COMMUNITY CAPACITY STRATEGIC PLAN ENGAGEMENT REPORT

MAY 2020

CITYOFONKAPARINGA

INDEX

INTRODUCTION

We are currently preparing the draft Community Capacity Strategic Plan (the plan).

The plan will provide guidance and context to council's role in community capacity building across our community cohorts, including young people, children and families, the ageing, people with a disability, Aboriginal communities and culturally diverse communities.

The plan will provide the strategic direction that we will take for the following 3–5 year period (or as long as the direction remains relevant to our context and agreed role).

The plan will:
- provide high level strategic direction across the organisation in the key areas where community capacity building takes place
- acknowledge our legislative requirements
- acknowledge the policy context of our work and seek opportunities for alignment
- respond to our social trends and emerging opportunities
- define our roles and guiding principles
- organise our delivery of community initiatives to best build regional and local community capacity across our community cohorts
- inform the future resourcing requirements of our community capacity work.

To inform our thinking to date we have undertaken a range of engagements and analysis to:
- hear directly from our residents and community stakeholders about what matter to them and their lived experience
- identify social factors affecting the capacity of our communities to develop equitably and confidently participate in community life
- understand our strategic context in terms of state and federal policy directions, the roles of others (NGO's and government) in addressing community capacity in our own relevant service reviews undertaken to date
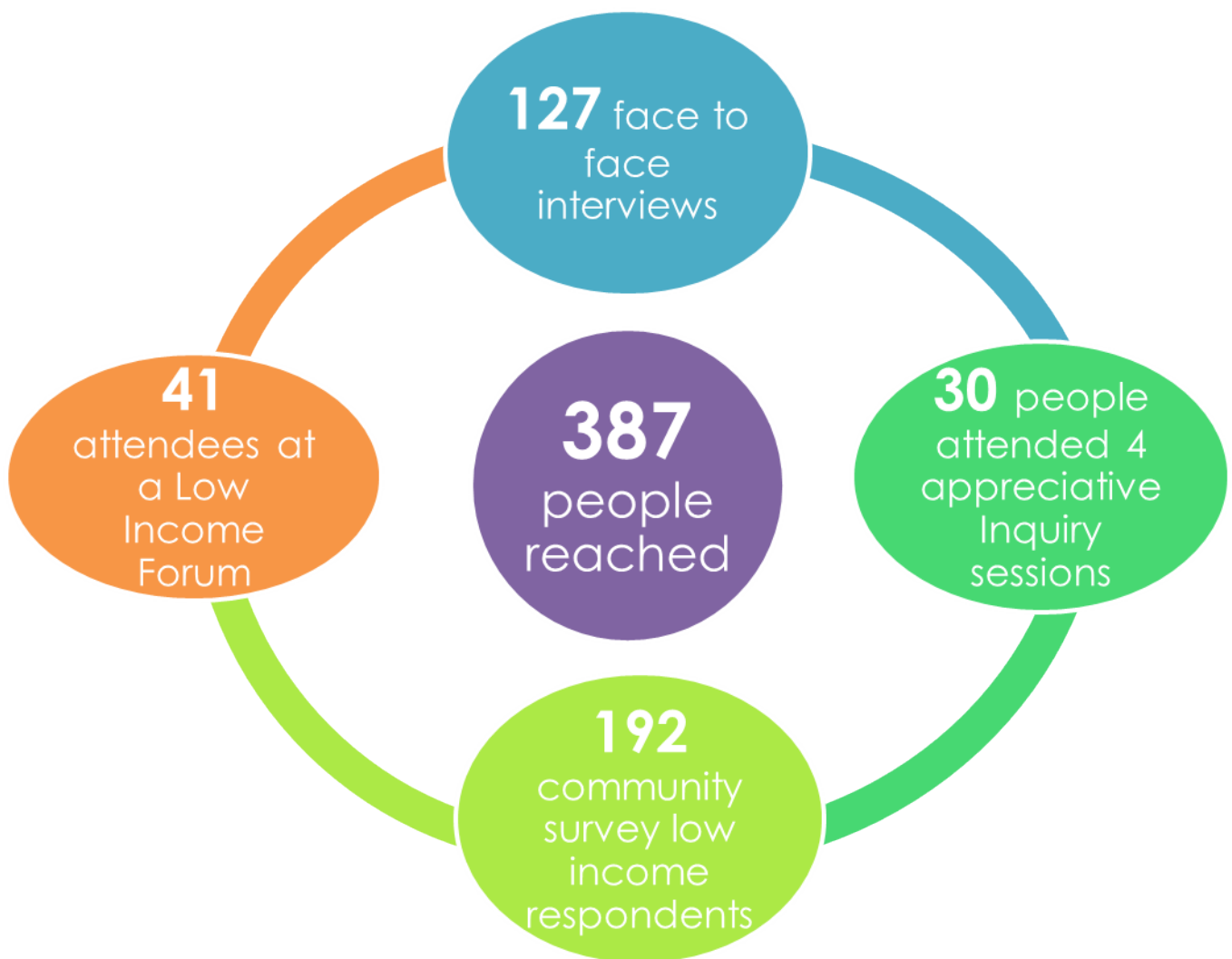- identify current and projected gaps, trends and opportunities.

