

Resilient Randwick

Engagement Report

Client: Randwick City Council

Date: September 2025



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Cred Consulting acknowledges the Traditional Custodians of the lands on which we operate.

We pay our respects to the Traditional Owners, Ancestors and Elders past and present.

We recognise the strength, resilience and contributions of First Nations Peoples, and the eternal and spiritual connection held in the lands, skies and waters, through cultural practices and beliefs.

Our team is proud to live, learn and thrive in the place we now call Australia, and recognise sovereignty has never been ceded by First Nations Peoples of this continent.

As embedded in our values, we are committed to building connected, healthy and resilient communities and creating purposeful outcomes that reflect our deep appreciation for the peoples and cultures that make us who we are and shape where we are going — together as one.

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Executive summary

Randwick City Council (Council) is developing a Resilient Randwick Strategy (Strategy) to ensure Council plans for future shocks and stresses, enabling Council and the community to survive, adapt and thrive in a changing environment. The Strategy will address a wide range of risks and vulnerabilities in the Randwick local government area, so Council can strengthen the resilience of its own operations and its communities.

What is resilience?

Resilience is our community's ability to get through tough times, adapt to change and grow stronger. In a resilience context, challenges the community faces are often grouped as either shocks or stresses. Shocks are sudden, sharp events that threaten a city, while stresses are ongoing issues that impact on daily life and make it more difficult to cope when times are tough. By understanding the shocks and stresses that affect life in Randwick, we can plan ahead and make sure no one is left behind.

Engagement overview

Council engaged Cred Consulting to undertake community and stakeholder engagement to inform the Strategy. The engagement program aimed to identify the key shocks and stresses facing the Randwick local government area, understand the strengths, challenges and opportunities for resilience and determine how the Strategy can deliver meaningful outcomes for the community.

The engagement program was conducted from 13 May to 31 July 2025 and reached approximately 651 community members and stakeholders through a range of in-person and online engagement activities, including the following:

- Youth forum
- Online survey
- Pop-up stalls in each ward
- Workshops and interviews with targeted stakeholders and community cohorts
- External working group workshop.

Key findings from the engagement

The following outlines the key findings from the engagement.

Shocks

The following shocks were of most concern to participants:

- Storms
- Infrastructure failure
- Sea level rise and beach
- Heatwaves.

Stresses

The following stresses were of most concern to survey participants:

- Environmental damage and pollution (63% extremely or very concerned)
- Climate change (63% extremely or very concerned)
- Unaffordable housing (61% extremely or very concerned).

Young people spoke about housing stress and cost of living as some of the priority challenges for them, which was echoed by social housing residents and international students, who struggle to access safe and affordable accommodation in Randwick.

Some participants spoke about observing and experiencing antisocial behaviour in parts of Randwick, making them feel unsafe and impacting their ability to spend time in public spaces. Participants also indicated that overdevelopment and poor planning and lack of transport connections is having a significant impact on the LGA, and they want to have more of a say in planning and development matters.

Actions

Participants identified a range of actions that Council can take to build a more connected and resilient community for everyone. The top actions included the following:

- Protect natural green spaces by providing more trees and greenery
- Advocate for improved transport networks across Randwick LGA
- Invest in climate resilience and adaptation measures.

Participants want Randwick to be a more vibrant, activated and connected area, with strong public and active transport connections and a thriving night-time economy. Young people want to see affordable and fun events and activities where they can connect with others. Participants also spoke about the need to build the capacity of the community to prepare and respond to emergencies.

1. Introduction

1.1 Background

The Australian Local Government Association defines a resilient community as:

“Socially connected and has infrastructure that can withstand disaster and foster community recovery. Resilient communities promote individual and community well-being and cohesiveness to strengthen their communities for everyday, as well as extreme challenges.”

Randwick City Council, as a signatory to Resilient Sydney, has committed to developing a local Resilient Randwick Strategy to ensure Council plans for future shocks and stresses, enabling Council and the community to survive, adapt and thrive in a changing environment.

Resilient Sydney is a local government-led program hosted by the City of Sydney on behalf of all the councils in Greater Sydney. In 2018, Resilient Sydney collaborated with all 33 Greater Sydney councils to deliver and implement an inaugural city-wide Resilience strategy. A new Resilience Strategy for Greater Sydney 2025 – 2030 was released in April 2025. Resilient Sydney’s strategy provides the framework and guidance for councils across Sydney to develop a strategy specific to their local area. The Strategy introduces five directions:

1. **Care for our environment:** a city where we care for the environment and live sustainably
2. **People-centred city:** an equitable city with climate resilient neighbourhoods
3. **Connect for strength:** an inclusive city that supports social connections and community agency
4. **Be ready:** a city where people and organisations are prepared for shock events
5. **One city:** a city with coordinated governance that people trust.

The Resilient Randwick Strategy (the Strategy) will address a wide range of risks and vulnerabilities in the Randwick local government area, enabling Randwick City Council to strengthen the resilience of its own operations and its communities in the face of future shocks and stresses.

To inform the Strategy, Council engaged Cred Consulting to undertake community and stakeholder engagement with diverse communities and stakeholders to identify the key shocks and stresses facing Randwick local government area (LGA), understand the strengths, challenges and opportunities for resilience and determine how the Strategy can deliver meaningful outcomes for the community.

1.2 Purpose of engagement

A comprehensive engagement program was conducted with the community and stakeholders to inform the new Strategy. The purpose of the engagement program was to:

- Inform the community and stakeholders that Council is developing a Resilience Strategy
- Identify and understand the key shocks and stresses impacting the Randwick community, including perception of likelihood and significance and overall priority in terms of concern
- Explore how Randwick can be more resilient

- Build social connections between community members, Council and stakeholders and bring them on board with Council's long-term resilience journey.

1.3 Engagement program

The engagement program was conducted from 13 May to 31 July 2025. It was designed to reach a diverse cross-section of the community and stakeholders through a range of channels, including in-person and online activities.

Table 1 summarises the engagement program, including the approximate number of participants by activity.

Table 1 - Engagement program details

Engagement activity	Cohort	Location	Date	Approx #
Youth forum	Young people	Matraville Youth and Cultural Hall	13 May 2025	60
Online survey	Community	Online via Your Say Randwick	3 June – 6 July 2025	383
Pop-ups	Broad community	Maroubra Beach Markets (central ward)	Saturday 7 June 2025, 10am – 12pm	30
		Randwick Sustainability Hub (east ward)	Saturday 14 June 2025, 10am – 12pm	30
		Frenchmans Road, Clovelly (north ward)	Thursday 19 June 2025, 11am – 1pm	5
		Matraville Peninsula Village Shopping Centre (south ward)	Thursday 19 June 2025, 2pm – 4pm	10
		Meeks Street, Anzac Parade (west ward)	Thursday 19 June 2025, 2pm – 4pm	25
		Coogee Beach Promenade (east ward)	Thursday 26 June 2025, 8am – 10am	25
Targeted workshops	Social housing residents and vulnerable cohorts	Lexo Community Hub, Maroubra	Wednesday 11 June 2025, 2:30pm – 4pm	30
	Culturally and linguistically diverse community members	Lionel Bowen Library and Community Centre, Maroubra	Tuesday 17 June 2025, 11:30am – 1:30pm (Tapping into the end of the English conversation classes from 10:30am – 12pm and ESL book club from 12pm – 1pm)	15
	Faith leaders	Online via Microsoft Teams	Tuesday 1 July 2025, 1pm – 2:30pm	5
	UNSW international student representatives	UNSW Campus	Thursday 7 August 3-4pm,	5
Interviews	Older social housing residents	Lexo Community Hub	Wednesday 11 June 2025, 2:30pm – 4pm	3
	Indonesian Consulate	Randwick Council	Tuesday 24 June 2025	1
	Randwick Business Precinct	Online via Zoom	Wednesday 2 July, 1pm – 1:30pm	1

	Coogee Chamber of Commerce	Online via Zoom	Tuesday 8 July 2025, 2pm – 2.30pm	1
External working group workshop	External working group	Randwick City Council	Thursday 31 July 2025, 6pm – 8pm	17
Total reach				651

2. Social cohesion engagement insights

Social cohesion is a key driver of a resilient community. Research shows that socially cohesive communities have better health and wellbeing outcomes, stronger economies, lower levels of crime and discrimination and are more resilient in the face of emergencies and social change.

Randwick City Council is developing a *Social Cohesion Plan 2026-2031* to strengthen inclusion, belonging and multiculturalism in the city. Community and stakeholder engagement to inform this plan was conducted concurrently to the engagement undertaken as part of the Resilient Randwick Strategy, with many engagement activities including elements of both.

The findings from the social cohesion engagement are relevant to this Strategy and so are included below. These findings suggest opportunities to improve social cohesion, connection and belonging and as a result, facilitate a more resilient community.

Randwick City is cohesive, diverse and welcoming

Across all social cohesion engagement activities, participants described Randwick City as a culturally diverse, inclusive and welcoming place. This is supported by survey findings, where the majority of participants agreed that Randwick City is welcoming to people from diverse cultural (71%), linguistic (67%) and spiritual (62%) backgrounds.

We heard this sense of welcome is strengthened through everyday interactions in public spaces and the growing cultural diversity of Randwick City. Beaches, parks, libraries and community hubs were highlighted as spaces that support connection, wellbeing and belonging.

Across Randwick City, local services and grassroots organisations are committed to social cohesion and inclusion and have strong partnerships with Council. Across engagement activities, Council was recognised for its leadership in fostering a multicultural and socially cohesive city.

Not everyone experiences belonging or equitable access

Despite these strengths, not all residents feel equally included or supported. Key cohorts who experience more challenges include older people, people with disability, young people, LGBTIA+ community members, CALD community members, people experiencing family violence and those accessing drug and alcohol services. A lack of public transport across Randwick City was also raised as a barrier to connection and participation.

Participants who were interviewed also noted that while Randwick City has many affluent areas, pockets of socioeconomic disadvantage exist, particularly in Maroubra, Malabar and La Perouse. Those residents can experience social isolation and inequitable access to services.

Discrimination and racism impact safety and cohesion

Discrimination, racism and antisemitism impact how safe and connected people feel in Randwick City. Nearly half (47%) of survey participants identified discrimination or racism as a moderate or major challenge facing the community. Participants shared experiences of antisemitic graffiti, online hate and discrimination based on appearance, making them or their neighbours feel unsafe and unwelcome. Participants called for stronger leadership and public messaging around anti-racism.

Language barriers limit access and participation

Language and communication barriers are a significant challenge for non-English speaking residents. Participants highlighted a use of complex jargon in Council communications, a lack of translated materials and a lack of multilingual signage, especially for important information such as beach safety as key issues. 45% of survey participants want more multilingual information and resources, and 34% want Council to expand translation and interpreting services. However, it should be noted that only 21% of survey participants speak a language other than English. This suggests that responses around translated and multilingual resources reflect broader community feedback and may not be reflective of the needs of people who speak a language other than English. Further targeted engagement with CALD communities could assist in understanding their translation and communication needs, and how Council can best support them to access information and participate in community life.

Housing stress, cost of living and access to services are key barriers to social cohesion

68% of survey participants identified housing affordability and availability as the most significant challenge facing diverse communities in Randwick City, while 49% selected access to health and mental health services. We heard through interviews these are both compounded by rising cost of living and financial pressures. During the pop-up at Lexington Hub participants expressed concerns over losing their homes in the future. The intertwined nature of financial, housing and health pressures is exacerbating mental health issues and social isolation, particularly for renters, low-income households and older people. We also heard there are not enough services for people experiencing family violence, drug and alcohol or mental health issues.

On top of this, participants also raised concerns about increasing crime and antisocial behaviour, especially among young people. While overall crime rates remain stable, these perceptions make people feel unsafe in public spaces which can reduce cohesion and sense of belonging.

Another challenge is that although Randwick City is home to many welcoming and well-used community facilities, they are not always affordable for service providers and community groups. We heard that high venue hire fees can prevent services from running regular programs, and some suburbs lack community facilities altogether. This limits opportunities for connection, support and participation.

Young people want more spaces, events and opportunities to connect

At the youth forum, young people expressed a desire for more inclusive places and programs to connect. Many described feeling disconnected due to social cliques at school, a lack of inter-school activities and the isolating impacts of social media. Young people want more regular events, creative and recreational spaces, leadership and employment programs and safe places to gather. We also heard accessing mental health services can be a challenge for young people.

People want to be part of shaping a more connected and inclusive Randwick City

There is a strong desire for the community to be more involved in building social cohesion. Half (50%) of survey participants said they want more opportunities for consultation and representation, with the majority suggesting this could be through providing more feedback on surveys and other online platforms. Additionally, 32% want to increase representation of diverse communities in decision making. This was echoed by participants at the social cohesion forum who called for more diversity in leadership, and for Council to better engage underrepresented or marginalised groups in decision making.

People want more inclusive, multicultural events

Some participants felt that there are not enough inclusive events or celebrations in Randwick City. They want both large-scale multicultural events that bring people from across the Randwick City together, and smaller place-based activities that build neighbourhood connections and foster trust.

68% of survey participants said they would attend a major multicultural festival. The top ideas included food and markets (72%), cultural and First Nations performances (59% and 51% respectively) and interactive cultural experiences (48%). This is supported by feedback from the CALD pop-up, where participants said they wanted a fun, family-friendly festival with food stalls, live music, and activities such as cooking demos, crafts and dance workshops. 22% of survey participants said they would be interested in helping shape this event.

