
- Abilities
- Cultures
- Sexualities
- Political perspectives
- Faiths and beliefs
- Experiences
- Backgrounds

EQUALITY VERSUS EQUITY



In the first image, it is assumed that everyone will benefit from the same supports. They are being treated equally.



In the second image, individuals are given different supports to make it possible for them to have equal access to the game. They are being treated equitably.



In the third image, all three can see the game without any supports or accommodations because the cause of the inequity was addressed. The systemic barrier has been removed.



**Celebrating diversity
during Pridevember**
www.feast.org.au



Charlesworth Park Neighbourhood BBQ



Movies in Thorndon Park



Themes and focus areas

The themes were first developed in 2014 and they are confirmed as still being relevant to people in 2020. The focus areas have largely remained the same with some changes in line with new and emerging community needs in the 'A Connected Community' theme.

A LIVEABLE COMMUNITY

- natural environment
- built environment
- transport
- housing
- safety

A CREATIVE COMMUNITY

- places and spaces
- identity and local history
- arts and culture

A CONNECTED COMMUNITY

- meaning, purpose and mattering
- connect socially
- active citizens and neighbourhoods
- community groups, clubs and organisations

A HEALTHY COMMUNITY

- be active
- feel good

A SUPPORTED COMMUNITY

- information and referral
- supports services

A LIVEABLE COMMUNITY

This theme is about how people live, work and play within the Council area. There is a lot of community pride in Campbelltown and the most loved and valued aspects include the natural environment, open and recreation spaces, the location and easy access to shops and services, and local friendships and networks.

There are some areas of concern for people including loss of trees, the impact of infill development including increased traffic, street congestion, parking, additional bins and impact on stormwater and character of the area.

FOCUS AREAS

- **Natural Environment**
- **Built Environment**
- **Transport**
- **Housing**
- **Safety**



*“As a parent of a one and five year old kids, these open spaces form a place where the kids can explore, learn and develop their fine/gross motor skills and parents can meet and enjoy being a part of the Campbelltown Community”
Campbelltown parent*

“I choose to live in Campbelltown because it’s clean and green” Resident, aged 50’s

“What I like most about Campbelltown is the large amounts of green spaces which are very important to me.” Female, 15 yrs

“Thorndon Park is an oasis in a suburban environment” Older resident

“Signs in parks etc to identify local birds and other wildlife” communiTEA conversation

Natural environment

• Parks, open and recreation spaces

Summary

- Council parks, creeks, trees and recreation spaces are highly valued
- Access to green space including walking trails, parks and wildlife is what makes living in the area so special
- The natural environment became even more important during COVID-19 as a reason people could leave their house was to exercise
- The popular parks and open spaces are those that are well maintained, have good walking paths, lighting, seating and access to toilets
- Council’s larger regional parks attract people from all over Adelaide e.g. Thorndon Park is very popular with multicultural communities
- Sporting facilities are highly valued not only by the Clubs who use them for sport, also by other community members who like the ovals as safe places to play, walk and exercise
- Sporting facilities and open spaces are also valued for walking and recreating with dogs. Dogs are great community connectors as they provide easy conversation starters.
- Another consistently mentioned favourite feature of the Council area are the 3 creek lines: Third, Fourth (Kurna name: Morialta Parri) and Fifth creeks which act as great walking trails and fun places to play. For longer term residents they reminisce frequently about the role of creeks in their childhood.

Children and families

- Spending time in parks is an opportunity to meet and socialise with local community members
- Campbelltown Preschool and Stradbroke Primary School report how they use Fourth Creek – Morialta Parri for play and learning. It helps them to better understand the environment and ecosystems. The Pre School use the creek to evoke imagination and creativity,

develop curiosity for the environment and challenge fine and gross motor skill development whilst exploring

Young people

“I personally think there should be an upgrade and renovation to paradise skate park as hundreds of kids love riding at the skate park but are deterred from Paradise Skate Park due to the bad quality...” Male, 15 years

- In the 2019 youth survey of the 600+ respondents they really value open space and places they can ‘hang out’ and socialise with friends. 65% reported visiting a local park or playground in the previous 12 months with 59% of the survey respondents having visited Thorndon Park
- The youth survey showed young people are really concerned about climate change, sustainability and the environment and what is being done to protect it
- Have experienced ageism in public places. A group of young people ‘hanging out’ together has made other people feel intimidated or perceive that they are ‘up to no good’. A group of children, adults or older people tend not to produce these same perceptions.
- There was a spike of interest from young people, particularly young men in the draft master plan for the Paradise Recreation Plaza. There was a focus from riders and skaters on the BMX/ Bike Trails and Skate Park. For non-riders/skaters they did show interest in the play area, particularly the climbing wall (they want it high), flying fox (they want it long and fast), ninja warrior and parkour. They also focused on just ‘hanging out’
- Charles Campbell students during the Paradise Recreation Plaza consultation highlighted the need for unstructured, free play opportunities
- Want spaces that all ages use, rather than being separated e.g. at the Skate Park one young man said he’d love his family to have a picnic and have something for his little sister to do whilst he rides

Older people

“Not all areas or locations have good seats, not many places have clear signs that make it easy to find your way and there could be more places to stop, relax and chat with other” Active Ageing survey respondent

- Love green spaces Campbelltown is known for
- In the Active Ageing survey of 358 local respondents 85% of those walk in their local area and said that street shade, seating in parks, places to stop, relax and have a chat are important

Disability

- There is a lot of planning for families with a child(ren) with a disability to ensure the accessibility and features including seating, toilets and fencing will support them being able to recreate in the space
- In the larger regional parks, adult change facilities (as a minimum hoist and electric adult change bed) meant that families could recreate longer and their child or person they were caring for didn’t have to suffer the indignity of being changed on a public toilet floor

Community Gardens and Orchard

- There was a large focus in 2014 to establish more local food projects
- Community Gardens and Orchard have made productive use of undeveloped land creating destinations to show people
- Great places for shared learning in new skills



“The planting [of the Community Orchard] has beautified the whole area making this forgotten part of Thorndon Park a lovely spot to walk through and enjoy where, otherwise, there would just be weeds” Orchard volunteer

• Trees

Trees remain a source of both awe and love as well as a number of complaints.

Summary

- Since the last Social Plan Discussion Paper 2014 there has been more discussion about trees, cooling suburbs based on the heat mapping project and loss of tree canopy, all of which is addressed in Council's Environment Plan
- Some people complain about trees namely the mess they create, damage to footpaths and private homes, dropping nuts and leaves which increases the chance of slipping and the fear that the trees will damage property or injure people through dropping branches
- Despite the complaints, the social and environmental value of trees is highly regarded and there is general agreement that there needs an increase in trees, and protection for existing trees
- Consultation with people with a disability highlighted the need to ensure overhanging branches and bushes are maintained to ensure clear footpaths



"the gums make a huge mess and drop things everywhere" Local resident

"Trees make beautiful shade and magical feeling" Online comment

"Really appreciate the street trees in my immediate area – particularly when I walk in nearby suburbs and there aren't as many!" Active ageing survey respondent

"As a resident of the Campbelltown Council area for 43 years I'm dismayed by the widespread accelerated removal of trees throughout our Council area, especially those being removed for housing developments" Active Ageing surveyrespondent

"Trees do not seemed to be pruned" Disability consultation

Built environment

People in Campbelltown value well maintained infrastructure and will regularly discuss the quality of playgrounds, roads, footpaths and pedestrian crossings, Council buildings and streetscapes.

