



**This is your place, too.**

# **Local Social Strategy**

## Community engagement report

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## Executive summary

To help inform development of the City of Newcastle (CN) Local Social Strategy, CN carried out a range of engagement activities from June to September 2021 to better understand community sentiment around social justice principles (equity, access participation and rights) and inclusion.

The engagement activities targeted various key groups in our community who are often less represented, disadvantaged or vulnerable. These groups included people of diverse sexualities and genders, Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) communities, people living with disability (PLWD), young people (16 – 29 years) and older people (70+ years).

To drive participation in engagement activities, social media marketing was used to direct people to a curated microsite, with a call to action to complete an online survey. The campaign, Your Place, targeted identified key groups using paid digital profiling to deliver bespoke creative content *about* them *to* them. The over-arching message that tied creative together was the tagline; "This is your place, too."

In addition, the CN project team attended 17 events and workshops, where we spoke to 286 people about community participation and barriers, wellbeing, social justice issues and other social matters.

Community feedback was captured via two surveys that were open during the engagement period from Friday 11 June to Thursday 30 September 2021. The first was an online survey that explored community participation, access to services, wellbeing, safety and perceptions around social justice issues and social matters. The second was a short survey available at events and other in-person engagement activities and explored social matters and participation in the community.

In total, 2,120 people provided their views in a survey (online survey n= 1,720 and short survey n= 400). A good response was received from all key groups, particularly the LGBTQIA+ community, younger people, and Aboriginal and Torres Strait Islander peoples.

Overall, most respondents had participated in at least one community activity, with visits to an art gallery, museum, or library, and attending a community event or festival, the most popular activities. The biggest barrier to community participation is lack of time due to other commitments. Most respondents were satisfied with their standard of living, life as a whole and overall wellbeing. The area with the lowest level of satisfaction was feeling part of the community. In terms of access to services and opportunities, most respondents rated accessing affordable housing as difficult. Most people feel safe at home and out-and-about during the day. Homelessness emerged as the most important social justice issue, and relatedly, affordable housing emerged as the top social matter overall.

The following pages present a summary of findings for each key group. Notably, the results indicate that people identifying as non-binary are feeling particularly vulnerable and disadvantaged in our community. Mental health and future security are also areas of real concern for younger people.

The insights gained from these engagement activities will be used to help inform development of the City of Newcastle Local Social Strategy, which will be placed on public exhibition in 2022 for further community feedback.

## Key groups summary



### People of diverse sexualities and genders

#### *Community participation*

More likely than other groups to attend a community event, festival, or celebration, or take part in a protest, but less likely to be part of a local sporting team.

#### *Barriers to participation*

Tend to report more barriers than other key groups, particularly about feeling unsafe or uncomfortable attending community activities.

#### *Satisfaction with wellbeing*

People who identify as non-binary have the lowest levels of satisfaction with their standard of living, mental health, future security, and feeling part of your community. Similar pattern of results for LGBTQIA+, though to a lesser degree.

#### *Access to services and opportunities*

Difficulty accessing basic services, particularly meaningful employment, healthcare, and education.

#### *Safety perceptions*

People who identified as non-binary feel the least safe overall, particularly in the City Centre and in their own neighbourhoods during the day.

#### *Social justice issues*

Homelessness  
Australia's First Peoples rights  
LGBTQIA+ rights

#### *Other social matters*

Affordable housing  
Mental health  
Employment



### People living with disability (PLWD)

#### *Community participation*

Less likely than other key groups to visit an art gallery, museum, or library, or be part of a sporting team, but more likely to do volunteer work.

#### *Barriers to participation*

Main barriers are own health and wellbeing and difficulty finding information about activities

#### *Satisfaction with wellbeing*

Lower levels of satisfaction, particularly regarding overall wellbeing and physical health.

#### *Access to services and opportunities*

Difficulty accessing community opportunities including sports / recreational events and community centres and spaces.

#### *Safety perceptions*

Weaker safety perceptions overall than most other groups.

#### *Social justice issues*

Homelessness  
Disability rights  
Care for the aged

#### *Other social matters*

Affordable housing  
Mental health  
Employment

## Key groups summary



### Aboriginal and Torres Strait Islander people

#### *Community participation*

Slightly less likely to participate in the community activities.

#### *Barriers to participation*

Slightly more likely than other groups to report costs as a barrier to community participation.

#### *Satisfaction with wellbeing*

Less satisfied than other groups with overall standard of living.

#### *Access to services and opportunities*

Slightly more satisfied than other key groups with access to affordable housing.

#### *Safety perceptions*

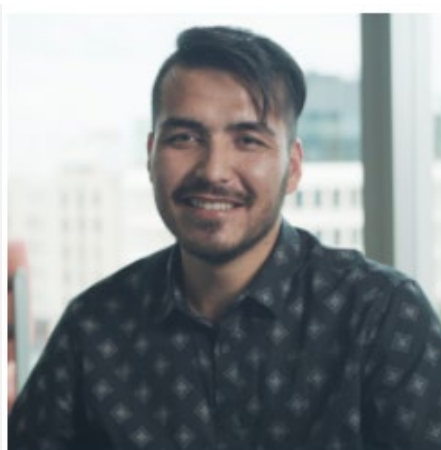
Feel safer in the City Centre at night than other key groups.

#### *Social justice issues*

Australia's First Peoples rights  
Women's rights  
Homelessness

#### *Other social matters*

Mental health  
Affordable housing  
Employment



### Culturally and linguistically diverse communities (CALD)

#### *Community participation*

No notable differences to the total sample.

#### *Barriers to participation*

Slightly more likely than other key groups to have difficulty finding information about activities.

#### *Satisfaction with wellbeing*

Slightly less satisfied with future security, but more satisfied with physical health.

#### *Access to services and opportunities*

Some difficulty accessing meaningful employment compared to other groups.

#### *Safety perceptions*

Feel slightly less safe at home than some other groups.

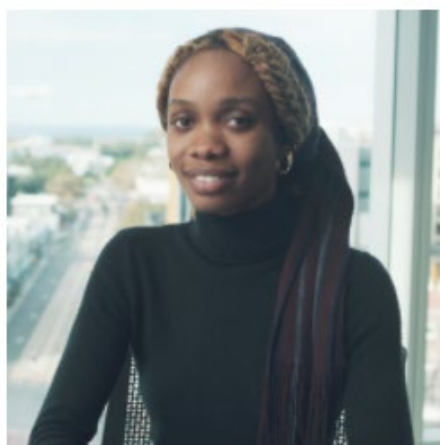
#### *Social justice issues*

Homelessness  
Care for the aged  
Women's rights

#### *Other social matters*

Mental health  
Affordable housing  
Physical health

## Key groups summary



### **Younger People 16 – 29 years**

#### *Community participation*

Less likely to do volunteer work, but more likely to take part in a protest or demonstration.

#### *Barriers to participation*

Tend to report more barriers than other groups, particularly lack of time.

#### *Satisfaction with wellbeing*

Low levels of satisfaction about future security and mental health.

#### *Access to services and opportunities*

Good access to education.

#### *Safety perceptions*

Generally, feel safe during the day, average safety perceptions at night.

#### *Social justice issues*

Homelessness  
Australia's First Peoples rights  
Women's rights



### **Older People 70+ years**

#### *Community participation*

Less likely to attend a community event or festival or be part of a sporting team, but more likely to do volunteer work.

#### *Barriers to participation*

Fewer barriers than other groups. Main barrier is own health and wellbeing.

#### *Satisfaction with wellbeing*

Highest levels of satisfaction and wellbeing across all key groups.

#### *Access to services and opportunities*

Highest ratings of all groups for ease of accessing housing. Some difficulty with directional and accessible signs.

#### *Safety perceptions*

Don't feel safe in the City Centre at night.

#### *Social justice issues*

Care for the aged  
Homelessness  
Disability rights

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## Introduction

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Central to CN's vision to be a smart, liveable, and sustainable global city is our strategic focus on facilitating a thriving community where diversity is embraced, everyone is valued and has the opportunity to contribute and belong.

CN's aim is for a city that is socially just and resilient, where everyone regardless of age, background, sexuality, abilities, or gender can experience a great quality of life. To help achieve this, CN is developing the Local Social Strategy (the Strategy), aligned with the Social Justice Principles of equity, participation, access, and rights. The Strategy will feed into yearly and four-yearly Action Plans for CN, which will inform activities, programs, and work plans.

To inform development of the Strategy, CN sought meaningful and collaborative engagement across the Local Government Area (LGA) along with culturally appropriate and informed engagement with various population groups who are often less represented or who are disadvantaged or vulnerable. These groups included people of diverse sexualities and genders including people who identify as non-binary gender<sup>1</sup> and members of the LGBTQIA+ community, Aboriginal and Torres Strait Islander peoples (ATSI), people from culturally and linguistically diverse (CALD) backgrounds, people living with disability (PLWD), young people (16 – 29 years) and older people (70+ years).

The intention of the engagement was to:

- Develop strategic directions and actions for the Strategy based on evidence and 'lived experience'
- Understand the level of community awareness around what CN is already doing and asking what CN could be doing to improve social justice, inclusion, and wellness in our city
- Partner with external social experts who have close connections to target population groups to build relationships and connections
- Facilitate conversations around what a socially just city could look like, and CN's role in achieving specific actions.

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<sup>1</sup> *Non-binary or genderqueer is an umbrella term for gender identities that are neither male nor female – identities that are outside the gender binary. A non-binary or genderqueer person is someone who does not identify as exclusively a man or a woman. Someone who is non-binary might feel like a mix of genders, or like they have no gender at all. For the purposes of this report, we will refer to people who have a gender identity that is neither male nor female as 'non-binary gender' or 'non-binary'*



## Social and digital campaign

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*"How do we make sure that a Strategy that is largely about addressing the inclusion of a diverse cross-section of our community is the result of a process that has included a diverse cross-section of our community?"*

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This question was the foundation for developing a digital campaign combining social media marketing and web as the core driver for participation in the Local Social online survey. To achieve this, the campaign was built on the principle that representation of audience is essential for their trust, engagement, and involvement, and that by speaking directly to a diverse range of community groups in a way that demonstrably recognised and understood them, we could better secure their awareness of, and ultimately involvement in, the Strategy.

The campaign, 'Your Place', targeted seven identified key demographic groups by using paid digital profiling to deliver bespoke creative content *about* them *to* them. This content was centred around seven short videos that each told the story of a local community member. The videos positioned the individual as a representative of their group, exploring their connection to Newcastle and their perceptions of community in a way that was consistently framed by their belonging and identification to the group they represent. These seven representational stories were:

- Neil, a local ex-steel worker who is now living with a disability after suffering a stroke and who finds connection to community enabled by the mobility and accessibility of his city and the helpfulness of neighbours.
- Jasmine, a young member of the LGBTQIA+ community who is actively trying to help foster community through creating safe LGBTQIA+ spaces and events.
- Regina, a young member of Newcastle's African community who has spent most of her life as a Novocastrian and who finds connection to community through live performance.
- Suellen, a senior citizen who moved to Newcastle after retiring and has found connection to community through joining a local drama club with other senior citizens.
- Brad, who lives in a community housing project and finds community in the shared identity fostered by his neighbours and through a social group they have started for residents.
- Azim, an Afghan refugee who is studying at University of Newcastle and who finds community through his work teaching English at a local Afghan community centre.
- Gary, a local Aboriginal man who finds community through his connection to the shared history of his people as Newcastle's Indigenous inhabitants.

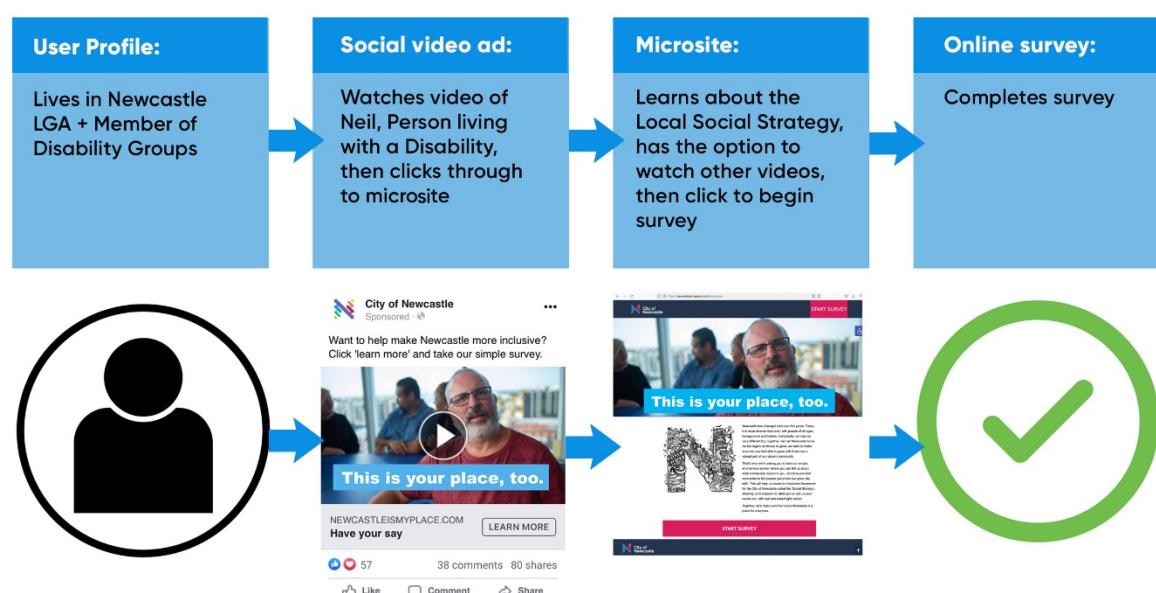
The over-arching message that tied all videos and creative together was the tagline; "This is your place, too." This was created to speak to, and establish, a connection of values, intent and understanding between CN and these key groups: that we recognised and believed that Newcastle was a diverse place that every culture and group belonged too, regardless of differences, and that we wanted to help make sure modern Newcastle celebrated and included them. This was important in creating a foundation of trust that would establish and maintain audience engagement, recognising that many of these

audiences sometimes feel under-represented and excluded by societal and governmental institutions.