3. Reconciliation Action Plan engagement insights

Reconciliation is about strengthening relationships between Aboriginal and Torres Strait Islander peoples and the wider community, for the benefit of all Australians. A Reconciliation Action Plan (RAP) is a strategic document that enables organisations to take meaningful action to advance reconciliation. The RAP is focused on the key elements of relationships, respect and opportunities.

Randwick City Council is developing a Reconciliation Action Plan to engage in reconciliation meaningfully. This process involves building relationships with Aboriginal and Torres Strait Islander stakeholders and identifying where Council can make the most meaningful impact within its sphere of influence.

Council undertook community and stakeholder engagement as part of the RAP process, including a community survey and community yarning circle. These engagement activities sought the perspectives of the local Aboriginal and Torres Strait Islander community about RAP actions and initiatives, community engagement, barriers to reconciliation, the importance of reconciliation and engaging the wider community.

The key recommendations from the RAP engagement are relevant to this Strategy and so are included below. These recommendations identify opportunities for improving engagement and building stronger, more meaningful relationships with local community members and organisations, which is a key component of resilience.

Increase community engagement and participation

- Inclusive and diverse engagement.
- Establish an advisory body.
- Hold more community meetings.
- Improve consultation on council projects.
- Work with the La Perouse Aboriginal community to address needs.

Support Aboriginal employment and businesses

- Create more employment and training pathways.
- Support local Aboriginal businesses.
- Develop an Aboriginal procurement strategy.

Promote understanding and respect

- Provide cultural competency training for staff and Councillors.
- Organise events to educate the wider community.

Foster partnerships and collaboration

- Strengthen partnerships with a range of local Aboriginal organisations.
- Form genuine partnerships with the local Aboriginal community.
- Collaborate with broader services.

Enhance youth engagement and support

- Implement youth-focused initiatives.
- Engage youth with cultural activities.
- Provide opportunities for youth skill development.

Support cultural initiatives

- Provide more culturally safe places.
- Increase public cultural recognition.
- Organise more cultural events.
- Provide more cultural art initiatives.

Accountability

- Provide community with regular updates on the progress of the RAP.
- Foster a genuine commitment toward the RAP.

Funding support

- Provide support and clear guidelines on funding opportunities.

4. Online survey

4.1 About the online survey

An online survey was available via Council's Have Your Say platform from 2 June to 6 July 2025.

The purpose of the survey was to:

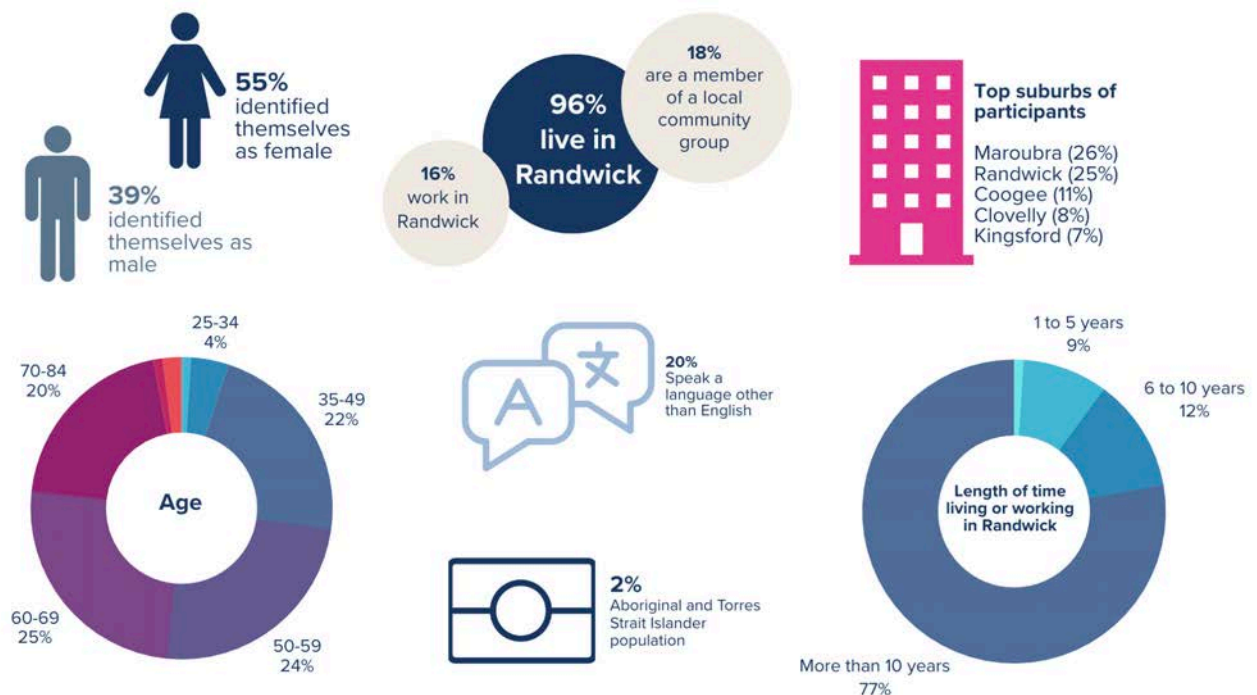
- Understand key shocks and stresses facing the Randwick LGA community,
- Understand strengths, challenges and opportunities for resilience in Randwick LGA, and
- Develop a baseline of resilience outcomes in the Randwick LGA.

A total of 383 surveys were completed.

4.2 Participant profile

Figure 1 provides a snapshot of the participants who completed the survey.

Figure 1 - Snapshot of survey participant demographics



4.3 Key insights

Most survey participants have experienced shocks in Randwick LGA in the last five years, and are somewhat concerned about future risks

- 57% of survey participants have experienced storms in Randwick LGA, and 46% are extremely or very concerned about future storms.
- 36% have experienced infrastructure failure, and 42% are extremely or very concerned about future infrastructure failure.
- 35% have experienced heatwaves, and 36% are extremely or very concerned about future infrastructure failure.
- Participants in the central, north and east wards were most concerned about storms and sea level rise/beach erosion, while those in the south and west wards were most concerned about infrastructure failure. Digital network failure emerged more strongly in the south ward than any other ward.

Emergency preparedness is moderate to low, but there is appetite for more information and support

- 56% of survey participants feel prepared to respond in the event of an emergency generally, however, this drops to 40% who feel prepared respond in a heatwave, 26% in storms and 13% in the case of infrastructure failure.
- 23% do not believe they know how to access support services in the event of an emergency.

Concern about chronic stressors is high, particularly around climate change, environmental damage and affordable housing

- 63% of survey participants are extremely or very concerned about climate change, and 62% are extremely or very concerned about environmental damage and pollution.
- 60% are extremely or very concerned about unaffordable housing in the area.
- Participants also identified concerns around poor planning of services and infrastructure, health services being overwhelmed and poor planning for housing and jobs.
- Participants in the central, north, east and west wards were significantly more concerned about climate change than those in the south ward. Participants in the south ward were most concerned about health services being overwhelmed, increasing crime and safety concerns and unaffordable housing.

Access to parks, sports and recreational spaces, access to essential services and community connection are key resilience strengths

- The top strength that the Randwick area has, identified by survey participants, is access to parks, sports and recreational spaces (84%). This was followed by access to essential services (81%) and having good connections with friends and support networks (73%).
- 74% of survey participants agree they have access to safe and welcoming streets and public spaces, and 86% agree they feel welcome in their neighbourhood during the day. However, participants in

the south ward indicated that they feel much less safe in their neighbourhood after dark, compared with all other wards.

- 66% of participants agree cultural diversity makes their local area stronger, while 53% agree people in their neighbourhood care about each other.
- Participants particularly value the coast, waterways and urban trees for the benefits they provide and want these natural assets protected.

Trust in Council is moderate, however, Council is the primary source for resilience and emergency preparedness information

- 51% of survey participants trust Randwick City Council to do the right thing.
- 48% of participants access resilience or emergency preparedness information through Council's website or social media. This is followed by RFS, Police and SES (44%) and email updates (37%). Public social media pages and posts are much more utilised in the south ward compared with any other ward.

Protecting the environment, improved public transport and climate adaptation would help build resilience

- The top ideas to strengthen community resilience include protecting natural green spaces (33%), advocating for better transport networks (31%) and investing in climate resilience and adaptation measures (26%).

4.4 What we heard

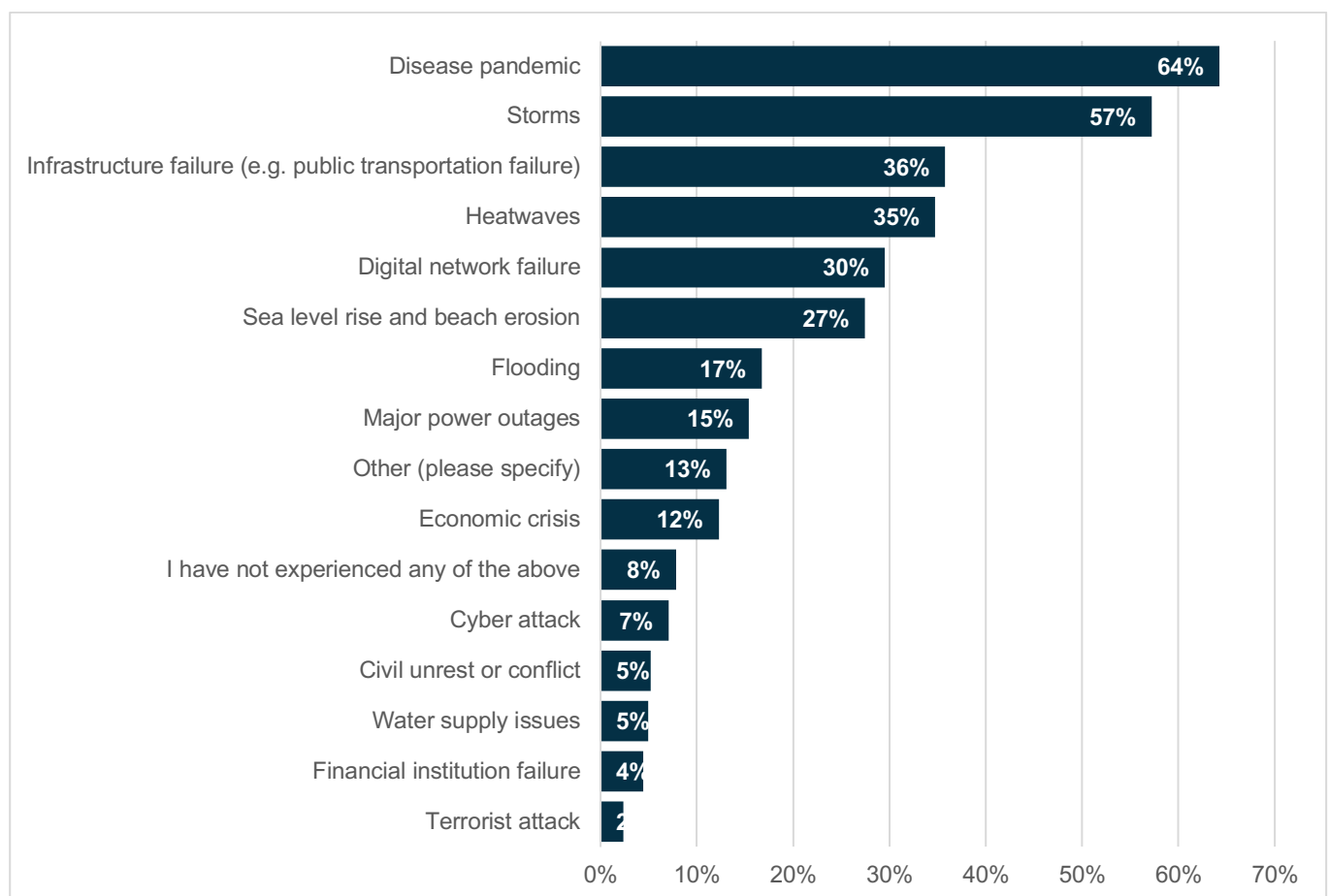
4.4.1 Shocks

Question: Which shocks have you experienced in Randwick in the last 5 years?

Survey participants were asked which shocks they have experienced in Randwick City in the last 5 years, from a list with the opportunity to provide other options. As shown in Figure 2, the top shocks experienced are:

- disease pandemic (64%)
- storms (57%), and
- infrastructure failure (36%).

Figure 2 - Which shocks have you experienced in Randwick in the last 5 years? (383 responses)



The top shocks experienced were relatively consistent across each ward, with experiences of sea level rise/beach erosion and heatwaves emerging more strongly in the central and north wards.

A number of participants (13%) selected 'other', most of the responses provided were stresses rather than shocks, and included crime, internet connectivity, illness, poor public transport and traffic and racism.

As participants were able to select more than one answer, numbers in Figure 2 do not add up to 100%.