There are challenges in the built environment related to:

- accessibility for children, older people and people with a disability
- verges in relation to their use in greening the area (see Connected Community theme)
- impact of infill development on traffic, parking, waste management and stormwater

• Playgrounds

Playgrounds continue to be commonly mentioned as important for children and families in the area which includes grandparents.



"My grandson likes to visit the playground in Fox Avenue Athelstone but we have to go up a steep hill to get home so that puts him off unless I carry him" Grandmother of a 4yo playground enthusiast

"...the playgrounds don't have things for bigger kids" Youth survey, aged 13

"The playground is boring for me" Local child

"I feel privileged to live in such a beautiful environment with trees, parks and playgrounds for my grandchildren" Older resident

Children

- Since the last discussion paper there has been a strong focus on children's voice and participation in consultations for playgrounds due for upgrade or replacement as part of an established consultation process
- Children's play interests are relevant to, and influenced by, popular culture. One current example is physical adventure like Ninja Warrior
- There was an interest by children in themes for a playground again based on interests e.g. Harry Potter being the most requested. When the Anderson Court, Newton playground was built years ago the concept was a storybook theme to reference the library next door however after consultation with the nearby pre-schoolers this theme was quickly changed to animals
- Children want to play independently and demonstrate independence at the park. This means planning is needed to consider heights of drink fountains and swings so that children can access these on their own without being lifted up by adults
- Children of all ages want to be able to play alongside their siblings so multiple play elements at different levels are preferred
- After a communiTEA session 2 children started redesigning the park across the road from their house which is underutilised and sent a sketch design in with the idea it could be a community/council partnership to develop

Families (parents, grandparents, caregivers)

- Families have indicated elements they prefer for all playgrounds which includes adequate shade, seating and play opportunities for a broad range of ages
- Fencing is a preferred option for safety reasons when choosing a playground to attend

Young people

- There is a lack of play spaces aimed at the older age group, with most spaces aimed at younger children

- Young people will use playgrounds. It has been noted that when children don't dominate the space it is not uncommon for young people to hang out on the equipment

Older people

- Have shared that seating and shade are valued
- At Neighbourhood BBQ's older people have valued being included in community engagement about playgrounds to give advice on how to cater for different capabilities and ages

Disability

- Families have to do their research before going to any playground to ensure their needs can be met
- The need for firm, continuous paths throughout a playspace linking carpark to recreation areas
- Bark chips are not accessible for those in wheelchairs or with other mobility aids
- Rubber based matting is a preferred surface needs to take the weight of adults in large chairs or walking frames
- Adults with a disability still really enjoy swings and other equipment, if they are tall and large some of the equipment doesn't fit or suit them
- Liberty swings are still popular, if integrated into the space including placing other play features on the fence can help make the swing feel inclusive
- Swing basket seats are inclusive
- Ensure that the play equipment is equal in enjoyment to the effort required to participate with someone with a disability e.g. a short flying fox may not be worth the time and effort for a parent/carer
- Communication boards in playgrounds are a great way for people who are non-verbal to communicate their needs, likes and emotions

• Roads and parking

Building works, quality of roads, parking, traffic speed and congestion are constant sources of frustration for people. Infill development is commonly associated with these issues.

Children and families

- One of the main reasons that prevents children being able to ride their bikes is because of increased and speed of traffic and parents fear for the safety of their children

Young people

- Council's youth survey in 2019 revealed young people do care about roads and there were numerous comments in response to the question 'What do you like least about Campbelltown?' referring to bumpy roads, constant roadworks and traffic issues

Disability

- Building works create more issues for people with a disability, with trucks blocking paths, building materials on the footpath and the building works damaging footpaths, kerbs and roads



"There are SERIOUS obstacles, in the form of overcrowded roads with traffic travelling too fast and drivers showing little concern for people with slower reaction times" Active Ageing survey respondent

Trying to teach a child on the spectrum to drive who has a little bit less coordination, gross motor is not typical, obstacles make him even more anxious on the road [reference to all the building works] Disability consultation

• Footpaths and pedestrian crossings

"Safe pedestrian crossings – St Bernards Road to Foodland is an accident waiting to happen" Active Ageing survey respondent

"There is a great lack of safety crossing especially on main roads. Schools get safe crossings, but others don't. Pressure needs to be put on State Government to remedy this" Active Ageing survey respondent

Footpaths are essential to support community wellbeing and have high social value in communities.

Footpaths connect people from their private home to community life. Safe, continuous paths are essential for people of all ages to confidently navigate around their community.

Pedestrian crossings are also raised at the same time as discussing footpaths. The need for safe crossings on main roads near shops was highlighted.

Children

- Children have identified they like good footpaths to push their siblings in prams and to ride their bikes on
- They also said they feel safer crossing roads at a crossing
- Primary School Staff have indicated that a lack of safe pedestrian crossing was a deterrent in parents/caregivers allowing children to commute independently to and from school
- Bike Plan consultations in 2017 and Tour Down Under consultations in 2015 suggested that children and young people said if there were safer roads and crossings more children would ride to school

Older people

*“Well maintained footpaths – tree roots are a problem in many areas – gumnuts – dropped olives are a slipping hazard. There are also a lot of overhanging bushes and trees that make footpaths hard to navigate”
Active ageing respondent*

“Now that my gym is shut I am forced on to the streets for my exercise. In many places the footpaths are uneven and really need repair” Online comment

- The Active Ageing survey of over 350 people showed that 78% said they were satisfied with the physical environment and felt it supported them to age well
- Value well maintained footpaths
- Footpath use is particularly important for those with mobility issues and / or who may use wheelchairs, gophers, frames etc to ensure it is a safe, smooth path of travel
- Obstacles and hazards can make using footpaths difficult including building construction, bins, signs, cars or imposing trees / plantings
- The increased traffic on main roads means many older people feel vulnerable when crossing a busy road without the safety of a pedestrian refuge or lights. The main roads cited include St Bernards Road, Lower North East Road and Newton Road
- Some older people indicated they would avoid walking in certain areas due to the fear of falling on the footpath

Disability

*“Footpaths in particular in some areas of Rostrevor, only seemed to be constructed on one side of the road leaving the other side of the road inaccessible for pedestrians with mobility impairments, elderly, parents with prams...some verges are covered in pebbles/gravel or newly constructed driveways are not level with the remainder of the verge”
Disability consultation*

- Footpaths were raised as part of the Disability Access & Inclusion Plan consultation. They are critical for people to remain independent in the Community.
- The main issues raised were footpaths only on one side of the road, overhanging branches and bushes, footpath degradation due to construction works, verge landscaping that impacts on the footpaths and driveway construction blocking paths of travel
- The Disability Access & Inclusion Advisory Committee consistently raises the issues of crossovers and the role of private landowners to build and reinstate their driveways to match the footpath. There have been gaps, differing heights created, steep cambers (Council’s footpath is smooth and flat and as it crosses someone’s private driveway it tilts as the owners have built a driveway to suit their needs, not pedestrians crossing over it).
- Staff went on a walking tour with blind students from Charles Campbell to the local shopping centre. The tour highlighted the challenges experienced by the students including low hanging trees, dips in the footpath and the issue of accessibility once someone leaves Council land into private land and the importance of safe, accessible paths of travel. Once the students left Council’s path they no longer had any directional tactiling or other traffic measures to support them accessing the shops
- Accessibility on private land at shops and medical centres is an issue where ramps are too steep or non-existent
- Public bus waiting points were raised as causing issues when they block the view of the pedestrian crossing for example Newton Road near Newton Central

- **Council owned buildings**

Council owns a number of community buildings that are either leased (sole or shared) and hired for community purposes.