Through our engagements we have targeted communities that experience low income to enable us to:
- hear the lived experience of these residents
- enable us to develop a better understanding of the challenges that people on low income experience
- identify new opportunities including potential partnerships and collaboration.

This has included extracting the low income cohort (192 responses) of the wider community plan engagement (1042 responses) through the 'Really' campaign and a targeted low income community forum we held in March 2020. These figures have been highlighted In total through these engagements alone, we heard the voices of 387 people (see image page 4).

This report provides a high-level summary of the engagements undertaken and key findings which will be used to inform the development of the plan's strategic direction. The report references activities undertaken over the past few years (see timeline page 5).

Respondents from combined engagements held in 2019 and Low Income Community Forum held in 2020 that directly inform the Community Capacity Strategic Plan.

127 face to face interviews

41 attendees at a Low Income Forum

387 people reached

30 people attended 4 appreciative Inquiry sessions

192 community survey low income respondents

PROJECT TIMELINE

Research and engagement informing the draft Community Capacity Strategic Plan

2018

- District Coordination Groups (internal)
- Libraries Strategic Plan community engagement survey (internal)

2019

- Community Facilities Baseline Survey (Mint Research)
- District Reference Groups Combined Engagement
- Community Plan/Strategic Plans (Mint Research) (internal)

2020

- Low Income Community Forum

ENGAGEMENT OUTCOMES SUMMARY

Low Income Community Forum 2020

The low-income community forum was held following a resolution of the Strategic Directions Committee October 2019.

That the Strategic Directions Committee affirms Council's commitment to respond to low income affected residents by approving the Community Capacity Strategic Plan Engagement Plan (attachment 1 to the agenda report), with the following additions:

- register community members and service providers we engage with in the active participation stage (14/10/19 to 30/11/19) who express an interest in engaging directly with the whole of Council regarding the needs of low income residents
- hold a forum for elected members, residents and service providers who have registered their interest regarding the needs of low income residents, in March 2020. The purpose of the forum would be to provide an overview of our community capacity plan, including proposed new initiatives, seeking feedback from forum participants
- evaluate the outcomes of the forum, including the value of holding such a forum annually regarding low income issues
- outcomes of the forum to be considered in the development of our draft Community Capacity Strategic Plan
- provide an opportunity to register interest in the annual forum when we engage with the general public in May 2020.

The forum was facilitated by the Community Capacity team with support from the Strategic Services team.

Forty one community members attended the forum including residents and those representing a range of relevant community services.

Participants were encouraged to attend half an hour prior to the forum start time to allow for networking and sharing of resources. Participants were encouraged to bring flyers and information promoting any initiatives that could contribute towards the discussion around low income.

The forum featured a short presentation by council staff which provided background on the forum and introduced the low-income theme. Participants were then engaged through a world café style activity.

The activity was themed around the 5 primary determinants of poverty as determined by the South Australian Council of Social Services (SACOSS). Participants contributed to an interactive discussion on each theme though a NOISE analysis of the 5 social determinants. The NOISE analysis included identifying the following:

- Needs
- Opportunity
- Improvements
- Strengths

- Exceptions

Fifty four community members registered their attendance for the forum and 41 community members attended on the night. Five apologies were received due to health concerns related to COVID 19.

