



Clarence City Council Health and Wellbeing Plan

Consultation analysis and
summary

November 2011



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Executive Summary

The development of the Clarence City Council Health and Wellbeing Plan is an opportunity to engage with the community to gain insight into the issues impacting on community welfare, amenity and liveability as well as establishing what is working well and should be continued and/or extended. This report outlines the findings from a comprehensive consultation process undertaken as the initial step in the development of the Clarence City Council Health and Wellbeing Plan, which has occurred extensively throughout the municipality. The consultation has included:

- a resident survey which was available to complete on-line or in hard copy and distributed widely through the council website, newsletter and at community access points;
- telephone survey of residents by EMRS;
- face to face interviews with residents over two days at Eastlands Shopping Centre; and
- conducting five focus groups throughout the municipality.

Notwithstanding the breadth of the consultation in terms of the demographic profile of those consulted, the number of people consulted and the issues canvassed in the survey, there was no dominant issue or theme that emerged from the consultation as needing special or urgent consideration by Council. That being said, there were common threads and for some parts of the municipality some noticeable deficits in terms of health outcomes comparative to other parts of the municipality. The suburbs of Clarendon Vale, Rokeby, Oakdowns and Risdon Vale, based on the telephone survey data, reported having worse health and a higher rate of disability than across the municipality generally.

The consultation has highlighted six key issues which were rated as a priority and in discussion with residents through focus groups have been validated as requiring consideration in the developmental stages of the plan. The council can play a direct, practical role in each of the six areas highlighted. These are:

- 1. Support access to health services**
- 2. Facilitate opportunities to be active and participate in the community**
- 3. Provide, protect and value the parks, beaches and reserves**
- 4. Improve access to health and community information**
- 5. Advocate for improved transport options and types**
- 6. Identify strategies to address perceptions about anti-social behaviours**

Further details relating to these key issues are outlined in the table below.

1	Support access to health services	Widespread concern at lack of access to GPs
		Some concern at lack of access to child care
		Access to after hours medical centre is expensive
		Support for more preventative health strategies
2	Facilitate opportunities to be active and participate in the community	Find ways to support residents to use bicycles, eg improve cycling infrastructure
		There is the desire in the community for village places to shop, meet, eat, play and socialise

		Access to organised sport for children and young people seen as problematic because it is either expensive and/or facilities are not fit for purpose and/or it is hard to transport children to sports on weekends, especially more than one child is involved
		Participation rates in organised sports generally are relatively low
		Volunteering levels below Tasmania Together benchmark
3	Provide, protect and value parks, beaches and reserves	Parks and reserves highly valued across the municipality
		Dissatisfaction with general maintenance and lack of fencing around some playgrounds and parks
		Concern at beach erosion and felling trees along waterfront
		Concern that some residents are gaining access to reserves and cutting down trees for firewood
		Concern about lack of rubbish bins available in parks
4	Improve access to health and community information	Opportunity for greater linkages and sharing of information about services and activities available in the municipality
5	Advocate for improved transport options and types	Only 45% of survey respondents were satisfied with access to transport
		Central listing of all community transport options in Clarence would be helpful
		Promote the Cool Pool Tas website or similar
6	Identify strategies to address perceptions about anti-social behaviours	People reported feeling unsafe in the Bus Mall in Eastlands.
		Over 80% of survey respondents were concerned about anti-social behaviour
		Hooning on public parks a problem, and could be addressed with better fencing
		Noisy trail bikes being ridden in public places and parks
		In the main most residents feel comfortable within their community, however are most likely to feel unsafe on public transport

In developing the Council's Health and Wellbeing Plan there will need to be close consideration given to how services and programs in the municipality align and integrate across all levels of government, and to carefully consider the role of partnerships in implementing the health and wellbeing plan. This will ensure the range of state, federal and community based organisations with an interest in delivering services are clearly defined in their roles and responsibilities. Council will also need to be clear about their role in the plan, setting out whether their role will be one of provider, advocate, capacity building within the community and/or information provision.

Overall, the high level of engagement by the community in the consultation process demonstrates the priority the Clarence community places on ensuring they live in a healthy, vibrant and active community.

Background

Clarence City Council has undertaken an extensive consultation process to inform the development of their Health and Wellbeing Plan. Developing a Community Health and Wellbeing Plan is identified in Council's Strategic Plan (2010-1015). Whilst health and wellbeing relates to all Council's strategic goals, it is specifically identified under the goal area of social inclusion.

The five year Community Health and Wellbeing Plan for the City of Clarence will identify a range of strategies and actions to strengthen and improve the physical, mental, and social wellbeing of the community. These strategies will build on the unique strengths of both the region and the people in the City of Clarence and will reflect the aspirations of the community. These aspirations will be identified in part through the process of consultation.

An internal working group from across Council was established to determine the direction a Community Health and Wellbeing Plan may take. This group consisted of representatives from Asset Management, Community Development, Cultural Arts, Corporate Executive Committee, Economic Development, Environmental Health, Integrated Assessment, and Youth Services. This working group produced a framework on which to base our initial consultation with the public. The working group summarised their ideas and findings by grouping them into five principal goals:

- Enhance Livability
- Promote Health
- Enhance Connectivity, Community Participation, and Lifelong Learning
- Care for our Place
- Promote and enhance safety

These are expanded below:

Enhance Livability

Principle:

To enhance the environmental and social quality of Clarence as experienced by residents, employees, and visitors. This includes the aesthetics of the built and natural environment, opportunities for quality social interaction, easy access to recreation and the local "village", and enhancing unique cultural and environmental resources.

Goal:

For every community in Clarence to experience excellent environmental and social conditions.

Promote Health

Principle:

That all members of the community have the opportunity to maintain or improve their state of health.

Goal:

To provide opportunity for and promote healthy living to the Clarence community.

Enhance Connectivity, Community Participation, and Lifelong Learning

Principle:

That all residents feel connected and have opportunities to participate in community activity, employment, and lifelong learning.

Goal:

For all members of the Clarence community to have opportunities to be involved in and access to activities that contribute to good health and engage in lifelong learning.

Care for our Place

Principle:

To protect, manage, and enhance the unique natural place of Clarence for the long term social, economic, and health and wellbeing benefits of the community.

Goal:

For the Clarence community to embrace and promote efforts toward the sustainability and enhancement of our place.

Promote and enhance safety

Principle:

All people have the right to feel safe in their community.

Goal:

For Clarence to be a safe place for all groups and individuals.

These principles and goals are only the initial ideas of the working groups and will be adapted based on the findings of community consultations.

Consultation methodology

Methodology details

Working closely with the community development staff and a reference group convened by the council, the consultation methodologies, including survey tools, were designed around the five key goals and objectives as outlined in the Clarence City Council background information. These are:

- Enhance liveability
- Promote health
- Enhance connectivity, community participation and lifelong learning
- Care for our place
- Promote and enhance safety

The survey questions were intended to test the stakeholder's current perceptions and aspirations against these five objectives. Additionally, it asked for ideas, innovative approaches and information on strategies and actions to inform the development of the Health and Wellbeing Plan.

Two separate surveys were undertaken. One survey involved online and paper based surveys which were widely distributed throughout Clarence Council, and the other survey was a shorter and targeted specifically at specific suburbs. This second survey was a telephone survey and was undertaken by EMRS. The EMRS survey specifically targeted postcodes that covered Clarendon Vale, Rokeby, Oakdowns and Risdon Vale as it was considered difficult to achieve participation in other forms of consultation from these suburbs

Demographics of survey respondents

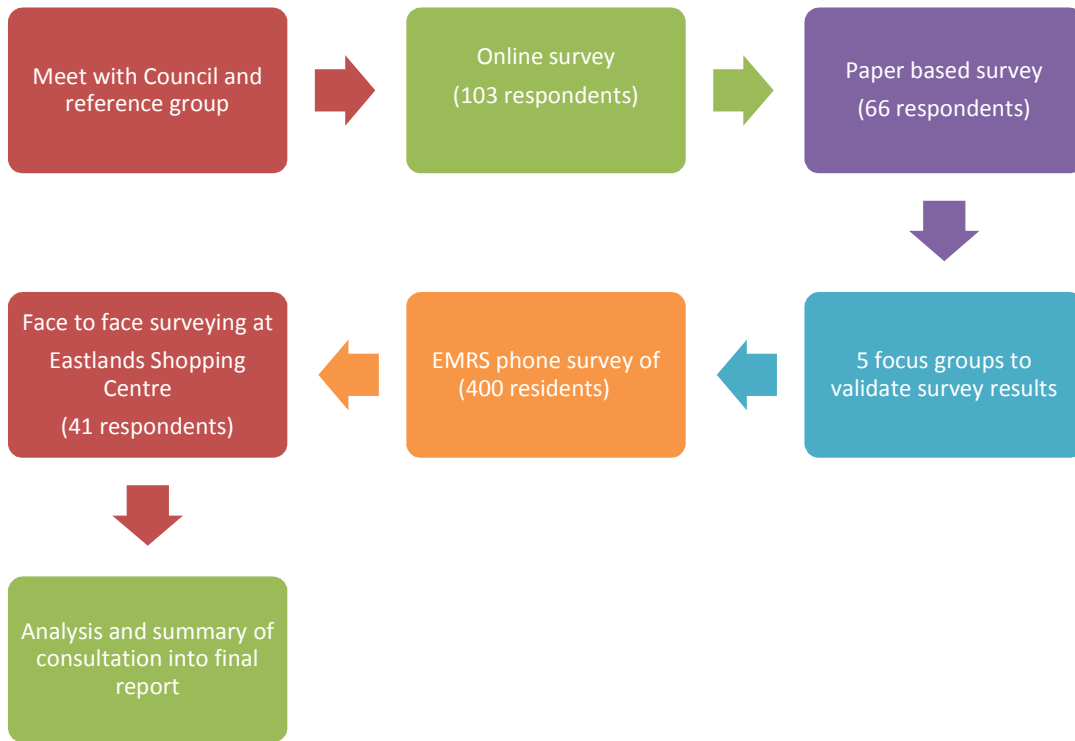
The age group of persons 35-49 represented the largest proportion of respondents at 27.6%.

64.4% were female and 35.5% represented a family with children and a further 30.9% without children.

Of respondents who indicated they were on a pension, the most common was aged care pension or child assistance. Not a strong number of respondents identified with a particular culture.

86.6% of respondents were residents and 25.6% were workers.

The following is a summary of the scope and methodology undertaken to engage with the Clarence community to ensure the final plan is representative of the needs of the community.



Key points for consideration in developing the plan

The consultation process and extensive conversations with many people across the Clarence community has demonstrated some areas outside of the formal questions and themes that will require consideration in developing the plan. These areas highlighted below as follows:

The plan will need to contain a clear definition of what the Council means by Health and Wellbeing and clearly articulate the scope of the plan in this regard.

Whilst the original information developed by the Council (as outlined within the “background” section of this report) provides broad definitions, the consultation process demonstrated many residents saw “health and well-being” only within its most narrow context in terms of planning. Equally, for those who defined this with an expanded scope, there was an expectation the final plan would cover many areas that are beyond responsibility of the council.

The plan will need to contain a clear statement regarding the role and responsibility of the Council across the focus areas and initiatives within the plan. This will enable a definition of the Council’s role in planning, advocating, lobbying and providing. For example, Council’s role in providing leadership on issues/areas vs a delivery role by Council.

There is an expectation by many in the community that as the council is developing the plan, it will therefore take responsibility for providing a range of services and infrastructure to support the achievement of the outcomes contained in the plan. Being able to clearly articulate the role and responsibility of the various stakeholders, including council, will ensure expectations are met in a realistic way.

Develop a section in the plan that outlines the current health and wellbeing policy context across the three tiers of government in the community areas that will be identified for action in the plan.

In line with the previous two points, helping the audience of the plan understand the health and wellbeing policy context and some examples of existing programs, initiatives and partnerships will assist in gaining a broad understanding of the role and responsibilities across the tiers of government. In addition, the consultation process demonstrated that at times community members were identifying a need around a particular issue or location, but were unaware of existing programs or services available to address that need. Being able to provide examples against some areas will assist in raising awareness of what is already available.

Key themes from the consultation

Attachment A & Attachment B outline the results of the survey elements of the consultation from the EMRS CATI-survey and the online and paper based survey results.

From these surveys key themes have emerged which provide a level of insight into the Clarence Communities expectations and aspirations. These themes provide Council with the basis for some elements of the Health and Wellbeing Plan.

Summary of themes:

Enhance liveability

Council's development, maintenance and upkeep of the municipality's infrastructure such as roads, footpaths, parks, beach foreshore, recreation and public "green spaces" are seen as particularly significant to Clarence residents. This was evident in all elements of consultation undertaken including phone survey, online survey, face to face interviews and focus groups.

Overall, residents and visitors/workers within the Clarence community place a high value on these aspects of the community and consider them an asset and recognise the unique nature of some elements of the LGA.

Key points from the integrated surveys (consistent across, online and paper) which were then discussed during focus groups include:

- Most residents use private vehicles as their means of transport. 74.8% of respondents said that they car pool 0 times per week. The most commonly used method of transport is driving with 58.9 % of respondents stating that they utilize driving as a mode of transport more than 5 times per week.
- 55.4% of respondents said they did not use public transport on a weekly basis. 98% said they have access to public transport, however only 51% of those respondents indicated they were satisfied with the public transport available.
- The highest level of satisfaction was with the libraries where of the 96% respondents who said they had access to it, 74.1% said that they were satisfied with the services offered there.
- 44% of respondents indicated that they meet with friends and family more than 5 times a month.
- 68.2% of respondents stated that they do not take part in any formal learning on a monthly basis.