Summary

- Council buildings need to be accessible and meet the needs of people with a disability
- A Service Club representative asked if Council could waive hire fees for Clubs so that Clubs had more money to be used for local projects
- There is a gap of available, affordable venues for new and emerging groups and club, and office space for community outreach programs

Transport

The location of Campbelltown is one of the most loved aspects for the Community in terms of its access to the City and local facilities and services.

There are a number of challenges for people to access transport particularly where someone has a disability, health issues, doesn't have a driver's licence or access to a car.

Summary

- East / West travel continues to be challenging as most buses travel to the City
- Community transport run by Council via community door to door bus is highly valued
- General perception is the community bus is only for older people
- CHSP transport for eligible clients is invaluable supporting older people to medical, shopping, personal and social appointments

Young people

- Public transport is one of the most common methods used by young people to get around
- 55% of the 600 respondents stated they use public transport on a daily basis

- Paradise Interchange is a popular transport hub to get to TTP or the City
- There are not enough buses or routes in the area, particularly in Athelstone
- One young person said they go to the Library in the City rather than the Campbelltown Library as despite living quite close it was easier to get to the City

Older People

- Seating and shelter at public bus stops is valued
- Getting to and from the bus stop is the barrier to be able to using public transport
- Taxis are reluctant to take people on short trips which makes shopping and medical appointments difficult
- Grief and loss is experienced when a drivers licence is taken away
- There is confusion over safe gopher use on footpaths and roads

Disability

- There is a lack of accessible buses from Paradise interchange connecting to suburbs
- The app that users can use to track accessible buses is not always reliable
- In 2020 there was consultation open to change bus routes, which did not proceed. As part of the consultation it was discovered that proposed changes create issues for people with a disability who use buses as time is needed to retrain and practice the changed bus routes which means the person would need to invest NDIS funds to achieve this



“Public transport is good to and from the CBD but not so good for local trips e.g. library, council, pool, GP – we could do with a cross town or cross district service. The 300 and 520 buses aren’t regular enough” Local resident

“Better local transport would help. My husband and I share a car. Local public transport is quite limited. These short trips don’t really justify taxis” Local resident

“I don’t know what I would do without the Council Community Bus” Moonlight Market bus passenger

“Every bus stop should have a seat” Active Ageing survey respondent

“I use the bus regularly to go to The ARC. When waiting to catch the bus on return trip bus stop 1q at the front of ARC has no shelter so is not pleasant when hot or raining” Active Ageing survey respondent

“While the night bus dropped me 8kms from my house I still had an option to get at least sort of close to home” This is very disappointing, and I worry for shift workers” LOVE Campbelltown respondent to proposed bus route changes

“I wish someone would come and take me out” Older male resident

“Buses enable me to get to places that are important for me e.g. Library” Disability consultation

Housing

Housing is more than a place to live, a roof over your head. It plays a part in supporting your health and wellbeing and shaping your connection to your neighbours and broader community.

Summary

- Safe, appropriate housing is a basic human right
- There is a lack of affordable rentals and homes to buy in the area
- Parents want their children to buy in the area to stay close, but acknowledge affordability is an issue
- Housing mix is important to meet the needs of individuals and families e.g. studios, 1 and 2 bedroom up to large family homes
- Community members are angry /worried / disappointed about infill development. The main issues associated with infill development include increased parking on streets leading to congestion, increased bins, impact on stormwater, loss of trees and changing character of the area
- People are also concerned about the type of properties being developed being largely townhouses which don’t cater for everyone
- In contrast to the point above, Community members are happily living in the new townhouse type developments as they suit their budget, lifestyle and needs. There is disappointment shared about the negative and sometimes offensive language often used to describe their housing and new developments generally
- Housing isn’t always constructed to support people with a disability or ageing in place with a lack of universal design principles applied by the building industry
- It is timely to look at alternative housing models such as shared housing and co-housing

Young people

- They are optimistic about the idea that they will be able to own a home in their lifetime (82% in the youth survey)

- Equally, young people express concern about being able to break into the housing market, affordability of homes and finding a suitable home
- Factors that influence young people's preferred housing choice including access to social hub/precinct, study options, public transport and employment opportunities
- There are local young people experiencing homelessness or unsafe / unsuitable home environments accessing services through the peak youth homelessness organisation SYC (Service to Youth Council) – see 'A Supported Community' for further information
- A local community member with a disability had to move out of the area to more suitable accommodation in the City



"[Campbelltown] please stop knocking down big houses and making 1000 little houses in them I am scared what it is going to look like when I'm an adult" Male, 12 years

"I bought a new townhouse in the area which suits me perfectly as I don't need much space as a single person" communiTEA conversation, Campbelltown suburb

"If I did not own my own home I would be in a desperate situation" Active Ageing survey respondent

"If people have secure tenure of their home and a good neighbourhood based on attractive open spaces and easy access to public transport and services, they can plan ahead for their frail years. I have one friend, educated and intelligent, who is about to slip out of home ownership because the mortgage payments for even the cheapest form of independent housing are not sustainable on their income." Active Ageing survey respondent

"I own my own home but maintaining it on a pension is really hard" Female, 40's

"Urban infill has killed our street" Tranmere resident

"I quite enjoy living in this area and will probably continue living here all my life" Male, 17 years

"There should be motels that older women can rent or live in cheaply" communiTEA conversation

Older people

- Large number of lone households of people aged over 65 (2,596 households 13%)
- Downsizing is not as easy as people thought as the price for their long term family home is not enough to purchase something that is brand new, although smaller
- Active Ageing survey revealed that those most happy with their housing situation owned their own home or had secure housing in residential care, public or community housing
- Those privately renting were the most housing insecure due to the tenure of the tenancy and the thought of having to move as they age
- The traditional housing trajectory for older people to independent living and residential care is no longer the preferred or only path
- The Active Ageing survey showed most people didn't want to move however maintaining larger properties and gardens were difficult to manage. This is evidenced through the increasing demand for Commonwealth home maintenance and modification services

Disability

- Housing options for people with a disability need to be appropriate, accessible and affordable, especially for those living on a fixed income such as disability support pension

Safety

Summary

- Campbelltown is a safe area
- Perceptions of safety are impacted by media and personal experiences
- People feel less safe at night compared to during the day
- Feeling unsafe did correlate with age and gender with women feeling less safe particularly at night
- People in the community have identified what does make them feel safer in the community including:
 - Knowing your neighbours and people in your street. This was a strong, consistent view across the consultations as people had the sense someone was keeping an eye on them and being able to call on someone if needed. See 'A Connected Community – neighbourhoods' for more information related to this area
 - Living in an area for a long time with no incident
 - Having security measures on their homes such as screen doors and sensor lights
 - Spaces that have natural surveillance with people 'keeping an eye'

Children and Families

- Perceptions of safety in the Community directly impact children's freedom to play outside and move about the Community independently as they get older

Young people

- The Youth survey revealed that young people felt Community safety was an important role of Council
- The Youth survey showed bullying is a top concern for young people

Older people

"I have had to spend money putting more security on my home as I have lost confidence feeling safe at night" Local older woman living alone

- Active Ageing survey showed that 97% of respondents felt safe during the day which dropped to 73% at night

A CREATIVE COMMUNITY

A creative community is one that exudes positivity, pride, energy and makes a statement about the Community, its past, present and future.