Participant responses were collated in alignment with the respective determinant discussed. A high-level summary of key themes is noted below.

Key themes common across all social determinants

1. Increase accessibility
   - Cost and affordability
   - Location/local
   - Physical barrier
   - Service levels
2. Increase Social connection opportunities
3. Maximise use of council community facilities
   - Opening hours
   - Service levels
   - Promotion of what's available
4. Partnerships to create opportunity
5. Improve information sharing and communication

Other emerging themes

6. Focus on food sustainability and security
7. Focus on priority populations, in particular people who are:
   - older
   - younger
   - ATSI
   - with disability
   - women
   - CALD
8. Value volunteering
9. Holistic approach – look at the big picture not just singular issues
10. Changes to policy and funding models
11. More local opportunities, maximise what is in our region (all areas i.e. education, transport, employment)
12. Focus on mental health and wellbeing
13. Focus on crisis and emergency services in our region

Combined Engagement Community Plan/Strategic Plan 2019 (report by Mint Research)

Residents with low income

In October 2019, we undertook a joint engagement process across council which consulted the community on matters relating to both the review of Onkaparinga 2035 and the development the Community Capacity Strategic Plan, along with other areas of work across council.

Mint Research developed a comprehensive report summarising engagement outcomes including a chapter focusing on residents with low household incomes.

Data for this report was extracted from three main sources listed below.

1. Group discussions at appreciative inquiry sessions held in the suburbs of Hackham West, O'Sullivan Beach, Seaford and Aldinga
2. One on one face-to-face interviews
3. Community survey data (192 respondents who identified as having a gross household income of up to $33.79k per annum or those with a concession card/disability support)

While the sample size was not statistically significant, it did allow for a comparison against the general observances and commentary against the wider data.

A snapshot of the demographics of the survey population were noted as:

- 76 per cent of respondents were aged 55 years and over
- 66 per cent of respondents were female
- 42 per cent of respondents were from the central north district
- 90 per cent of respondents reported having no children living in the home
- 57 per cent of respondents were retired
- 65 per cent of respondents owned their home outright
- 90 per cent of respondents had a concession card

A summary of findings is detailed below.

Residents vision for the community
- Generally, perspectives were consistent with the broader community
- The best aspects about the region were noted as the location (including beaches, wineries, hills and national parks), proximity to everything and its quiet peaceful characteristics as well as open outdoor spaces
- In respect to vision and needs, environmental themes and community connection and support were the top responses
- Higher concern with regard to housing development specifically higher density housing developments, urban sprawl and the rules and planning related to this alongside a stronger desire changes to roads and better road maintenance and lower rates

Budget priorities
- More importance was placed on aged care and support for the elderly which was reflected of the sample demographics for the low-income cohort
- While still relatively important, environmental protection and management, economic growth/local business/tourism were all regarded as lower priority areas than the broader community
- Higher importance was placed on areas of roads and managing traffic with less importance placed on open spaces, sport and active recreation and economic growth
- Keeping rates as low as possible was a priority

Strategic issues
Outdoor spaces and active recreation
- Lower usage frequency of outdoor spaces compared to the broader community citing health

or disability as the top barrier
- Slightly lower respondents using open space for informal exercise and recreation, leisure or relaxation and organised sport

Sport, exercise and active recreation
- Participation in sport, exercise or active recreation was less frequent with age being a key barrier
- Lower involvement noted from children or other household members and lower use of sports areas or recreational facilities in the past 12 months

Climate change and council responsibility
- Consistency with the broader group with regard to levels of concern, perceived impact and risk of climate change
- Agreement that climate change is of concern and the prospective of future risk
- Slight scepticism seen towards climate change and less willingness to take action compared to the broader community

Community connections
- Levels of community connection and resilience were consistent with the broader community
- Higher participation rates in community groups across a number of roles and much higher levels of volunteering
- Positive community sentiment with most reporting a positive outlook and agreeing that they have the ability to contribute to the community

Living local
- Positive local neighbourhood sentiment consistent with the broader community
- Slightly lower agreement that there are things to do but city-wide sentiment was still mostly positive