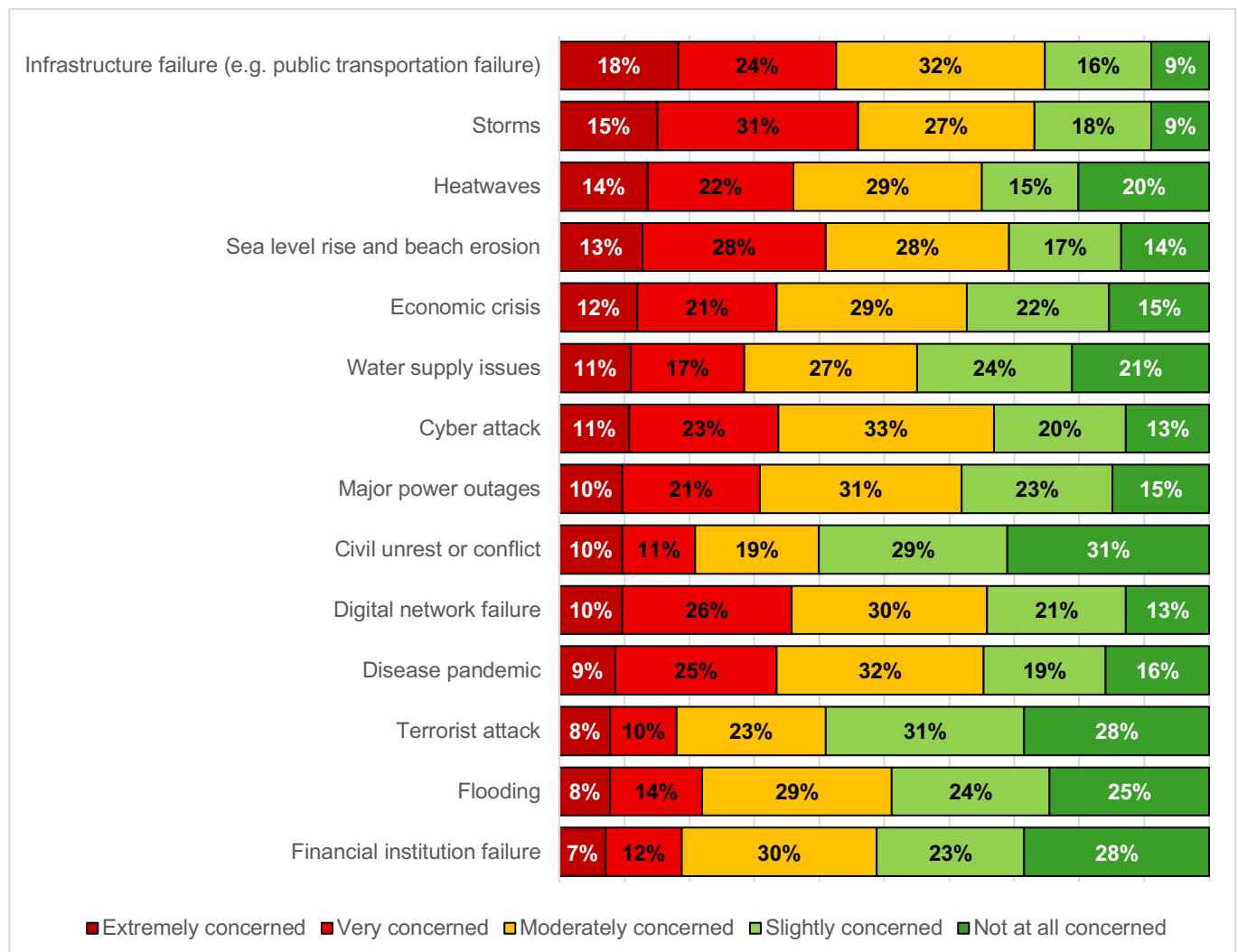
Question: Please rate how concerned you are about the following shocks impacting Randwick LGA in the next 10 years

Survey participants were asked to rate how concerned they are about shocks in the Randwick LGA on a scale from extremely concerned to not at all concerned. As shown in Figure 3, survey participants feel more concerned about storms (46% rated as 'extremely' or 'very' concerned). This is followed by infrastructure failure (43%), sea level rise and beach erosion (41%), heatwaves and digital network failure (36%).

Participants in the central, north and east wards were most concerned about storms and sea level rise/beach erosion, while those in the south and west wards were most concerned about infrastructure failure. Digital network failure emerged more strongly in the south ward than any other ward.

The shocks participants are least concerned about include civil unrest or conflict (31% rated 'not at all concerned'), terrorist attack (28%) and financial institution failure (28%).

Figure 3 - Please rate how concerned you are about the following shocks impacting Randwick LGA in the next 10 years (383 responses)



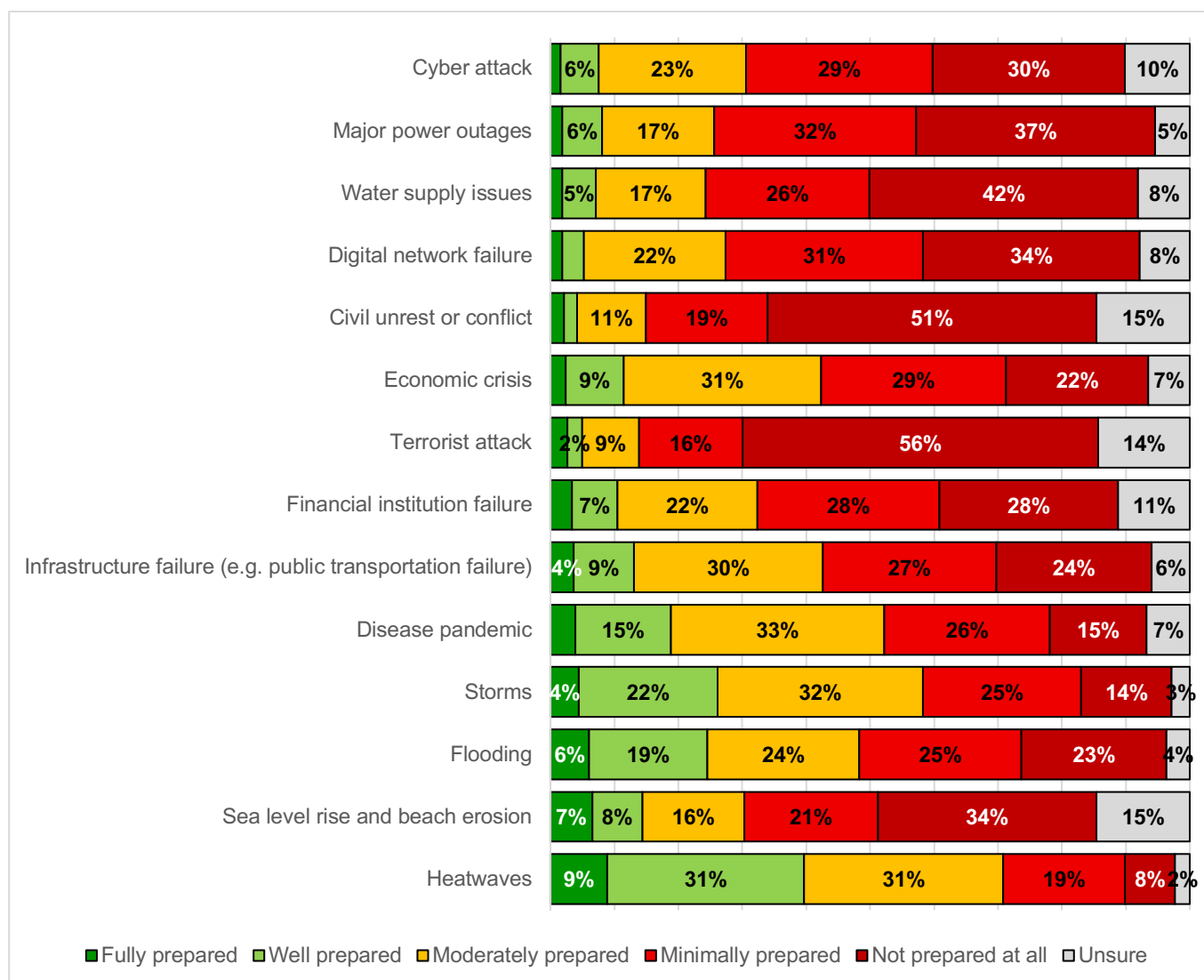
As participants were able to select more than one answer, numbers in Figure 3 do not add up to 100%.

Question: How prepared do you feel for the following shocks?

Survey participants were asked to rate how prepared they feel for shocks in Randwick LGA on a scale from fully prepared to not prepared at all. As shown in Figure 4, survey participants feel the most prepared for heatwaves (40% rated as 'fully' or 'well' prepared). This is followed by storms (26%), flooding (25%) and disease pandemic (19%). This was relatively consistent across all wards.

Participants feel the least prepared for terrorist attack (72% rated as 'minimally prepared' or 'not prepared at all'). This is followed by civil unrest or conflict (71%), major power outages (69%) and water supply issues (68%).

Figure 4 - How prepared do you feel for the following shocks (383 responses)



As participants were able to select more than one answer, numbers in Figure 4 do not add up to 100%.

4.4.2 Stresses

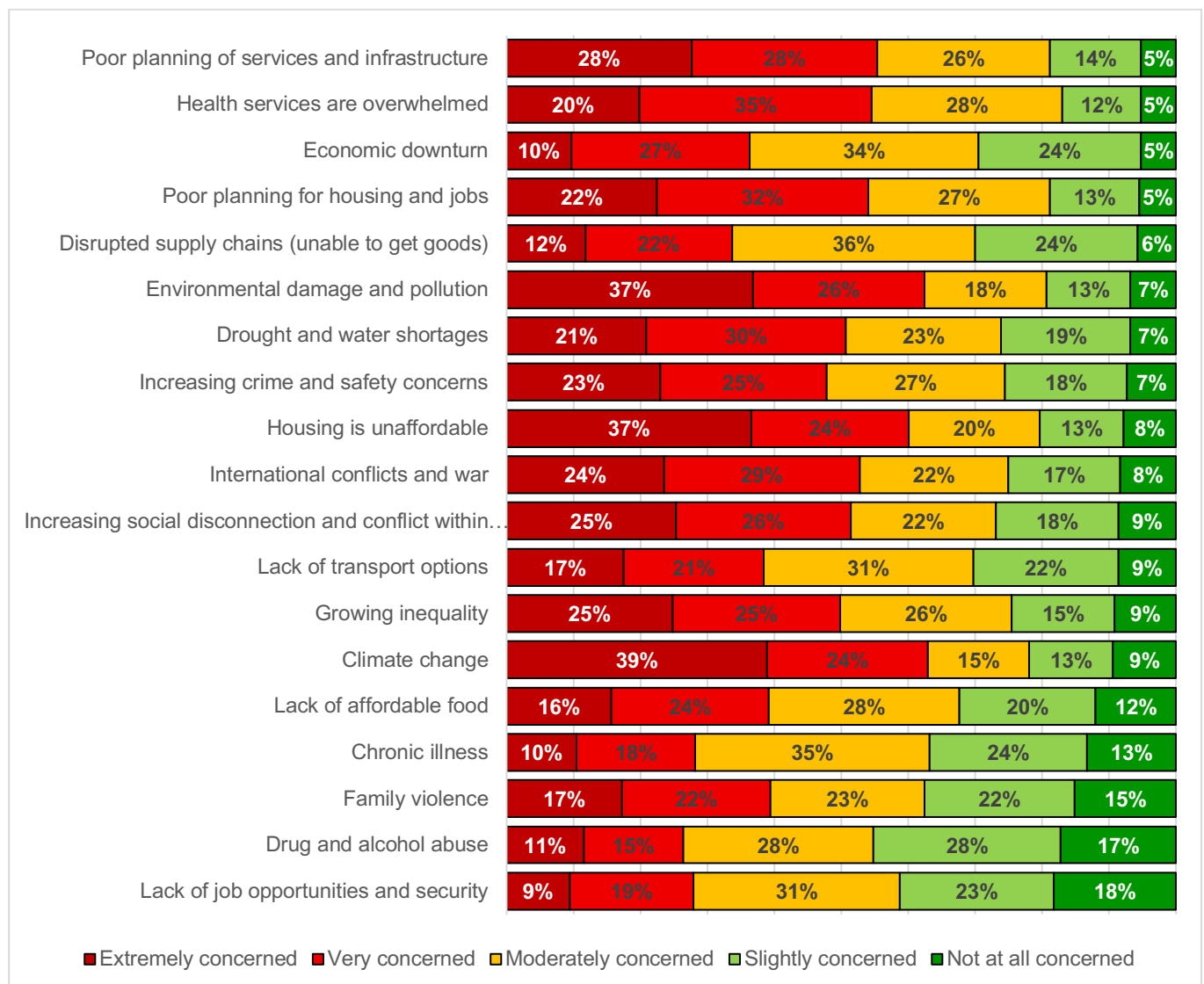
Question: Please rate how concerned you are about the following stresses impacting you and/or the Randwick LGA in the next 10 years

Survey participants were asked to rate how concerned they feel about stresses in the Randwick LGA in the next 10 years on a scale from extremely concerned to not at all concerned. As shown in Figure 5, participants are most concerned about climate change (63% rated as 'extremely' or 'very' concerned'), followed by environmental damage and pollution (62%) and unaffordable housing (60%).

Participants in the central, north, east and west wards were significantly more concerned about climate change than those in the south ward. Participants in the south ward were most concerned about health services being overwhelmed, increasing crime and safety concerns and unaffordable housing.

Participants across the board were the least concerned about lack of job opportunities and security (18% rated as 'not at all concerned'), drug and alcohol abuse (17%) and family violence (15%).

Figure 5 - Please rate how concerned you are about the following stresses impacting you and/or the Randwick LGA in the next 10 years (383 responses)



As participants were able to select more than one answer, numbers in Figure 5 do not add up to 100%.

Question: Is there anything else you're concerned about in Randwick LGA?