By targeting this content to the groups each video was about (e.g., showing the video about Jasmine to local LGBTQIA+ social media users by creating ad delivery parameters targeting users who were members of LGBTQIA+ online groups), audience-identification was created in order to secure the initial secondary conversion of clicking away from the social video ad and proceeding to a microsite where this representation through creative would be continued (for example, if the user came to the site from the social video about Jasmine, the main banner imagery would be a hero shot of Jasmine). Here, the messaging would be broadened beyond these themes of identification and community in the video content to learning about the Local Social Strategy and how their participation could help CN address issues connected to these initial themes. This pointed to the primary conversion that would take place on the microsite: participating in the Local Social survey (which they could do on the microsite simply by clicking "Start Survey"). It also featured a list of upcoming face-to-face consultations if the user preferred to participate this way instead.

To balance these target groups with broader mainstream community representation, survey results were monitored as the campaign progressed and a selection of promotions with general messaging were placed on CN social media platforms as needed (these drove users to a microsite with a group image banner that weighted all subjects equally). Combined, this maintained participation in the online survey that demographically mirrored Newcastle as a whole.

### *Example of user journey Profile 1: Person living with a disability*



## Results

The seven videos were delivered through 26 different ad placements across Facebook, Instagram, LinkedIn, and Vimeo. The videos were viewed in total 183,397 times. They were shared 625 times, garnered 2,872 positive reactions and 467 comments. Most of the comments were overwhelmingly enthusiastic, not only cheering and supporting the subjects of the videos, but the Strategy itself.

The microsite these videos drove users to had 8,013 total unique visitors and 20,465 visits in total (meaning some people visited the site more than once). 72% of those unique visitors came from the 'Your Place' digital campaign.

In total, 1,720 online surveys were completed. Examples of the campaign are included in [Appendix I](#).

## Engagement activities

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As part of the community engagement, the CN project team spoke to 286 people at 17 events and workshops. Of these engagement activities, 10 were workshops, five were community events, one was a community forum, and one was a community sector interagency meeting. A full list of these community engagement activities can be found in Appendix IV of this document.

The Local Social Strategy is for the whole community. However, CN acknowledges that some groups in Newcastle are more likely to be excluded from social, economic, and political opportunities due to discrimination and other access barriers. Therefore, during the community engagement period we partnered with, and consulted, community organisations, groups, and representative entities to co-design some of the workshops, inform our engagement approach and assist in shaping the Strategy. Those groups included Acon, trans queer brains trust (tqbt), Community Disability Alliance Hunter (CDAH), Dhiira, Hamilton South Solutions Working Group, Hope Street – Baptist Care, Hunter Ageing Alliance (HCA), Hunter Multicultural Communities, Multicultural Neighbourhood Centre, Newcastle Pride, University of Newcastle Student Association (UNSA) and UP&UP.

In collaborating with these organisations and groups, we were able to facilitate the inclusion of the following priority community groups in the Strategy development:

- Aboriginal and Torres Strait Islander communities
- Culturally and Linguistically Diverse (CALD) communities
- Disability community
- LGBTIQ+ communities
- Older people
- People with low socio-economic status
- Younger people

CN has established a number of advisory committees to provide advice and inform decision-making on specific areas in line with the established committee charters. As part of the community engagement process, the project team facilitated workshops with several of these committees to seek their input into the development of the Strategy. The following advisory committees were consulted:

- Access & Inclusion Advisory Committee
- Community and Culture Advisory Committee
- Guraki Committee
- Liveable Cities Advisory Committee
- Newcastle Youth Council

Feedback from people attending these events and workshops was captured via a short survey, both face-to-face and virtual using Mentimeter and the synthesis of workshop notes, which is outlined in the following section.



*Over 286 people attended our workshops and engagement events.*





## Survey methodology

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### Survey tools and data collection

Two surveys were available throughout the engagement period from Friday 11 June to 30 September 2021.

The first survey was an online survey and consisted of a mix of open and closed questions, plus demographics. The survey explored community participation, access to services, wellbeing, safety and perceptions around social justice issues and social matters. A copy of this survey is available in [Appendix II](#). In total 1,720 people completed the online survey.

The second was a short survey available at events and other in-person engagement activities and consisted of four open-ended questions and basic demographics. This survey explored social matters and participation in the community. A copy of this survey is available in [Appendix III](#). A total of n= 400 people completed the short survey.

### Respondent profile

#### Online survey

The online survey attracted a good response with 1,720 completions from people across the Newcastle community (**figure 1**).

Compared to Australian Bureau of Statistics (ABS) 2016 Census data, the age profile of respondents skewed slightly younger than the Newcastle LGA overall and females were overrepresented 64%.

The proportion of respondents who identified as Aboriginal and/or Torre Strait Islander (ATSI) was in line with ABS 2016 Census data for the Newcastle LGA, and the proportion of respondents from culturally and linguistically diverse (CALD) backgrounds was slightly underrepresented.

At a national level, about 18% of the Australian population are people living with disability (PLWD) (ABS, 2015). This group was slightly underrepresented in survey respondents at 11%.

While it is difficult to obtain a reliable figure on the size of LGBTQIA+ group in our community, CN estimates this figure at around 11%. Overall, 18% of survey respondents identified as being part of the LGBTQIA+ community.

As such, while the respondent profile is not entirely representative of the Newcastle community, the sample sizes obtained for key groups of interest is large enough to allow robust analysis.

#### Short survey

The short survey attracted 400 responses from people across the Newcastle community (**figure 2**) at a variety of events and other engagement activities as outlined in the [Engagement activities](#) section of this report.

Compared to Australian Bureau of Statistics (ABS) 2016 Census data, the age profile of respondents to the short survey skewed much younger than the Newcastle LGA overall and females were overrepresented at 70%.

The proportion of respondents who identified as Aboriginal and/or Torre Strait Islander (ATSI) was well above with ABS 2016 Census data for the Newcastle LGA, driven by

participation at the Wollotuka festival, and the proportion of respondents from culturally and linguistically diverse (CALD) backgrounds was slightly underrepresented.

At a national level, about 18% of the Australian population are people living with disability (PLWD) (ABS, 2015). This group was slightly underrepresented in respondents to the short survey at 11%.

The short survey did not ask respondents questions about their sexuality.

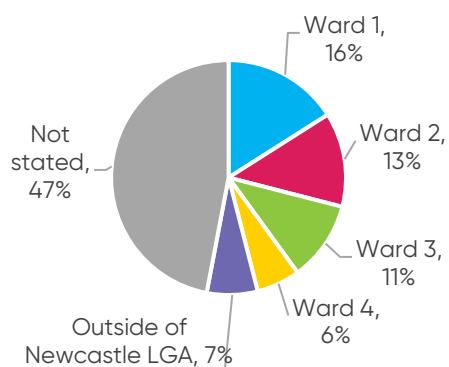
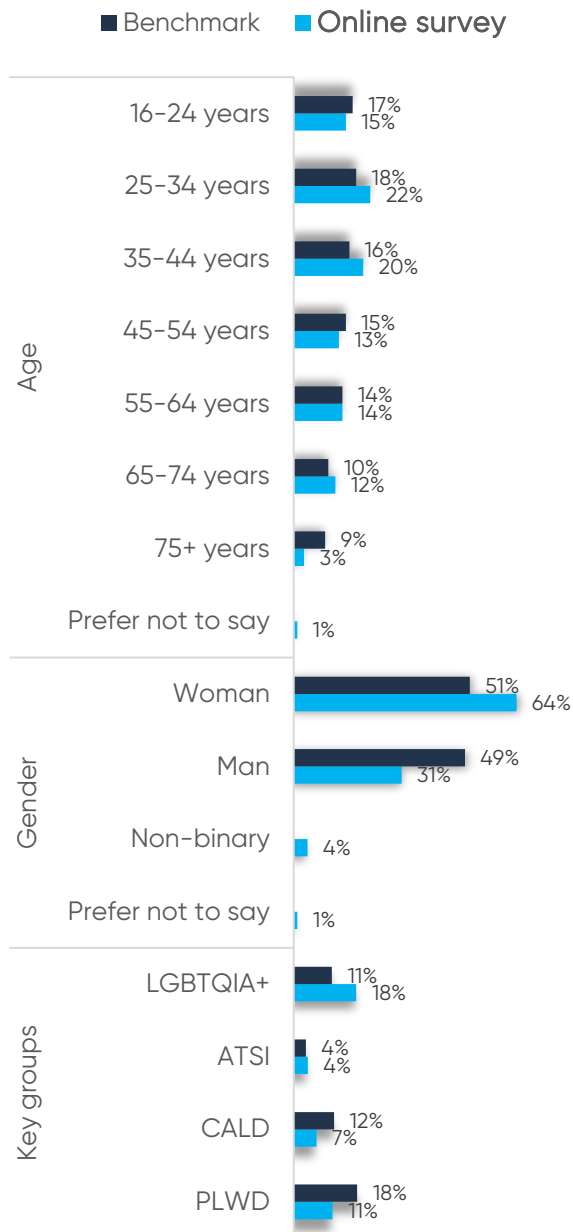


Figure 1: Respondent profile - Online survey n= 1,720

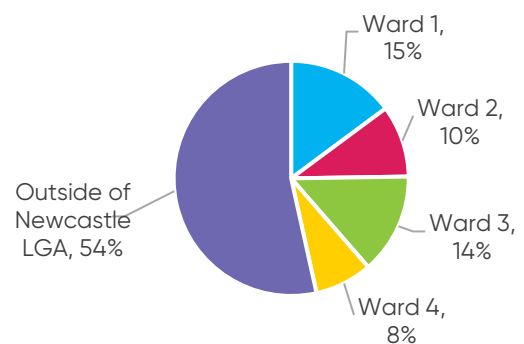
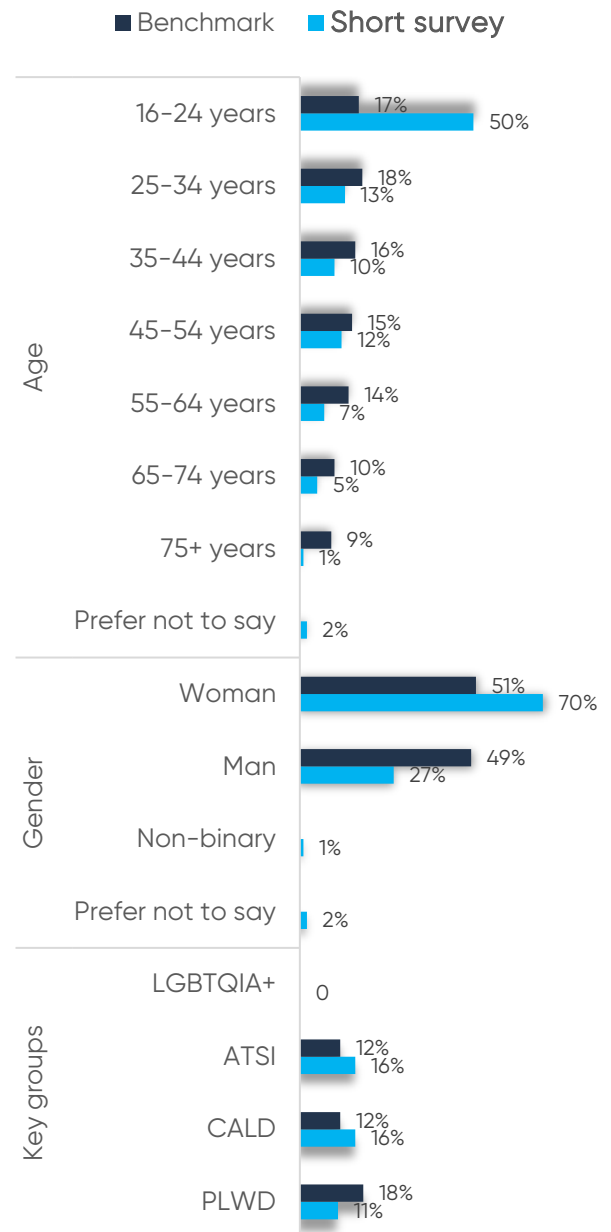


Figure 2: Respondent profile - Short survey n= 400



## **Data handling**

Data handling and analysis was carried out by the CN's Community Engagement team. All responses are de-identified to ensure the anonymity of respondents. Data has not been weighted and cannot be considered representative of the Newcastle LGA.