Creative communities attract diverse people with a range of skills, talents, professions and cultures to neighbourhoods. It is the 'brand' of Campbelltown to promote and harness what makes it special and unique.

Campbelltown may not have a main street or precinct however it has the opportunity to be a community known for being quirky, creative and opportunities for wonder and discovery around every corner.

FOCUS AREAS

- Places and Spaces
- Arts and Culture
- Identity and Local History



"Not enough entertainment for teenagers" Male, 12 years

"Lack of social hubs for teenagers for example a shopping centre or little trendy restaurants" Female, 16 years

"Nothing to do!" Female, 21 years

"Campbelltown has a good level of grunge" Local resident, aged 60's

"Campbelltown goes to sleep at 10pm" Local resident in their 30's

Places and Spaces

Activating places and spaces for enjoyment, for community to come together for new experiences.

Summary

- People are looking for fun, affordable (including free) activities
- There has been a number of new initiatives since this was raised in the 2014 Discussion Paper but the need, interest and demand for more in this area still exists
- When asked in discussions where people would take their visitors commonly people it is the City, Tea Tree Plaza, Norwood or the coast rather than locally
- People are seeking opportunities to sit alfresco, drink wine and watch people go by
- Some older people who have lived in the area a long time believe the area has everything and doesn't need to be changed
- COVID-19 has impacted this area significantly with many events and activities cancelled as the pandemic has meant social distancing and restriction on numbers of people gathering

Young people

- This area is commonly discussed by young people who describe it as places 'to just hang' where young people can gather and socialise in the community
- There is not a natural place for young people to do this and they are more likely to go to each other's houses, Norwood or TTP
- When asked about the current Paradise Skate Park as a place for young people to go it was described as 'sketchy'
- The youth survey showed that there is a desire for 'pop up' opportunities for the whole community to 'play' and interact

Arts and Culture

Arts and Culture plays an essential role in Communities contributing to the liveability, economy and social fabric.

The Council area is rich in human capital with many people with diverse skills in painting, sculpture, photography, dance, making music, singing and involved in theatre.

Summary

“Have you seen OUR artwork in OUR playground” pre-schooler, 4yo discussing the newly refurbished artwork in the Outback Adventure Playground, Anderson Court Newton

“The Gums is the perfect location to hold Tranmere ‘Poets Corner’ poetry reading nights” Shakespeare Avenue resident

In-depth interviews were held with a range of community contacts in the arts area:

- Although there are some shining lights in terms of art facilities, it was generally a concern that the area does not do enough to support arts and culture
- Lack of good gallery space
- Too much emphasis on residential living and sport
- Lack of support for professional practicing and emerging artist including access to funding opportunities
- No central point of contact in Council to assist artists and arts organisations
- Potential for vacant and underutilised buildings and facilities to support artists and community art projects
- Council support for the arts at political, policy and financial level needs to be greater

Identity and Local History

How do you describe Campbelltown? What is the area known for?

Campbelltown is an area that people choose to live in for a long time so the rich history of memories and experiences amongst local residents is importantly shared.

The area has changed, and continues to with new residents, new businesses and new opportunities.

Summary

“Every time I drive past the Council office I am so proud to see the Aboriginal flag flying” Reconciliation Advisory Committee member

- There has been a significant shift in people wanting to know and understand more of the local Kurna history including walks
- At the communiTEA discussion in Athelstone a ‘Welcome sign / statement’, feature on Gorge Road welcoming people to the area. Beautifying Gorge Road was also discussed including a boulevard of trees and taking advantage of this well known cycling route
- Young people have demonstrated their strong empathy for social inclusion and a desire for equality for people of all cultures, genders and sexualities
- Council’s storytelling projects (Women of Campbelltown and Our Fruitful Record market garden history) are well regarded and there is desire to have more

*A CONNECTED
COMMUNITY*

This is the area that highlights the human and social capital of a community. The networks, bonds and friendships in families, groups and with neighbours that creates a sense of connection, belonging and value to people and place.

FOCUS AREAS

- **Meaning, purpose and mattering**
- **Connect socially**
- **Active citizens and neighbourhoods**
- **Groups, clubs and organisations**

Meaning, purpose and mattering

Meaning and purpose come in many different forms for people. This can be through volunteering, employment, education and training, retirement, family commitments, friendship and social networks.

We know that a week can feel very long if you don’t have something to do that gives you meaning, a sense of purpose or a reason to get up each morning. This was particularly true for people with serious health issues, experiencing unemployment or social isolation and people with a disability.

Mattering is a new concept to the Community Plan. Having someone else who cares about you, is essential for feeling a sense of belonging and connection.

*“Absolutely zero. No-one in Campbelltown would know who I was”
Older resident on whether they feel valued and they matter in the Community*

- **Volunteering**

This includes the spectrum of participation from formal volunteering through to short term volunteering.

Summary

- COVID-19 had an impact on volunteering as many roles were stopped during this time, some roles were altered to adapt to the pandemic and inspired some people to take up volunteering for the first time.
- Administration volunteer roles are still highly sought and harder to find. People also like 'glamourteering' roles which are high profile and interesting, some would say 'glamorous'.
- Council's recent experience with launching the #giveanhour Waste Warrior project which attracted over 150 short term volunteers. The learnings from this project revealed that people like
 - Flexibility in time and options to participate
 - Practical and meaningful work that meant giving their time and effort was worth it
 - No formal processes
 - Social connections and bonds that come from giving their time and meeting other people

Young people

- Recognise the link between volunteering and finding a job
- Requests do come in for teenagers looking to volunteer and there are limited opportunities for them without being part of 'family volunteering' as a family unit

Older people

- The average age of Council's volunteers is 60.5 years old
- Active Ageing survey revealed over 40% of those surveyed volunteered in the community
- Older people want flexibility, one off projects that they are not tied to on a weekly schedule

Disability

- Council receives requests for volunteer positions for people with a disability
- Carers of a person with a disability have indicated that finding opportunities for

volunteering is difficult as there is a reluctance due to lack of experience, confidence and a belief that it will be time consuming for the organisation



"I think a big barrier to participation in volunteer activities, especially for men, is knowing what is out there (other than service clubs or graffiti removal). I've spoken to many men who would love to volunteer but don't know where they can volunteer. Council needs to broker an info service if you want more older people to participate" Active Ageing respondent

"Joining the Athelstone Community Garden happened at the time I was also contemplating changes in my life – asking myself 'what sort of community do I want to live in when I retire? Who do I want to be in the community if I am not working? Where do I get joy from and how do I want to contribute in my community?'" Community Garden member

• Employment, education and training

Education and employment is highly valued in Australian society with one of the first question people might ask is 'What do you do?'. The area has a mix of professions, skills and experiences, which is essential for a diverse, vibrant community.

There are barriers for people to participate in employment, education and training including having a disability, older workers, people on low incomes, lack of English skills, long term unemployed, people looking to re-enter the workforce after a break, lack of education, low income, homophobia, sexism and racism.