Survey participants were asked via an open-ended question if they were concerned about anything else in the Randwick LGA. 213 participants answered this question. The key themes that emerged from responses to this question include:

Poorly maintained or a lack of infrastructure (32 comments)

"Congestion is worsening, and parking is already a major issue. The pace and scale of development seem to be outpacing thoughtful planning. We need a more balanced approach that considers long-term liveability, community needs, and the capacity of local services and infrastructure."

"Far too many roads in poor condition causing hazards to drivers and road users."

"High rise and intensive development without proper public transport infrastructure."

Survey participants are concerned about the lack of, or poor maintenance of, infrastructure across Randwick LGA. In particular, we heard that population and housing growth is placing pressure on essential infrastructure such as sewerage and waste systems, roads and schools. Participants called for more investment in infrastructure to help the community cope better with shocks and stresses. The types of infrastructure participants want to see improved include roads and parking, public and active transport and waste services.

Safety and crime (32 comments)

Survey participants expressed concerns about increasing levels of crime across Randwick LGA, which is impacting their sense of safety. Key issues raised include violence, antisocial behavior and drug and alcohol abuse. Participants also noted that a lack of social cohesion, the cost of living crisis and a lack of access to mental health services are contributing to this. Ideas to improve safety include more police presence, more surveillance and better lighting in public spaces.

"Need more street lights to improve safety for women in suburban streets."

and don't like to go out alone with kids."

"I am worried for the safety of our community and youth in some zones of the Randwick LGA, with some areas more prevalent to bad behaviour."

Road safety (28 comments)

Survey participants are concerned about pedestrian safety, cyclist safety and broader road safety such as congestion, speeding and hazards such as potholes. There was a particular focus on the increasing presence of e-bikes and e-scooters obstructing pedestrian pathways, and the need for more investment in public and active transport infrastructure to alleviate traffic and congestion and improve safety.

“Yes, in order to build resilience we need MUCH more safe cycling networks. It results in better transport options and addresses other issues raised here around affordability, climate, environment, equity, and health.”

“Unsafe roads, aggressive drivers, with no meaningful plan to reduce vehicle congestion long term (need better public & active travel options).”

“Another concern is the increasing number of young riders of e-bikes that are driving dangerously down roads, across footpaths and at high speed risking their own safety but also the safety of others.”

Negative impacts of development and growth (27 comments)

Survey participants are concerned about the impacts of development and growth in the Randwick LGA. Some of the impacts mentioned include large, poor quality and unsustainable developments, pressure on infrastructure and services resulting from increased population, impacts to the natural environment and increasing social tensions.

“Too many high rises, the roads not coping with more traffic. Not enough trees to shade streets or for wildlife.”

“Large developments impacting negatively on existing residents with no power to do anything about it.”

“Changes to housing density regulations and the pressure of new larger builds on existing infrastructure and traffic; not enough services/shelters for homeless...”

Social inequalities (25 comments)

Survey participants are concerned about a decline in social cohesion and rise in social inequalities across Randwick LGA. Survey participants expressed concerns around racism, classism, economic disparities and a growing homeless population. Some participants also noted that Council investment and services are unevenly distributed across suburbs, further compounding these challenges. They acknowledged growing social inequality can be linked to a lack of affordable housing and rentals, the rising cost of living and a lack of mental health services.

"I'm concerned about the invisibility of unpaid carers, people with disability, and older residents in planning decisions. Many in our community are doing it tough quietly, behind closed doors — caring for family members, managing chronic illness, or living on very limited income. They're often isolated, under-supported, and left out of consultation processes that directly affect them."

"It seems like housing affordability, cost of living and lack of mental health services is really taking a toll. It would be good to see more done to remediate the situation."

"The increasing lack of community spirit and consideration of others."

"Huge disparity between the 'haves' and the 'have nots'."

Other concerns or suggestions include:

- Not enough accessible public and active transport options, with a particular focus on more frequent bus services and safe walking and cycling routes and paths (24 comments).
- Protection of the natural environment including the preservation and conservation of biodiversity, native species and tree canopy cover (21 comments).
- Not enough parking (19 comments).
- Council resourcing and spending in line with community feedback (19 comments).
- Impacts of development such as noise, population density, impacts to views and general public amenities such as open spaces and toilets (17 comments).
- Cleanliness (16 comments).
- Housing stress (13 comments).
- Access to essential services such as mental health services, general health services, social services, affordable childcare and public education (13 comments).

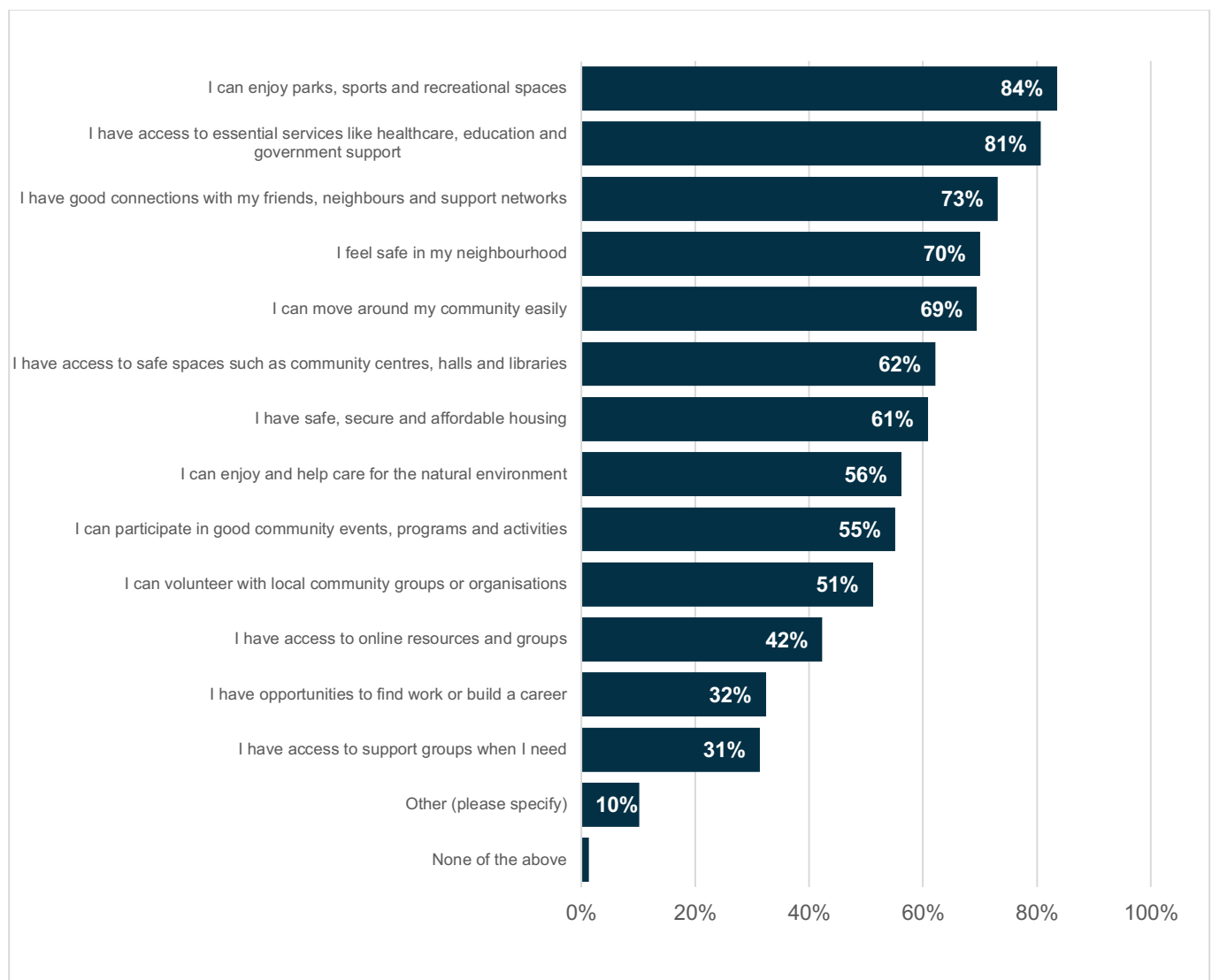
4.4.3 Strengths

Question: What do you think makes our community strong and able to withstand shocks and stresses?

Survey participants were asked about the strengths of the Randwick LGA that enable the community to withstand shocks and stresses. As shown in Figure 6, the top strengths selected by participants include being able to enjoy parks, sports and recreational spaces (84%), having access to essential services like healthcare, education and government support (81%) and having good connections with friends, neighbours and support networks (73%).

These strengths were relatively consistent across all wards, however participants feeling safe in their neighbourhood was rated significantly higher in the north ward (94%) compared to the south ward (53%).

Figure 6 - What do you think makes our community strong and able to withstand shocks and stresses? (383 responses)



As participants were able to select more than one answer, numbers in Figure 6 do not add up to 100%.

4.4.4 Environment

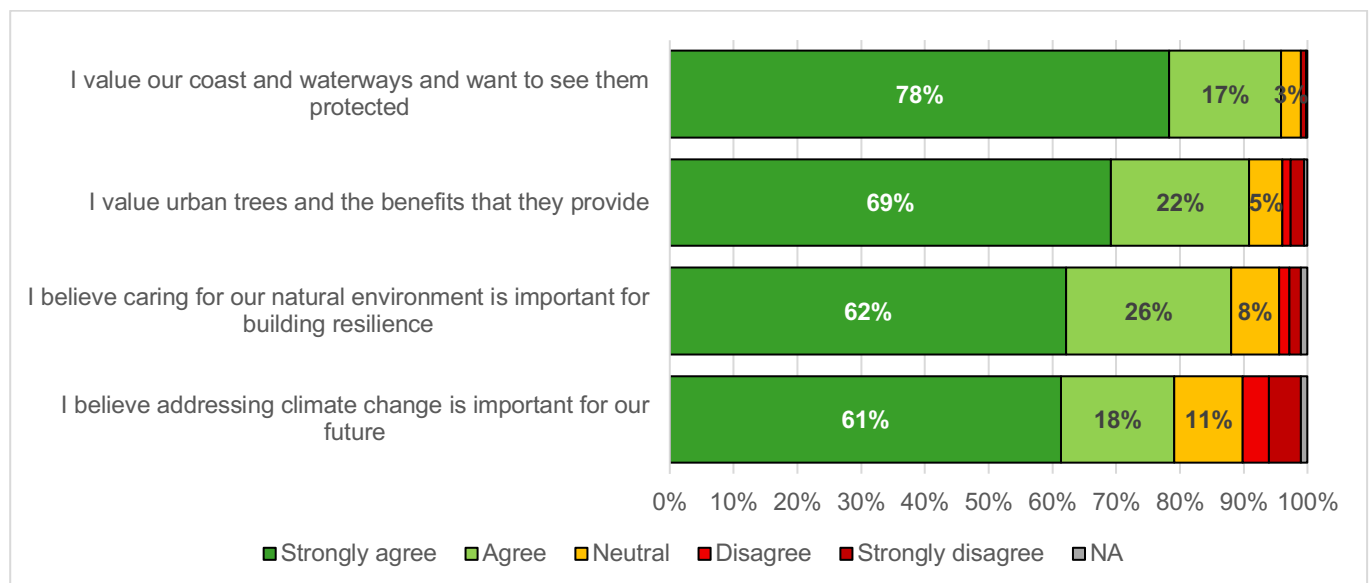
Question: Please rate your level of agreement with the following statements about our environment

Survey participants were asked to rate their agreement with a series of statements around the natural environment. As shown in Figure 7, the majority of participants **strongly agree with all statements**:

- I value our coast and waterways and want to see them protected (78% 'strongly agree').
- I value urban trees and the benefits that they provide (69%).
- I believe caring for our natural environment is important for building resilience (62%).
- I believe addressing climate change is important for our future (61%).

This was relatively consistent across all wards.

Figure 7 - Please rate your agreement with the following statements (383 responses)



As participants were able to select more than one answer, numbers in Figure 7 do not add up to 100%.