Responses to open-ended questions have not been coded/categorised. Word frequency counts have been used to highlight key themes in open-ended responses. All de-identified verbatim responses to the surveys have been made available to the project team to help inform development of the Strategy.

## **Reading the report**

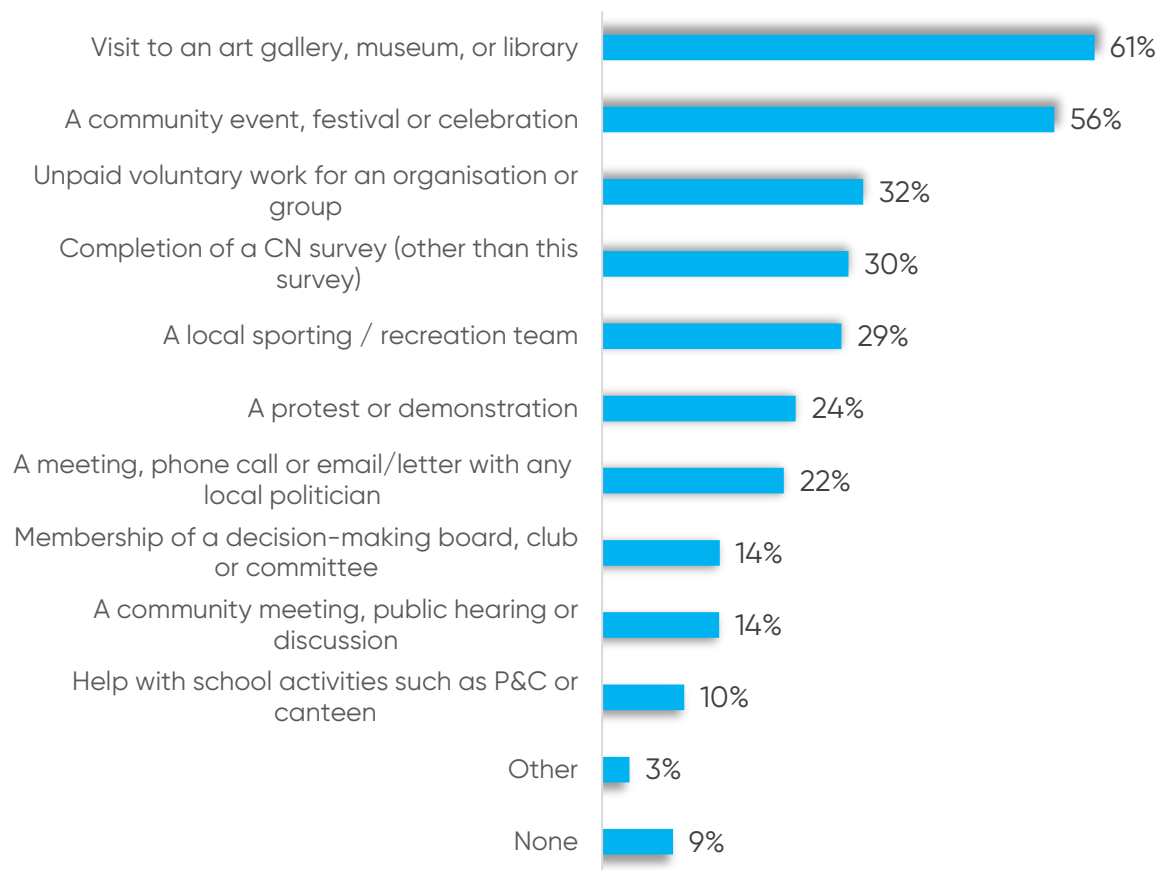
All online survey findings are reported at both the overall level, and by key groups including those who identified as non-binary, LGBTQIA+, Aboriginal and/or Torres Strait Islander, CALD, people living with disability (PLWD), and by the 16-29 year and 70+ year age groups.

To help highlight key results, in the Key Findings section of the report, green shading indicates +5% above the total sample and red shading indicates -5% below the total sample. Where appropriate, the top three response options for key groups are presented in tables in bold font.

## Key findings

### Community participation

After completing demographic questions, the first question in the online survey asked respondents to indicate which community activities they have participated in over the past 12 months. The overall results are presented in **figure 3**.



*Figure 3: Community participation – Online survey, total sample n= 1,720*

Visiting an art gallery, museum, or library was the top activity overall, and was also the top activity reported by all key groups (**table 1**).

Respondents who identified as a non-binary or as part of the LGBTQIA+ community were more likely than other groups to have attended a community event, festival, or celebration, or have taken part in a protest or demonstration, but were less likely to be part of a local sporting team.

Respondents with Aboriginal and Torres Strait Islander heritage were, on average, slightly less likely to participate in the community activities included in the survey.

Table 1: Community participation by key groups – Online survey

	Total	Gender			Sexuality		ATSI		CALD		Disability		Age			
		Woman	Man	Non-binary	LGBTQIA+	Not LGBTQIA+ OR Prefer not to say	ATSI	Not ATSI	CALD	Not CALD	PLWD	Not PLWD OR Prefer not to say	16-29	30-49	50-69	70+
n=	1720	1103	534	78	308	1396	70	1640	112	1685	193	1512	408	686	451	149
Visit to an art gallery, museum, or library	61%	65%	51%	64%	67%	59%	54%	61%	62%	61%	54%	62%	61%	65%	57%	56%
A community event, festival or celebration	56%	59%	48%	63%	64%	54%	43%	56%	56%	56%	51%	57%	59%	63%	48%	38%
Unpaid voluntary work for an organisation or group	32%	33%	31%	28%	29%	33%	26%	33%	29%	32%	40%	31%	24%	30%	39%	41%
Completion of a CN survey (other than this survey)	30%	29%	36%	22%	23%	32%	19%	31%	28%	30%	30%	30%	25%	27%	37%	40%
A local sporting / recreation team	29%	30%	32%	10%	19%	32%	33%	29%	29%	30%	18%	31%	32%	36%	22%	17%
A protest or demonstration	24%	25%	20%	42%	44%	19%	26%	24%	20%	24%	25%	24%	36%	22%	19%	13%
A meeting, phone call or email/letter with any local politician	22%	23%	21%	22%	21%	23%	13%	23%	20%	22%	31%	21%	13%	20%	31%	32%
Membership of a decision-making board, club or committee	14%	14%	17%	14%	12%	15%	10%	15%	9%	15%	15%	14%	8%	15%	17%	21%
A community meeting, public hearing or discussion	14%	14%	15%	21%	16%	14%	13%	15%	14%	15%	16%	14%	11%	11%	20%	20%
Help with school activities such as P&C or canteen	10%	11%	8%	6%	6%	11%	13%	10%	14%	10%	6%	11%	8%	16%	4%	6%
Other	3%	3%	4%	4%	4%	3%	3%	3%	4%	3%	4%	3%	2%	2%	5%	7%
None	9%	8%	11%	10%	7%	9%	17%	8%	8%	9%	11%	8%	9%	7%	10%	10%
Did not answer	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	0%	1%

In an open-ended question in the short survey, respondents were asked how they participate in their community. The results are summarised in the word cloud at **figure 4**.

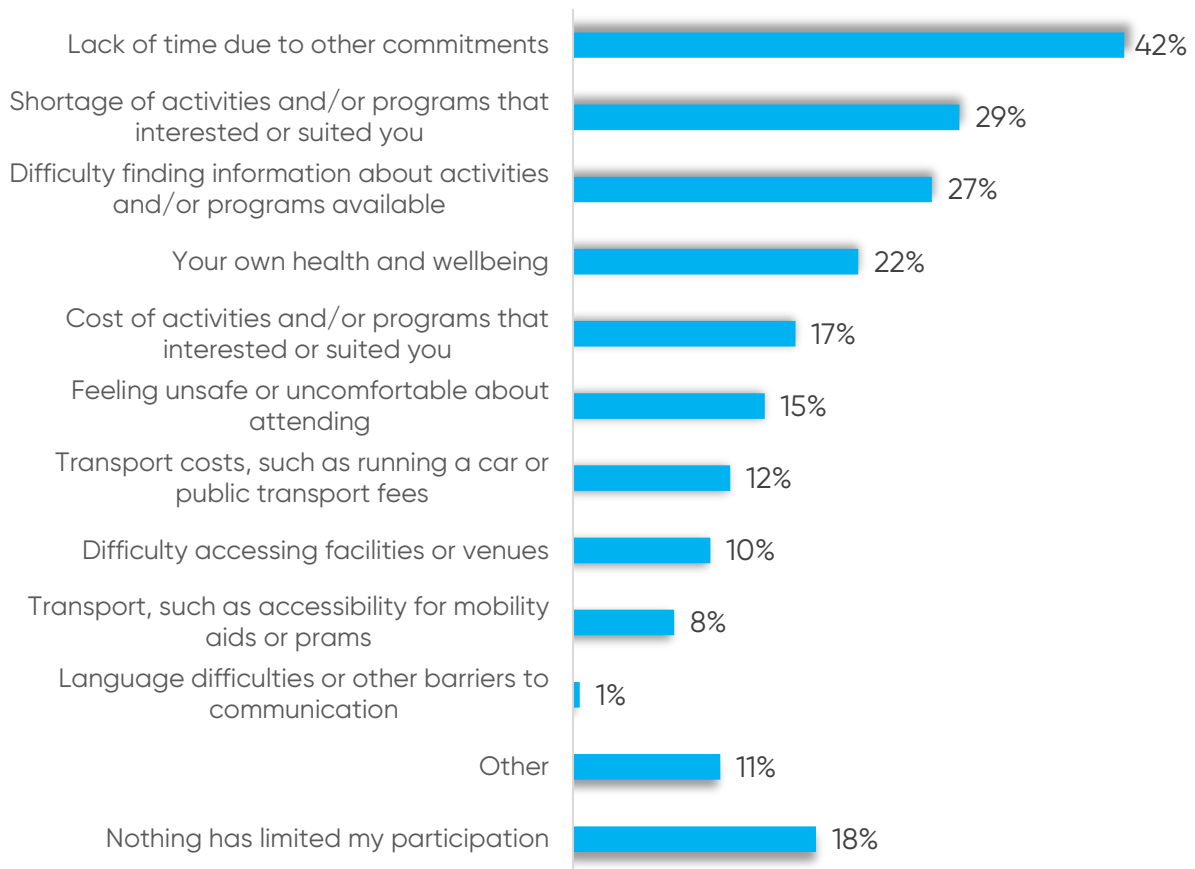


Figure 4: Community participation - Word Cloud - Short survey, n= 400

Playing sport received the highest number of mentions (n= 124), followed by talking to neighbours (n= 115). Volunteering (n= 97), events (n= 55) and social media (n= 44) were also mentioned as key ways of connecting with community.

## Barriers to participation

Respondents in the online survey were also asked to indicate barriers to their participation in community activities in the past 12 months. Results are presented in **figure 5**.



*Figure 5: Barriers to participation – Online survey, total sample n= 1,720*

Lack of time due to other commitments was the most common barrier cited, both overall and by most key groups (**table 2**).

Respondents who identified as being a non-binary and those in the LGBTQIA+ community tended to report more barriers than other key groups, particularly feeling unsafe or uncomfortable attending community activities (44% and 28% respectively, vs 15% overall).

Similarly, people living with disability also reported more barriers, though these were related to concerns for own health and wellbeing (52% vs 22% overall), difficulty accessing venues (26% vs 10%) and transport issues (21% vs 8%).

Barriers to participation in community activities dissipated with age, with younger respondents citing more barriers than older respondents.

Table 2: Barriers to participation by key groups – Online survey

	Total	Gender			Sexuality		ATSI		CALD		Disability		Age			
		Woman	Man	Non-binary	LGBTQIA+	Not LGBTQIA+ OR Prefer not to say	ATSI	Not ATSI	CALD	Not CALD	PLWD	Not PLWD OR Prefer not to say	16-29	30-49	50-69	70+
n=	1720	1103	534	78	308	1396	70	1640	112	1685	193	1512	408	686	451	149
Lack of time due to other commitments	42%	44%	38%	44%	51%	40%	44%	42%	41%	42%	30%	44%	50%	52%	31%	13%
Shortage of activities and/or programs that interested or suited you	29%	30%	26%	46%	47%	26%	39%	29%	29%	30%	32%	29%	39%	30%	23%	17%
Difficulty finding information about activities and/or programs available	27%	28%	23%	44%	41%	24%	20%	28%	33%	27%	34%	26%	33%	29%	24%	15%
Your own health and wellbeing	22%	23%	17%	38%	31%	20%	23%	22%	27%	22%	52%	18%	21%	22%	19%	28%
Cost of activities and/or programs that interested or suited you	17%	18%	13%	26%	26%	15%	26%	17%	21%	17%	26%	16%	26%	15%	13%	10%
Feeling unsafe or uncomfortable about attending	15%	15%	10%	44%	28%	12%	16%	14%	15%	15%	27%	13%	18%	16%	11%	9%
Transport costs, such as running a car or public transport fees	12%	12%	10%	28%	19%	10%	20%	12%	12%	12%	21%	11%	22%	9%	8%	7%
Difficulty accessing facilities or venues	10%	11%	10%	12%	10%	10%	7%	11%	9%	11%	26%	8%	11%	9%	10%	14%
Transport, such as accessibility for mobility aids or prams	8%	9%	5%	14%	10%	7%	6%	8%	10%	8%	21%	6%	9%	7%	7%	7%
Language difficulties or other barriers to communication	1%	0%	1%	4%	1%	1%	3%	0%	4%	0%	3%	0%	1%	0%	0%	1%
Nothing has limited my participation	18%	17%	23%	6%	10%	20%	13%	19%	17%	19%	9%	19%	13%	13%	26%	38%
Other, please describe:	11%	11%	13%	9%	10%	11%	11%	11%	12%	11%	15%	11%	7%	12%	13%	9%
Did not answer	3%	2%	2%	1%	2%	2%	0%	2%	2%	2%	2%	2%	2%	3%	2%	1%

## Satisfaction with wellbeing

Respondents in the online survey were asked to indicate their level of satisfaction with their life and various aspects of their wellbeing using a five-point scale from extremely satisfied to not satisfied at all. Results are presented in **figure 6**.