Local economy
- Respondents reported a stronger degree of negativity towards the outlook for the local economy
- Respondents reported lower levels of satisfaction towards income, less likely to agree that household income is sufficient and more likely to agree they are spending more than they can afford on housing
- Strong desire to change one's employment situation with half agreeing they would like to do this
- Unemployment and job issues were key issues

Arts and events
- High regard was noted for the importance of arts and culture and types of events attended consistent with the broader community
- There is room to improve the range of events and venues in the region

Cultural diversity, heritage and history
- High value was placed on cultural diversity with a high proportion agreeing it has a positive effect on the community

Community Survey - Community Facilities Baseline 2019

In 2019, we contracted Mint Research to undertake a community survey to help us understand stakeholder perceptions and utilisation of our community facilities, including their ease of use and community service needs.

A survey was conducted online and hard copies were made available at our community centres and libraries by special request. We promoted the survey via our community networks, email distribution lists, word of mouth and during our District Reference Group meetings. We provided online links direct to the survey on the screens at our libraries and via social media. Our Facebook post reached over 19,000 people and we received 502 survey responses.

The engagement outcomes are summarised below.

A. Equitable access and utilisation of facilities
   - Two thirds of respondents had used a facility in the past 12 months
   - Facility usage/attendance increased with age
   - Lack of interest in activities on offer was identified as a barrier

B. Accessible services and well-utilised spaces
   - Central north (east and west) districts had the highest facility usage
   - Events, social groups and/or fitness and exercise activities were the most frequently attended activities
   - Satisfaction levels with facilities used were relatively high
   - Future demand was indicated for more:
      o social groups
      o events
      o fitness and exercise related activities
      o training/workshops/learning/education
      o arts/crafts/hobby groups
      o celebrations

C. Program and facility booking
   - The perceptions of community users and facility affiliates did not align particularly regarding views about enquiring and booking a facility. Facility affiliates rated the ease of this process much higher than community members, who rated this as one of the lowest
   - Currently only a third of facilities have an online platform and less than one in five offer online payments

D. District information sharing
   - A third of the facility affiliates were not confident in knowing what the community wanted or needed and reported low incidences of networking and sharing information with others (in particular council staff and staff from other community facilities)
   - A third of the respondents were dissatisfied with promotional activity in relation to facilities
   - A third of respondents did not know how to get involved with facilities and activities

Overall, people affiliated with facilities demonstrated a higher sentiment than other groups towards community facilities and their general importance to the community. General community

rated the perceived importance of facilities to the community higher than the perceived importance of facilities to oneself. This indicates the value of knowing what services are available. A lack of personal connection and relevance with the facilities may be attributed to the demonstrated lack of knowledge and awareness of facility services and offers.

There was strong agreement that regular communication with council is important, however there was a lack of understanding of council decision-making processes alongside who to contact in council. There was demonstrated demand for support from council, in particular to raise awareness of activities, increase participation and volunteering and facilitate collaborations with other facilities. Community members reported that they would be encouraged to use the facilities more if they were aware of what was on offer in the facilities.

In summary, the research indicated a clear need for:
- improved listening and understanding of what the community wants and needs from facilities
- increased community engagement and involvement with influencing program and activity offerings, in particular younger community members
- improved promotion, advertising and identification of opportunities to educate and collaborate with the community
- improved networking and information sharing between facility affiliates
- improved access to online services including bookings and banking/payments.

District Reference Groups 2019

As part of our Community Facilities Coordination Model (CFCM), we initiated five District Reference Groups (DRGs). The groups comprise community members who represent and/or are associated with council community facilities in their district. Initial DRG meetings were held in 2019 and facilitated through our Community Connections team. DRGs form a key part of the CFCM and aims to bring together community facilities to share ideas, collaborate and improve opportunities for community. Each District host two DRGs each year.

The purpose of the DRGs is to:
- provide opportunities for groups, services and council to share what's currently happening in the district and what is planned
- increase collaboration, access and use of community facilities
- assist us to learn more about the place in which we live and respond to identified gaps, needs and opportunities
- provide a way for facility managers/committees/users to influence council's service delivery planning
- increase activities, programs and events that meet the needs of the community
- lower duplication and competition between facilities.