A common theme on transportation from the focus groups related to the need for improved infrastructure for cycling. This related to cycling for both transport and recreational purposes. Many raised a desire to be able to cycle from home to the Eastlands area and then being able to take public transport into the city from there. The need then for either a bike deposit secure area near the bus mall in Eastlands or methods to enable bikes to be transported on buses was considered worthy of exploration. Similarly, there were mixed messages regarding community cars and community buses (run through charity and not for profit services). Some expressed frustration they were never used, others said they were always booked up and therefore not accessible. Exploring options for a centralised booking website where community groups and residents could view and book available transport options would provide some solution to this concern. Additionally, there was much discussion regarding the availability of volunteer drivers for community vehicles and some central point for registration and availability of volunteer drivers would provide benefit.

Residents also expressed some desire to explore carpooling options during focus groups but were unaware of any existing communication means (i.e. Cool Pool Tas). More localised and supported communication of these options may be worth exploring in the plan.

Access to Community Facilities

- Ability to access services listed is quite good – no less than 91%
- Childcare facilities and youth programs most difficult to access

Most residents indicated a high level of satisfaction with their ability to access services and where they did have difficulty the most common reason was the individual's lack of options/access to transport rather than the service. The exception to this was access to GP's, and this was a consistent message throughout the consultation, and is discussed in more detail in the next section "promote health".

The issue of child care was raised during the survey as one of the difficult areas to access within the Clarence Community. When explored during the focus groups, many discussed issues relating to casual/short term day care rather than long term day care for working families.

The other key area relating to the liveability of the areas across Clarence raised in the focus groups was the need to provide fencing to many of the parks and playgrounds designed for use by families with young children. The lack of fencing at many of the popular parks was considered a barrier to participation in the community with some residents saying they travel out of the municipality to access parks with safe fencing and more enhanced facilities close by (i.e. coffee shop, toilets etc)

Enhance Liveability survey comments

When asked "**what we can do to make your community more liveable**", the following responses were received:

Up to date parks, good equipment, CCC lawns mowed regularly

More accessible public transport

More walking and bicycle trails

I have to travel 5 kms to the next bus stop serviced by 2 buses per day – this is completely inadequate for my family's needs. Our household needs to have 2 cars available at all times in case of a breakdown and / or emergency as we are both over 60 and have many serious health issues. We have rubbish collection on our road but no buses are able to use the road because of the poor condition of the road most of the year – even the small Lauderdale School Bus does not travel on our road because of the bad conditions. I hate to think what will happen to my husband who is retired and myself when I have to retire if we have any more serious health problems.

Better public transport, reduction in the number of undesirables in the main shopping area (Eastland's), reduction in council red tape, reduction in the influence of the TCA

Better bus services - then wouldn't have to use car

Better parking at Rosny LINC, it is extremely poor if wanting to attend U3A and not able to walk far

There are little if any safe walking options in the Otago area. What area there is poorly maintained, filthy and unsafe

Improved public transport

Better maintained parks and green space. More food choices / restaurants. Bulk-billing GPs. Venue for large gatherings / conferences. specialty shops.

Whilst looking at the Clarence region I see the positives and negatives of living here. The positives are great parks, beaches, a fantastic playgroup, church and the warmer climate than the other side of the river. The negatives are issues in the bus mall which will not be addressed until the villains are prosecuted. The other issue is that Clarence is an area with great affluence but also poverty.. The council needs to address the issues around Clarendon vale, Rokeby and Risdon vale. This means instead of the council saying ok to large developments where we isolate people in the midst of nothing. We need to make sure they have a secure home in a safe area. The council would have an advantage if the affordable homes project where people bought their home off the government would be a great start!

Better street lighting at night Better public transport

An indoor and undercover area as winter is pretty cold and miserable. Lots of youth services and services for older people and young mums but much less for people older than 25 if you are short of money.

More regular events. The ones we have are really good but often poorly advertised so not many people go. I often find out about events after they have finished because I am not aware of them.

I think a lot of work could be done with the Bellerive Waterfront are to create a really vibrant community hub. The work on the forefront trail is fantastic - it provides great connectivity, is visually attractive and provides a great experience for people using it for either walking or cycling. The facilities at the waterfront however are lacking and I believe are letting down Bellerive. There is a great opportunity for additional restaurants/bars in the area - at the moment there is nowhere that provides a nice dining experience anywhere in Bellerive. Some extra thought and action in this area would significantly improve the area.

Religious place

Some I have not ticked, because I do not access all areas of the groups or at all, and so do not know. Need shade at the beaches, community garden (centrally located), more, good restaurants and cafes esp. in the Lindisfarne area.

Make use of the old golf course at the bottom of Gordon's Hill reserve as a family park/BBQ area (similar to the park at the Dru Point Play Ground Margate). Clarence is sorely lacking in a facility like this and that land is ideally suited for such a playground/educational facility with open space/trees and room to make a safe playground with a children's traffic course.

There is no school bus that my children are able to catch to school and it is too far to walk (Acton Park to Lauderdale)

More smaller buses, access to more doctors who do Medicare, bigger supermarket within walking range, more outside eating places, more cross country walking access, cleaner beaches and a local library

Access to designated bike/walk trails. More regular public transport I have access to the above because I have a car and I am willing to drive as far as Hobart City to access them.

Multi Cultural 21st Century Civic Centre

Recreational connection (paths, cycle ways) to other social infrastructure (such as doctors, shops)

Keeping the edges of the new walkway around Bellerive clear and maintained. Re-look at the pathways near the Yacht club, too many different surfaces and unevenness leading to tripping; I've 'saved' myself several times from actually falling over.

Improve roads in the Clifton Beach area. Improve beach viewing areas and change facilities. More focus on our South Arm beaches as a tourist draw card and a draw card for all Hobartians.

A greater bus public transport network. More weekend public transport access.

More good quality restaurants

Walk way to Lauderdale or bike tracks

The parks for children and more available for all children in the area..

More variety of park play equipment to suit toddlers (i.e. see Sandy Bay Long Beach Park equipment)

Increase offerings in the public transport to reduce the need to drive better quality and diversity of restaurants on the Eastern Shore

Street lighting to enjoy winter walking, particularly around the Bellerive Bike track area and surrounding streets eg. Beach Street and others. I find the lighting inadequate for walking at nighttimes'.

Wentworth Park - children's playground to be more imaginative e.g. a cycle / imitation road just for pre-schoolers and very young like at Margate Park.

More cafes, restaurants, more live music, increased cultural diversity and vibrancy. More frequent, convenient and affordable public transport. Bike tracks to make cycling safer. More free-to-use family recreation facilities.

More parking in Lindisfarne shopping precinct more disabled parking in most areas

Better public transport Better quality restaurants, coffee shops we need high quality delicatessen or gourmet food shop

More GOOD QUALITY restaurants. A playground to equal one of a few on the western shore.

Better/safer walking and bike access from Warrane to Kangaroo Bay (ie a bike track along the creek at the golf course). More reliable public transport. A better information/communication service for when buses are late (sometimes several in a row simply don't turn up and the info line puts you on hold) A bus timetable compatible with school hours for Montagu Bay Primary. A regular subsidised ferry to the Western Shore which allows for bicycles (dream on).

Less junk food outlets. More fresh food competition. Constant police presence in the bus mall. A fenced children's play area in front of council would be good for young families - safe as it's next to police station. Better change (adults and babies) facilities at Bellerive Beach. Shade at Bellerive Beach (now the big trees have gone). More zebra crossings - where often the signs say "give way to pedestrians", cars seldom do. A safe place for people to cross Riawena Rd (near the Aquatic Centre). A safe place for short people to cross at the top of Bastick street (near Riawena). A safe place to cross at the Gordons Hill Road roundabout (remove the bushes from the roundabout would at least improve visibility of what is coming around the roundabout). Basically - if it was made easier to walk/ride/bus than to drive, Clarence would be an even more wonderful place to live!

1. More bicycle lanes within Clarence 2. A more frequent cheaper ferry service to the city.

South Arm needs something for youth like a skate park or similar. Also some more business in the area (eg, food/tourism related). More Metro bus services (especially on Sunday).

Ferry!

Enclosed dog running areas

A free public exercise facility (similar to the one at Bellerive) and a small skate park with basketball ring at Seven Mile Beach Park

Lindisfarne Woolworths car park is so terribly designed. I constantly see elderly struggle with returning trolleys up the slop, plus on several occasions I've witnessed cars being damaged because trolleys have rolled down the slop. If you park on the street you cannot empty your groceries from the trolley to your car because it's impossible to get the trolley through the other parked cars. Parks in my area are fine but the parks in Sandy Bay and Cornelian Bay are 10 times better!! I hardly use our parks because I prefer the others... and I don't mind driving the extra distance. Parking on Derwent at and Golf Links road is a problem. East Derwent Highway, where St Cuthbert's and

Lindisfarne North is, should have its speed lowered during school drop off and pick up (especially St Cuthbert's side). Many parents park their car there and it can be a bit frightening for both driver and parent around these times.

Continuation of the bike track from Montagu Bay to Simmons Park. More free parking near bus stops to encourage use of public transport. More creative playgrounds (Launceston and Port Melbourne have lots of good examples)

The bus service to Midway Point is not good.

More medical practitioners

Bike tracks, more public open spaces,

Cultural arts and civic centre

I do not use public transport at present because the state of the road is so bad I get a headache by the time the bus leaves South Arm and is over 'The Neck'. Several years ago I often used it, the bus service. Better access to beaches. Most access is in poor condition.

Open air cafe in Lindisfarne Safer cycling routes to Eastland's safer car access to Tasman Hwy when heading east

Stop vehicles speeding on suburban streets. Improve maintenance of walking tracks. Install bicycle parking facilities at shopping areas.

Better public transportation

Encourage more diverse eating and multi cultural foods events.

More restaurants and shopping experiences - Geilston Bay only has Lindisfarne nearby and its not very broad.

Shopping centres need improvement with car-parking and quality. Particularly supermarkets.

Better cycling networks, particularly for transport and not just along the foreshore.

Better public transport

There is not even a single road with a footpath in my suburb. Also how long does the Council expect to have open stagnant water drains for....again not a single road drain in my area? Council's response is it is 'rural'...but not according to any other census data nor the residents who live there!

A more diverse range of restaurants/food. More responsible dog owners who clean up after their animals.

Exercise group, yoga, and chemist

Wheelchair access an issue in Lindisfarne

The Lauderdale beach needs help, it's awful. It's hard for the elderly to go down there.

Public transport that exists and is affordable.

I used to use the bus. Metro cut back on the number of buses and removed our stop in Norman Street. Now I cannot manage the hill because of my age. This is a common problem amongst the elderly.

Footpaths disgraceful uneven surfaces. Older people should be able to walk on these footpaths as a healthy exercise without the worry of tripping over.

Another doctor's surgery/practice more bus services.

Better parking at Lindisfarne village

Promote health

A snap shot summary from the combined surveys shows the following:

Physical and Mental Health

- Over 65% report they are in good or very good health
- Over 80% good or very good mental health
- Fewer than 30% disabled
- Fewer than 15% smokers
- Fewer than 20% drink alcohol more than 5 times per week
- Over 80% report to have a balanced diet

Access to Medical and Community Health Care

- Over 50% visit GP 1-3 times per year
- Over 50% visit dentist 1-2 times per year
- Over 70% have access to community health care
- Over 85% satisfied with services
- If a specialist is needed – travel to Hobart is most common

Participation in Physical Exercise

- 70% undertake exercise at least once per week
- Walking most popular – over 80%
- Time most inhibiting factor of more exercise

Overall, the summary of the results includes:

- 42.3% said that their health was good and 23.4% said very good.
- 42% and 37.5% said that their mental health was very good and good respectively. 50.65% of respondents said that they visit a GP 1-3 times per year.
- 58.4% reported they visit the dentist once or twice a year and only 22.9% of respondents identified as having a disability.
- Almost all respondents indicated all the health services they require are available in the area, with the exception of some specialist services for which they have to travel to Hobart. This is reflected by only 11. % of respondents (21 people) stating they were unsatisfied with the level of health care available in the community.
- Only 11.7% of respondents indicated they smoke and 83.7% do not consume alcohol more than 5 times per week.
- 88% of respondents feel they have a healthy diet, of those who gave reason as to why they do not – time and money were the dominant issues.
- 80% exercise more than 2-4 times per week, with 37.4% exercising daily. The dominant exercise respondents partook in was walking with 88.35%.
- Only 21.9% of employed respondents indicated their workplace provided them access to a health and wellbeing program through their employment.

In this area of the consultation on the Health & Wellbeing Plan there is a disparity in outcomes between the target suburbs of the survey and the broader Clarence community. As the EMRS survey highlights, there are high levels of need in terms of health in the target suburbs. This was supported through the focus groups and in particular, the two focus groups that involved the Neighbourhood House participants from Warrane, Risdon Vale and Clarendon Vale and the service provider focus group.

The issue of access to health care and GP's was raised and this issue was identified as a priority need for the areas highlighted. In Risdon Vale gaps in services were in part attributed to the establishment of the Integrated Care Centre. The perception was that as a result of this, there was reduced access to a range of health services including a female GP, immunisation clinic or any communication from the ICC to inform the community of what is available. Access to other health related services including social workers was identified as an issue with the need for consistency identified as an area of frustration, with many new staff coming and going and residents finding it difficult to build relationships and work in a consistent way with an individual health worker.

Outside of the target suburbs, the main issue raised was the access to GP's and the associated costs with accessing the afterhours practice. The obvious confusion and perception of the decline in GP's relating to the establishment of the Integrated Care Centre was a common theme. In the outer communities such as South Arm, the need for at least a part time GP was raised with the desire to increase the overall health focus of the community. Overall, the need to have access to a GP that bulk billed was also regularly included in feedback.

There was a general consensus throughout the focus group that there was very little activity in the area of preventative health and this was highlighted as an area the community would like to see more focus on. Examples included supporting the awareness raising of food/nutrition or how to exercise in a healthy "zone" to ensure the health benefits are realised.

Promote Health survey comments

When asked "**what might help you live a healthier life**", the following responses were received:

More time!