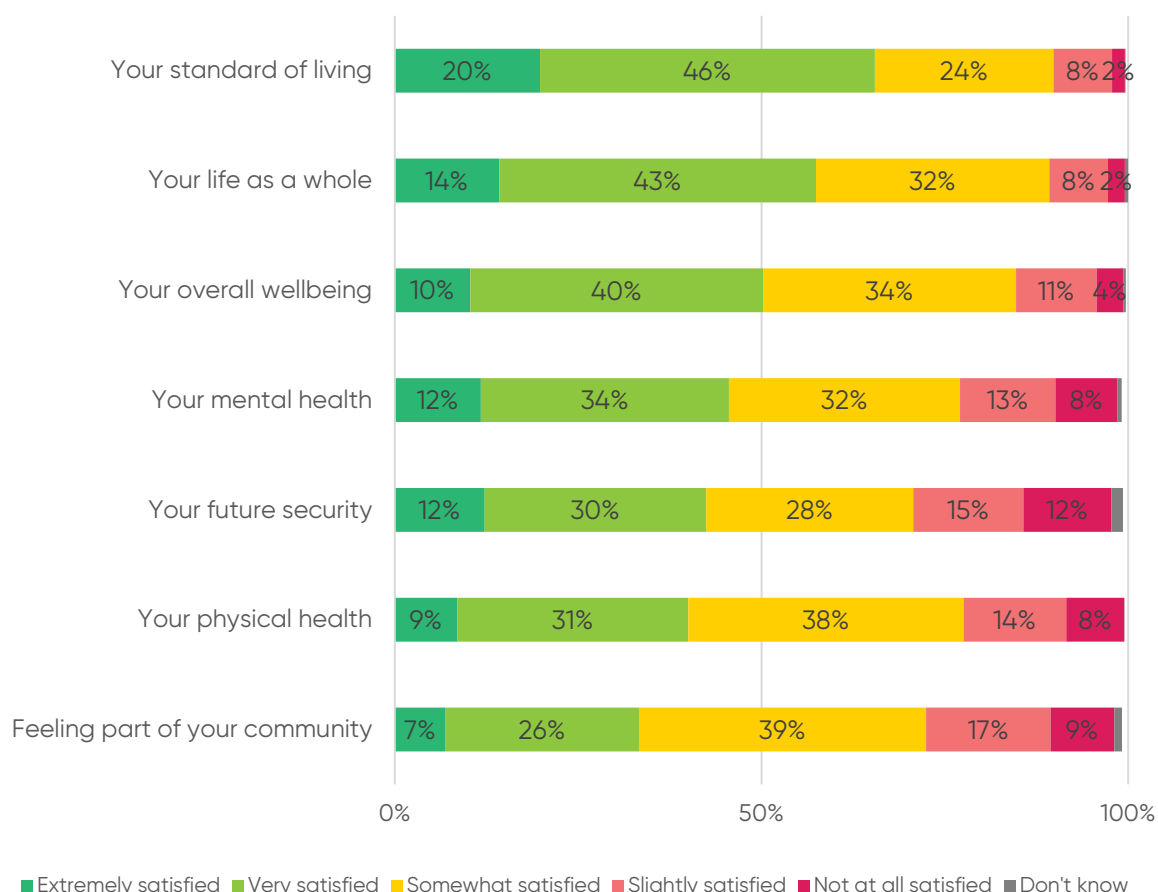


Figure 6: Satisfaction with life and wellbeing – Online survey, total sample n = 1,720

On balance, most respondents were extremely or very satisfied with their standard of living (66%), life as a whole (57%) and overall wellbeing (50%). The area with the lowest level of satisfaction was feeling part of the community (33% extremely or very satisfied), followed by physical health (40%).

Analysis by key group reveals some concerning insights, as summarised in **figure 7** and **table 3**. Respondents who identified as a non-binary have the lowest levels of satisfaction with their standard of living (37% extremely or very satisfied vs 65% overall). This group also showed low levels of satisfaction, compared to the total sample, on satisfaction with mental health (18% satisfied vs 46% overall), future security (19% vs 42%), and feeling part of your community (17% vs 33%). A similar pattern of results was observed for LGBTQIA+ respondents, though of a lesser magnitude.

Likewise, people living with disability also showed lower levels of satisfaction compared to others, particularly for overall wellbeing (19% vs 50% overall) and physical health (12% vs 40% overall).

The most satisfied group overall were those aged 70+ years, where about three-quarters of respondents are satisfied with their standard of living (77%) and life as a whole (74%).

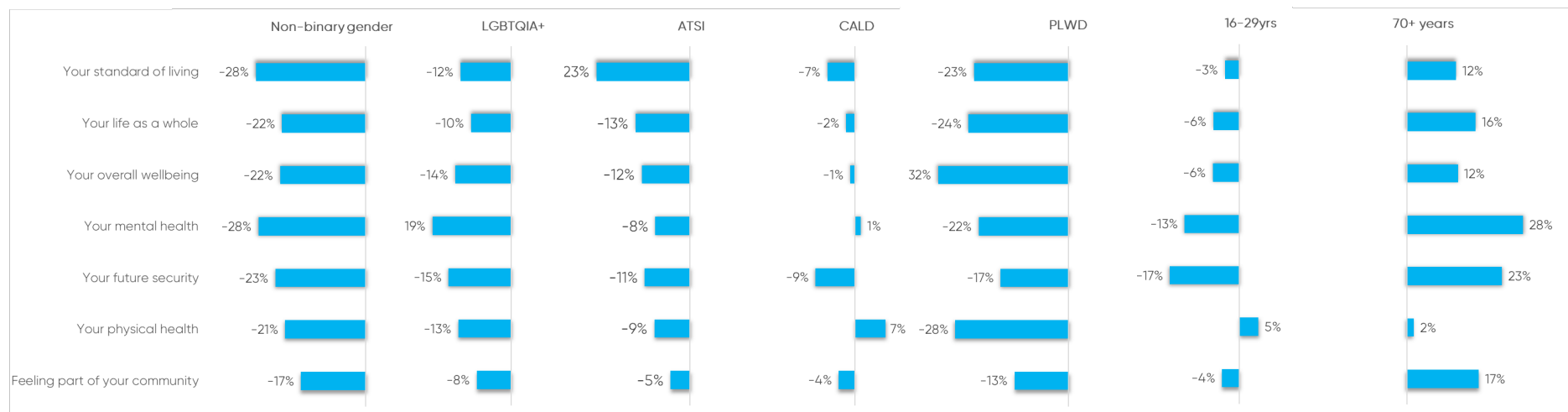


Figure 7: % satisfied with life and wellbeing by key groups vs total sample – Online survey

Table 3: % satisfied with life and wellbeing by group – Online survey

	Total	Gender			Sexuality		ATSI		CALD		PLWD		Age			
% extremely or very satisfied		Woman	Man	Non-binary	LGBTQIA+	Not LGBTQIA+ OR Prefer not to say	ATSI	Not ATSI	CALD	Not CALD	PLWD	Not PLWD OR Prefer not to say	16-29	30-49	50-69	70+
n=	1720	1103	534	78	308	1396	70	1640	112	1685	193	1512	408	686	451	149
Your standard of living	65%	69%	64%	37%	53%	68%	43%	67%	59%	66%	42%	69%	62%	64%	68%	77%
Your life as a whole	57%	60%	56%	36%	48%	60%	44%	58%	55%	58%	33%	61%	51%	56%	60%	74%
Your overall wellbeing	50%	51%	51%	28%	37%	54%	39%	51%	49%	50%	19%	54%	44%	51%	51%	62%
Your mental health	46%	46%	49%	18%	27%	50%	37%	46%	47%	46%	24%	48%	32%	42%	54%	73%
Your future security	42%	44%	43%	19%	27%	46%	31%	43%	33%	43%	26%	45%	26%	42%	52%	65%
Your physical health	40%	40%	44%	19%	27%	43%	31%	41%	47%	40%	12%	44%	45%	37%	40%	42%
Feeling part of your community	33%	34%	35%	17%	25%	35%	29%	34%	29%	34%	20%	35%	29%	29%	39%	50%



## Access to services and opportunities

Respondents in the online survey were asked to rate the level of difficulty they experience in accessing services and opportunities in the community using a five-point scale from very easy through to very difficult. Results are presented in **figure 8**, which excludes those who said they did not access a given service or opportunity.

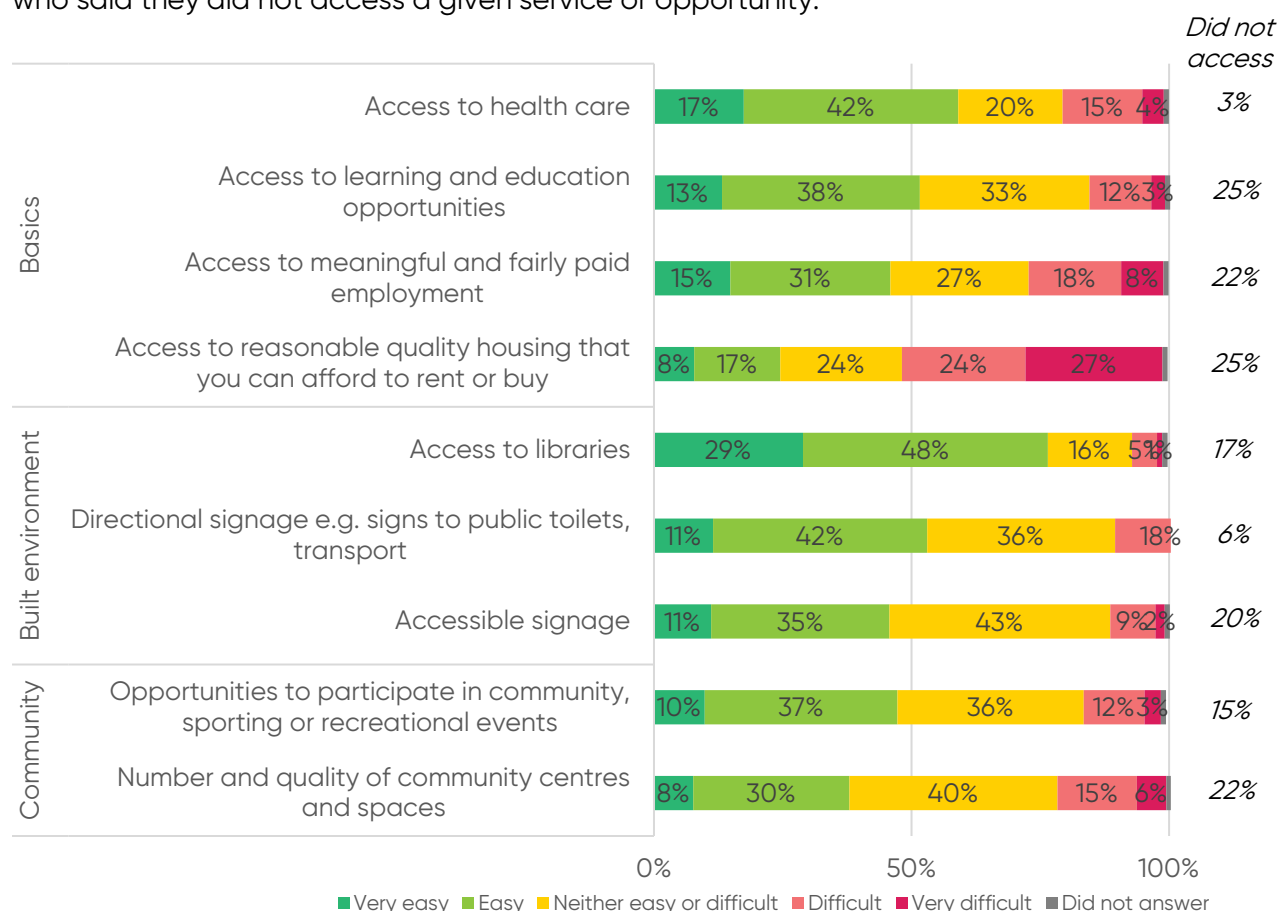


Figure 8: Ease of accessing services and opportunities– Online survey, total sample n= 1,720

Overall, most respondents reported easy access to libraries (77% rated very easy or easy), and education (51%). Housing was the most difficult to access, with 51% of respondents reporting that it is difficult or very difficult to access affordable housing.