4.4.5 Infrastructure and transport

Question: Please rate your agreement with the following statements about our infrastructure and transport

Survey participants were asked to rate their agreement with a series of statements around infrastructure and transport. As shown in Figure 8, the **majority of participants agree** with the following statements:

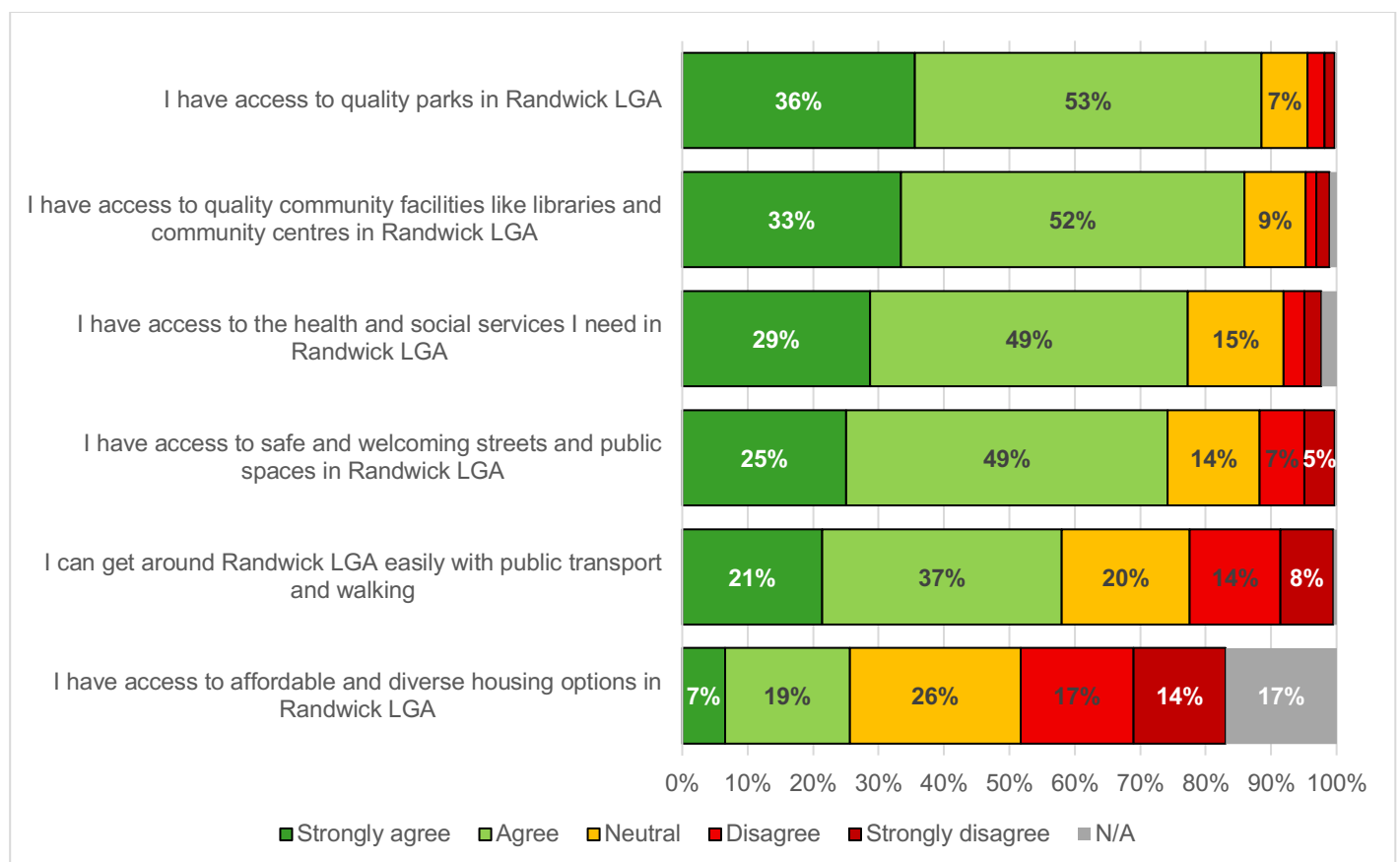
- I have access to quality parks in the Randwick LGA (89% 'strongly agree' or 'agree').
- I have access to quality community facilities like libraries and community centres in the Randwick LGA area (85%).
- I have access to the health and social services I need in the Randwick LGA (78%).
- I have access to safe and welcoming streets and public spaces in Randwick LGA (74%).

There was **higher disagreement** with the following statements:

- I have access to affordable and diverse housing in Randwick LGA (31% 'strongly disagree or disagree').
- I can get around Randwick LGA easily with public transport and walking (22%).

This was relatively consistent across all wards.

Figure 8 - Please rate your level of agreement with the following statement (383 responses)



As participants were able to select more than one answer, numbers in Figure 8 do not add up to 100%.

4.4.6 Community connections

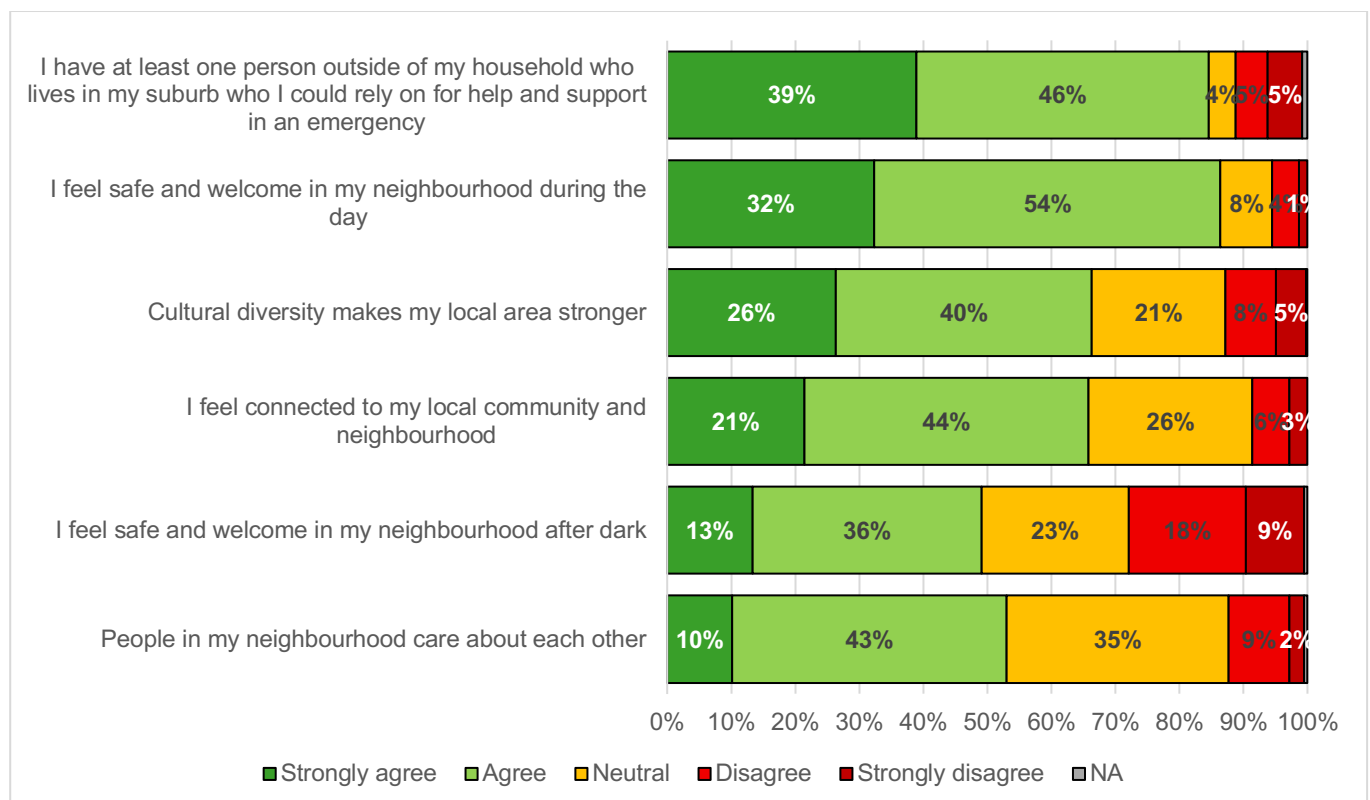
Question: Please rate your agreement with the following statements about community connections

Survey participants were asked to rate their agreement with a series of statements around community connections. As shown in Figure 9, the **majority of participants agreed** with all statements:

- I feel safe and welcome in my neighbourhood during the day (86% 'strongly agree' or 'agree').
- I have at least one person outside of my household who lives in my street who I could rely on for help and support in an emergency (85%).
- Cultural diversity makes my local area stronger (66%)
- I feel connected to my local community and neighbourhood (65%).
- People in my neighbourhood care about each other (53%).
- I feel safe and welcome in my neighbourhood after dark (49%).
 - However, 27% of participants also disagree with this statement.

Participants in the south ward indicated that they feel much less safe in their neighbourhood after dark, compared with all other wards. Only 25% of participants in the south ward agreed with that statement, compared with 65% in the north ward, 57% in the east ward, 55% in the west ward and 45% in the central ward.

Figure 9 - Please rate your agreement with the following statements about community connections (383 responses)



As participants were able to select more than one answer, numbers in Figure 9 do not add up to 100%.

4.4.7 Preparedness

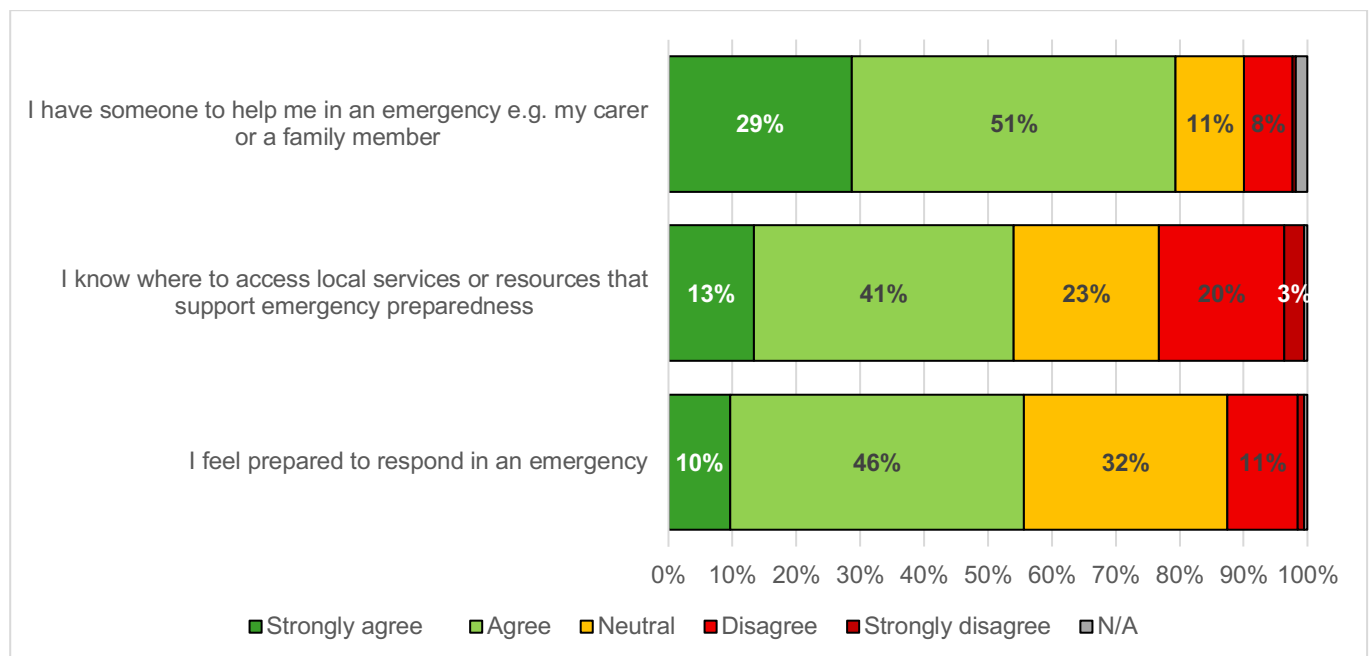
Question: Please rate your agreement with the following statements about preparedness

Survey participants were asked to rate their agreement with a series of statements around preparedness. As shown in Figure 10, the **majority of participants agreed** with the preparedness statements.

- I have someone to help me in an emergency e.g. my carer or a family member (80% 'strongly agree' or 'agree')
- I feel prepared to respond in an emergency (56%).
- I know how to access support services in the event of an emergency (54%).
 - However, 23% 'disagree' or 'strongly disagree' with this statement.

This was relatively consistent across all wards.

Figure 10 - Please rate your agreement with the following statements about preparedness (383 responses)



As participants were able to select more than one answer, numbers in Figure 10 do not add up to 100%.