Children and Families

- An appealing quality of the Campbelltown area remains the quality of local schools

Young people

- Parents and students remain aspirational about their academic achievements. Some young people felt pressured about what their parents expected them to achieve post-school including the university courses considered 'acceptable' to their parents

Disability

- Employment outcomes for people with a disability are poor in Australia and in Campbelltown too. There are barriers to finding meaningful employment for young people with a disability
- One of the biggest challenges facing young people with a disability are those transitioning from school to post-school life. This signals significant change from the routine and structure of school to finding meaningful activities to fill a week.
- The employment process of interviewing etc. are barriers for people with autism who are more than capable of performing in a role however may struggle with the employment practices of organisations
- Education is one of the biggest issues faced by parents with a child with a disability. They need the right support as this impacts how a child will participate, and succeed in school
- Parents invest time and energy into securing the right school and supports for their child which has meant lifestyle, family and financial decisions are made to meet the needs of their child with a disability
- Supported work experience and placements are highly valued by schools and parents



"I need to help my son find something to do as he feels lost in the big wide world" Local parent

"You have to keep trying and not give up" YAC volunteer on finding their first casual job

"There is so much pressure to be extraordinary as a young person and achieve amazing things. I keep getting told 'you have these incredible opportunities so don't waste them'. It can be stressful, what if I don't know how to be extraordinary" Local young person

• Retirement

Currently around 25% of Council's population is aged 60+ and many have retired from the paid workforce or are planning to retire in the near future. People are working longer and the traditional retirement age any time from 60yo is no longer the norm.

With medical advancements and different lifestyle choices older people may live 30 years from retirement which provides an opportunity to travel, spend more time with friends, family and perhaps grandchildren and pursue passions and interests, leisure and volunteering opportunities. These opportunities assume good health, financial stability and social confidence to achieve this.

Retirement can be a time of celebration for some and for others challenging to navigate. Retirement is not only about financial

planning, there is emotional planning too. It is about finding purpose, meaning and connection in a different way.

- **Family, friends and relationships**

This is new to the Community Plan. During communiTEA sessions it became evident that people's sense of meaning, purpose and mattering comes from the relationships they have. This can be raising a family, caring for family, friendships and relationships through work, volunteering or community connections. This also includes professional associations.

"I am a stay at home mum, pregnant with another on the way. I stay in contact with my profession through associations just to maintain that contact" communiTEA participant

COVID-19 presented many barriers for families and friends to connect. Many turned to online connection via zoom and other means. Those living in local aged care homes were particularly impacted with family not able to visit and then when visiting could resume family members had to have the flu vaccination to enter.

Connecting Socially

This theme is about connection to people and place.

Council's social research into loneliness and belonging revealed that the depth of relationships is essential for feeling connected, not just the number of connections.

There are many barriers for people to connect socially including finances, transport, social confidence, health, knowledge of what's available, language barriers, culture or attitude or a club, group and organisation.

Children and families

- Seek free, or at least affordable, opportunities to connect with other families

Young people

"My friends usually spend time together in parks or playgrounds locally around Athelstone but if the weather is too cold we go to someones house as we all live close together." 14yo girl Athelstone

- Peers and friendships remain critically important to young people and their wellbeing
- Use the phrase 'hanging out' and seeking safe places they can go without being hassled

Older People

- 70% of the 350 Active Ageing respondents said they felt connected to the Campbelltown community

Disability

- Stigma associated with disability including mental illness impacts on the persons opportunity to join and connect in Community
- Young people aged 18+ are seeking social opportunities that their neuro-typical peers experience
- For young people with a disability, consultation has specifically discussed those on the Autism Spectrum, have an interest in romantic relationships and developing friendships however unsure how to make this happen
- Young people who are blind or vision impaired experience social isolation as some will not engage in any out of school activities
- Seeking activities that people of their age participate in, rather than just disability specific programs. This sense of 'just wanting to be part of the Community'
- Young people experience varying levels of anxiety when it comes to social situations which can be a barrier to them attending at all

Active citizens and neighbourhoods

Campbelltown is an area with highly skilled, passionate, committed people who have a genuine desire for their Community to be the best it can be.

Active citizenship is about taking notice and taking action in the Community. There is a desire for community led projects and initiatives which includes identifying ideas and gaps and finding the solutions by drawing on all the assets and resources available in the Community.

Neighbourhoods are endlessly fascinating as they change and evolve over time. The shift from kids playing in the street where everyone knew each other, to a more private and reserved relationship there is interest to reignite neighbourhood relationships. People feel more connected and safer when they know their neighbours. The importance of neighbours became really obvious during COVID-19 where people kept an eye on each other.

• Engage and influence decision making

Council proactively seeks feedback from residents and considers this as part of their decision making role. This doesn't mean all Council decisions or Staff actions are going to please or satisfy all community members, however they will have the opportunity to share their opinion and have it listened to on specific topics and issues.

Council's connect2Campbelltown and Section 41 Committees provide ways for Council to engage with community members.

Children

- Child Friendly Campbelltown acknowledges children are competent and capable citizens who have views, opinions, ideas, solutions and concerns about their Community. Council actively seeks children's views on matters that affect them in age appropriate ways

Young people

- Continue to participate at the lowest rates in community consultations even when the topic is age focused. An example of this is Thorndon Park Super Playground which included youth elements
- Youth Advisory Committee members really value their role on the Committee, sharing ideas and opinions.
- During the draft Master Plan for the Paradise Recreation Plaza young people engaged where Staff went to the places and spaces they go including the Skate Park, Newton Central and their school. Providing easy access for giving feedback on topics that were relevant and interesting is important for young people
- There is a challenge balancing consultation and expectations with young people. If you consult and don't do something it can impact trust and willingness to participate in the future



"It's not fair if adults get their say only. It's important for kids to join in because adults decisions affect children" Year 3 student

"We are the next generation, if they don't let us have a say now, we might not know how to make decisions as adults" Year 7 student

"Campbelltown is a Council that cares and genuinely listens to residents" Multicultural resident

"In my experiences with Campbelltown Council, it has always been forward thinking, proactive and prepared to engage with the community and use that consultation to better itself" Community member with a disability

"As a woman, an older woman, I often feel invisible and ignored" Athelstone resident

"No, I have given up trying" communiTEA conversation in response to feeling you can influence Council decision making

- **Community led projects and partnerships**

This is new to the Community Plan and has been a really positive shift.

Summary

- COVID-19 saw a wave of new and innovative ways for connectedness and acts of kindness. Spot a teddy bear, chalk messages on pavements, street facebook pages, shopping for a neighbour and help your neighbour cards
- Insurance issues have arisen particularly for community-led projects and initiatives where there isn't an incorporated group involved

Verges

Verges and streetscapes were discussed in the Social Plan Discussion Paper 2014. They previously sat in the 'A LIVEABLE COMMUNITY' theme along with other infrastructure like roads and footpaths. However, the discussion about verges has focused on it being a partnership / collaboration between residents, neighbours and Council. For this reason it now fits in this theme which is more focused on community / council partnership.

There has been significant discussion about verges and streetscapes at each communiTEA sessions and online.

- Civic pride that comes with beautiful streetscapes
- Supports birds, bees and butterflies
- Cooling effect
- Improved walking cycling experience when using 'green tunnel' streets
- Environmental benefits associated with water sensitive urban design

The challenges identified include:

- Physical and financial support to prepare the site due to the compacted gravel
- Recognising not everyone is in a physical or financial position to redevelop and / or maintain a verge
- Insurance and verge development
- Preservation of clear footpath and walking paths for pedestrians. People with a disability and older people

identified issues with planted verges where the plants impose on footpaths which restricts access

- A resident in Magill spoke of the verge development many years ago as part of a Council initiative. She said the results were mixed with some developing the verge and then moving out, some people not maintaining the verge. For those who do maintain the verge, it looks great and remains a connection point for neighbours to chat and form relationships.