Analysis of access to basic services including healthcare, education, employment, and housing reveals some interesting findings (**figure 9**).

By age, respondents aged 70+ years generally found accessing these services quite easy, and they were the only group where most respondents (53%) said accessing affordable housing was easy or very easy. At the other end of the age spectrum, a good proportion of younger people (aged 16–29 years) reported easy access to healthcare, education, and employment, however access to affordable housing was more difficult with less than one-in-five (17%) rating this as easy or very easy.

People who identified as non-binary experienced the most difficulty accessing basic services, particularly accessing meaningful employment (11% rated access as easy or very easy, compared to 46% overall), healthcare (38% vs 59%) and education (33% vs 51%). A similar pattern of results was observed for PLWD, though to a lesser magnitude.

Easy access to affordable housing is an issue for all key groups included in the analysis.

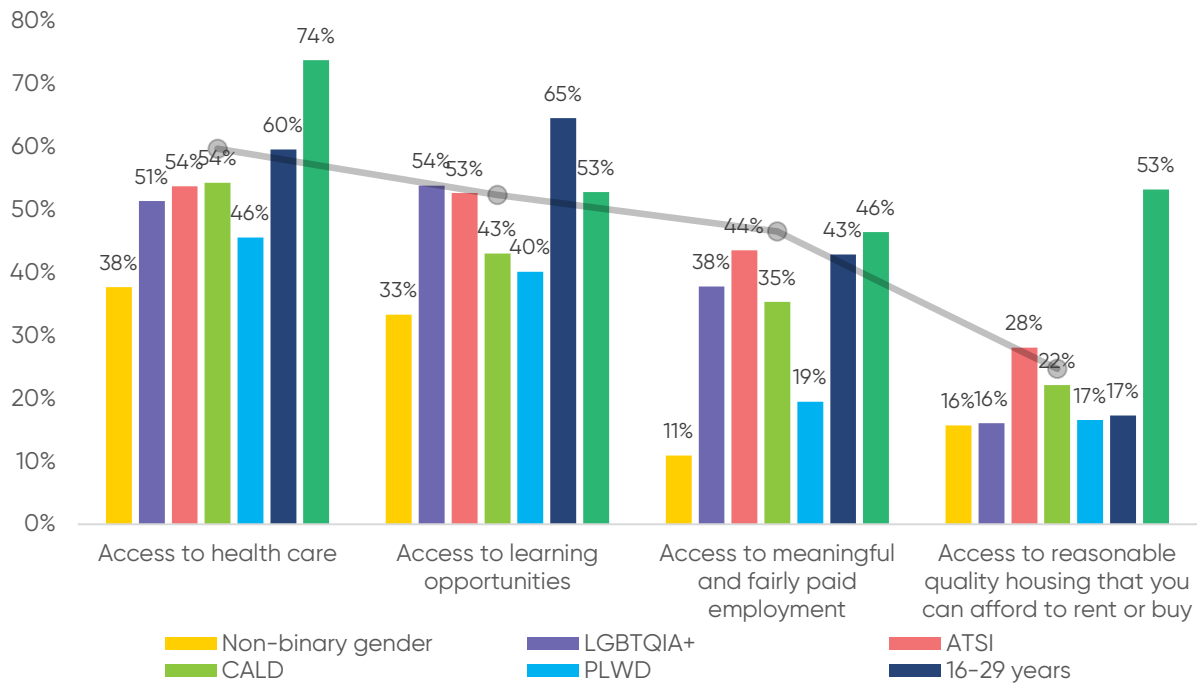


Figure 9: Access to basic services by key groups - % easy or very easy – Online survey

Across all key groups, most respondents reported easy access to libraries (i.e., greater than 60%). Satisfaction with directional and accessible signage was lower in comparison, particularly for PLWD and respondents aged 70+ years.

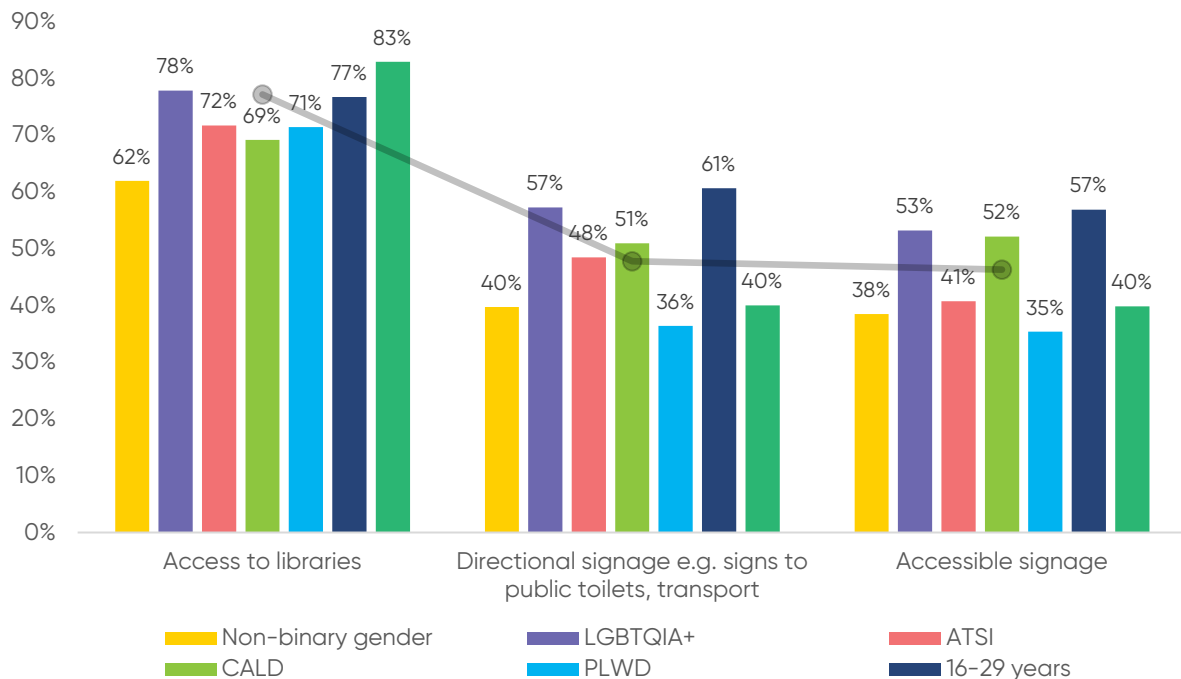


Figure 10: Access - built infrastructure by key groups - % easy or very easy – Online survey

In terms of access to community, sport and recreational events, and community spaces, people identifying as non-binary and people living with disability found it less easy to access these things than other groups.

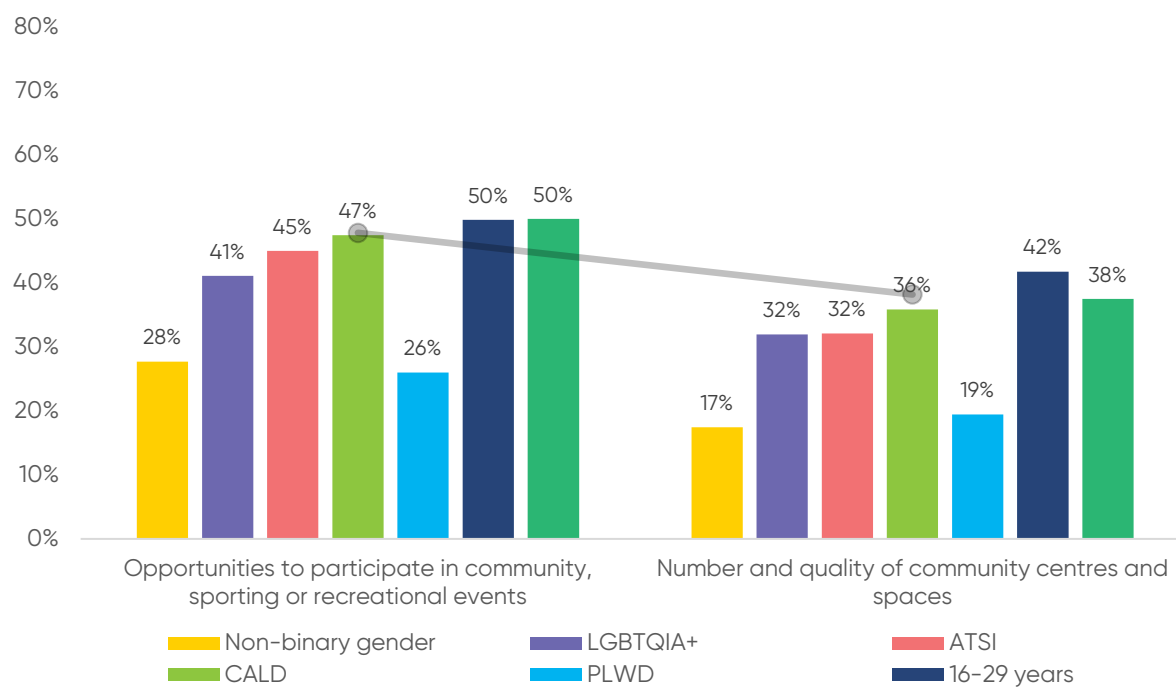


Figure 11: Access - community by key groups - % easy or very easy – Online survey

## Safety perceptions

Respondents were asked to rate how safe they felt in a variety of locations using a five-point scale from totally safe to not at all safe. Results are presented in **figure 12**.

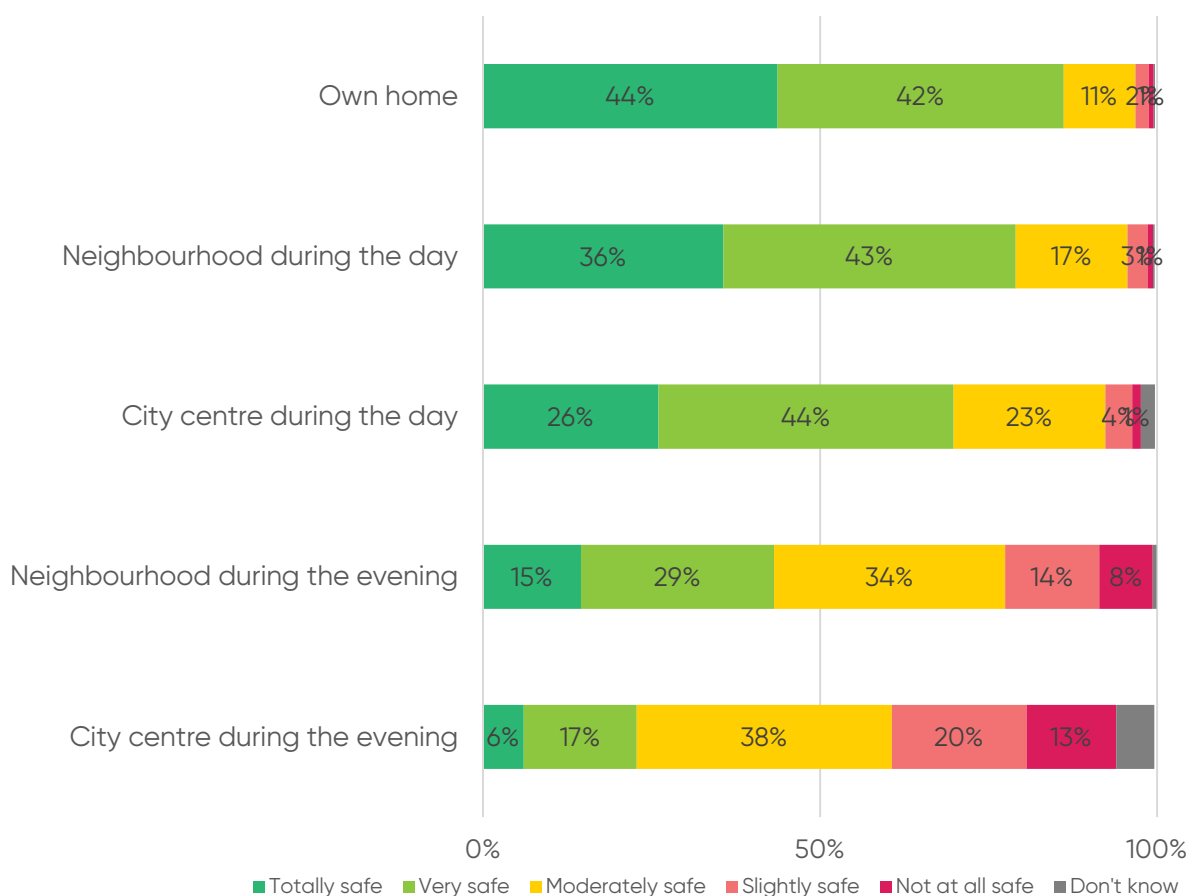


Figure 12: Safety perceptions – Online survey, total sample n= 1,720

Overall, most respondents felt safe at home (86% totally or very safe), in their neighbourhood during the day (79%) and in the city centre during the day (70%). People felt less safe at night, both in their own neighbourhood (44%) and in the city centre (23%).