4.4.8 Governance and trust

Question: Please rate your agreement with the following statements about governance and trust

Survey participants were asked to rate their agreement with a series of statements around governance and trust. As shown in Figure 11, the **majority of participants agree** with the following statements:

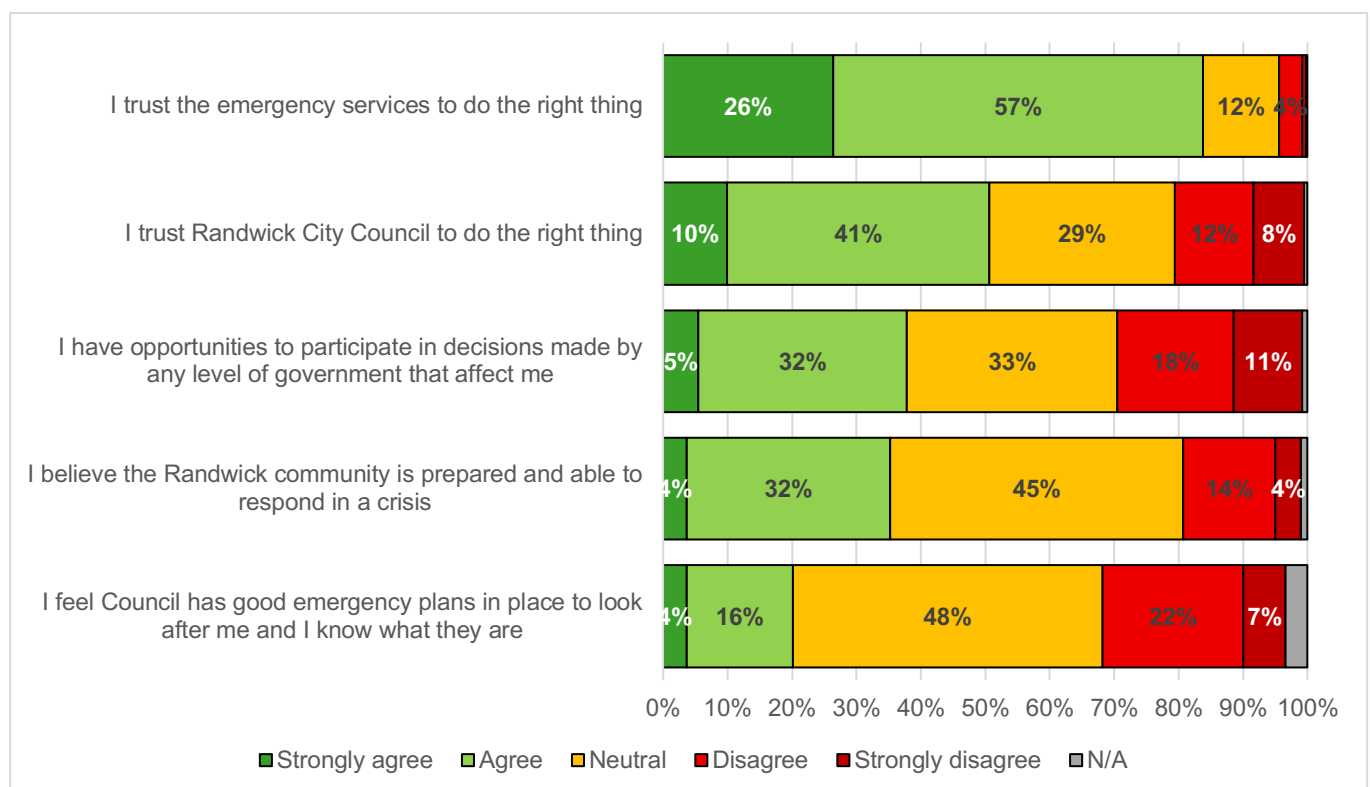
- I trust the emergency services to do the right thing (83% 'strongly agree' or 'agree')
- I trust Randwick City Council to do the right thing (51%)

There was **higher disagreement** with the following statements:

- I feel the Council has good emergency plans in place to look after me and I know what they are (29% 'strongly disagree' or 'disagree').
- I have opportunities to participate in decisions made by any level of government that affect me (29%)
- I believe the Randwick community is prepared and able to respond in a crisis (18%).

Participants in the east and west wards were least likely to agree that Council has good emergency plans in place to look after them (13% agreement for east and 16% agreement for west, compared with 27% agreement for central, 25% for south and 23% for north).

Figure 11 - Please rate your agreement with the following statements about governance and trust (383 responses)



As participants were able to select more than one answer, numbers in Figure 11 do not add up to 100%.

4.4.9 Actions and ideas

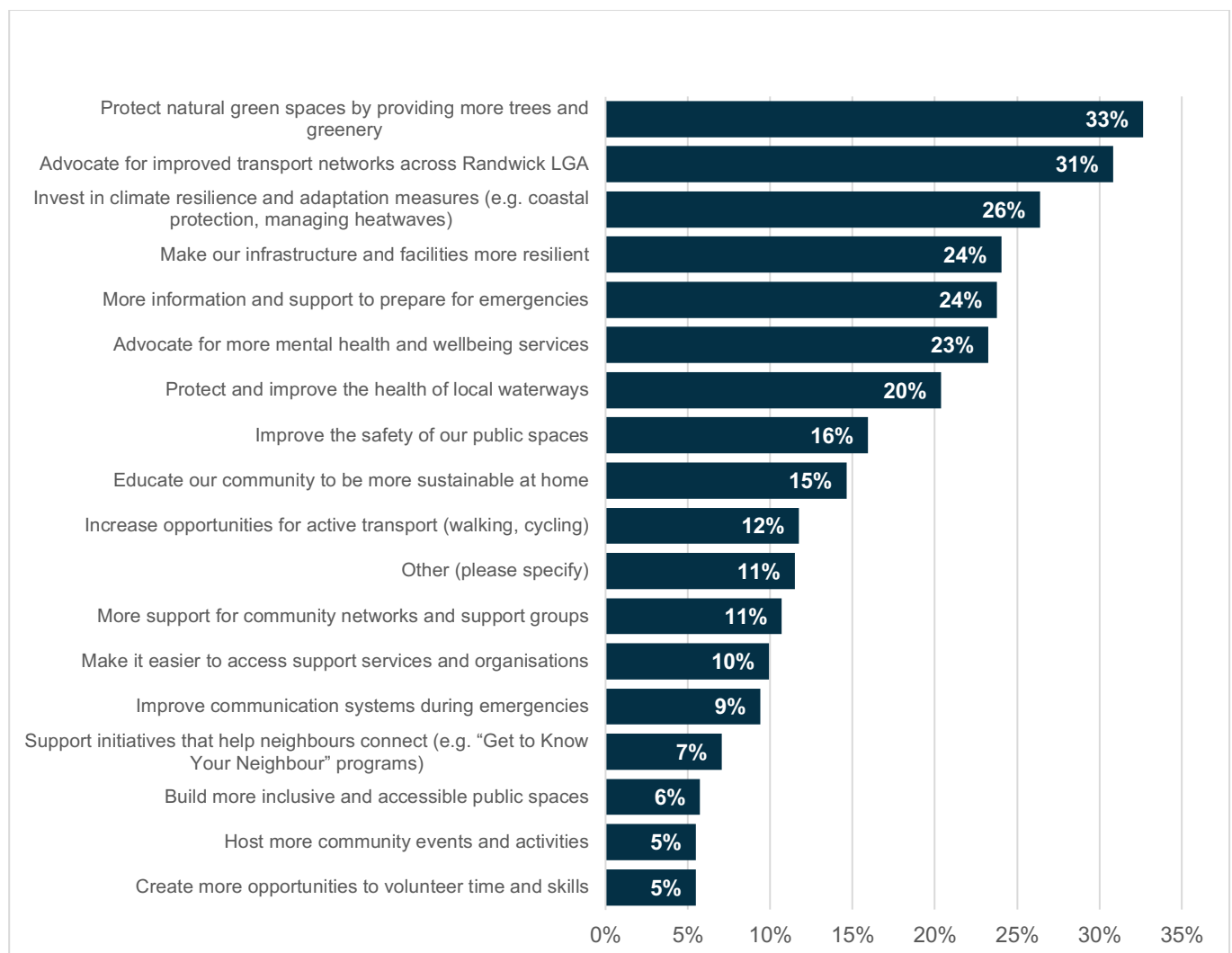
Question: What do you think are the most important actions Randwick City Council can take to build a more connected and resilient community? Select your top three.

Survey participants were asked to select their top three important actions for the Randwick Resilience Strategy. As shown in Figure 12, the top actions selected include:

- protect natural green spaces by providing more trees and greenery (33%)
- advocate for improved transport networks across Randwick LGA (31%), and
- invest in climate resilience and adaptation measures (e.g. coastal protection, managing heatwaves) (26%).

Participants in the north, central, east and west wards were more likely to prioritise climate resilience compared with the south ward, who were more likely to prioritise mental health and wellbeing services and support services.

Figure 12 – What do you think are the most important actions Randwick City Council can take to build a more connected and resilient community? Select your top three (383 responses)



As participants were able to select more than one answer, numbers in Figure 12 do not add up to 100%.

Question: Is there anything else that would help you feel more prepared for shocks and stresses?

Survey participants were asked via an open-ended question what would help them to feel more prepared for shocks and stresses. 83 participants answered this question. The most commonly received feedback from survey participants (36 comments) was that access to information would help them feel more prepared for shocks and stresses. Suggestions include information on what to do to prepare, stay safe and recover in the event of an emergency, information on natural hazard risks, information on the locations of emergency centers, information on flood areas and information on what Council is doing to mitigate the impacts of natural hazards and disasters.

"Maybe organise events, activities or workshops where people can learn the basics of being prepared for a range of emergencies, e.g. what to do in if trapped in a house fire, a flood, etc."

"Increased awareness and sharing of potential risks identified."

"More information on what we need to do for each event as they differ in nature and response required."

Other areas that were identified by the community to help them feel prepared include:

- Community networks and opportunities for building cohesion to build support systems that can be drawn on in the event of a disaster or emergency (10 comments).
- Better communication from Council and emergency services via mail, email or phone (9 comments).
- Better public and active transport options (8 comments).
- Better access to services including mental health, drug and alcohol and allied health (4 comments).

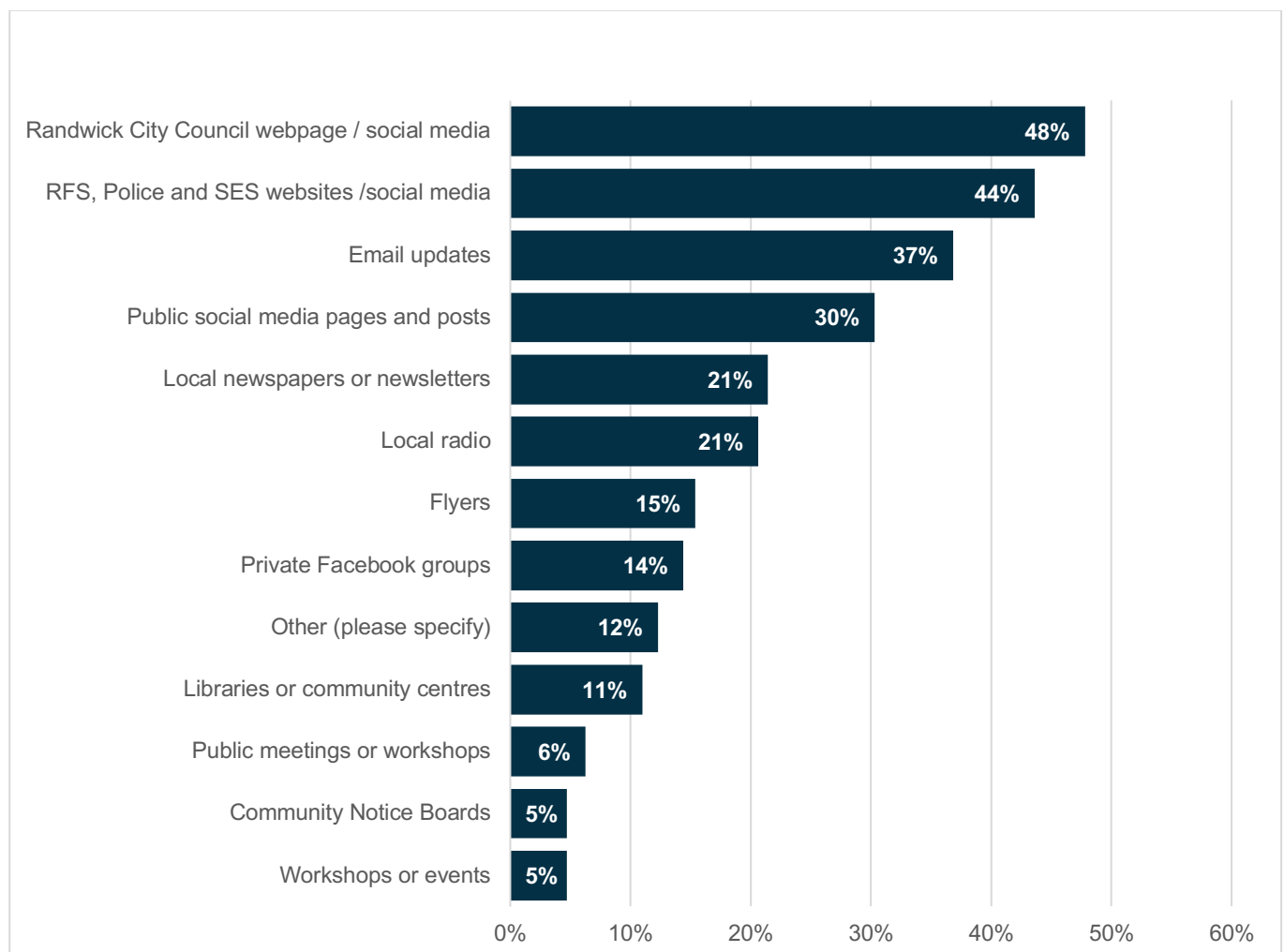
4.4.10 Accessing information

Question: How do you usually access information about resilience and emergency preparedness?

Survey participants were asked how they access information around resilience and preparedness. As shown in Figure 13, the top ways participants access information include the Randwick City Council website and social media (48%), RFS, police and SES websites and social media (44%) and email updates (37%).

While Randwick City Council website and social media was the top information source in each ward, public social media pages and posts emerged as much more utilised in the south ward compared with any other ward (49% for south compared with 31% for central, 27% for east, 26% for west and 16% for north).

Figure 13 - How do you usually access information about resilience and emergency preparedness (383 responses)



As participants were able to select more than one answer, numbers in Figure 13 do not add up to 100%.

Other feedback

Survey participants were asked via an open-ended question if there was any other feedback they would like to provide. 144 participants answered this question. The key themes from this question include:

- road safety and parking
- improving safety and reducing crime
- improving climate resilience and sustainability, and
- improving access to public transport.

Some of the responses in this question provided feedback around very specific community issues. These responses have not been summarised above, however the raw data has been provided to Council separately.

5. Pop-ups

5.1 About the pop-ups

Six pop-up stalls were held in the Randwick LGA to understand the top priority shocks and stresses facing the Randwick community and explore strengths, challenges and opportunities for resilience.

The pop-up stalls were designed to reach a diverse group of community members who live, work or study in the Randwick LGA and enable them to provide feedback in an easy, convenient way.