More willpower

More free time

More public health services outside Rosny i.e. Lauderdale

More time to do other forms of exercise

Time in winter to exercise daily in daylight as walking is my preferred option

Less convenience foods

More time

More rewarding friendships

Really cheap yoga classes. Availability of cheaper fruits and vegetables and meat. Social groups that are held during the day for people who are my age and with my interests. Availability of bulk billing medical services and adult free dental service in Clarence.

More opportunities at night for entertainment for teenagers who don't drink but want to have fun that are not too far from home or that provide transport.

More accessible sites for unstructured activity such as connected paths and trails. Wider footpaths!!! and eliminating smoking from public places.

motivation for good exercise regime

Being able to source, locally organic produce in my village. Getting less involved with volunteer work and having more time for me.

Have company in my house ~ I live alone and this can be very lonely at times.

Less working hours to appease Centrelink

Adult activity centres like on Bellerive Beach

Less stress

*WARMER WEATHER AND MOTIVATION
better health*

Working part time

Self motivation

Cost of some activities prevents me from participating in some activities. for example I would swim up to 4 times a week but the cost is too much, so I ride my bike which costs nothing! I currently swim about once a week.

Regular exercise. There is a fitness group at the local hall but it is 1/2 a session and I would need child care.

I live a fairly healthy life

I am happy with my healthy life style

More time to myself

Cheaper airfares to mainland to visit family more often

More time. Better infrastructure - a safe and affordable way of getting myself and my son across the river with our bikes. A safer way to ride from Warrane to Kangaroo Bay.

More reading.

Giving up smoking. Summer weather!

Changing jobs

Back surgery

Health/organic shop nearby

Better selection of organic whole foods, free of preservatives and colours, locally grown fruit and veg

Yoga in my local community. Being able to walk to organised activity is a big bonus.

Pain free

Slow down!

More safe cycling routes

Retirement

No depression, no food intolerances and my husband's chronic back injury to go away

Access to a swimming pool for Seniors activities and exercise

Working less days a week - hopefully in 2012

Council to provide some infrastructure: footpaths

More leisure time

Not worrying about falling over whilst walking on footpaths.

More public transport

Reduced utility costs, including rates

Finding a healthy boyfriend

Monitored older men's exercise groups

Enhance Connectivity, Community Participation, and Lifelong Learning

A snap shot summary from the combined surveys shows the following:

Participation in Community Educational and Social Activities

- More than half do not participate in organised sports activities
- Over 80% turn to family in financial emergency
- Over half 'run into' friends when out and about at least once a month
- 79% said they are satisfied with their involvement in the community/activities. The respondents who answered no to this question indicated the reason was they were predominantly time poor.

Employment Situation

- Over half employed in a full time capacity, over 40% employed part time or casual
- Over 70% happy with their employment situation
- 44.2% of respondents are currently employed on a full time basis with 38.6% on part time. 4.1% stated that they were currently looking for work. 76.35% said they were satisfied with their current employment situation.

Community Services

- Over 70% happy with their level of involvement in community activities
- Time the largest factor in not being more involved

80.7% of respondents stated they would turn to family, 35.8% to friends and 9.8% to neighbours when they needed help or financial assistance.

Key themes coming from this element include:

- Community engagement in volunteering, community activities and organisations are lower than comparable benchmarks. (i.e Tas Together benchmarks).
- Respondents in "target" suburbs are significantly less likely to participate in activities that enhance promote a sense of belonging to community.
- Relationships with family and friends are highly valued, forming the basis of connections for many respondents for social interactions and support.

Overwhelming, the area relating to access to organised sport for children and young people was considered a priority for future focus. This was often related to the high level of interest and participation in soccer by many in the community. Many in the focus groups had much insight into the range of sporting grounds available but which were described as not "fit for purpose" in terms of being general, versus the merits of the municipality having one state of the art, facility that would provide a central point for the community. This would also allow co-ordination of targeted transport for those living in areas where accessing a central facility may otherwise not be easily undertaken. Many raised the fact that school sports grounds were not necessarily adequate for weekend rosters in soccer or other such sports but there was a perception that there were

minimal appropriate grounds available that provided not just the playing area but change rooms, shelter for parents and potentially, more than one sporting focus at a complex.

The focus groups validated the survey findings, which indicate that while there is a high level of overall participation in exercise, the rates of participation in organised sport are relatively low. In terms of community connectedness, the ability to participate as part of a team – particularly during adolescence, is seen as providing many longer term outcomes across areas of health and wellbeing (see example of Midnight Basketball at www.midnightbasketball.org.au). The value of intergenerational connections through organised sporting activity during adolescence is also seen as an important element, particularly in communities where they may be high levels of anti-social behaviour and/or mental health issues.

The area of education, learning and participation in lifelong learning was not raised as an area identified as high importance or priority either through the survey or the focus groups. There was a general discussion in the focus groups relating to engagement and retention issues and this relating to many in the targeted communities having previous negative experiences of school and therefore not valuing education for their own children.

Enhance Connectivity, Community Participation, and Lifelong learning survey responses

On the area of where would I go for help and support in the survey, a summary of comments against this area include:

Neighbourhood centre

Salvation Army or St V de P, other support - friends or Dr

(support) qualified professionals

Centrelink

Community friends

When asked “**what is holding you back from involvement in your community at a level you would like**”, the following answers were given:

I would like to do more in the community, but working full time makes it difficult.

Making opportunities in my down time to become involved.

Trying to easily access U3A

Time at the moment

I don't seem to fit into the types of things being offered. I can't afford Adult Ed, have children so can't go out at night and petrol is an issue also so things need to be close. The boardwalk events are good but I can't afford to buy food for the family as when you times it by 3 people is too expensive for me. Actually most annoying is that there are often things I would take my family to but I don't find out about them. The Eastern

Shore Sun has information about events but not in advance. It is always delivered late. If it was delivered on time or if events could be placed a month earlier I would have access to more events/activities in the community.

Weather, lack of network

Time poor

I would like to be involved in community activities but full time work makes it difficult to commit the time required. A local landcare group would interest me.

I live in Clarence but do not feel any connection with the 'city'. I cross the bridge for nearly all my social and recreational activities as I find the quality and range of services in Hobart city much better than Clarence.

Time

I would like to do more but my work has been occupying much of my time

Constant pain

Lack of time due to full time work, too tired in the weekends, too much house work to catch up on.

Moving house, getting settled into the community and then finding the time to commit to community groups

Time, opportunities

Don't know anyone or how to find people of similar ages group and interests. Married, no children and very little disposable income

Lack of time as I have young child

Care for our place

A snap shot summary from the combined surveys shows the following:

Areas of Environmental Concern

- No clear consensus on areas of greatest concern

Contributing to the Environment

- Respondents generally happy with council's work, concern about beach erosion

In rating the areas of personal concern, the highest percentage of concern was in relation to the development of wildlife corridors and green spaces – 64.2%.

The lowest level of concern was dedicated to mobile phone towers – 39.4%.

Most respondents commented that they were happy with the current state of parks and beaches within the municipality.

In terms of looking after the beach and waterfront – respondents were concerned with erosion and the felling of trees along the waterfront.

Respondents were generally supportive of the council's work in this area, though some respondents indicated that they felt that the council was too reactionary.

Common themes from the survey and focus groups demonstrated Council's area of service such as water quality; waste disposal facilities and the green space development are valued by residents. Additionally, the role of Council is seen as of high importance to contributing to the sustainability of the environment.

Overall however, this area was not raised in the focus groups and it was only after a question relating the environment was put to the focus groups did the conversation in anyway have focus in this regard. Once raised with participants, it was areas that are more directly related to anti-social behaviour (see next section) discussed, for example, noise pollution in terms of noisy motor bikes in parks or streets. Some participants also raised such issues as chopping down trees from public reserves for firewood or dumping of cars, however, this was not raised in any significant way.

The other most significant issue raised in the conversations regarding environmental issues related to rubbish bins in parks. Some participants in focus groups complained that many bins had been removed making it difficult for users to "do the right thing". Others were keen to see recycling options available for cans and paper rubbish as well as the general bins. One respondent suggested "nappy bins" in parks and playgrounds frequented by young families.

The survey produced a high number of written comments relating to this area, particularly on the questions about the parks.

Care for our place survey responses

Survey summary:

On the question "**please provide us with your thoughts on parks and community recreation areas**", the following are representative of the feedback received:

Equipment poor due to vandalism not kept up to standard

Need for plenty of rubbish disposal facilities. Stricter dog controls.

Love them - should be many of them of all sizes from reclaimed vacant blocks to massive wilderness areas

Proper maintenance & repair of equipment

Development of land such as the hill crests -currently covered in timber - these should be kept to assist with climate change and attracting and holding rain /water - only have development of land currently in pasture so as to not erode the green line of Clarence's hill tops

Essential

Generally are very good with suitable facilities. The beaches are excellent and having the ability to take dogs is a major influence in accessing them.

Clarence parks and access need tidying and updating, lovely seeing the work going on around Bellerive beach need to look at Howrah end of Bellerive beach and the destruction of the sand dunes

Maintaining the river area at Richmond is important to me, beautiful, peaceful and pleasant area. It is great to have a dog exercise facility near the rec ground also.

The parks and green areas of the city are poorly maintained and in general can be seen as an eyesore. Weeds are just cut as grass not attended to. Blackberries flourish. No footpaths in areas. Insufficient road edges to safely walk along

In general excellent

They should be more highly treasured and resourced.

Great parks but some really crappy ones too. Please feel free to borrow my 4 year old and take him to Warrane green belt park... You will find he cannot use the equipment... :(

Great. More covered areas for hot days and rainy days.

Great places for meeting with friends for kids who don't have the money to pay for things like zone 3 and movies etc. They are not much fun in winter though and some indoor recreation places that are free would be good.

Currently ok, some great places in Clarence to be active. Some additional 'off lead' dog exercise areas would be great and wider footpaths to make walking TO the parks and recreational areas more accessible.

Parks play an important role for families and friends to get together,

They are good

More shade. More fencing around children's play areas. Community gardens in centrally situated areas with good public transport and central to the local community.

Use the vacant land at the Bottom of Gordon's Hill (on the old golf links site) to construct a parkland facility similar to Dru Point Play Ground with BBQ areas.....see previous comment I made!

*Better weekend transport to such areas for single parent families
Would be great if there was a tennis practice wall. And my kids would love a BMX bike practice track, where they can hang out and ride their bikes.
Need more walking links within and between local areas*

Too much emphasis on one sporting complex (Bellerive) built in the wrong place ie no parking.

There needs to be greater central public spaces which accommodates both INDOOR and OUTDOOR activities that are not competitive sports related.

More connections to and from residential and commercial areas

It would be nice if they were of the same standard as on the western shore, areas are improved but never maintained, shelters missing at Kangaroo Bay

I would like a community garden in Lindisfarne

Very good

Our beaches our best asset and recreational areas which is why we should be focused on improving local beach access and facilities. BBQ's, play equipment etc.

Clarence is well served with community "green spaces". Further development needs further green spaces.

Clarence has lovely, well maintained recreational areas. We dog owners are well provided for with places we can walk our dogs.

I would say in the state of Tasmania we have the worst facilities, parks and the eastern shore parks are terrible; one park is ok Wentworth except for the water that lies everywhere

We need more footy grounds and better access to Bellerive oval and facilities

Need more and better parks, skate parks etc in all areas, not just ones near the beaches...

Community space is essential. Currently CCC seem to be providing a good balance in this area

It is important that they continue to be maintained to the high standard currently observed. Maybe drainage on the parks at Wentworth, the bike track has been flooded a number of times due to poor drainage. The footpaths can be improved by having pram access to many of the footpaths and also have them painted so elderly people can identify the change in the surface as it dips (I witnessed an elderly man misjudge an access ramp and fall with his walking stick). Some of the signs indicating the times for and months for dog walkers are at the height of Giants! If they were at the eye level of people entering the beach, it will assist people who are caught with dogs on the beach. I have heard people complain because they don't see some of the signs due to their poor placement - too high up. There are wonderful spaces for parks but the play equipment could be improved to provide a bit more excitement for young children. Shelters, seating and shades should also be included close to the park area for sun safety and comfort for elderly people taking children to parks etc.

More creativity required and need to cater for very young.

Risdon Brook Dam is excellent. It is not widely known about. Clarence Council and Southern Water could partner to run events there to raise its profile and perhaps an outdoor gym like the one at Bellerive Beach could be installed. The Bellerive outdoor gym is excellent. There needs to be more easily accessible facilities such as this. It would be great to have a public table tennis table (made out of painted steel) like the ones they have in other big cities - perhaps outside the Rosny Library? Other recreational facilities that are great include the Mountain Bike Track at Mornington, the Tangara Trail and the Frisbee golf course at Austins Ferry. The more free, outdoor facilities that are fun and not age specific the better! Wentworth Park Bike track is good to. There should be more safe places to ride. All new road works should include provision for a bike track - such as Pass road. There should be a track that connects Glebe Hill/Rokeby with Mornington/Mt Rumney. This could later be extended to Cambridge, the airport and Richmond. It would be great for tourists and locals. The Tasmanian Cricket Association should stop using public parks as car parks - South Street and Wirksworth - it is not what they are there for.

What I have seen seem to be OK do not visit them very often

Parks and walks are one of the strongest points of Clarence. I would like to see dog regulations tighter and better controlled so that non dog owners are protected from barking, dogs off leads and fouling.

we have lots of great parks and rec areas.

most parks well maintained

The area by the creek down at the golf course is currently being used by some as a rubbish tip. This area could be a wonderful walk/ride providing access for those in Warrane to get to Kangaroo Bay and around to Bellerive Beach etc. There could also be picnic/barbeque areas provided along the creek. To not improve this area seems such a wasted opportunity.

They are fantastic

there are generally very good. love that the kangaroo bay track is finished (around the ship yard).