Analysis by key groups (**figure 13**) reveals people who identified as non-binary feel the least safe overall, particularly in the city centre during the day (49% totally or very safe vs 70% overall) and in their own neighbourhoods during the day (65% vs 79%).

Older respondents (age 70+ years) felt less safe in the city centre than other groups, both at night and during the day, and people living with disability also had weaker safety perceptions overall than most other groups.

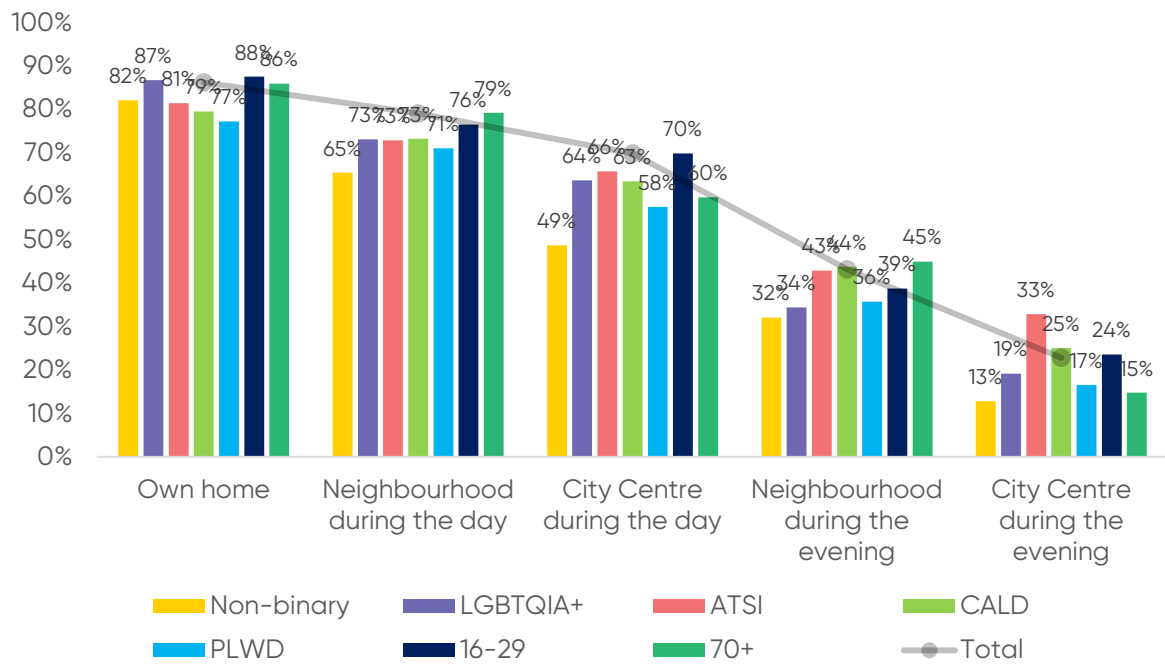


Figure 13: Safety perceptions by key groups - % feel totally or very safe – Online survey



## Social justice issues

Towards the end of the online survey, respondents were asked to rank eight social justice issues in order of importance. Results, summarised in **figure 15**, show the proportion of people ranking each issue as most important (in pink), and the proportion of people ranking each issue in their top three (in purple).

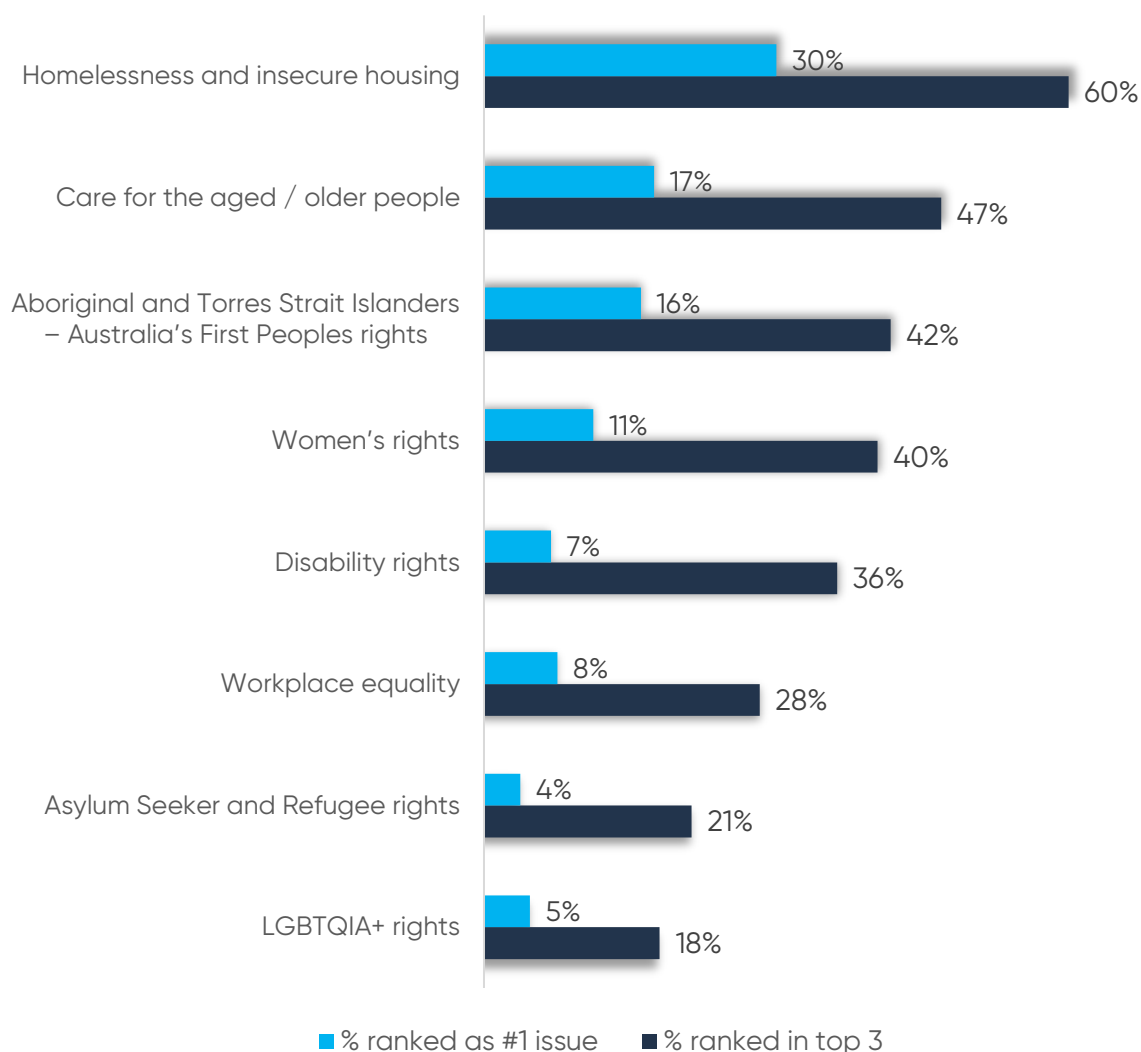


Figure 15: Social justice issues - % ranking in top 3 – Online survey, total sample, n= 1,720

Overall, homelessness and insecure housing emerged as the top issue for 30% of respondents, with 60% ranking this in their top three issues. This was followed by caring for the elderly (17% top issue, with 47% ranking this in their top three) and Australia's first peoples rights (16% top issue and 42% in top three).

Homelessness was the top issue among LGBTQIA+, CALD, people living with disability, and 16–29-year-olds (**figure 15**). Care for the aged was the most important issue for respondents aged 70+ years and featured strongly for CALD and people living with disability. Australia's first people's rights was the top issue among Aboriginal and Torres Strait Islander respondents, and ranked in second or third place among non-binary, LGBTQIA+, and 16–29 year old respondents.

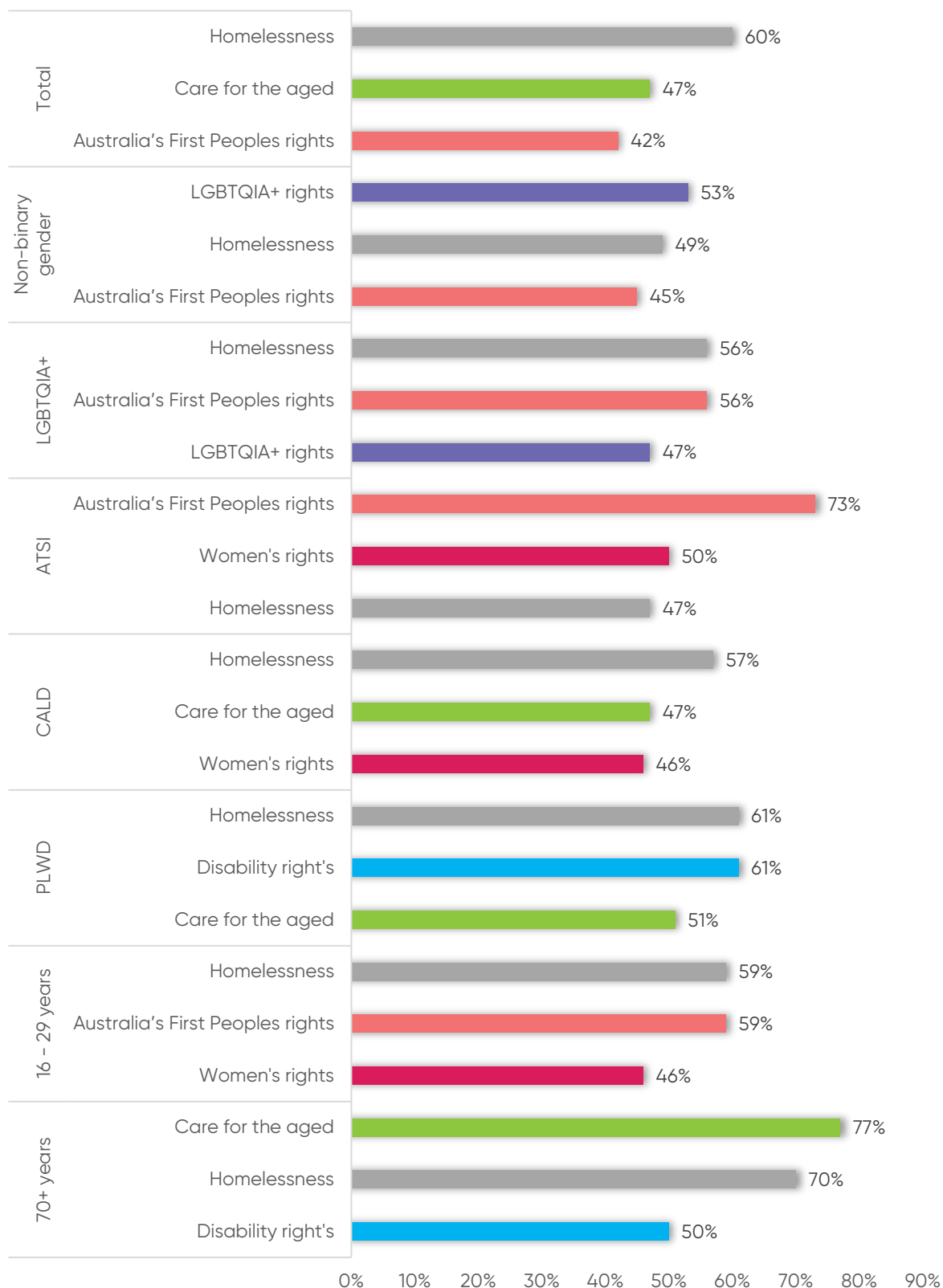


Figure 16: Top 3 social justice issues by key groups – summary (% ranked in top three) – Online survey