In total, approximately 125 participants who live, work or study in the Randwick LGA attended pop-up stalls during the engagement period. The details of the pop-ups are outlined in Table 2.

Table 2 - Pop-up details

Date	Time	Ward	Location	Approx. number of participants
Saturday 7 June 2025	10am – 12pm	Central	Maroubra Beach Markets	30
Saturday 14 June 2025	10am – 12pm	East	Randwick Sustainability Hub	30
Thursday 19 June 2025	11am – 1pm	North	Frenchmans Road, Clovelly	5
Thursday 19 June 2025	2pm – 4pm	West	Meeks Street, Anzac Parade	25
		South	Matraville Peninsula Village Shopping Centre	10
Thursday 26 June	8am – 10am	East	Coogee Promenade	25

Conversations with participants at the pop-ups were guided by four interactive boards (provided at Appendix 2) with the following questions:

- Which three shocks are you most worried about impacting the Randwick local government area?
- What are the strengths that make Randwick resilient?
- What are the challenges we face in Randwick?
- Which three actions should Randwick City Council take to build a more connected and resilient community?
- What are the places in Randwick local government area that help us connect and be resilient?

The raw data collected at the pop-ups is provided at Appendix 3.



Photo 1 - Pop-up participants at Randwick Sustainability Hub (Source: Cred Consulting)

5.2 Key insights

Participants are concerned about sea level rise and beach erosion, heatwaves, economic crisis and storms as key shocks impacting the Randwick LGA.

- We heard that the top two shocks participants are concerned about impacting the Randwick LGA are sea level rise and beach erosion (18%) and heatwaves (13%).
- It should be noted that in pop-up locations that were in close proximity to Randwick's beaches (like the central and east wards), sea level rise and beach erosion was a prominent concern. Economic crisis emerged as a priority in the west and south wards.

Council's proactive role, a strong sense of community, welcoming events and activities and natural and open spaces are some of Randwick's resilience strengths.

- We heard participants value Council's proactive role in developing community-focused and sustainable initiatives. Participants appreciated Council's efforts in building connections and relationships between community members as well as actively engaging with the community.
- Many participants felt that they could reach out to neighbours and other community members during times of need. Participants noted they love the family-friendly nature and village feel of Randwick.
- Participants enjoy the welcoming events and activities held around Randwick, such as the Maroubra Beach Markets, street parties and children's activities held at Coogee Beach.
- Participants value their access to Randwick's natural spaces and open spaces and want these spaces protected.

Participants indicated housing stress and overdevelopment, anti-social behaviour and disharmony and public transport and active transport as key challenges facing the Randwick LGA.

- Participants spoke about the lack of affordable housing around the Randwick area, high housing costs and limited diversity of housing. Participants expressed their desire to have more of a say in planning and development matters.
- We heard people feel unsafe in parts of the Randwick area where anti-social behaviour and drug use occurs. Participants raised concerns around young people particularly engaging in reckless behaviour and incidents of racism and discrimination occurring in the community.

Open spaces, improved public transport and mental health services would help build resilience

- The top three priority actions for Council to take are to protect natural green spaces (12%), improve transport networks across Randwick LGA (10%) and mental health and wellbeing services (9%).
- Environmental initiatives emerged as higher priorities in the central, east and south wards. Improving transport networks were prioritised in the north and west wards, and in the east at Coogee Beach. Participants in the north, south and east (Coogee Beach) wards identified mental health and wellbeing services as a priority.

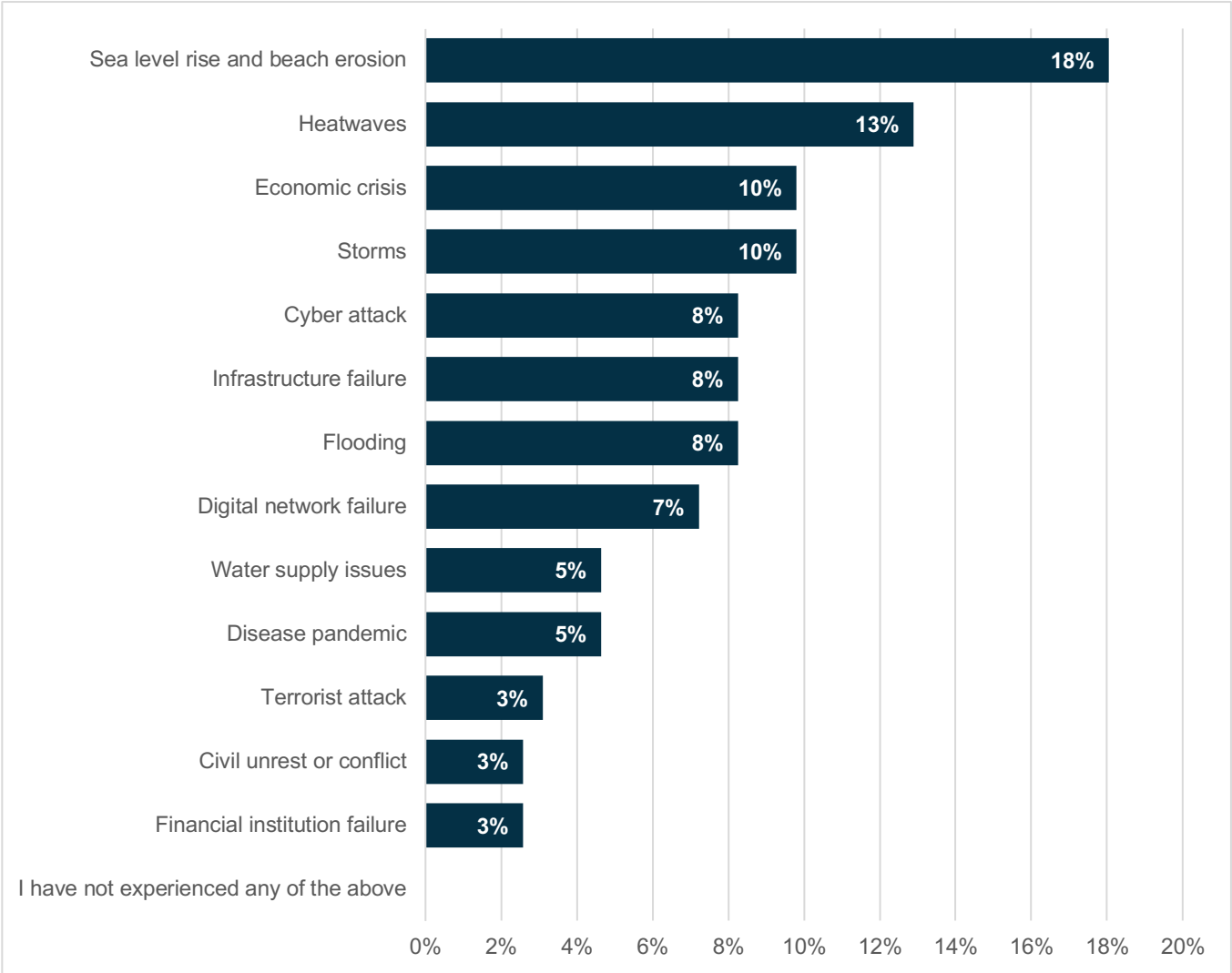
5.3 What we heard

5.3.1 Shocks

Participants were asked what shocks they are most worried about impacting the Randwick LGA. They were given a list of shocks and asked to vote on their top three. They could also share other shocks that they are worried about.

As shown in Figure 14, the overall top shocks pop-up participants are most worried about are sea level rise and beach erosion (18%) followed by heatwaves (13%), economic crisis (10%) and storms (10%). Participants are least worried about financial institution failure (3%) and civil unrest or conflict (3%).

Figure 14 – Top shocks the Randwick community are most worried about impacting the Randwick LGA



5.3.2 Strengths

Participants were asked about the strengths of their community and what makes Randwick resilient. The following strengths emerged from discussions across all the pop-ups.

Council's proactive role in the community is commended

Participants expressed their appreciation for Council's proactive role in developing community-focused initiatives. Some of these initiatives included sustainability actions (e.g. worm farms, FOGO bins and greening), library workshops and volunteering opportunities at the Randwick Sustainability Hub. Participants indicated that Council also supports community members to build connections and relationships with others.

Participants praised Council's active engagement with the community and their responsiveness to addressing issues that emerge, such as looking after the environment, removing rubbish and upgrading footpaths.

Strong sense of community in the area

We heard that there is a strong sense of community in the Randwick LGA, where people feel like they can reach out to their neighbours and other community members when they need help. Participants indicated that Randwick is a family-friendly area with a village feel. One participant stated that they enjoy working from home because they can connect with their community.

Welcoming events and activities are valued

Participants stated that they value the welcoming community events in the Randwick LGA. Some events included the Maroubra Beach Markets, street parties and cultural celebrations in Kingsford, such as Chinese New Year festivities. They also spoke about children's activities held at Coogee Beach during school holidays, emphasising the importance of family-friendly events in the Randwick community.

Natural and open spaces are places to connect and relax

Participants indicated they enjoy the access to natural and open spaces around the Randwick LGA, especially the beaches, parks and playgrounds. These spaces provide an opportunity for them to engage in leisure activities and hang out with their friends and families.

There is good transport connectivity

Some participants stated that the public transport and active transport connectivity in Randwick are key strengths. A participant spoke about good bus and light rail services and Randwick's close proximity to the city CBD and facilities.

It should be noted that this was also raised as a challenge by some participants.

Other strengths

Other key strengths mentioned by participants include:

- community organisations (e.g. Salvation Army)
- free Wi-Fi

- public art
- live entertainment (e.g. buskers) in Coogee, and
- general feelings of safety.

"Council is doing a good job looking after the environment and connecting the community."

"Sense of community, everyone helps everyone."

"[There is] a lot being done for kids during holidays at Coogee Beach."

"Public transport and cycleways are great."

"Consistent public transport – buses and light rails are on time."

"Closeness to city structures and facilities."

"The walkability helps us connect with our community."

5.3.3 Challenges

Participants were asked what challenges the community face in the Randwick LGA. The following themes emerged from conversations with participants across all pop-up locations.

Lack of housing affordability and diversity and overdevelopment is impacting community

Participants shared a range of challenges associated with housing in Randwick, specifically the lack of affordable housing, limited diversity of housing and expensive house and rent prices. One participant expressed concern about being pushed out of Randwick due to the high housing costs. Another participant spoke about the importance of having a range of housing options in Randwick, to support a diverse community.

Participants expressed concerns with high-rise buildings blocking the sun and creating privacy concerns. The impact of development on the environment, wildlife and heritage architecture was also raised by participants across the pop-ups. Participants expressed frustration about not feeling they can have a say on planning and development matters.

Anti-social behaviour and disharmony leads to feeling unsafe

Many participants spoke about feeling unsafe in some areas of Randwick due to anti-social behaviour and people using drugs. Participants consistently expressed concern about young people in particular exhibiting anti-social or reckless behaviour, such as speeding and dangerous driving (including at night and early in the morning), aggressive behaviour and swearing. Participants spoke about not feeling safe at night and not being comfortable with their children walking to school, as a result of this behaviour.

Participants also spoke about instances of racism and discrimination occurring in the community and in schools.

Public transport and active transport challenges

While public and active transport was seen as a strength by some participants, others highlighted it as a key challenge for the Randwick LGA. Participants spoke about the lack of public transport options and services, overcrowding on public transport and unreliability of the bus network. Another participant felt that the different modes of transport (i.e. bus, train, light rail) are difficult to navigate. One participant noted that Randwick feels isolated due to a lack of public transport.

Participants indicated that there are not enough cycleways around Randwick, and e-bikes cause safety hazards when they block footpaths.

Climate change, ocean pollution and biodiversity loss is concerning

Participants expressed concern about the impact of climate change on the environment in Randwick in the future. Participants also saw habitat and biodiversity loss (due to land clearing) and ocean pollution as key challenges in Randwick.

Cost of living crisis is a key challenge

Participants spoke about the rising cost of living being a key challenge. One participant mentioned the rising costs of childcare specifically.

Other challenges

Participants spoke about a range of other challenges in Randwick:

- lack of adequate parking, particularly around Maroubra Beach
- difficulty accessing support services, such as youth and mental health services

- dumping of rubbish
- traffic congestion
- not enough maintenance of trees, footpaths and amenities, and
- lack of nightlife.

"Housing affordability – that's the number one issue."

"Hooning cars late at night."

"Racism and antisemitism have become more prevalent in schools."

"Over-crowded public transport."