Key messages identified so far include:
- Volunteering – changes to how people want to volunteer including a reduction in the number of people wanting to volunteer and what they constitute as volunteer roles
- Low income families – low income leading to a multitude of factors including housing stress, food insecurity, poverty and social factors
- Food security – although captured above, food security has been singled out as a particular

concern
- Crisis and emergency preparedness – needing to be proactive rather than reactive and clarity on roles.

Engagement from facilities in the CFCM and DRG process in 2019 are detailed in the table below.

District	Total facilities part of DRGs (excluding internal facilities)	Facilities represented R1 (May/June 19)	Facilities represented R2 (Sept/Oct 19)	Other representation outside formal DRGs	Total representation in 2019
Central North East DRG	13	5 (38%)	9 (69%)	0	9 (69%)
Southern and Hills South DRG	10	3 (30%)	2 (20%)	2	7 (70%)
Northern and Hills North DRG	16	6 (38%)	4 (25%)	5	13 (81%)
Central North West DRG	9	4 (44%)	6 (66%)	0	6 (66%)
Central South DRG	5	2 (50%)	4 (80%)	1	5 (100%)
			Total representation in 2019		40 (75%)

Outcomes and challenges from DRGs
There were several key outcomes achieved from the first round of DRGS. One area which was valuable for attendees was networking. Networking improves relationships between facilities and helps reduce duplication and competition between facilities. DRGs also allow facility managers to develop their awareness of what other facilities do which will maximise the effectiveness of the provision of opportunities for community participation.

District Coordination Groups 2018–19

A second component of the CFCM (in addition to DRGs) includes the development of District Coordination Groups (DCGs) which comprise council staff who are involved in the management and day to day running of council-managed community facilities in each of our districts. Initial DCG meetings were held in late 2018 with follow up meetings held in September 2019. Districts now have small working groups which meet regularly.

The purpose of the DCGs are to:

- co-design and implement a service delivery plan which will provide high level strategic direction for facility coordination across each district
- improve internal communication and coordination of facility services across council
- identification and implementation of efficiencies to council processes
- monitor, evaluate and report on the effectiveness of projects implemented within the district
- information provision and liaison to the Community Land Assessment Group (CLAG)
- develop and deliver collaborative projects.

Key themes identified through the initial DCG meetings indicated:

- community facility management varies greatly across our region
- several districts already work well together coordinating their programs and services to meet the needs of the local community
- most facility staff highly value collaborative approaches, however they have found it difficult to fit this into their already tight schedules
- the CFCM will be an opportunity to better coordinate council services, streamline processes and increase community accessibility and input into our facilities.

The DCGs will continue to inform our strategic approach to community capacity building which has been identified as a potential for further engagement on the draft Community Capacity Strategic Plan.

Community Wellbeing Monitor Survey – 2018

In 2018 we undertook a survey to update data against the indicators in our Community Wellbeing Monitor (the monitor). The results of this survey were accessed to inform the Community Capacity Strategic Plan project.

This survey provided useful data that provide insights into community perspectives about matters relating to community capacity, including:

- participation in community groups, recreation and the arts
- connection to community
- cultural heritage
- service accessibility.

This data was also linked with our district profiles, previously mentioned.

Community Survey – Libraries Strategic Plan 2018

In 2018, we prepared our Libraries Strategic Plan. To inform the strategic direction of our Libraries we conducted a community survey to help us better understand the community attitude towards the following:

1. Equitable provision of service – the importance placed on library locations and consistency of service provision
   Response: The research found that overall, the range of library services are considered to be

important by library users as well as those that don't currently use the service.

As would be expected core library services (collections and children's activities) were considered to be the most important services. The accessibility of library services varies for different groups within the community. This is primarily because some groups find it hard to get to the library during the standard opening hours. As a result, they visit less, attend less programs and activities and are more dissatisfied with opening hours.

2. Libraries and community centres – understand community perceptions and appetite for co-ordination or consolidation of library and community centre services.
Response: Whilst some community members are adamant that they would not access library services at community centres the data shows that there is an appetite and interest amongst the community to access some library services at their local community centre.

The survey was widely promoted and received 1167 responses.

Libraries and community centres are places where community capacity building happens through both structured and unstructured ways. The information received through this engagement will inform the Community Capacity Strategic Plan project.

SIGN OFF

Officer who prepared the document

Name: Pamela Hamdorf

Position Title: Strategic Project officer

Date: 5 May 2020