I have lived in Hobart for only a year and I believe the town planners in Clarence are incompetent. Development appears to be allowed one small development at a time. Without considering that all of these small developments become one big development and no public infrastructure has been included. That is why the job is called a TOWN planner. Also I have just moved to Seven Mile Beach which has one park on surf Road with BBQ facilities. The trees are getting old but there is no replacement happening. Also I believe the park has the capacity to incorporate a small skate park for the kids and a small exercise park similar to one I saw at Bellerive. Community garden... great idea Fenced areas for kids with park benches and bbq INSIDE the fence Small bike area for small children

Living in New Town, there are lovely parks scattered around my suburb

Need disabled toilets

It would be nice to have a few more places for elderly to exercise. More seats

Council cut down trees - led to salt water flooding in the creek.

Generally good but need more toilet facilities

More dog areas

Adequate

Very well maintained especially walking trails

I feel bikers should not be allowed to ride through the Roling park. Children should be free to run and play

These are very good in particular walkways

good. Well kept

Covered well in Richmond

Satisfied

Good

Needle clean up weeds clean up vandal activity clean up

Too many dog owners that do not conform to notices-dogs are not on leashes in areas marked "No Dogs"

Need to be clean and well maintained

Overall, quite good

Good

Howrah is a very good area to live in. Need to add suitable play equipment for children in some of the parks

Very good

Well looked after

On the issue of land care, the following responses were received to the question **“please provide us with your thoughts on land and coast care maintenance and preservation”**

Not enough being done

I think the council and landcare do an excellent job. Feel there is no use in planting high growing trees at coastline level as people want views and unfortunately people go to measures such as ringbarking trees etc. to protect their views. Low growing bushes seem to be the answer.

Coast care should relate to maintenance of present amenities, public safety issues and weed control - coastal erosion and storm damage should have minimal intervention and plans should allow for staged retreat. Land care activities are important and should be maintained as a priority.

Council must lead the way and encourage volunteers

Rising sea levels – the sea regularly inundates or waves spray over the South Arm Road at Lauderdale creating a driving hazard – this will only increase and should be addressed before the issue causes a fatal accident especially at night.

Not enough Government money being spent

Very important. Sad to see Bellerive and Howrah beaches being eroded. One of Clarence's best assets

Important to do - lovely walk around the Bellerive foreshore, erosion in places like Lauderdale need to be watched

Not enough attention is put into general maintenance of these areas haphazard clearing and cleaning. Ie beaches and parks the toilet facilities in these areas are unhealthy ie Simmons Park Lindisfarne and Bellerive Beach for example

Seems to be mixed levels of attention across the south of Tasmania

Very important. One of this city's best assets. Can be used more and promoted for recreation.

Essential.

Really important because where I live is close to the beach and in danger as the water table rises

more needs to been done not patch up jobs

Our dunes in Lauderdale are a concern

Not knowledgeable in this area.

Clarence lacks a LARGE 'open space' hub for families to get together, have BBQ's, room for ball games a small child bike track for small children (eg. under 7) to learn riding/road rules in a child-safe environment. The old Rosny Golf Course land would be ideal for this. On-going concern to many affected residence is the erosion problems along the coastal/river fringes of Clarence.

More patrol officers to ensure dog leash laws

Needs more work by council staff on a regular plan, not just volunteers on a monthly basis.

Needs to be consistent. Spent a fortune building fences protecting dunes and now they are in a state of disrepair and nothing is being done.

Greater emphasis on environmental awareness for the whole community.

Generally consider a good job is being done.

Much bigger problem than Council can handle, needs a state wide policy, Coast care do a wonderful job but it is tinkering at the edges.

Well organised - needs more effort to cope with climate change

Pretty good with plenty of initiatives in the community Council needs to increase funding to groups in this area to continue to be viable.

High priority - development of infrastructure needs to consider this aspect.

There seems to have been an improvement in the last 20 years.

We all should be concerned we have beautiful beaches and a lot of lush land

Again CCC seem to be up with best practice in this area

Landcare needs to be a high priority for the council to ensure the Bellerive/ Howrah areas are preserved and cared for. Strategies also need to be in place for future high tides on the beach.

Land and Coast Care groups are doing a good job. Bellerive Bluff looks good now with the weeds removed and the new native plants. Some areas look like they need attention - Waverley Flora Park seems to get a bit trashed and weed infested. It used to be a lot nicer there when I was younger. Climate change is going to make it hard for coast care groups. Lauderdale, Bellerive and Seven Mile Beach have been really badly damaged lately.

Lauderdale Beach needs a lot of work to stop more erosion

Very important to me. I support council taking affront measures to protect land and coast.

Council should not rely too heavily on volunteer community groups to do hard work on areas that the council should maintain.

Not enough guidelines to stop people cutting down trees near coastline to improve their view

Land and coast care groups do a great job, however, someone needs to take more responsibility for the rubbish which accumulates in these areas. Perhaps the fast food outlets could be held more accountable in either educating their customers or cleaning up after them!

It's great

Great. Disappointed those trees at Bellerive beach (car park end) were cut down

As trees start to grow old it is obvious that a replacement tree should be planted so that the first/old trees removal does not impact on wildlife and surrounds.

Education and community involvement in preventative and maintenance tasks. I think getting schools involved is so great... scouts also

Something needs to be done to stop the erosion on Howrah Beach, more barriers to stop the tides washing the sand out to sea, there used to be wonderful beaches, but they are becoming very sparse and rocky.

Sand dunes move and change - putting up barriers to prevent this natural process makes the beach look like a fortress. More bins needed along Bellerive Beach / Howrah beach tracks

No further development should occur on the foreshore (i.e Waterfront areas) climate change is here and the events we have seen recently will become more frequent we need to maintain healthy tree scapes so that when a tree is felled another tree is planted in its place. There needs to be a management strategy to have staged planting of eucalyptus viminalis and other natives so that when the old eucs are dying they have other Eucs growing up to support the birdlife and help hold the dunes together and absorb water and provide cleaner air.

Weeds have been allowed to grow by all councils. Many bushes and shrubs in Clarence have been declared noxious weeds

Need better control of weeds

Coast care needs to have a higher profile to the public to see if more people will participate in the programs. The people involved do a terrific job but it is often left to just a small band of people.

Very difficult issue - I would like to see a clear policy developed for coastal risks (i.e. who pays) in light of increased sea level and storminess. Private property damage should not be paid for by ratepayers.

Stop further development of coastal areas that could be subject to inundation/erosion so the rest of us ratepayers don't end up subsidising preventative works.

Heavy reliance on volunteers

Lauderdale needs a lot

I would like to see more care beach dunes-eg Bellerive, trees are in poor conditions and dogs roam off lead

This only happens when public pressure is applied

Most important

Very good with the assistance of landcare groups

Becoming more urgent. I applaud the leadership role the council is taking and urge ongoing work

Should always be a priority

Satisfied

NOTHING is done by South Arm by council

Good to non-existent

Too little policing-dogs off lead, wood cutting vehicles etc

Very important

Very good

Need more rubbish bins and needle collection points

On the question **"please provide us with your thoughts on community and council participation in environmental action"** the following comments summarise the feedback received:

Help shoreline houses with beach eroding in front of them

Fairly good

Community is involved because council is inadequate.

Very good

Acceptable

Council do nothing, residents do some jobs

Council does not police its own fire hazard abatement. Noxious weeds in council weeds.

Do not police areas

Very Important

Excellent

Need to increase local participation in neighbourhoods/facilitate street communities

Coast care needs to have a higher profile to the public to see if more people will participate in the programs. The people involved do a terrific job but it is often left to just a small band of people.

Very difficult issue - I would like to see a clear policy developed for coastal risks (i.e. who pays) in light of increased sea level and storminess. Private property damage should not be paid for by ratepayers.

Stop further development of coastal areas that could be subject to inundation/erosion so the rest of us ratepayers don't end up subsidising preventative works.

Need to ensure It is continued

Locals doing a fair job

Save our beaches and waterfronts

No Problems, except not publicized enough

Have very active Coast care organisations on the South Arm Peninsula. Please keep up support or even increase support for them. The more you provide, the more they do!

Something needs to occur unless some suburban areas are to be lost in the long term.

Good beach facilities

Community groups do a terrific job. Forces of nature cannot be controlled.

It seems uncoordinated and well-meaning do things which are often not appropriate

Needs to be more proactive

I have attended some of the councils meetings re studies on coastal developments with regards to climate change and have found them to be well publicised and informative. The council seem to wish to work well with the community e.g. with Rosny Hill Development and the Rosny Montagu Bay foreshore improvements.

Council should take a lead role in both practical and educative aspects of environmental action.

Council must lead by example

Clarence is developing very fast and this growth can be detrimental to our future if the council is not very careful - I agree with growth but not at the expense of our clean green environment. Clarence is well placed to ensure environmental issues are kept to a minimum - especially fragile are the coastal areas in places such as Lauderdale - it is important to recognise the growth that has been allowed to develop in this area may be endangered due to the lack of insight into the erosion and high tides that batter this area.

Awareness and progress is slowly increasing

Generally good. Landcare / coast care are great opportunities. Should encourage people to participate as much as possible.

I guess we should all play a part

I have yet to see any Council action to promote the clean up Australia Events, when asked I was told that it really didn't come under Council Jurisdiction

Great seems to take action and plan

Essential.

We need to work together because it is worrying.

I think the council is doing a great job.

Council to seriously put this as a priority. Steering groups to aide council with expertise.

See above thoughts. Greater thought needs to be given for providing more venues/facilities for the rapidly increasing numbers of retirees in the region from Howrah through to Geilston Bay. A large, centrally placed multi-purpose community complex with bus links from the outer regions would greatly enhance Clarence's senior residents (who are rather restricted to the use of the small rooms in LINC and a few other small rooms dotted around the City. A large central venue would engender better cross-pollination of many facets of the interested groups dotted around the suburbs.

More active clean up of beaches days by the public and schools

Council needs to have dedicated work programs to address weeds and other pest problems that have a real outcome in diminishing the problems not just ' doing small bits' on an ad hoc basis.

Needs to be coordinated. Community often has better idea of what needs to be done than council. Council needs to listen to local communities and work to support them and not its own agenda.

Public Education that is not just literature focused, but ENGAGES COMMUNITY on a one to one of small group basis supported by commercial TV/Radio freely as part of social responsibility.

Community - great Council - unsure, depends on the passion of the person from council

It's got to start local and go global, local water catchment and clean drinking water are vital for a healthy population

Council seems to be doing a very good job on environmental issues and community services

Good through community action groups but not enough done and carried out directly by council.

Must involve both. Council should take the lead!.

I'm sure they are doing something

We all need to be a bit greener; this is the responsibility of the individual and community collectively.

Yes please participate.

Council is proactive.

I don't know what NRM does except spend a lot on advertising itself. I see NRM mentioned a lot and their ads on buses but I don't know what Action they undertake. The council has removed invasive weeds near my house which was good. I think there should be less housing development in coastal areas and in flood plains. More clean up days would be good - where people can collect rubbish as a community and the council will take away what they gather. The tip shop in Mornington is a good enterprise. I have done some pulling boneseed (a weed) on Natone Hill with a group once but it was hard work and felt like a bit of a losing battle.

should work together to provide a better outcome

Not assertive enough. One thing that bothers me greatly is the cutting down of trees and destruction of backyard gardens to build multiple units that are then surrounded by concrete and asphalt.

community consultation is necessary.

I don't know much about what is already happening

I don't think there is enough environmental information or action. Both the community and the Council should play a more active role in switching to renewable energies and increase the sustainability of our daily life consuming and disposing practices.

I don't believe that we know enough about where our waste goes after we bin it. I think we'll all be more responsible once our education improves. As for the bigger stuff... just get on with it! Now is the time to stand in front and set BIG goals. The people will follow... get the schools involved because in my view that's a great window to community support. If the kids are involve parents get involved.

I am sure Council and other organisations are doing all they can but the costs of reclamation and the recent high seas make things difficult.

Planning permission should be denied in vulnerable areas or those at risk of future sea level rises. Really appreciate the greens collection but access to a community mulcher would be better.

Too reactive not proactive enough. More maintenance of native areas should be a priority rather than an afterthought.

I think it is great if one has time. I have done so in the past and find others don't join in but leave it to others.

should encourage more people to be involved in land & Coast care groups

Getting rid of weeds should have a higher priority and more poisoning/elimination of the weeds should happen on a regular basis.

Important for Council to play a lead role in environmental action. We need to plan for a future where energy, especially transport fuel, is more expensive.

Generally OK in Clarence area although Council should not expend \$\$ to try to prevent the inevitable erosion in coastal areas.

Community needs to get more involved and not leave it to council

Have not sighted them

Need for long term planning

Promote and enhance safety

A snap shot summary from the combined surveys shows the following:

Safety and Security within the Community

- Community crime and vandalism is of greatest concern – over 70%
- Over 40% do not feel safe walking in their community at night

80.8% of respondents were concerned about anti-social behaviour within their area and 73% about community crime.

83% of respondents consider their community to be a safe place and only 50% of respondents feel unsafe walking through their community at night.

There were a significant number of comments about cleaning up the mall and buss mall.

Overall, the perception of safety within the Clarence community varied depending on which suburb people resided in and their age group, with older residents portraying a perception of feeling less safe than younger respondents. In the main however, most residents felt comfortable within their community and, for example, giving directions to a stranger. There was a higher level of respondents who felt unsafe on public transport and the issue of the bus mall and feeling unsafe in that area was raised frequently.

Anti-social behaviour was the most common issue raised both in the survey and in the focus groups and was consistent across the different groups. This was raised in a range of contexts from the bus mall through to disturbances in local parks and evening "hooning" in some suburbs. Adolescents and drinking were often raised as a reason for the anti-social behaviour, particularly of an evening.

Promote and enhance safety survey comments

General comments from the online survey relating to community safety are summarised below:

Clarence does a good job mostly, streets are clean, parks lovely, gardened areas well done.