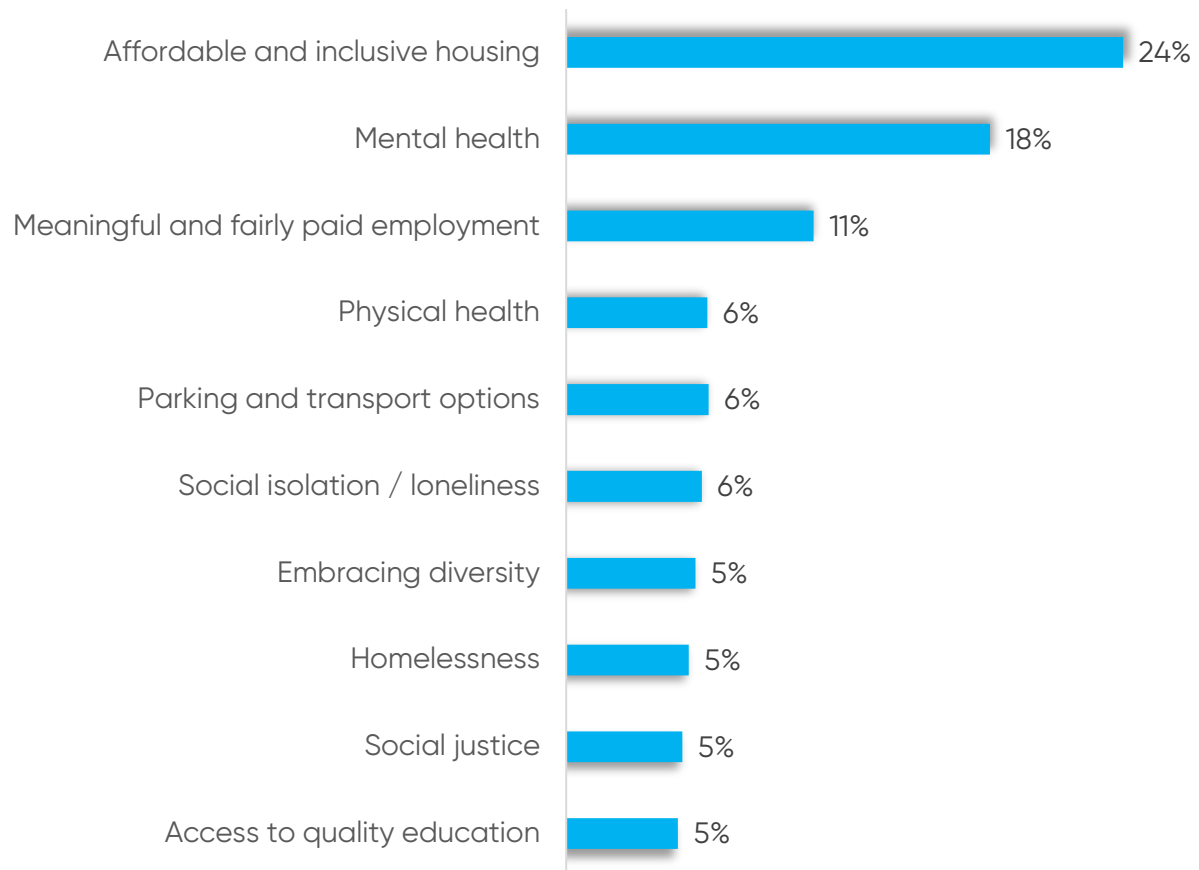


Table 4: Top 3 social justice issues by key groups – Online survey

		Total	Gender			Sexuality		ATSI		CALD		PLWD		Age			
			Woman	Man	Non-binary	LGBTQIA+	Not LGBTQIA+ OR Prefer not to say	ATSI	Not ATSI	CALD	Not CALD	PLWD	Not PLWD OR Prefer not to say	16-29	30-49	50-69	70+
n=		1720	1103	534	78	308	1396	70	1640	112	1685	193	1512	408	686	451	149
Homelessness and insecure housing	Rank 1	30%	32%	27%	24%	28%	31%	16%	30%	29%	30%	31%	30%	31%	27%	34%	32%
	Rank 2	17%	18%	16%	10%	16%	18%	16%	17%	17%	17%	16%	17%	15%	16%	20%	22%
	Rank 3	13%	13%	13%	14%	13%	13%	16%	13%	12%	13%	15%	12%	13%	11%	13%	16%
	Top three	60%	63%	56%	49%	56%	61%	47%	60%	57%	60%	61%	60%	59%	55%	66%	70%
Care for the aged / older people	Rank 1	17%	15%	24%	8%	5%	20%	10%	18%	19%	18%	14%	18%	4%	13%	28%	41%
	Rank 2	17%	17%	17%	9%	7%	19%	9%	17%	14%	17%	22%	16%	8%	16%	25%	21%
	Rank 3	13%	15%	10%	8%	10%	13%	16%	13%	13%	13%	16%	12%	7%	13%	17%	14%
	Top three	47%	46%	51%	24%	22%	52%	34%	47%	46%	47%	51%	46%	20%	42%	70%	77%
Aboriginal and Torres Strait Islanders – Australia's First Peoples rights	Rank 1	16%	17%	14%	22%	22%	15%	47%	15%	13%	16%	13%	17%	23%	18%	9%	7%
	Rank 2	14%	15%	13%	18%	22%	13%	17%	14%	9%	14%	11%	15%	23%	13%	9%	9%
	Rank 3	11%	11%	12%	5%	12%	11%	9%	11%	10%	11%	6%	12%	13%	12%	10%	8%
	Top three	42%	43%	39%	45%	56%	39%	73%	40%	31%	42%	30%	43%	59%	44%	28%	25%
Women's rights	Rank 1	11%	14%	6%	9%	9%	12%	7%	11%	11%	11%	11%	11%	14%	13%	7%	7%
	Rank 2	14%	15%	11%	10%	15%	13%	21%	13%	16%	13%	11%	14%	14%	15%	13%	7%
	Rank 3	16%	16%	14%	21%	17%	15%	21%	15%	20%	16%	12%	16%	17%	16%	14%	14%
	Top three	40%	45%	32%	40%	41%	40%	50%	40%	46%	40%	35%	41%	46%	45%	34%	29%
Disability rights	Rank 1	7%	6%	8%	6%	5%	7%	6%	7%	4%	7%	18%	5%	5%	7%	8%	6%
	Rank 2	12%	11%	14%	15%	10%	13%	13%	12%	12%	12%	20%	11%	8%	12%	13%	21%
	Rank 3	17%	17%	18%	17%	15%	17%	14%	17%	14%	17%	23%	16%	13%	14%	23%	23%
	Top three	36%	34%	40%	38%	30%	38%	33%	36%	30%	36%	61%	33%	26%	33%	44%	50%
Workplace equality	Rank 1	8%	8%	7%	5%	5%	8%	3%	8%	13%	7%	7%	8%	7%	10%	6%	2%
	Rank 2	10%	9%	12%	12%	8%	11%	11%	10%	17%	10%	7%	10%	10%	10%	9%	11%
	Rank 3	11%	10%	13%	5%	6%	12%	3%	11%	13%	11%	10%	11%	7%	12%	10%	14%
	Top three	28%	27%	33%	22%	20%	30%	17%	29%	43%	28%	24%	29%	25%	32%	26%	27%
Asylum Seeker and Refugee rights	Rank 1	4%	4%	4%	3%	5%	3%	4%	4%	5%	4%	2%	4%	5%	4%	3%	1%
	Rank 2	8%	8%	7%	13%	10%	8%	3%	8%	8%	8%	6%	8%	11%	8%	6%	5%
	Rank 3	9%	10%	8%	10%	12%	9%	7%	10%	6%	9%	5%	10%	12%	11%	6%	7%
	Top three	21%	22%	19%	26%	27%	20%	14%	22%	20%	21%	13%	22%	28%	23%	15%	14%
LGBTQIA+ rights	Rank 1	5%	3%	6%	22%	20%	1%	4%	5%	4%	5%	4%	5%	8%	5%	2%	1%
	Rank 2	5%	4%	6%	12%	12%	4%	7%	5%	4%	5%	6%	5%	9%	6%	2%	0%
	Rank 3	8%	8%	8%	19%	15%	7%	11%	8%	9%	8%	11%	8%	15%	8%	4%	1%
	Top three	18%	15%	19%	53%	47%	12%	23%	18%	16%	18%	22%	18%	32%	20%	8%	2%

## Social matters

In an open-ended question at the end of the online survey, respondents were asked to nominate what they thought were Newcastle's three biggest social matters. This question was also asked in the short survey of people who attended a variety of events and other activities as part of the broader Local Social engagement program. The combined results are summarised in **figure 17**.



*Figure 17: Themes in open ended comments – Short survey and Online survey, n= 2,120*

As we've seen in other areas of the survey findings, affordable and inclusive housing was top of mind for survey respondents and attendees at events and other engagement activities. This was followed by mental health and meaningful employment, all of which are discussed in the following pages.

Table 5: Themes in open ended comments by key groups – Short survey and Online survey

	Total	Non-binary gender or LGBTQIA+	ATSI	CALD	PLWD
n=	2120	308	279	97	236
Affordable and inclusive housing	24%	26%	17%	19%	23%
Mental health	19%	18%	23%	22%	20%
Meaningful and fairly paid employment	11%	9%	15%	13%	10%
Physical health	6%	4%	11%	15%	8%
Parking and transport options	6%	5%	3%	3%	6%
Social isolation / loneliness	6%	2%	7%	7%	6%
Embracing diversity	6%	8%	2%	3%	6%
Homelessness	5%	7%	2%	2%	5%
Social justice	5%	6%	2%	5%	4%
Access to quality education	5%	3%	5%	4%	4%
Night-time safety	4%	7%	2%	1%	3%
Financial wellbeing	3%	0%	10%	5%	2%
Sexual/Gender diversity	1%	6%	1%	0%	2%

### Affordable housing

About one-quarter (24%) of all comments left by respondents were about affordable housing. This was either the first or second most commented on theme among all key groups, suggesting that the affordability crisis is being felt throughout our community. This was expressed in terms of lack housing supply, affordability concerns, with some offering creative solutions:

---

*"Lack of regulation of the housing market has resulted in rental prices and purchase prices skyrocketing. I'm 33 with a decent full-time job but owning a home is not a reality"*

*"A few middle-aged women I know have problems finding housing. It must be worse for students and the under-employed"*

*"Be innovative with social and older people housing. E.g., explore the models where a number of people can build small houses on shared space."*

*"Severe lack of AFFORDABLE housing."*

---

## Mental health

Mental health was the next most commented on theme and accounted for 19% of comments overall. This was slightly higher amongst Aboriginal and Torres Strait Islander and CALD respondents, where mental health was the number one theme mentioned at 23% and 22% respectively. Access to mental health services was cited as the most common issue:

---

*"Access to mental health services. Psychologists are too expensive therefore not accessed when required."*

*"Increased mental health services for young people."*

*"Accessible acute mental health outside of hospitals"*

---

## Meaningful and fairly paid employment

The third most commented on issue was about meaningful employment. This was expressed in several ways including job opportunities, job security, and the future job market:

---

*"Creation of job opportunities, especially for young people."*

*"Job insecurity – contracts are not as good as permanency."*

*"What will happen once the coal inevitably leaves town. Critical to have a social plan for this!"*

---

## Physical health

Physical health was the next most commented on theme overall and accounted for 6% of comments. This was higher amongst Aboriginal and Torres Strait Islander and CALD respondents, where physical health was mentioned at 11% and 15% respectively. The comments mainly related to timely access to medical services and cost:

---

*"Lack of bulk billing and difficulty getting appointments with doctors."*

*"Waiting times for health care services."*

---

## Next steps

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To finalise the CN Local Social Strategy, several key steps are required:

- December 2021: Discussion Paper with social needs assessment based on community engagement, research, and consultation available. This will outline the priority social needs in Newcastle and how the Local Social Strategy might respond to this. Several discussion questions will be raised throughout the document which we will seek community feedback on.
- November/December 2021: Internal and external workshops with key stakeholders to define the actions plans for the Local Social Strategy.
- February 2022: Draft Strategy ready for Council review.
- April 2022: Once endorsed by the Council, the draft Strategy will be placed on public exhibition.
- April – May 2022: Public exhibition workshops and community feedback on draft Strategy sought.
- June 2022: Final Strategy presented to Council and endorsed.




## Appendix I – Campaign collateral


### Your Place digital campaign – social videos ads



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Want to help us make Newcastle more inclusive? Fill out our simple anonymous survey. Click Learn More.

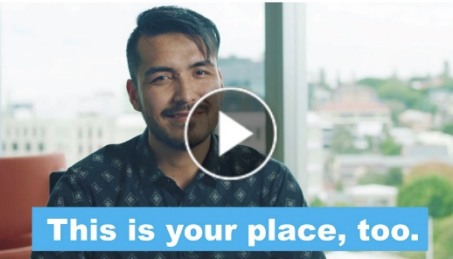


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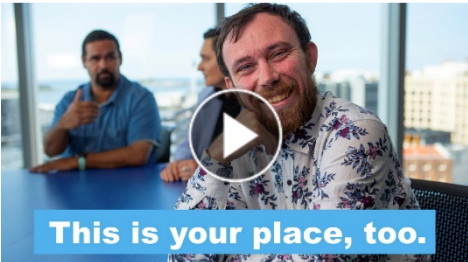


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👍 Like    💬 Comment    ➦ Share

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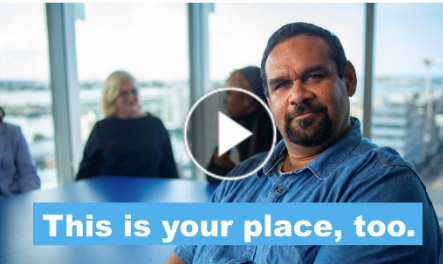
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👍❤️ 57      38 comments   80 shares

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👍❤️ 80      7 comments   5 shares

👍 Like    💬 Comment    ➦ Share

Your Place digital campaign – microsite examples (general non-targeted and targeted to African communities)



40



## Local Social event banner

"It's what's inside ... that's Newcastle"  
Artists: Tunz1 & Olas One



# This is your place, too.

Join the conversation and help us shape an important new framework for the City of Newcastle, the Local Social Strategy.