"Verges need to be free of plants and other obstacles so we can walk off the road." Active ageing survey respondent

"Nothing communicates CIVIC PRIDE more than an attractive, well maintained verge. Looking after your verge is a public statement that shows you love where you live and that you share the responsibility with Campbelltown City Council to care for the environment" LOVE Campbelltown

• Neighbourhoods

“I feel very safe here because I know my neighbours, and I know they’re all caring. So even though I live alone, I feel that I’m looked after” Female, 63 years

“The more you know the people in your immediate locale the more you look out for them” communiTEA discussion

“I would like more activities to meet community and neighbours” Neighbourhood BBQ participant

Summary

- There is a genuine desire by people to connect with their neighbours
- There is a correlation between people knowing their neighbours and feeling safer and more connected to the Community
- During COVID-19 neighbours played a really important role supporting more vulnerable residents and looking out for each other
- We know that there is a barrier to people taking on street events like parties or BBQ’s due to the time it takes and the social risk of people not participating. There was more interest in Council taking the risk with the support of the residents
- There are barriers to neighbours knowing each other including if there has been a previous or current conflict, turnover of neighbours, people are time poor, people are concerned they will be burdened or unwanted demands will be placed on their time
- Play Streets run over 4 sessions create deeper neighbourhood connections than one off sessions
- communiTEA conversations revealed an interest in local community celebrations e.g. An Athelstone picnic organised by residents and Council

Community groups, clubs and organisations

Campbelltown is fortunate to have a large number of active community groups and clubs providing important places of community connection.

This includes Service clubs, sport and recreation groups, social groups, arts, fitness and cultural groups.

Community groups

- Groups and clubs struggle to attract and retain volunteers and members, particularly those willing to take on leadership roles.
- An ageing volunteer workforce presents its own challenges for some roles particularly those that are physically demanding
- Looking for available, affordable and suitable venues to facilitate programs and services
- Groups, clubs and organisations need support to promote their programs and services
- Service clubs have an ongoing interest in attracting younger members (under 40 to their Clubs)
- Community grants are valued to support the activities of groups, clubs and organisations

Disability

- People with a disability would like to join and be part of community groups and organisations. The groups and organisations might need support for this to happen

A HEALTHY COMMUNITY

Council has a role to play in supporting the health and wellbeing of its Community. This is achieved through walking and cycling trails, open spaces, clean environment, arts and culture, housing choices and opportunities to connect and feel a sense of belonging.

FOCUS AREAS

- Be active
- Feel good

Be active

- Cycling, walking, physical activity and play

*“Children and young people are now increasingly restricted about where they can go and how far they can travel without adult supervision for fear from parents that their child will be harmed”
Local service provider*

Children and families

- 2017 Bike Plan survey of 793 school students showed the 2 main reasons they like to cycle is for enjoyment and for fitness and the 2 barriers they can't ride more is because of homework/chores and parents won't allow it. The fears for parents include traffic concerns and fear of strangers
- The OPAL project identified the barriers to children cycling more including lack of time to practice riding, lack of safe areas to get off training wheels, lack of mapped organised trails connecting landmarks and destinations
- Barriers to children and families being more active is time, energy and motivation, money (if fees are involved), access to activities and competitiveness

Older people

- 30% of ARC memberships are people aged 55+

- Barriers to older people being active include lack of time, motivation, access and cost



*“Wind blowing at me and clearing my mind”
10yo girl on why she likes riding her bike*

“I give credit to Council efforts to plant trees and create safer footpaths etc but overall our broader Campbelltown neighbourhood is severely compromised by outdated policies which favour cars over all other road users and low density housing and shops which means very few people can access services or friends on foot” Local resident

“We like to cycle but the roads are terrible for bikes” Older resident

“Reclaiming the streets as safe places to play builds independence, keeps kids active and encourages inclusion of all people. The process was so easy and it was a wonderful way to spend a summer evening enjoying the company of our neighbours and meeting new people on the street” Play street organiser

Feel good

This area can be read in conjunction with ‘A Connected Community and A Supported Community’. Feeling good includes eating well, sleeping well, feeling connected and positive mental health

Summary

*“My children have got their own lives, which is as the circle of life goes. And they’ve got their lives and their children. I really feel a bit lonely at times and I wish I saw more of them”
Woman in her 80’s*

*“...learning how to deal with depression and suicidal thoughts. Unfortunately school counsellors and psychologists aren’t going to cut it, people need to learn that cutting isn’t the only way to deal with stuff. I don’t personally know what to do when I feel upset...I have never been taught how to deal with those feelings”
Young person*

*“I want to be the best version of myself and to be happy”
Young person*

- Council’s social research into loneliness and belonging revealed that there are older people who feel lonely even if they are busy participating in groups and activities
- During COVID-19 older people told us how they coped and felt during this time. Some of the responses included enjoying the solitude, feeling anxious, feelings of depression, revisiting activities they hadn’t done in a while and used to enjoy such as cooking, sewing and knitting.
- Mental health was mentioned frequently in the Youth survey as one of top issues facing young people.
- Over 25% of the 600 respondents in the Youth Survey rated their sleep as poor to very poor
- There remains a growing issue of anxiety and depression in local children identified by schools

A SUPPORTED COMMUNITY

This area focused on people’s need for information, referral and specific support.

This continues to be a challenge for Council and other groups, clubs and organisations to get timely, relevant information to people. There are a number of methods used however there is still no easy one solution to ensure people know what is on and available to them.

Campbelltown is a middle class suburban area and generally speaking most people are doing well. However, there are social issues where people require specific support. A summary of social issues is included here, in some cases Council’s role is one of providing information, referral, advocacy or just being aware rather than having any specific role.

FOCUS AREAS

- Information and referral
- Support Services

Information and referral

Summary

- Online information is not suitable for everyone
- Loss of local newspaper impacted people, particularly older people, as it was used to find out what was happening in the local community
- Active Ageing survey showed that GP’s were one source to find information
- Information that is easy to understand and provides the most relevant, important information is desired as sometimes ‘information overload’ makes decisions harder

Support Services

- There are gaps in the local Community for support services as most are located in the City, Norwood or Modbury.
- There remains shame or reluctance by local community members to discuss

- their need to access information, referral or support
- There is a lack of affordable office space for outreach services by NGO's (non-government organisations)
- Churches provide important local support services which are mostly unfunded

• Domestic Violence

“The impact of the experience continues to haunt them and affect them even after they leave the relationship” Service provider

- There has been a rise in domestic violence referrals during COVID-19 with an increase in the level of violence experienced, particularly strangling
- During COVID-19 there were concerns for children living in motels with their families after escaping DV as workers were not able to do face to face visits and therefore not address trauma or other issues specific to children
- Locally DV has been described as a ‘pandemic’ given the number of deaths nationally at the hands of partners
- There is a need for trained trauma counsellors specifically for children who have experienced DV
- There are instances where women have committed suicide after leaving a DV relationship due to its ongoing impact
- There is a lack of local affordable, suitable long term accommodation for women and children leaving DV
- There is a need for a whole of community approach to reduce DV through advocacy, education and awareness
- Lack of ‘respectful relationship’ education for young people

• Food Security

“I don’t have any food at home and have run out of money” Local resident with a disability