No concerns except in some areas

Give the teenagers plenty of outlets so they don't worry people.

More visible police patrols at night.

Speeding traffic is a concern in Norman Street. Street parking is a hazard in the older streets.

Trees obstruct line of sight on road at CNR Franklin and Victoria streets.

Have something done about the state the footpaths are in. Bellerive.

It takes too long for police to come when called to South Arm

This is everyone's responsibility; the decline in the public's acceptance of the importance of a community attitude is very disturbing.

We need well lit streets

Feel vulnerable and frightened by young people. Need more lighting to help with security

Anti social behaviour at Eastlands is a shame and a poor reflection of our society. I live on Dorans Road and we have regular pedestrians and bike riders on the road but the road has no footpath or lines and is not safe for pedestrians or bikes - added to this is the use of the road by visitors to the boat ramp with parking all over the road in the sharp corner where the boat ramp is and wind surfers as well all through the year - on top of this we have Sunday drivers who park in the middle of the road to enjoy the views and learner drivers who use the road to practice even though half the road is not bitumen and is not wide enough to pass other vehicles creating danger for all who use the road.

Parking in Richmond main street is a major concern, needs to be one side of the road only, in peak time particularly, parking on both sides is fraught with issues both traffic and in terms of pedestrian safety crossing the road. It needs urgent attention.

Climate change rising sea levels.

I am at high school and most of my friends drink. It is getting harder and harder to avoid it. People who don't are starting to be excluded from the group.

Seeing young people smoking, unemployed/ not in school, having unplanned babies, and then smoking around them!

The bus mall and car park at Eastlands, especially at night, has an 'unsafe' feel about it.

Beach erosion.

Recently nuisance motorists have been driving in an anti social way around the streets in Bellerive at night time . This disturbs families and others. I don't have a solution but more community observation could assist. in this matter.

Dangerous pedestrian access for crossing roads (Richmond)

Noisy constant car exhausts, hooning

Hooning

Bogans in the bus mall. Graffiti everywhere

As someone new to the state and having lived all over Australia. I find it unbelievable that people in Tasmania talk about 'leaving' school at year 10. This mindset must be changed, I have not heard of it anywhere else.

Relationship between councillors and big developers

Most of the above are minimal although summer brings more speeding in cars.

Poor driving ability. So many drivers don't indicate or know when to indicate, drive without headlights in rain/dusk/dawn, don't know how to use roundabouts properly. Need more driver education. Should have red light cameras and speed cameras at every traffic intersection. The number of people who run straight through red lights at the East Derwent Hwy/Golf Links Rd/ Derwent Ave intersection is extremely worrying.

Problems with youth.

Crime that occurs in bus malls at Clarence needs reviewing so people of all ages can travel safely.

Especially in Bus Mall at Rosny Park

General comments from the survey

Respondents were asked to make any general comments at the conclusion of the survey.

Making footpaths safer for walking. In my area they are very poor

The Korean development is not a good idea. Too many FAT people. Too much smoking.

There are too many councillors in Clarence - sack at least half, there are too many separate councils for such a small state

I recently noticed a very marked difference in responsible service from council. Engineering department and an individual alderman initiated some very prompt, timely and responsible action. The engineering department didn't want to know about the issues and found all sorts of ways of taking no responsibility.

Appreciate the communications from council informing residents about any proposals - really excellent to be kept informed. Council - very acceptable.

Good communication from the Council is always appreciated. Please do not approve inappropriate developments in the area that spoil the foreshores, as I think the improvements which have been made are really enjoyable. In some ways Kangaroo Bay has been spoiled by the marina. There used to be such a wonderful river expanse of views, now only to be ruined by the riches' yacht masts.

The infrastructure in Clarence is not good especially in the outlying areas, Clarence is growing rapidly and the need to keep the infrastructure in pace with development is great - water, roads, sewage, facilities and services must keep pace with the growth.

Clarence is a great place to live. Please ensure our processes and 'bureaucrats' support this. Dog beaches are the best!! Thanks for the chance to participate.

Yes, how will results of this survey be made available to the general public and when?

I travel extensively and am always sure when I am approaching Hobart in particular Clarence. The level of litter on the roadside, Graffiti left on signs, broken bent signs and general level of "unkept"

Thanks for the chance to comment

As a regular walker may I suggest that the Council upgrade the tracks in the Meehan Range and on the Tangara trail. These are both excellent walking locations and both would benefit from better signage and track development.

Wish I had more time and energy to help! Research successful models for areas to work on, eg., social inclusion and support for youth.

Clarence City is a desirable place for Hobartians to live in many ways. However, it can be made a better place with continuous improvements being done to make its

roads/parks and facilities more user friendly/safer and more attractive in appearance with thoughtful improvements by the Clarence Councillors and User Groups.

Council employees need to get out of the office in Rosny and actively encourage the progressive use of technology in the Community. It is often the fact that the Council and its Health Officers prevent progress instead of finding ways to promote progress. The Council finds it easier to say no than assist with the answers to a problem

Thank YOU. Would like to see more localised theatre & cultural activities that are not just annual events.

I look forward to reading the plan, hopefully it will link with Councils settlement strategy and not duplicate large numbers of unnecessary facilities

Hopefully you get a good response to this survey and can then act on some of the suggestions.

This survey is a good idea. I hope to read about the results later on

Feedback from the community is the way to go!.

I love living and working in Clarence. I happily tell everyone that it is the best place in Tassie to live.

The Clarence City Council have provided our community with some fantastic opportunities and their ongoing care and commitment is evident in surveys like this to receive feedback from the people who are in this community.

I think the one most important thing for community health and wellbeing is more public walking/bike tracks. The Wentworth Park, Rokeby to Howrah and Risdon brook dam ones are so popular there needs to be more. They are great for social, physical and mental health. When they can be used for walking, riding and some for dog walking as well then they are vibrant, safe and happy places that add so much to the community. I would ride a bike if there was anywhere safe to ride in my community (which there isn't at the moment in Richmond). Also adding things close together that the whole family can enjoy like outdoor table tennis, adult exercise gyms, ramps, basketball courts, frisbee golf, etc next to kids play parks so that everyone wants to spend time there together.

The rapid development of ugly housing estates without infrastructure to support them is a worry. Public transport is very poor and the traffic in busy hours on the Tasman Bridge is a serious issue for a small town. I would like all new housing developments to incorporate environmental requirements, including space for trees, gardens and walkways.

Just a thought - the library is such a great resource and clearly an important place for older members of our community to congregate- but there isn't really anywhere for them to chat. I wonder whether the council has considered having a small tea/coffee stall business open on the lawns outside the entrance, with a few small tables and chairs. Young mums would probably appreciate this facility too!

Parkland and free children activities/facilities should be included with development. And can you explain to your Planners that a simple plastic playground shows a pathetic lack of vision.

Please allow for old trees to be retained for habitat for native animals and birdlife. Stop chopping the trees down without replacing them. Give more money to the land care department and provide more staff to the land care department they are the frontline in saving our beaches and natural areas as well as providing buffers to our assets like our houses.

Thanks for doing this survey

Would like to see upgrade of footpaths near the South Arm shop and down to the beach.

I think the Council is doing a good job in improving amenity, there are some excellent things going on. But I am disappointed with several local businesses that seem very uncooperative.

Very poor attention given to road side gutters etc. They never ever come and clean them out so water floods over road at several places in wet seasons

Better boating facilities where we can berth and enjoy bands at the Waterfront Hotel and surrounding areas

Please continue to appreciate and communicate with your community organisations! Not sure all Council staff do this, but generally do.

APPENDIX ONE

Online survey summary report

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Appendix A – Questionnaire

Executive Summary

103 residents of the Clarence City Council responded to the opportunity to complete an online questionnaire between July and August 2011. The purpose of this survey was to ascertain what residents within the municipality valued within their community and ultimately gain an understanding of community opinion towards community health and wellbeing.

Enhanced Liveability

Transportation

Almost 90% of respondents indicated they walk at least once per week and 98.9% of respondents indicated they drove as a mode of transport. Respondents indicated they were less likely to utilize carpooling, cycling and public transport with 77%, 67% and 64% responding as never using these methods of transportation.

Access to Community Facilities

The highest proportion of respondents indicated that they have access to community and family recreational facilities, arts and cultural activities and places to meet such as community halls. In this section, respondents indicated they were most impressed with libraries, parks and beaches as well as churches and religious facilities. No less than 95% percent of respondents indicated that they had access to the services listed.

Enhanced Community Connections, Participation and Lifelong Learning

Participate in Community, Educational and Social Activities

Over 60% of respondents indicated they did not engage in organised sports activities (60.5%) and formal learning (71.1%) on a monthly basis. Over 50% of respondents indicated they run into friends and acquaintances as well socialise with friends and family. 83% of respondents stated they would turn to family in case of a financial emergency.

Employment Situation

55.7% of respondents were currently employed in a full time capacity and 40.5% in a part time or casual. 13.5% were students, part time or full time. 86% of these respondents were happy with their current employment situation.

Community Services

Over 80% of respondents indicated they were happy with their involvement in community activities. Those who were not indicated a lack of time as being what prevented them being more engaged.

Promoting Health

Physical and Mental Health

Almost half (44%) of respondents indicated they had a good level of health with 30.8% indicating they were in very good health. Almost half (47.3%) indicated they had a very good level of mental health with 36.3% indicating they had good mental health. 83.3% of respondents indicated they did not suffer from a disability. 9% of respondents smoked and only 16.7% drank alcohol more than 5 times in a week. 90.1% believed they had a balanced diet.

Access to Medical and Community Health Services

On a yearly basis 58% of respondents indicated they visited a GP between 1 and 3 times, a further 26.1% visited between 4 and 6 times. In regards to dental health, 64.8% of respondents visited the dentist 1-2 times on a yearly basis with 29.7% visiting either never or only in an emergency. 71% of respondents indicate them or their family access community health services. Respondents who do not visit health centres in their area attend practices predominantly in Hobart. 93% of respondents indicated they were either satisfied or very satisfied with the availability of health services in their community.

Participation in Physical Exercise

Almost half (46.2%) of respondents indicate they exercise 2-4 times per week with 36.3% exercising daily. 89.5% of respondents designated walking as their form of exercise, with bike riding at 25.6% being the second most popular. 83.3% of respondents indicated time was the major factor inhibiting them from undertaking more physical exercise and living healthier life. 52% of respondents did not have access to a health or wellbeing program, 28% did have access to one.

Caring for our place

Areas of Environmental Concern

The largest identified area of concern by respondents was the development of public 'green spaces' as 77.5% of residents indicated this was a high level of concern for them. This was followed by water quality (71.1%) and misuse of chemicals (61.1%). The area of least concern to respondents was mobile phone towers and high voltage power lines, with 35.6% indicating this as an area of high concern.

Contributing to the Environment

Most respondents indicated they are happy with the council's effort in this area, as well as the work of volunteers. Some indicated they were unhappy with the levels of development happening along the coastal areas as well as a concern about rising sea levels.

Promoting and Enhancing Safety

Safety and Security within the Community

Respondents indicated anti-social behaviour as the area of greatest concern with 79.5% closely followed by Community Crime at 67.1%. Natural disasters were of least concern with only 23.3% of respondents concerned about this. 40% of respondents did not feel safe walking in their community at night where as only 5.5% did not feel safe giving directions to a stranger.

Demographic Group	Number	Percentage
Participants	103	100
Respondents	92	89
Involvement in Clarence		
Resident	77	85.6
Worker	36	40
Visitor	2	2.2
Age		
under 17	1	1.1
18-24	1	1.1
25-34	9	9.9
35-49	34	37.4
50-59	23	25.3
60-69	15	16.5
70-84	8	8.8
85+	0	0
Gender		
Male	36	40.9
Female	52	59.1

Household Situation		
Couples with Children	38	43.7
Couples without Children	25	28.7
One Parent Family	11	12.6
Lone Person Household	10	11.5
Group Household	3	3.4
Employment Situation		
Employed Full-time	44	55.7
Employed Part-time/casual	32	40.5
Seeking Employment	0	0
Full-time Student	2	2.5
Part-time Student	7	8.9
Pension/Benefit Recipient		
Yes	0	0
No	67	100
Identification with a Particular Culture		
Yes	0	0
No	74	100
Locality		
Lindisfarne	9	16%
Bellerive	5	9%
Geilston Bay	4	7%
Howrah	4	7%
Richmond	3	5%
Seven Mile Beach	3	5%
Acton Park	2	4%
Clifton Beach	2	4%
Otago	2	4%
Rosny	2	4%
South Arm	2	4%
Battery Point	1	2%
Blackman's Bay	1	2%
Cremorne	1	2%
Gagebrook	1	2%
Hobart	1	2%
Lauderdale	1	2%
Lenah Valley	1	2%
Lutana	1	2%
Midway Point	1	2%
Mornington	1	2%
New Town	1	2%
Old Beach	1	2%
Risdon Vale	1	2%
Rokeby	1	2%
Rose Bay 7015	1	2%

Rosetta	1	2%
Warrane	1	2%

Section Two – Enhanced Liveability

2.1 Transportation

All respondents were asked;

How often do you use the following types of transport per week?

Residents were given the option to respond to more than one option, therefore percentages do not equate to 100.

Table 2.1 – Use of Transport

Answer Options	0		1		2-5		5+		Response Count
Walk	9	11%	16	19%	27	33%	31	37%	83
Bicycle	41	67%	12	20%	4	7%	4	7%	61
Carpool	46	77%	9	15%	5	8%	0	0%	60
Drive	1	1%	3	3%	24	25%	67	71%	95
Public Transport	43	64%	6	9%	9	13%	9	13%	67
<i>answered question</i>							102		102
<i>skipped question</i>								1	1

The greatest percentage (71%) of respondents indicated driving accounted for the largest proportion of their transport. Cycling and public transport were the two least used forms of transportation accounting for 67% and 64% of respondents stating they did not utilize this mode weekly.