The strategy is about treating all people with respect, addressing the barriers to inclusion and equal opportunity, encouraging community participation, and strengthening community wellbeing.



Neil Suellen Brad Regina Garry Jasmine Azim

[newcastleismyplace.com](http://newcastleismyplace.com)  City of Newcastle

## Local Social artwork used on tote bags



"It's what's inside ... that's Newcastle" Artists: Tunz1 & Olas One

## Appendix II – Online survey

### City of Newcastle – Local Social Survey – This is your place too

Please take our 7-minute anonymous survey to share your experiences and thoughts around social inclusion and community wellbeing.

The results of this survey will help us develop an important framework called the Local Social Strategy. It's about treating all people with respect, addressing the barriers to inclusion and equal opportunity, encouraging community participation and strengthening community wellbeing.

Help us understand what matters to you.

#### Please tell us about yourself...

Question 1: Which suburb do you live in? (please circle)

I don't live in the Newcastle local government area	Mayfield
Adamstown	Mayfield East
Adamstown Heights	Mayfield West
Bar Beach	Merewether
Beresfield	Merewether Heights
Birmingham Gardens	Minmi
Blackhill/ Lenaghan	New Lambton
Broadmeadow	New Lambton Heights
Callaghan	Newcastle (CBD)
Carrington	Newcastle East
Cooks Hill	Newcastle West
Elmore Vale	North Lambton
Fletcher	Rankin Park
Georgetown	Sandgate
Hamilton	Shortland
Hamilton East	Stockton
Hamilton North	Tarro
Hamilton South	The Hill
Hexham	The Junction
Islington	Tighes Hill
Jesmond	Wallsend
Kooragang	Warabrook
Kotara	Waratah
Lambton	Waratah West
Maryland	Wickham
Maryville	

Question 2: What is your age? (please circle)

16-19	50-54
20-24	55-59
25-29	60-64
30-34	65-69
35-39	70-74
40-44	Prefer not to answer
45-49	

Question 3: Which of these describe your relationship to Newcastle? (Tick all that apply)

☐ Resident

☐ Worker

☐ Student

☐ Visitor

☐ Property owner

☐ Business owner

☐ Other -----

Question 4: What best describes your current gender identity? (please tick)

☐ Woman

☐ Man

☐ Non-binary

☐ Genderqueer

☐ Different identity

☐ Unsure

☐ Prefer not to say

Question 5: Are you of Aboriginal and/or Torres Strait Islander ancestry? (Please tick)

- ☐ No
- ☐ Yes, Aboriginal
- ☐ Yes, Torres Strait Islander
- ☐ Yes, both

Question 6: With my family, or the people I live with, I speak... (please tick all that apply)

- ☐ English
- ☐ Mandarin
- ☐ Arabic
- ☐ Macedonian
- ☐ Italian
- ☐ Greek
- ☐ Cantonese
- ☐ Spanish
- ☐ Vietnamese
- ☐ Korean
- ☐ Other \_\_\_\_\_

Question 7: Are you part of the LGBTQIA+ (Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual plus) communities? (please tick)

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Question 7a: If YES, how do you identify? (please tick all that apply)

- ☐ Lesbian
- ☐ Gay
- ☐ Bisexual
- ☐ Transgender or gender diverse (including non-binary)
- ☐ Intersex, or person with an intersex condition
- ☐ Queer
- ☐ Asexual
- ☐ Something else

Question 8: Do you identify as a person living with disability? (please tick)

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

## Participating in your community and individual wellbeing

Question 9: In the past 12 months, have you participated in any of the following community activities? (please tick all that apply)

- ☐ A community meeting, public hearing, or discussion
- ☐ A meeting, phone call or email/letter with any local politician (e.g. Councillor)
- ☐ Unpaid voluntary work for an organisation or group
- ☐ Help with school activities such as P&C or canteen
- ☐ Membership of a decision-making board or committee, such as a corporate board, school council, local council committee, sports club committee or church committee
- ☐ A protest or demonstration
- ☐ A community event, festival or celebration
- ☐ A local sporting / recreation team
- ☐ Visit to an art gallery, museum, or library
- ☐ Completion of a City of Newcastle survey (other than this one)
- ☐ Other – please describe:

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Question 10: In the past 12 months, did any of the following limit your participation in community activities? (please tick all that apply)

- ☐ Nothing limited my participation
- ☐ Difficulty finding information about activities and/or programs available
- ☐ Cost of activities and/or programs that interested or suited you
- ☐ Shortage of activities and/or programs that interested or suited you
- ☐ Language difficulties or other barriers to communication
- ☐ Difficulty accessing facilities or venues
- ☐ Transport, such as accessibility for mobility aids or prams
- ☐ Transport costs, such as running a car or public transport fees
- ☐ Lack of time due to other commitments
- ☐ Feeling unsafe or uncomfortable about attending
- ☐ Your own health and wellbeing
- ☐ Other – please describe:

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Question 11: How satisfied are you with the following? (please tick)

	<i>Extremely satisfied</i>	<i>Very satisfied</i>	<i>Somewha t satisfied</i>	<i>Slightly satisfied</i>	<i>Not at all satisfied</i>	<i>Unsure</i>
Your life as a whole	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your standard of living	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your physical health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your mental health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feeling part of your community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your future security (financial, employment, housing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Question 12: How easy or hard did you find it to access these in the past 12 months? (please tick)

	<i>Very easy</i>	<i>Easy</i>	<i>Neither easy nor difficult</i>	<i>Difficult</i>	<i>Very Difficult</i>	<i>Did not access</i>
Access to learning and education opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to meaningful and fairly paid employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to reasonable quality housing that you can afford to rent or buy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number and quality of community centres and spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessible signage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Directional signage e.g. signs to public toilets, transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunities to participate in community, sporting, or recreational events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 12a: Please comment if you have any other thoughts about services and opportunities you would like to access:

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Question 13: How safe do you feel in each of the following locations? (please tick all that apply)

	Not safe at all	Slightly Safe	Moderately safe	Very safe	Totally safe	Don't know
In your own home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In your neighbourhood during the day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In your neighbourhood in the evening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the city centre during the day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the city centre during the evening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 13a: Please comment if you have any other thoughts about safety in Newcastle

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**We'd like to think Newcastle is an inclusive and welcoming place.**

Question 14: What helps you to feel supported and included in your community?  
For example; good neighbours, community groups, accessible medical services, local directional signage, access to information, seeing photos of all kinds of people and backgrounds (please comment)

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Question 15: Please rank in order of importance to you the following social justice matters in Newcastle?

Rank	
	Women's rights
	LGBTQIA+ rights
	Aboriginal and Torres Strait Islanders – Australia's First Peoples rights
	Asylum Seeker and Refugee rights
	Disability rights
	Care for the aged/older people
	Workplace equality
	Homelessness and insecure housing

Question 16: What do you feel are Newcastle's three biggest social matters? For example; access to work, housing or education; acceptance of difference; isolation/loneliness; health (physical and/or mental); creating a socially just city etc (please comment)

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Thank you for completing this survey. Please send the completed survey to;  
[engage@ncc.nsw.gov.au](mailto:engage@ncc.nsw.gov.au)

As a reward for participating, you can earn Lean in Newy points. To get your points in Lean in Newy, use the code **yourplace1**

Lean in Newy is available to download for free from the App Store, Google Play or by visiting the webpage <https://www.leaninnewy.com.au/>

Please provide your email if you would like to be further involved in the Strategy engagement or receive a copy of the survey results. Please note, emails will be stored separately so that responses remain de-identified.

Email: \_\_\_\_\_

## Appendix III – Short survey



# This is your place, too.

## Local Social Strategy questionnaire

<b>1</b>	<b>What helps you to feel supported and included in your community? Why or why not?</b>												
<b>2</b>	<b>What do you feel are Newcastle's three biggest social matters?</b> e.g. access to work, housing or education; acceptance; isolation/loneliness; health (physical and/or mental); creating a socially just city. 1. _____ 2. _____ 3. _____												
<b>3</b>	<b>Can you name any social matters that concern you personally?</b> e.g. access to work, housing or education; acceptance; isolation/loneliness; health (physical and/or mental); creating a socially just city.												
<b>4</b>	<b>How do you participate in your community?</b> e.g. talking to neighbours, playing sport, community gardening, volunteering, protesting, chatting on Facebook pages.												
<b>5</b>	<table><tr><td><b>About you</b></td><td>Do you identify as Aboriginal or Torres Strait Islander?</td><td>yes <input type="checkbox"/> no <input type="checkbox"/></td></tr><tr><td>Age: _____</td><td>Do you speak a language other than English at home?</td><td>yes <input type="checkbox"/> no <input type="checkbox"/></td></tr><tr><td>Gender: _____</td><td>Do you identify as a person living-with a disability?</td><td>yes <input type="checkbox"/> no <input type="checkbox"/></td></tr><tr><td>Suburb: _____</td><td></td><td></td></tr></table>	<b>About you</b>	Do you identify as Aboriginal or Torres Strait Islander?	yes <input type="checkbox"/> no <input type="checkbox"/>	Age: _____	Do you speak a language other than English at home?	yes <input type="checkbox"/> no <input type="checkbox"/>	Gender: _____	Do you identify as a person living-with a disability?	yes <input type="checkbox"/> no <input type="checkbox"/>	Suburb: _____		
<b>About you</b>	Do you identify as Aboriginal or Torres Strait Islander?	yes <input type="checkbox"/> no <input type="checkbox"/>											
Age: _____	Do you speak a language other than English at home?	yes <input type="checkbox"/> no <input type="checkbox"/>											
Gender: _____	Do you identify as a person living-with a disability?	yes <input type="checkbox"/> no <input type="checkbox"/>											
Suburb: _____													

**newcastleismyplace.com**

Artwork title "It's what's inside ... that's Newcastle". Artists Tunz1 & Olas One



## Appendix IV – Community engagement workshops & events

	Engagement Activity	Target cohort	Location	Date and time	Partners
1	Guraki Committee workshop	Aboriginal & Torres Strait Islander communities	Fort Scratchley	Mon 17 <sup>th</sup> May 8:30am – 9am	CN Advisory Committee
2	Multicultural Services Expo event	Culturally & Linguistically Diverse (CALD) communities and community sector	The Station, Newcastle East	Wed 26 May 10am – 2pm	Multicultural Neighbourhood Centre and CALD community sector
3	Rising from the Embers – Land and Cultural Festival event	Aboriginal and Torres Strait Islanders; wider community	University of Newcastle, Callaghan campus	Fri 28 May and Sat 29 May, 10am – 2pm	Wollotuka Institute
4	Rising from the Embers – Land and Cultural Festival event	Aboriginal and Torres Strait Islanders; wider community	University of Newcastle, Callaghan campus	Sat 29 May, 10am – 2pm	Wollotuka Institute
5	Your Place digital storytelling video campaign launch event	Diverse community groups, featuring the seven local stories	48 Watt St, Newcastle East	Mon 7 June, 5.30pm – 7.30pm	CN engagement
6	Access & Inclusion Advisory Committee workshop	People with disability	City of Newcastle, 12 Stewart Avenue	Wed 16 June 5.30 – 6pm	CN Advisory Committee
7	Unity in Diversity Festival, Refugee week event	Migrant, refugees & whole of community	Foreshore Park	Sat 19 June, 11am– 3pm	STARTTS and CALD community sector
8	Guraki Committee workshop	Aboriginal & Torres Strait Islander communities	Virtual	Mon 26 <sup>th</sup> July 8:30am – 9am	CN Advisory Committee
9	Inclusive Conversations forum	Whole community	Virtual	Thurs 29 <sup>th</sup> July, 12 – 12.30pm	CN engagement
10	Liveable Cities Advisory Committee workshop	Whole of community	City of Newcastle, 12 Stewart Avenue	August 3 <sup>rd</sup> 6pm–6:30pm	CN Advisory Committee
11	Community and Culture Advisory Committee workshop	Whole of community	City of Newcastle, 12 Stewart Avenue	August 3 <sup>rd</sup> 5.30pm–6pm	CN Advisory Committee
12	Newcastle Youth Council workshop	Young people	City of Newcastle, 12 Stewart Avenue.	August 4 <sup>th</sup> 6pm–6.30pm	CN Advisory Committee

13	Hunter Ageing Alliance joint workshop	Older people	Fort Scratchley	Thurs 5 Aug, 9:15am – 1pm	Hunter Ageing Alliance (HCA)
14	Newcastle & Lake Mac Combined Interagency meeting	Community sector	Online	Thurs 5 Aug, 10am – 10.30am	CN & Lake Mac engagement
15	Workshop with people of diverse genders & sexualities	LGBTQIA+ communities	Virtual	Wed 8 Sept, 6.30pm – 8.30pm	TQBT (Trans Queer Brains Trust), ACON, and Newcastle Pride
16	Community Disability Alliance Hunter (CDAH) workshop	People with disability, their carers and sector workers	Virtual	Wed 8 <sup>th</sup> Sept, 10am – 12pm	CDAH
17	Workshop with Aboriginal and Torres Strait Islander community representatives	Aboriginal & Torres Strait Islander communities	Virtual	Fri 1 <sup>st</sup> October, 10am – 12pm	Dhiira