“I have a family really struggling with everything, they currently don’t have any food and are in desperate need” Local Service provider

- Food security is having access to affordable, nutritious, culturally appropriate food and having the equipment and knowledge in how to prepare food
- Foodbank SA presented to local groups about food security issues in the Campbelltown area. St Martins Anglican Church secured the Foodbank Bus for a 6 month trial 2020/2021 to determine the need of providing affordable food in the Campbelltown area
- There has been a mixed history of funded emergency relief in the Campbelltown area with the service being inconsistent and relying on Churches to fill the gap
- Funded emergency relief for Campbelltown is provided by Uniting Communities in Norwood
- Women and children living in motel accommodation struggle with food preparation due to cost and lack of kitchen facilities and equipment

• Homelessness

“I had to leave because of violence and now have nowhere to go” Young woman sleeping locally in her car

- There has been a rise in rough sleepers in the area from 2019 although this has reduced since COVID-19. Staff have worked with 10 people sleeping rough in cars, toilets or Council parks/reserves
- They chose the Campbelltown area as it was close to the City, but much safer to stay at night
- The majority of rough sleepers in the area were males with complex issues including drug addiction, mental health problems, health issues, family breakdown and financial and legal issues
- Council generally becomes aware of people experiencing homeless from residents calling Customer Service to report. Staff have a process to work with, and refer, the person to appropriate services
- Rostrevor Baptist Church were active partners with Council to support people experiencing homelessness locally with food, access to showers, information and referral and other supports

Homelessness and Young people

- According to the latest census data, 25% of South Australia's homeless population are aged 12 - 24 years. On the night of census, 107 people were identified as homeless in the City of Campbelltown.
- SYC delivers State funded specialist homelessness services for young people in the Eastern Adelaide region. This service is accessed by around 25 young people per annum who state they are from the City of Campbelltown.
- SYC delivers an alternative education program on campus at Magill for young people enrolled at the local high schools. Each year, up to 5 students aged 15 - 17 years who engage in this program suffer significant family related trauma and become homeless.
- With inconceivably long waiting lists to access crisis accommodation, and very low chances of having the funds or capacity to be accepted into private rental housing, these young people often find themselves "couch surfing" and sleeping in others homes outside of their familiar suburbs.

Alcohol and other drugs

*“My son blames moving to Campbelltown for his ice addiction”
Local resident*

- This issue is rarely raised during consultations however alcohol and other drugs is an issue for some people in the Community and their family / friendship network
- The issues most often appear from neighbourhood complaints or via Police. The serious neighbourhood complaints raised in 2020 were linked to substance abuse and the disruptive behaviour experienced by neighbours as a result.

Gambling

“My neighbour spent all her money on the pokies so we helped her out with food” Neighbourhood BBQ attendee

- This issue is also rarely raised during consultations. However, gambling impacts all communities with Campbelltown being no different.
- In 2019/2020 \$33million was spent in Tea Tree Gully / Campbelltown area with 12 venues combined, down from 2018/2019 where it was close to \$44million

Mental health and illness

“Mental health services especially those that cannot get on the NDIS encroach on carers, [there are] no supports anymore” Disability consultation

- This issue is also rarely raised during face-to-face consultations, however we know mental illness affects every Community
- Mental health was the number one issue raised in the youth survey (see A Healthy Community)
- The NDIS (National Disability Insurance Scheme) has changed mental health services delivery for people with a mental illness in terms of requiring a NDIS plan to manage all aspects of mental illness. Local families have experienced being 'passed' between mental health services and NDIS without having their needs addressed
- There is an emerging gap if you don't have a clinical diagnosis and therefore do not qualify for NDIS, you have limited choices available for support services
- Stigma surrounding mental illness still exists and is a significant barrier for people participating in Community life
- Council works closely with Housing Choices, community housing provider to manage any issues that arise, usually identified when neighbours call to complain about something
- There are several weeks waiting times between receiving a mental health care plan from a GP to accessing your first visit with a psychologist which can be a barrier to people accessing these services. There may also be a funding gap between gaining the plan and private psychologists which is unaffordable for some individuals and their families

- Hoarding and squalor cases have presented in the Campbelltown area which are complex in their nature and to manage
- **Disadvantage**
 - It has been challenging attracting and keeping local financial counselling services in the Campbelltown area even with demonstrated need
 - Evidence from churches and services that people in Campbelltown are experiencing financial issues. This did reduce during COVID-19 with the assumption that jobseeker and new jobkeeper assistance reduced this demand. Once these change it is anticipated the demand for financial support and counselling will increase
 - For those residents who have accessed financial counselling it has shown a complex web of debt including lending agencies, fines and high, unpaid utility bills
 - People on fixed incomes (newstart, disability support pension, aged pension) are seeking free, or affordable activities to participate in
 - People on a fixed income paying private rental in the Eastern area are most likely to be in rental stress paying a high percentage of their income on rent

- **Multicultural**

“I can’t remember important dates of celebrations at home anymore, I have lost my connection to that part of my culture” young multicultural resident

- People from a multicultural background discussed how they valued feeling safe, quality schools and freedom to express their religious beliefs
- There are examples of people experiencing racism in the Community for example when finding employment and comments about clothing e.g. wearing a hijab
- There is still misunderstanding about the difference between refugees and new arrivals on working visas which creates

misconceptions about people’s circumstances

- Speaking English remains a barrier for some new arrivals and the desire to improve their English through community conversation
- Multicultural community members working on a video project identified friendly neighbours, inclusive language, welcoming schools and groups as helping them feel welcomed. They also identified barriers to connecting in a new community which included language (understanding and being understood), neighbours not wanting to connect, not having qualifications recognised and finding employment, obtaining drivers licence and missing family and friends at home
- Multicultural community members shared the disconnect they can feel to their culture and traditions

- **Disability**

- Parents shared anxiety and worry for their children when they finish school and what post-school options are available
- Parents also shared concern for the impact on their other children who may miss out on activities or events due to the caring needs of their sibling with a disability
- Ageing carers continue to raise concerns for the adult children with a disability and what happens to them when they can no longer care for them and what that might mean for their other children
- Parents can experience higher levels of stress in their caring role as they plan, advocate and access the supports their child(ren) need throughout their life along with managing the emotional aspects associated with caring
- Additional challenges when someone has a dual diagnosis of disability e.g. autism spectrum disorder and a mental illness
- Service gaps for people with a disability who don’t qualify for NDIS and the costs associated with having a disability which means there is less money for community participation
- Navigating the NDIS for individuals, carers and their family can be expensive

(proving a diagnosis), overwhelming and confusing. Even with an NDIS plan there are challenges including having services funded in the plan in the first place and finding suitable service providers.

- There is an assumption that individuals, carers and families know how to put an NDIS plan together and have the skills and knowledge to plan adequately along with knowing their rights to have a review and plan changed.