It should be noted that these results were collected during winter which may reduce the frequency of some transport methods being utilized.

2.2 Access to Community Facilities

All respondents were given;

In relation to the following areas within your community please comment on the following;

Residents were given the option to respond to more than one option, therefore percentages do not equate to 100.

Answer Options	Are you able to access (please tick)		Are you satisfied with condition/facilities		Response Count	
	number	percentage	number	percentage	number	percentage
Community and family recreational facilities	85	87%	55	56%	86	88%
Parks and beaches	92	94%	71	72%	95	97%
Libraries	87	89%	71	72%	91	93%
Child Care facilities	38	39%	26	27%	39	40%
Youth programs/groups/services	31	32%	21	21%	32	33%
Health facilities	76	78%	43	44%	78	80%
Appropriate shopping centres/stores/banking	87	89%	59	60%	90	92%
Diverse range of restaurants/good food	57	58%	29	30%	59	60%
Churches/religious organisations	52	53%	38	39%	54	55%
Events, music, art and cultural activities	72	73%	43	44%	73	74%
Entertainment (cinema, restaurants etc)	69	70%	49	50%	73	74%
Public transport	71	72%	32	33%	72	73%
Social and welfare services	43	44%	24	24%	45	46%
Places to meet (eg community halls)	59	60%	41	42%	60	61%
Affordable housing/accommodation	38	39%	22	22%	40	41%
<i>answered question</i>						98
<i>skipped question</i>						5

Responses indicated respondents were largely able to access beaches and parks (94%) and were satisfied with the condition of them (72%). Beaches and parks fell into the top three of accessible areas along with libraries (89%) and community and family recreational facilities (87%). Youth programs/groups/services were identified as the least accessible and satisfactory (32% and 21%). This was closely followed by child care facilities with an accessibility percentage of 39% and satisfaction of 27%. Affordable housing also scored low with 39% reporting ability to access and 22% being satisfied with the services provided.

The childcare results could be reflective however of a slightly older demographic not being aware of childcare facilities in the area.

Residents were also asked

What could be offered/improved to make your area more liveable?

39 % of respondents cited public transport as their number one quom. Problems such as infrequent busses, poor road and footpath conditions as well as the cross river ferry were the most reported. Another common theme in the responses was the 'need' for more good restaurants in the area, 26% of respondents cited this as an issue impacting on liveability.

Section Three – Enhanced Community Connections, Participation and Lifelong Learning.

3.1 Participate in Community, Educational and Social Activities

All respondents were asked ;

In a typical month, how many times do you...?;

Answer Options	0		1		2-5		more than 5		Response Count	
	#	%	#	%	#	%	#	%	#	%
Take part in organised sports	53	56%	2	2%	21	22%	12	13%	88	94%
Take part in formal learning (eg accredited)	59	63%	5	5%	8	9%	11	12%	83	88%
Take part in informal learning (eg non accredited)	41	44%	13	14%	26	28%	2	2%	82	87%
Take part in an organised activity (including church/religion)	39	41%	16	17%	25	27%	9	10%	89	95%
Run into friends and/or acquaintances while "out and about"	3	3%	18	19%	47	50%	24	26%	92	98%
Volunteer for an organisation or work on a community project	40	43%	16	17%	23	24%	11	12%	90	96%
Socialise with friends and family	3	3%	8	9%	46	49%	35	37%	92	98%
Take part in a recreational/social group	40	43%	16	17%	24	26%	4	4%	84	89%
Use a local service or facility such as a library, health centre, welfare agency or community organisation	20	21%	31	33%	25	27%	13	14%	89	95%
<i>answered question</i>									94	
<i>skipped question</i>									9	

No less than 86% of respondents indicated they socialised with friends or family at least twice a month and 76% indicated they ran into friends and/or acquaintances while out

and about. Respondents indicated they were far less likely to take part in informal learning (2%) or take part in recreational or social groups (4%) more than 5 times per month. The percentage of respondents not taking part in organised activities on a monthly basis is also quite low. No more than 41% of respondents took part in 'organised' social activities (questions 1, 2, 4 & 8).

Respondents were also asked to respond to the question;
When I need help, support or money in an emergency I go to...

Answer Options		Response Count	Response Percent
Family	Family	75	83.3%
Friends	Friends	36	40.0%
People in my sports, church and other social groups	People in my sports, church and other social groups	7	7.8%
Work colleagues	Work colleagues	7	7.8%
Neighbours	Neighbours	7	7.8%
No-one	No-one	9	10.0%
Other (please specify)	Other (please specify)	6	6
<i>answered question</i>		90	90
<i>skipped question</i>		13	13

Overwhelmingly respondents indicated they would turn to friends or family. This indicates a satisfactory level of community involvement within the represented group. 83.3% indicated they would rely on family with 40% saying the same of friends. 10% indicated they would turn to no-one. This may be representative of an older demographic who feel as though they should not rely on anyone. This was represented in comments made online and during the face-to-face surveys. Comments also indicated some people would rely on community and charity organisations such as the Salvation Army.

3.2 Employment Situation

Respondents were asked;

How would you indicate your current employment status?

Answer Options	Response Count	Response Percent
Full time	44	55.7%
Part time/casual	32	40.5%
Seeking employment	0	0.0%
Part time student	7	8.9%
Full time student	2	2.5%
Other (please specify)		18
<i>answered question</i>		79
<i>skipped question</i>		24

Respondents were more likely to indicate employment as opposed to unemployment with 96.2% indicating they were gainfully employed. Comments indicated there were a group (66%) within the comment made who were retired, the remaining 44% consisted of both single mums and sole traders.

Respondents were also asked;

Are you satisfied with your current employment situation?

Answer Options	Response Count	Response Percent
Yes	74	86.0%
No	12	14.0%
<i>answered question</i>		86
<i>skipped question</i>		17

Over 85% of respondents indicated they were happy with their current employment situation, of those who were not, most cited low levels of pay or the need to travel to work as being the source of their dissatisfaction.

3.3 Community Services

Are you satisfied with your involvement with the community/activities?

Answer Options	Response Count	Response Percent
Yes	74	81.3%
No	17	18.7%
<i>answered question</i>		91
<i>skipped question</i>		12

81.3% of respondents indicated they were happy with their level of involvement with the community. Of those who were not, the largest reason they were not was a combination of being 'time poor' and not feeling a connection to the area.

Section Four – Promoting Health

4.1 Physical and Mental Health

Respondents were asked;

How would you describe your current physical health?

Answer Options	Response Count	Response Percent
Very good	28	30.8%
Good	40	44.0%
Average	18	19.8%
Poor	4	4.4%
Very poor	1	1.1%
<i>answered question</i>		91
<i>skipped question</i>		12

Responses received indicated only 5.5% of respondents believed their current health condition was below average. A larger proportion of respondents indicated their health was good (44%) as opposed to very good (30.8%).

Respondents were also asked about their mental health;

How would you describe your current mental health?

Answer Options	Response Count	Response Percent
Very good	43	47.3%
Good	33	36.3%
Average	10	11.0%
Poor	4	4.4%
Very poor	1	1.1%
<i>answered question</i>		91
<i>skipped question</i>		12

Again only 5.5% of respondents indicated they had a below average level of mental health, in contrast to physical health, a greater percentage (47.3%) described their mental health as very good as opposed to good (36.3%).

When respondents were asked

How many times per year would you visit a GP?

Answer Options	Response Count	Response Percent
1-3	51	58.0%
4-6	23	26.1%
more than 6	14	15.9%
<i>answered question</i>		88
<i>skipped question</i>		15

The largest percentage (58%) indicated they visited a GP 1-3 times with 26.1% visiting 4-6 times and 15.9% attending a GP more than 6 times per year. A slightly larger than normal number of respondents skipped this question than other questions.

When asked

How many times a year would you visit a dentist?

Answer Options	Response Count	Response Percent
1 -2	59	64.8%
More than 2	5	5.5%
Emergencies only	13	14.3%
Not at all	14	15.4%
<i>answered question</i>		91
<i>skipped question</i>		12

Respondents they were more likely to visit between once and twice per year (64.8%) or emergencies only/not at all (14.3% & 15.4%) as opposed to more than twice per year (5.5%).

Respondents were also asked to comment on whether they identified as having a disability, to which 83.3% stated they do not, of the 17.7% who did, age related disabilities were the largest contributors.

4.2 Access to medical and Community Health Services

When asked;

Do you/your family access medical services or community health services in your local community?

Answer Options	Response Count	Response Percent
Yes	64	71.1%
No	26	28.9%
<i>answered question</i>		90
<i>skipped question</i>		13

Respondents who answered no, indicated they travelled to Hobart to seek medical services not available, such as specialists available at Hobart Hospital. 40% of respondents indicated there were not any services required which they did not have access to in their area.

Respondents were also asked;

In general, how satisfied are you with the level of access and availability of health services in your community?

Answer Options	Response Count	Response Percent
Satisfied	35	41.2%
Fairly satisfied	44	51.8%
Not satisfied	6	7.1%
<i>answered question</i>		85
<i>skipped question</i>		18

The majority of respondents were either satisfied or fairly satisfied with 93% responding in this way towards their satisfaction with access and availability of health services in their community. Only 7% were not satisfied.

Respondents were asked about their smoking and drinking habits. 91% of respondents identified as being non-smokers and only 16.7% indicated they consume alcohol more than 5 times per week. 90.1% of respondents also identified as having a healthy and balanced diet, of the 9.9% who did not, laziness was the major contributing factor acknowledged.

Respondents were asked;

How often do you currently exercise?

Answer Options	Response Count	Response Percent
Daily	33	36.3%
2 - 4 times per week	42	46.2%
Once per week	6	6.6%
Once per fortnight	4	4.4%
Monthly	1	1.1%
Less than monthly	0	0.0%
rarely/never	5	5.5%
<i>answered question</i>		91
<i>skipped question</i>		12

36.3% of respondents indicated they exercised daily, with a further 46.2% exercising 2-4 times per week. Overall at least 82.5% of respondents are exercising at least twice a week.

Respondents were then asked;
What prevents you from exercising/being active?

Answer Options	Response Count	Response Percent
Money	15	31.3%
Time	40	83.3%
Suitable exercise options	5	10.4%
Other (please specify)		21
<i>answered question</i>		48
<i>skipped question</i>		55

Respondents who responded 'other' indicated laziness or pain as being the major reasons for not engaging in a more active lifestyle. 83.3% of respondents identified time as being the major inhibiting factor on leading a healthier lifestyle. This question drew a larger number than usual of respondents who skipped the question, this could be attributed to a belief by some respondents they already lead a suitably active lifestyle.

If you are employed, do you have access to a workplace health or wellbeing program?

Answer Options	Response Count	Response Percent
Yes	23	28.0%
No	43	52.4%
Does not apply to me	16	19.5%
<i>answered question</i>		82
<i>skipped question</i>		21

The results indicate over half of the respondents do not have access to workplace health and wellbeing programs. This question again drew a larger than normal number of 'skipped question' respondents.

Section Five – Caring for Our Place

5.1 – Areas of Environmental Concern

Respondents were asked to;

Please rate the following low, medium or high in terms of personal concern to you

Answer Options	Low	Medium	High	Response Count
Water quality	7	19	64	90
Air quality (including smoke produced by wood heaters)	26	21	44	91
Mobile phone towers/high voltage power lines	15	43	32	90
Misuse of chemicals (industrial/domestic)	8	27	55	90
Noise pollution from traffic or industry	14	36	37	87
Public 'green space' development (beaches, parks, wildlife corridors etc)	2	18	69	89
Food additives	8	34	48	90
Vandalism in public spaces	8	28	54	90
Climate change	8	35	46	89
Waste disposal practices and facilities (including recycling)	6	33	51	90
<i>answered question</i>				91
<i>skipped question</i>				12

The largest identified area of concern by respondents was the development of public 'green spaces' as 77.5% of residents indicated this was a high level of concern for them. This was followed by water quality (71.1%) and misuse of chemicals (61.1%). The area of least concern to respondents was mobile phone towers and high voltage power lines, with 35.6% indicating this as an area of high concern.

Residents were asked to please;

Provide us with your thoughts on community parks and recreational areas.

Overall the comments were very positive. Common themes in terms of suggestions for improvement were better maintenance of parks, grass mown, weeding et cetera. Some comments also pointed to the play equipment not being appropriate for smaller children.

Residents were then asked to;

Please provide us with your thoughts on land and coast care maintenance and preservation.

Again comments were quite positive in terms of both volunteer projects as well as council led ones. Of the 60 who responded, most identified the coast as being of great importance to them. Respondents were also asked about community and council action in environmental areas – a common theme here was for council to educate and lead in order to encourage a growth in the volunteer/community action groups.

Section Six – Promoting and Enhancing Safety

6.1 – Safety and Security within the Community

Respondents were asked;

Are any of the following of concern to you in your community?

Answer Options	Response Count	Response Percent
Community crime	49	67.1%
Traffic accidents	23	31.5%
Family/Domestic violence	25	34.2%
Anti-social behaviour	58	79.5%
Natural disaster	17	23.3%
Other (please specify)		22
<i>answered question</i>		73
<i>skipped question</i>		30

Anti-social behaviour was identified as being the greatest concern for safety amongst respondents with 79.5% citing it as a concern. This was closely followed by community crime at 67.1%. The area identified as being of least concern to respondents was natural disasters at 23.3% and traffic accidents at 31.5%.

Respondents were asked to;

Please indicate whether you agree or disagree with the following statements?

Answer Options	Agree	Disagree	Response Count
I consider my neighbourhood to be safe	80	9	89
I feel safe using public transport	64	21	85
I trust Council and other organisations to provide a safe environment	67	18	85
My nearest park or beach is safe	82	8	90
I would feel safe offering directions to a stranger	86	5	91
I feel safe walking in my community at night	51	34	85
<i>answered question</i>			91
<i>skipped question</i>			12

The results of this were mostly quite positive, however only 60% of residents felt safe walking in their community at night. Travelling on public transport was also an area where respondents identified as feeling less safe.