LGBTQIA+

- In the youth survey supporting young people who identify as LGBTQIA+ was mentioned in the context of ensuring safe communities and protection of rights
- Council's Home Support Program actively promotes, and provides, services to older clients who identify as LGBTQIA+

• Older people

- In the active ageing survey 84% of the 330 respondents said they had access to services they need to support their health and wellbeing
- Ageism has been identified by the Active Ageing Committee as a priority as it impacts older people's wellbeing. Ageism examples include language used, harmful stereotypes, barriers to employment and accessing services
- Older people mentioned how important neighbours were during COVID-19 in supporting them
- A number of people mentioned they had lost their social confidence to return to group programs after the break by COVID and needed extra support to return
- There continues to be a higher level of demand for home aged care services (cleaning, gardening and home maintenance) and packages than there are available. Older people assessed for aged care packages can wait up to 18 months for one to become available which places higher demand on home aged care services who provide services until they are accepted

• Children and families

- Those people in the 'sandwich' generation caring for ageing parents and raising children/teenagers need information that is easy to access and use
- Local services reported during COVID that families were being financially impacted with lost, or reduced work
- There is a need for a multicultural parents program to support families which includes understanding and navigating the Australian education system

• Young people

- Young people don't use the word 'ageism' outright however describe examples of this. Groups of young people in public places and spaces are seen as troublesome and viewed negatively. It is not uncommon in shopping centres for young people to be moved on from gathering and not allowed to take their bags into the shops which must be left outside unattended.

See attachment from the youth survey on next page

Conclusion

Thank you to all of the Community members, service providers and everyone who generously shared their time, experiences, ideas and solutions to inform this background paper and subsequent Community Plan.

2019 CAMPBELLTOWN YOUTH SURVEY

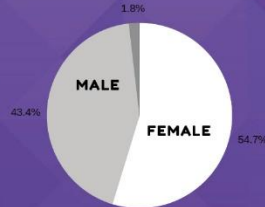
SOME KEY FINDINGS FROM THE 2019 CAMPBELLTOWN YOUTH SURVEY

In 2019, 600 young people aged between 12 and 25 years participated in a survey for young people who live, work study or play in the City of Campbelltown. What did they tell us? The following is a snapshot of some of the key findings.

THE PARTICIPANTS:

79%
AGED 12-17 YEARS

21%
AGED 18-25 YEARS



59.7%
LIVE IN THE CAMPBELLTOWN CITY COUNCIL AREA

87%
STUDY IN THE CAMPBELLTOWN CITY COUNCIL AREA



CAMPBELLTOWN: LIKES & DISLIKES:

LIKE:

- PARKS
- CAMPBELLTOWN LIBRARY
- COMMUNITY
- PEOPLE
- THE ARC CAMPBELLTOWN
- CLEANLINESS
- SAFE
- NICE AND FRIENDLY



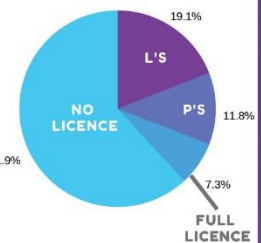
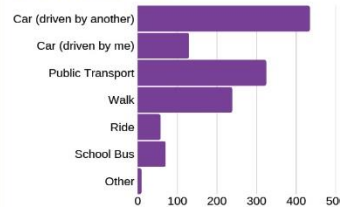
DISLIKE:

- URBAN INFILL
- TRAFFIC
- ROADWORKS
- CONDITION OF ROADS
- PUBLIC TRANSPORT (LACK OF)
- TOO FAR FROM THE CITY
- LACK OF ENTERTAINMENT
- AFFORDABILITY
- SAFETY (MAINLY STREET LIGHTING)



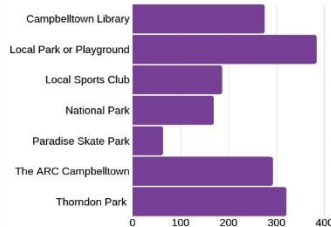
GETTING AROUND:

HOW DO YOUNG PEOPLE GET AROUND ON A DAY-TO-DAY BASIS?



RECREATION:

VISITED IN THE LAST 12 MONTHS:



MANY YOUNG PEOPLE TRAVEL OUTSIDE OF THE CAMPBELLTOWN AREA WHEN SOCIALISING OR SPENDING TIME WITH FRIENDS.

- TOP RESPONSES INCLUDE:
- THE CITY/ RUNDLE MALL
 - NORWOOD PARADE
 - TEA TREE PLAZA
 - HOME OR FRIEND'S HOUSE
 - PARKS / OPEN SPACES
 - SHOPS, CAFES, CINEMA OR RESTAURANTS

TOP ISSUES YOUNG PEOPLE ARE FACING:

- MENTAL HEALTH
- SOCIAL MEDIA
- CLIMATE CHANGE AND ENVIRONMENTAL ISSUES
- HOUSING AFFORDABILITY
- POLITICS
- FINANCE
- EMPLOYMENT
- YOUNG PEOPLE HAVING A VOICE

FINANCE:

6.3 | 4.8
12-17 YEARS | 18-25 YEARS

AVERAGE SCORE (OUT OF 10) IN RESPONSE TO THE QUESTION 'DO YOU EVER FEEL CONCERNED OR WORRY ABOUT MONEY?', WITH '1' BEING FREQUENTLY AND '10' BEING NEVER.

SAFETY:

67.4%

OF FEMALES REPORTED HAVING FELT UNSAFE IN A PUBLIC PLACE, COMPARED TO 47.0% OF MALES



WHAT CAUSES YOU TO FEEL UNSAFE?

- BEING ALONE
- OTHER PEOPLE
- ANTISOCIAL BEHAVIOUR
- DISCRIMINATION, RACISM, HOMOPHOBIA
- BEING FEMALE
- BEING FOLLOWED OR FEELING OF BEING FOLLOWED
- UNKNOWN AREAS
- INTERCHANGES, BUSES & PUBLIC TRANSPORT
- DARKNESS - POORLY LIT AREAS, ESPECIALLY AT NIGHT

PAID WORK

53.0%

OF THOSE AGED 15-25 REPORTED THEY WERE LOOKING FOR WORK (31.85%) OR HAVE WORK BUT WOULD LIKE MORE (21.15%).

31.07% HAVE WORK AND ARE HAPPY WITH THE AMOUNT OF WORK WHILE 15.93% ARE NOT LOOKING FOR WORK.

FIRST JOB:

34.0%

GOT THEIR FIRST JOB THROUGH FAMILY OR A FRIEND



WHAT DO YOUNG PEOPLE NEED ASSISTANCE IN?

OVERWHELMINGLY, MENTAL HEALTH AND WELLBEING WAS THE TOP AREA THAT RESPONDENTS FELT YOUNG PEOPLE NEEDED ASSISTANCE IN WITH 35-40% OF RESPONDENTS REFERENCING MENTAL HEALTH IN SOME WAY.

OTHER COMMON THEMES INCLUDED:

- FINANCE
- LIFE SKILLS
- FUTURE DECISION MAKING
- IDENTITY
- SOCIAL SKILLS
- SCHOOL/ STUDY
- BULLYING
- ENVIRONMENT
- SOCIAL MEDIA
- CAREERS/ GETTING A JOB

SUPPORT & SEEKING HELP:

14.5%

REPORTED NOT SEEKING HELP WHEN EXPERIENCING STRESSFUL PROBLEMS/ ISSUES IN THE LAST YEAR, EVEN THOUGH THEY THOUGHT THEY NEEDED HELP



WHEN SEEKING HELP FOR IMPORTANT ISSUES IN THEIR LIFE, 57.5% REPORTED THAT THEY WOULD NOT ACCESS A TELEPHONE HOTLINE AND 64.5% WOULD NOT ACCESS SOCIAL MEDIA.

FAMILY AND FRIENDS SCORED THE HIGHEST WITH 64% REPORTING THAT THEY WOULD SPEAK TO A PARENT/ GUARDIAN AND 59.8% WOULD SPEAK TO A FRIEND