Residents were also asked if there;

Are there any general comments you would like to make about community safety?

This drew a raft of responses, mostly about anti-social behaviour and petty crimes. The bus station and mall were among the most identified trouble spots.

APPENDIX 2

Summary report paper based survey

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Appendix A – Questionnaire

Executive Summary

107 residents of the Clarence City Council responded to the opportunity to complete a written questionnaire between July and August 2011. These were either completed by residents who received them from a mailout (66) or were completed during a face to face interaction at a local shopping centre (41). The purpose of this survey was to ascertain what residents within the municipality valued within their community and ultimately gain an understanding of community opinion towards community health and wellbeing.

Enhanced Liveability

Transportation

Almost 50% of respondents indicated driving accounted for the largest proportion of their transport.

Respondents indicated they were less likely to utilize cycling and carpooling with 78%, 73% responding as never using these methods of transportation.

Access to Community Facilities

The highest proportion of respondents indicated that they has access to community and family recreational facilities, arts and cultural activities and places to meet such as community halls. In this section, respondents indicated they were most impressed with libraries, parks and beaches as well as churches and religious facilities. No less than 85% percent of respondents indicated that they had access to the services listed.

Enhanced Community Connections, Participation and Lifelong Learning

Participate in Community, Educational and Social Activities

Over 70% of respondents indicated they did not engage in organised sports activities (79.8%) and formal learning (65.3%) on a monthly basis. Over 50% of respondents indicated they run into friends and acquaintances as well socialise with friends and family. 78% of respondents stated they would turn to family in case of a financial emergency.

Employment Situation

32% of respondents were currently employed in a full time capacity and 36.7% in a part time or casual. 44.9% were students, part time or full time. 66.7% of these respondents were happy with their current employment situation.

Community Services

Over 77.8% of respondents indicated they were happy with their involvement in community activities. Those who were not indicated a lack a time as being what prevented them being more engaged.

Promoting Health

Physical and Mental Health

Over half (55%) of respondents indicated they had a good level of health with 16% indicating they were in very good health. 36.8% indicated they had a very good level of mental health with 38.7% indicating they had good mental health. 70.9% of respondents indicated they did not suffer from a disability. 14.4% of respondents smoked and only 15.9% drank alcohol more than 5 times in a week. 84.8% believed they had a balanced diet.

Access to Medical and Community Health Services

On a yearly basis 43.3% of respondents indicated they visited a GP between 1 and 3 times, a further 28.8% visited between 4 and 6 times. In regards to dental health, 52% of respondents visited the dentist 1-2 times on a yearly basis with 48% visiting either

never or only in an emergency. 75% of respondents indicate them or their family have access community health services. Respondents who do not visit health centres in their area attend practices predominantly in Hobart. 85.3% of respondents indicated they were either satisfied or very satisfied with the availability of health services in their community.

Participation in Physical Exercise

Almost a third (32.7%) of respondents indicates they exercise 2-4 times per week with 38.5% exercising daily. 87.2% of respondents designated walking as their form of exercise, with attending the gym at 18.1% being the second most popular. 64.7% of respondents indicated time was the major factor inhibiting them from undertaking more physical exercise and living healthier life. 27.6% of respondents did not have access to a health or wellbeing program, 15.8% did have access to one.

Caring for our place

Areas of Environmental Concern

The largest identified area of concern by respondents was waste disposal practices as 61.7% of residents indicated this was a high level of concern for them. This was followed by vandalism (58.3%) The area of least concern to respondents was air quality, with 37.2% indicating this as an area of high concern.

Contributing to the Environment

Most respondents indicated they are happy with the council’s effort in this area, as well as the work of volunteers. Some indicated they were unhappy with the levels of development happening along the coastal areas as well as a concern about rising sea levels.

Promoting and Enhancing Safety

Safety and Security within the Community

Respondents indicated anti-social behaviour as the area of greatest concern with 82.2% closely followed by Community Crime at 78.9%. Natural disasters were of least concern with only 37.8% of respondents concerned about this. 60% of respondents did not feel safe walking in their community at night where as only 13.9% did not feel their nearest park or beach was safe.

Demographic Group	Number	Percentage
Participants	107	104
Respondents	100	97
Involvement in Clarence		
Resident	93	88%
Worker	12	11%
Visitor	10	9%
Age		
under 17	1	1%
18-24	6	6%
25-34	4	4%
35-49	19	18%
50-59	24	22%
60-69	15	14%
70-84	33	31%

85+	4	4%
Gender		
Male	32	30%
Female	74	70%
Household Situation		
Couple with Children	22	22%
Couple without Children	38	37%
One Parent Family	11	11%
Lone Person Household	23	23%
Group Household	8	8%
Employment Situation		
Employed Full-time	16	33%
Employed Part-time/casual	18	37%
Seeking Employment	4	8%
Full-time Student	14	29%
Part-time Student	8	16%
Pension/Benefit Recipient		
Yes	53	55%
No	43	45%
Identification with a Particular Culture		
Yes	18	19%
No	80	81%
Locality		
Howrah	12	12%
Bellerive	11	11%
Richmond	9	9%
Lindisfarne	7	7%
Rokeby	7	7%
Lauderdale	6	6%
Clarendon Vale	4	4%
Risdonvale	4	4%
Warrane	4	4%
Geilston bay	3	3%
Mornington	3	3%
South Arm	3	3%
Geilston Bay	2	2%
Lenah Valley	2	2%
New Norfolk	2	2%
South Hobart	2	2%
Acton Park	1	1%
Berridale	1	1%
Bridgewater	1	1%
Cambridge	1	1%

Claremont	1	1%
Clarendonvale	1	1%
Clifton Beach	1	1%
GCC	1	1%
Launceston	1	1%
Lindwood	1	1%
Montague Bay	1	1%
Mt Rumney	1	1%
Roches Beach	1	1%
Rose Bay	1	1%
Rosny	1	1%
Rosny Hill	1	1%
Sandford	1	1%
Sandy Bay	1	1%
Seven Mile Beach	1	1%
Sorell/Mornington	1	1%

* NOTE: Percentages may not add up to 100 because not all people responded to all questions

Section Two – Enhanced Liveability

2.1 Transportation

All respondents were asked;

How often do you use the following types of transport per week?

Residents were given the option to respond to more than one option, therefore percentages do not equate to 100.

Table 2.1 – Use of Transport

Answer Options	0		1		2-5		more than 5		Response Count
	number	percentage	number	percentage	number	percentage	number	percentage	
Walk	15	17%	13	15%	35	39%	26	29%	89
Bicycle	50	78%	5	8%	7	11%	2	3%	64
Carpool	46	73%	3	5%	9	14%	5	8%	63
Drive	11	12%	4	4%	34	37%	44	47%	93
Public Transport	35	47%	17	23%	16	21%	7	9%	75
<i>answered question</i>									107
<i>skipped question</i>									0

The greatest percentage (47%) of respondents indicated driving accounted for the largest proportion of their transport. Cycling and carpool were the two least used forms of transportation accounting for 78% and 73% of respondents stating they did not utilize this mode weekly.

It should be noted that these results were collected during winter which may reduce the frequency of some transport methods being utilized.

2.2 Access to Community Facilities

All respondents were given;

In relation to the following areas within your community please comment on the following;

Residents were given the option to respond to more than one option, therefore percentages do not equate to 100.

Answer Options	Are you able to access (please tick)		Are you satisfied with condition/facilities (please tick if satisfied)		Response Count
	#	%	#	%	
Community and family recreational facilities	85	98%	65	75%	87
Parks and beaches	87	98%	64	72%	89
Libraries	81	96%	59	70%	84
Child Care facilities	40	91%	30	68%	44
Youth programs/groups/services	36	86%	32	76%	42
Health facilities	85	94%	61	68%	90
Appropriate shopping centres/stores/banking	91	96%	63	66%	95
Diverse range of restaurants/good food	78	94%	60	72%	83
Churches/religious organisations	63	95%	47	71%	66
Events, music, art and cultural activities	63	95%	51	77%	66
Entertainment (cinema, restaurants etc)	74	96%	58	75%	77
Public transport	81	98%	49	59%	83
Social and welfare services	61	92%	50	76%	66
Places to meet (eg community halls)	74	95%	49	63%	78
Affordable housing/accommodation	49	94%	31	60%	52
<i>answered question</i>					102
<i>skipped question</i>					5

Responses indicated respondents were largely able to access beaches and parks as well as community and family recreational areas (98%) and were satisfied with the condition of them (75 % and 72%). These fell into the top three of accessible items surveyed, along with public transport (98%) Youth programs/groups/services were identified as the least accessible and satisfactory (86% and 76%). This was closely followed by child care facilities with an accessibility percentage of 91% and satisfaction of 68%. Affordable

housing also scored low with 94% reporting ability to access and 60% being satisfied with the services provided.

The childcare results could be reflective however of a slightly older demographic not being aware of childcare facilities in the area. The childcare and youth services questions also drew the lowest level of responses.

Residents were also asked

What could be offered/improved to make your area more liveable?

33 % of respondents cited public transport as their number one quom. Problems such as infrequent busses, poor road and footpath conditions were the most reported. Of equal importance to respondents was the need for an improvement in public areas such as beaches and parks, 33% of respondents cited this as an issue impacting on liveability.

Section Three – Enhanced Community Connections, Participation and Lifelong Learning.

3.1 Participate in Community, Educational and Social Activities

All respondents were asked ;

In a typical month, how many times do you...?;

Answer Options	0		1		2-5		more than 5		Response Count
	#	%	#	%	#	%	#	%	
Take part in organised sports	79	80%	2	2%	13	13%	5	5%	99
Take part in formal learning (eg accredited)	64	65%	9	9%	9	9%	16	16%	98
Take part in informal learning (eg non accredited)	49	49%	17	17%	20	20%	15	15%	101
Take part in an organised activity (including church/religion)	47	45%	19	18%	19	18%	19	18%	104
Run into friends and/or acquaintances while "out and about"	9	9%	17	17%	36	35%	41	40%	103
Volunteer for an organisation or work on a community project	48	48%	20	20%	16	16%	15	15%	99
Socialise with friends and family	10	9%	12	11%	31	29%	53	50%	106
Take part in a recreational/social group	28	27%	22	21%	29	28%	24	23%	103
Use a local service or facility such as a	18	17%	32	31%	32	31%	21	20%	103

library, health centre, welfare agency or community organisation									
answered question									107
skipped question									0

79% of respondents indicated they socialised with friends or family at least twice a month and 75% indicated they ran into friends and/or acquaintances while out and about. Respondents indicated they were far less likely to take part in informal learning (15%) or organised sports (5%) more than 5 times per month. The percentage of respondents not taking part in organised activities on a monthly basis is also quite low.

Respondents were also asked to respond to the question;
When I need help, support or money in an emergency I go to...

Answer Options	Response Percent	Response Count
Family	78.2%	79
Friends	31.7%	32
People in my sports, church and other social groups	5.9%	6
Work colleagues	6.9%	7
Neighbours	11.9%	12
No-one	18.8%	19
Other (please specify)		4
answered question		101
skipped question		6

Overwhelmingly respondents indicated they would turn to friends or family. This indicates a satisfactory level of community involvement within the represented group. 78.2% indicated they would rely on family with 31.7% saying the same of friends. 18.8% indicated they would turn to no-one. This may be representative of an older demographic who feel as though they should not rely on anyone. This was represented in comments made and during the face-to-face surveys. Comments also indicated some people would rely on community and charity organisations such as the Salvation Army.

3.2 Employment Situation

Respondents were asked;
How would you indicate your current employment status?

Answer Options	Response Percent	Response Count
Full time	32.7%	16
Part time/casual	36.7%	18
Seeking employment	8.2%	4
Part time student	16.3%	8

Full time student	28.6%	14
Other (please specify)		26
<i>answered question</i>		49
<i>skipped question</i>		58

Respondents were more likely to indicate employment as opposed to unemployment with 69.4% indicating they were gainfully employed.

Respondents were also asked;

Are you satisfied with your current employment situation?

Are you satisfied with your current employment situation		
Answer Options	Response Percent	Response Count
Yes	66.7%	36
No	33.3%	18
if no, why		13
<i>answered question</i>		54
<i>skipped question</i>		53

Over 66% of respondents indicated they were happy with their current employment situation, of those who were not, most cited they would like more hours or were dissatisfied with their employment role.

3.3 Community Services

Are you satisfied with your involvement with the community/activities?

Are you satisfied with your involvement with the community/activities?		
Answer Options	Response Percent	Response Count
Yes	77.8%	70
No	22.2%	20
<i>answered question</i>		90
<i>skipped question</i>		17

77.8% of respondents indicated they were happy with their level of involvement with the community. Of those who were not, the largest reason was a combination of being 'time poor' and not having enough activities to be involved with.

Section Four – Promoting Health

4.1 Physical and Mental Health

Respondents were asked;

How would you describe your current physical health?

Answer Options	Response Percent	Response Count
Very good	16.0%	17
Good	40.6%	43
Average	31.1%	33
Poor	10.4%	11
Very poor	1.9%	2
<i>answered question</i>		106
<i>skipped question</i>		1

Responses received indicated only 11.5% of respondents believed their current health condition was below average. A larger proportion of respondents indicated their health was good (40.6%) as opposed to very good (16%).

Respondents were also asked about their mental health;

How would you describe your current mental health?

Answer Options	Response Percent	Response Count
Very good	36.8%	39
Good	38.7%	41
Average	18.9%	20
Poor	5.7%	6
Very poor	0.0%	0
<i>answered question</i>		106
<i>skipped question</i>		1

Again only 5.7% of respondents indicated they had a below average level of mental health. 36.8% of respondents indicated their mental health was at a very good level in their opinion, with 75.5% being above average.

When respondents were asked

How many times per year would you visit a GP?

Answer Options	Response Percent	Response Count
1-3	43.3%	45
4-6	28.8%	30
more than 6	27.9%	29
<i>answered question</i>		104
<i>skipped question</i>		3

The largest percentage (43.3%) indicated they visited a GP 1-3 times with 28.8% visiting 4-6 times and the same percentage attending a GP more than 6 times per year. A slightly larger than normal number of respondents skipped this question than other questions.

When asked

How many times a year would you visit a dentist?

Answer Options	Response Percent	Response Count
1 -2	52.0%	53
More than 2	0.0%	0
Emergencies only	23.5%	24
Not at all	24.5%	25
<i>answered question</i>		102
<i>skipped question</i>		5

Respondents they were more likely to visit between once and twice per year (52%) or emergencies only/not at all (23.5% & 24.5%). No respondents indicated they visited a dentist more than twice a year.

Respondents were also asked to comment on whether they identified as having a disability, to which 70.9% stated they do not, of the 29.1% who did, age related disabilities were the largest contributors.

4.2 Access to medical and Community Health Services

When asked;

Do you/your family access medical services or community health services in your local community?

Answer Options	Response Percent	Response Count
Yes	75.0%	78
No	25.0%	26
If no, where do you go to access services?		15
<i>answered question</i>		104
<i>skipped question</i>		3

Respondents who answered no, indicated they travelled to Hobart to seek medical services not available, such as specialists available at Hobart Hospital. 26 respondents commented on services not available in their area. Of this 41% indicated a requirement for more GPs and specialists. A further 29% said there were no services they needed which were unavailable to them in their area.

Respondents were also asked;

In general, how satisfied are you with the level of access and availability of health services in your community?

Answer Options	Response Percent	Response Count
Satisfied	41.0%	41
Fairly satisfied	44.0%	44
Not satisfied	15.0%	15
<i>answered question</i>		100
<i>skipped question</i>		7

The majority of respondents were either satisfied or fairly satisfied with 85% responding in this way towards their satisfaction with access and availability of health services in their community. Only 15% were not satisfied.

Respondents were asked about their smoking and drinking habits. 14.4% of respondents identified as being smokers and 15.8% indicated they consume alcohol more than 5 times per week. 84.8% of respondents also identified as having a healthy and balanced diet, of the 15.2% who did not, laziness was the major contributing factor acknowledged.

Respondents were asked;

How often do you currently exercise?

Answer Options	Response Percent	Response Count
Daily	38.5%	40
2 - 4 times per week	32.7%	34
Once per week	10.6%	11
Once per fortnight	2.9%	3
Monthly	1.9%	2
Less than monthly	1.0%	1
rarely/never	12.5%	13
<i>answered question</i>		104
<i>skipped question</i>		3

38.5% of respondents indicated they exercised daily, with a further 32.7% exercising 2-4 times per week. Overall at least 80.2% of respondents are exercising at least twice a week.

Respondents were asked to detail their exercise activities

What sort of physical activities to you participate in?

Answer Options	Response Percent	Response Count
Walk	87.2%	82
Jog/Run	5.3%	5
Bike riding	10.6%	10
Swimming	17.0%	16
Gym	18.1%	17
Organised sport either as part of a team or individual	6.4%	6
Other (please specify)		14
<i>answered question</i>		94
<i>skipped question</i>		13

The largest percentage of respondent indicated they walked for physical activity. Only 6.4% partook in organised activities.

Respondents were then asked;

What prevents you from exercising/being active?

Answer Options	Response Percent	Response Count
Money	29.4%	15
Time	64.7%	33
Suitable exercise options	27.5%	14
Other (please specify)		10
answered question		51
skipped question		56

Respondents who responded 'other' indicated laziness or pain as being the major reasons for not engaging in a more active lifestyle. 64.7% of respondents identified time as being the major inhibiting factor on leading a healthier lifestyle. This question drew a larger number than usual of respondents who skipped the question, this could be attributed to a belief by some respondents they already lead a suitably active lifestyle.

If you are employed, do you have access to a workplace health or wellbeing program?

Answer Options	Response Percent	Response Count
Yes	15.8%	12
No	27.6%	21
Does not apply to me	56.6%	43
answered question		76
skipped question		31

The results indicate over half of the respondents do not have access to workplace health and wellbeing programs. This question again drew a larger than normal number of 'skipped question' respondents.

19 respondents answered the question *what might help you live a healthier lifestyle?* Of this 21% said they were prevented from living a healthier life by a lack of pathways and cycle ways in a fair state of repair. A further 21% stated it was a cost related issue. 12% also called for more social activities to be available.

Section Five – Caring for Our Place

5.1 – Areas of Environmental Concern

Respondents were asked to;

Please rate the following low, medium or high in terms of personal concern to you

Answer Options	Low		Medium		High		Response Count
	#	%	#	%	#	%	
Water quality	29	30%	15	16%	52	54%	96
Air quality (including smoke produced by wood heaters)	33	35%	26	28%	35	37%	94
Mobile phone towers/high	24	25%	30	32%	41	43%	95

voltage power lines							
Misuse of chemicals (industrial/domestic)	24	26%	19	20%	50	54%	93
Noise pollution from traffic or industry	27	28%	26	27%	42	44%	95
Public 'green space' development (beaches, parks, wildlife corridors etc)	25	26%	22	23%	49	51%	96
Food additives	22	23%	27	28%	46	48%	95
Vandalism in public spaces	27	28%	13	14%	56	58%	96
Climate change	31	32%	19	20%	47	48%	97
Waste disposal practices and facilities (including recycling)	16	17%	20	21%	58	62%	94
<i>answered question</i>							99
<i>skipped question</i>							8

The largest identified area of concern by respondents was waste disposal practices as 62% of residents indicated this was a high level of concern for them. This was followed by vandalism (58%) and water quality/misuse of chemicals (54%) The area of least concern to respondents was air quality, with 37% indicating this as an area of high concern.

Residents were asked to please;

Provide us with your thoughts on community parks and recreational areas.

Overall the comments were very positive 42% of the 63 respondents were of the opinion public spaces were either good or adequate. Common themes in terms of suggestions for improvement were better maintenance of parks, grass mown, weeding et cetera. Some comments also pointed to the play equipment not being appropriate for smaller children.

Residents were then asked to;

Please provide us with your thoughts on land and coast care maintenance and preservation.

Again comments were quite positive in terms of both volunteer projects as well as council led ones. Of the 55 who responded, most identified the coast as being of great importance to them. Respondents were also asked about community and council action in environmental areas – a common theme here was for council to educate and lead in order to encourage a growth in the volunteer/community action groups. 21% of respondents raised erosion as an issue important to the area.

Section Six – Promoting and Enhancing Safety

6.1 – Safety and Security within the Community

Respondents were asked;

Are any of the following of concern to you in your community?

Answer Options	Response Percent	Response Count
Community crime	78.9%	71
Traffic accidents	51.1%	46
Family/Domestic violence	51.1%	46
Anti-social behaviour	82.2%	74
Natural disaster	37.8%	34
Other (please specify)		14

<i>answered question</i>	90
<i>skipped question</i>	17

Anti-social behaviour was identified as being the greatest concern for safety amongst respondents with 82.2% citing it as a concern. This was closely followed by community crime at 78.9%. The area identified as being of least concern to respondents was natural disasters at 37.8%.

Respondents were asked to;

Please indicate whether you agree or disagree with the following statements?

Answer Options	Agree		Disagree		Response Count
	#	%	#	%	
I consider my neighbourhood to be safe	79	77%	24	23%	103
I feel safe using public transport	73	80%	18	20%	91
I trust Council and other organisations to provide a safe environment	80	80%	20	20%	100
My nearest park or beach is safe	87	86%	14	14%	101
I would feel safe offering directions to a stranger	80	79%	21	21%	101
I feel safe walking in my community at night	40	40%	60	60%	100
<i>answered question</i>					104
<i>skipped question</i>					3

The results of this were mostly quite positive, however only 40% of residents felt safe walking in their community at night.

Residents were also asked if there;

Are there any general comments you would like to make about community safety?

32 respondents answered this question with 37% indicating a greater police presence was needed in the area. 21% of respondents cited an increase in street lighting would contribute to a feeling of greater safety.

APPENDIX 3

EMRS Survey target suburbs comparative with other suburb respondents

Enhanced Liveability

Transportation

- 26% of respondents in the target suburbs indicated they did not drive compared with 8% in other suburbs.
- 26% of respondents in the target suburbs indicated they did not walk compared with 21% in other suburbs.
- 94% of respondents in the target suburbs indicated they did not cycle compared with 84% in other suburbs.

respondents in target suburbs significantly less likely to drive, walk and cycle than other suburbs.

Access to Community Facilities

- 13% of respondents in the target suburbs indicated they did not have access to parks and beaches compared with 2% in other suburbs.
- 15% of respondents in the target suburbs indicated they did not have access to community and family recreation areas compared with 7% in other suburbs.
- 15% of respondents in the target suburbs indicated they did not have access to education facilities compared with 6% in other suburbs.
- 19% of respondents in the target suburbs indicated they did not have access to social and welfare services compared with 11% in other suburbs.
- 22% of respondents in the target suburbs indicated they did not have access to affordable housing/accommodation compared with 11% in other suburbs.
- 32% of respondents in the target suburbs indicated they did not have access to events, music, art and cultural events compared with 20% in other suburbs.

respondents in target suburbs have significantly less access to parks and beaches, recreation areas, education facilities, social and welfare services, affordable accommodation and cultural events than other suburbs.

Enhanced Community Connections, Participation and Lifelong Learning

Participate in Community, Educational and Social Activities

- 73% of respondents in target suburbs indicated they did not take part in any organised sports compared with 55% of those living in other suburbs.
- 73% of respondents in target suburbs indicated they did not take part in any formal or informal learning compared with 53% of those living in other suburbs.
- 72% of respondents in target suburbs indicated they did not take part in any organised activities compared with 60% of those living in other suburbs.
- 76% of respondents in target suburbs indicated they did not take part in any volunteer or community project activities compared with 62% of those living in other suburbs.

- 65% of respondents in target suburbs indicated they did not involve themselves with any recreational or social groups compared with 44% of those living in other suburbs.

respondents in target suburbs were significantly less likely to be involved in sports, learning, activities, community projects and recreational groups than other suburbs.

Sources of Support

- 62% of respondents in target suburbs indicated they would turn to family if they needed money in an emergency compared with 70% of those living in other suburbs.
- 14% of respondents in target suburbs indicated they did not know to whom they would turn if they needed money in an emergency compared with 9% of those living in other suburbs.

Promoting Health

Physical and Mental Health

- 59% of respondents in target suburbs indicated they had a very good or good level of health compared with 83% of those living in other suburbs.
- 41% of respondents in target suburbs indicated they had a very good level of mental health compared with 50% of those living in other suburbs.
- 47% of respondents in target suburbs indicated they had a good level of mental health compared with 41% of those living in other suburbs.
- 24% of respondents in target suburbs indicated they had a disability compared with 10% of those living in other suburbs.

tldr; respondents in target suburbs have worse health and a higher rate of disability, though there is a contrast in the mental health reporting with a greater percentage of respondents in target suburbs having a 'good' level of mental health.

Access to Medical and Community Health Services

- 32% of respondents in target suburbs indicated they visited a GP more than 7 times a year compared with 14% of those living in other suburbs.
- 23% of respondents in target suburbs indicated they were somewhat dissatisfied or very dissatisfied with the level of access and availability of health services in their community compared with 11% of those living in other suburbs.

Participation in Physical Exercise

- 32% of respondents in target suburbs indicated they were likely to engage in exercise 2-4 times a week compared with 48% of those living in other suburbs.
- 13% of respondents in target suburbs indicated they were likely to engage in exercise due to time constraints compared with 22% of those living in other suburbs.
- 6% of respondents in target suburbs indicated they were likely to engage in exercise due to age constraints compared with 11% of those living in other suburbs.
- 19% of respondents in target suburbs indicated they were likely to engage in exercise due to health constraints compared with 11% of those living in other suburbs.

tldr; respondents in target suburbs are less likely to engage in exercise than other suburbs.

Caring for our place

Areas of Environmental Concern

- 19% of respondents in target suburbs indicated they felt waste disposal practices and disposal were neither important nor unimportant compared with 8% of those living in other suburbs.
- 15% of respondents in target suburbs indicated they felt the misuse of chemicals was a very important issue compared with 5% of those living in other suburbs.
- 64% of respondents in target suburbs indicated vandalism a very important issue compared with 48% of those living in other suburbs.
- 45% of respondents in target suburbs indicated climate change a very important issue compared with 39% of those living in other suburbs.
- 46% of respondents in target suburbs indicated food additives as a very important issue compared with 36% of those living in other suburbs.
- 37% of respondents in target suburbs indicated high voltage power lines and mobile phone towers as a very important issue compared with 23% of those living in other suburbs.
- 35% of respondents in target suburbs indicated noise pollution from traffic or industry as a very important issue compared with 21% of those living in other suburbs.
- *tldr; respondents in target suburbs are more concerned about most environmental matters than other suburbs.*

Promoting and Enhancing Safety

Safety and Security within the Community

- 80% of respondents in target suburbs felt their neighbourhood was safe compared with 98% of those living in other suburbs.
- 82% of respondents in target suburbs would feel safe giving directions to a stranger compared with 93% of those living in other suburbs.
- 82% of respondents in target suburbs would feel safe giving directions to a stranger compared with 93% of those living in other suburbs.
- 78% of respondents in target suburbs felt their nearest park or beach was safe compared with 94% of those living in other suburbs.
- 73% of respondents in target suburbs trusted council or other organisations to provide a safe environment compared with 80% of those living in other suburbs.
- 50% of respondents in target suburbs felt safe walking in their community at night compared with 73% of those living in other suburbs.
- *tldr; respondents in target suburbs have a lesser feeling of safety and trust compared with respondents from other suburbs.*