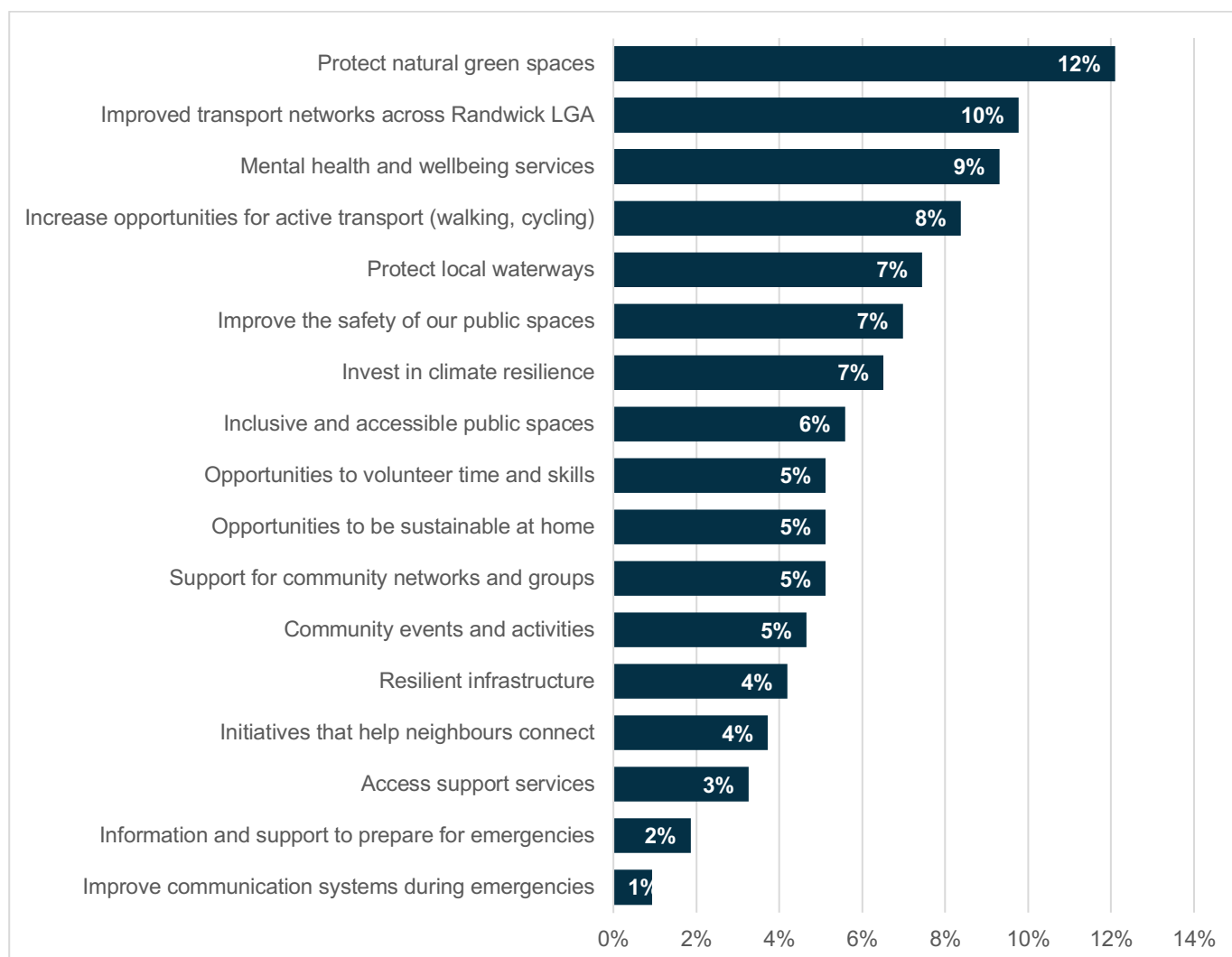
"Not enough cycleways."

5.3.4 Actions

Participants were asked to vote for their top three priority actions for Council to take to build a more connected and resilient Randwick community. They were provided with a list of actions to choose from and could also share other ideas for Council to consider.

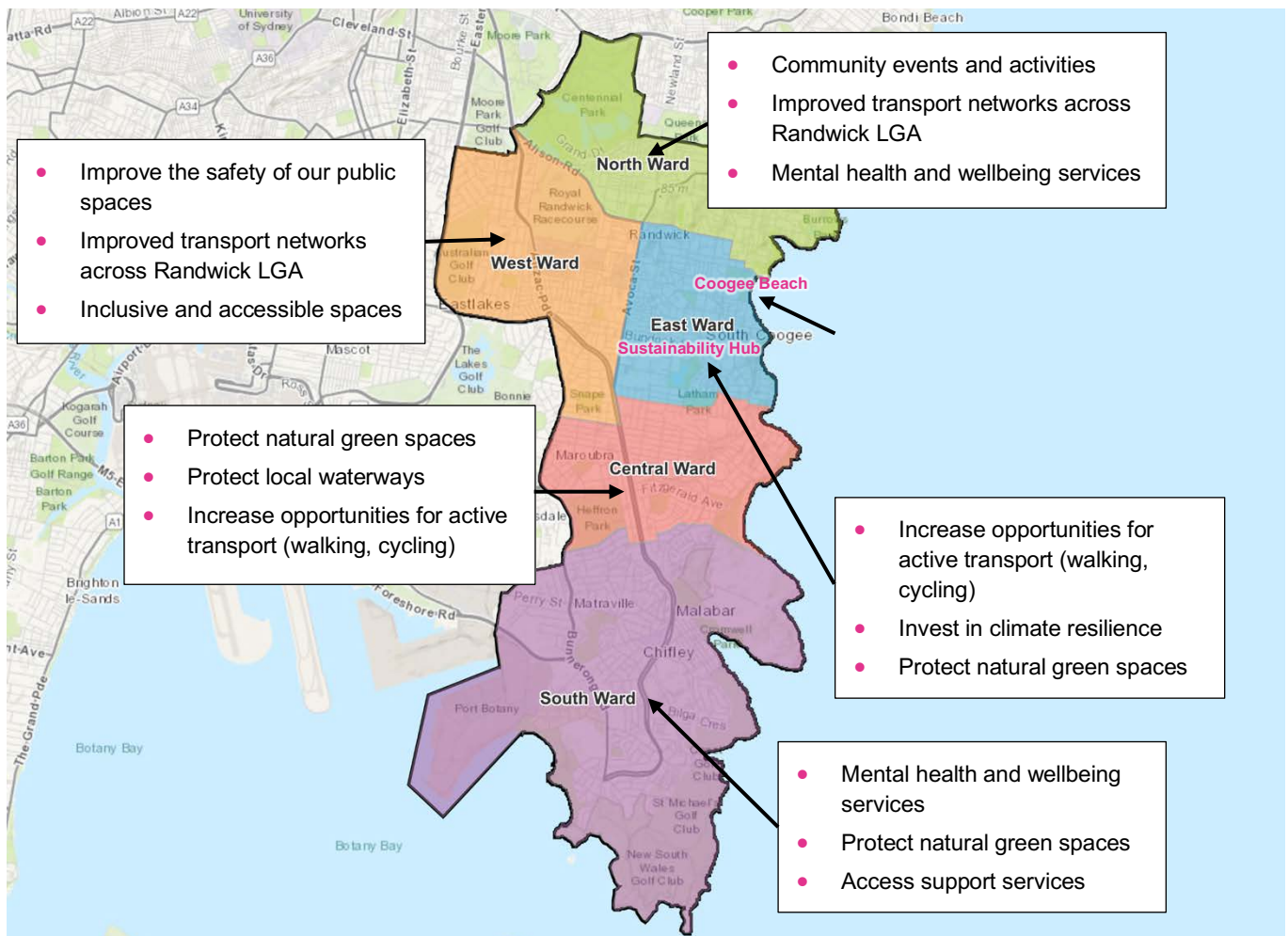
As shown in Figure 16, the overall top priority actions for Council to take are to protect natural green spaces (12%), followed by improved transport networks across Randwick LGA (10%) and mental health and wellbeing services (9%). The least prioritised action was improving communications systems during emergencies (1%).

Figure 16 - Top actions for Council to take to build a more connected and resilient community



The top priority actions differed slightly in each ward. Figure 17 shows the top priority actions that were identified in each ward. Environmental initiatives emerged as higher priorities in the central, east and south wards, with participants prioritising protecting natural green spaces, protecting local waterways and investing in climate resilience as key. Improving transport networks were prioritised in the north and west wards, and in the east at Coogee Beach. Participants in the north, south and east (Coogee Beach) wards identified mental health and wellbeing services as a priority.

Figure 17 - Top future actions for Randwick (by ward)



Participants shared comments on some of the listed actions, and suggested other actions. Their feedback is summarised below under key themes.

Community events, activities and initiatives to help neighbours connect

Participants suggested that Council could organise more community events in vulnerable areas, to improve social cohesion at the local level. This could be further supported by education and awareness-building projects to help bring the community together, such as learning about gender diversity. Having street parties and 'Neighbour Days' could also further strengthen community connections and resilience.

Many participants indicated that they would like to see more markets, such as night, food and cultural markets and opportunities to learn about and connect with First Nations culture. They also suggested introducing a variety of activities for young people (beyond sports) to cater to different interests.

Opportunities to volunteer time and skills

Participants would like to see more volunteering opportunities available, where they can support people in the community and improve the local area (such as street planting and cleaning days). Their keen interest emphasise the Randwick community's desire to help others and strengthen community ties.

Participants also spoke about promoting these opportunities more, as they can be difficult to find. One idea suggested was to have local charities promote their openings for volunteers on the Council website.

More mental health and wellbeing services

Participants spoke about the need for more funding for mental health support services and lower psychiatrist fees for people from low socioeconomic backgrounds. They noted that there are long waiting lists and a limited choice of providers.

Improve inclusive and accessible public spaces

Participants saw value in improving the accessibility at Wylie's Baths, including upgrading the deck, roof and service lifts. They also want more interactive playgrounds and bike tracks for children and young people.

Opportunities to be sustainable at home

Participants highlighted the value of the FOGO initiative but would like to see the bags made stronger and more durable, sharing they have experienced issues with maggots due to the thin material breaking. It was suggested that FOGO bags could be available for pick up in places like Pacific Square, for convenience. Another participant would also like to see an opportunity to recycle timber at a dedicated place.

More open and recreational spaces

It was evident from discussions with the community that they value green spaces and would like to see them protected now and in the future. Participants suggested that Council could introduce more off-leash dog parks, parks in general and also plant more trees.

Support for local businesses and community organisations

Participants spoke about how Council could better support local businesses to help them thrive. One participant noted an opportunity for stronger collaboration between Council and support services, such as the South Eastern Sydney Local Health District. They noted that empty building spaces owned by Council could be used by these organisations to deliver support services, such as early intervention and prevention services.

Improved amenities and seating

Participants highlighted a priority action for Council to improve amenities, lighting and seating around Randwick, particularly in Maroubra. They would like to see more drinking water bubblers at dog parks (Broadarrow Reserve), replacement of old bubblers and more bins and seating along streets and roads.

Participants suggested an opportunity for temporary parklets along Frenchmans Road to provide additional alfresco seating for local cafes.

Other suggestions included having powerpoints or charging places for mobile devices.

General maintenance and upkeep to prevent impacts on infrastructure

Participants spoke about maintaining drainage systems and street sweeping to prevent flash flooding occurring in streets as well as pruning trees to avoid power outages as a result of overgrown tree branches.

Other actions

Other ideas for actions included the following:

- greater transparency and communication around consultation opportunities
- reduced Council rates to provide financial relief
- introducing pedestrian safety measures in Coogee
- free WiFi available to connect to anywhere in Randwick
- divert more waste from landfill
- more desalination projects to respond to the water crisis
- stronger police presence in Coogee, and
- separated bike and pedestrian lanes.

“More First Nations culture and connection opportunities.”

“We used to have a neighbour day which was really good.”

“Improving social cohesion at a local level. E.g. community event in areas where people feel more marginalised.”

“Variety of youth activities (rather than just surfing).”

“More volunteer opportunities for community to support others.”

“Clean up Australia Day initiatives – opportunities for community to clean.”

5.3.5 Important places and spaces

Participants were asked what places and spaces in the Randwick LGA help the community connect and be resilient. The following places were identified by pop-up participants as some areas they value and feel connected to their community.

- libraries
- parks, such as Heffron Park, Quarry Reserve and Latham Park, for sports and recreation
- beach markets
- beaches and outdoor pools, such as Maroubra Beach, Little Bay, Coogee Beach and Wylie's Baths
- dog parks
- walking groups and senior groups
- UNSW
- Randwick Sustainability Hub
- Coogee community garden, and
- coastal walks and the promenade along Coogee Beach.



Photo 2 - Pop-up participants at Coogee Beach promenade (Source: Cred Consulting)

6. Youth forum

6.1 About the youth forum

The youth forum *Randwick Forum: Youth Ideas in Action 2025* was held on Tuesday 13 May 2025 from 9am to 1pm at Matraville Youth and Cultural Hall. The forum was a half-day interactive event designed to engage young people aged 12–24 years from diverse backgrounds across the Randwick LGA. The forum provided a platform for young people to voice their ideas, discuss key issues affecting them and collaborate with local leaders to influence policy and services.



Photo 3 - Youth forum (Source: Randwick City Council)

The forum aimed to foster:

- Youth participation and engagement: by providing an inclusive space for young people to share concerns, aspirations and ideas for local government programs.
- Capacity building: interactive workshops and guest speaker sessions will empower young people with knowledge and skills.
- Networking and collaboration: between young people, local organisations and government representatives.
- Youth voice on policy and advocacy: with insights from young people to inform local government policies and services.

The forum commenced with a keynote speech by Jahin Tanvir, an advocate for young people and the CEO of the Australian School of Entrepreneurship. Participants then rotated through a series of interactive stations, each focused on a different topic. Cred supported Council in facilitating the resilience station, where participants were given the opportunity to share their thoughts and ideas in response to the following questions:

- What does resilience mean for you, and your friends and family?
- What are the top three things that you think make life harder for young people in Randwick?
- What would make things better for the Randwick community?

See Appendix 4 for the interactive posters. The verbatim data for each activity is provided at Appendix 5.

6.2 Key insights

- Participants defined resilience through mutual support, perseverance through tough times, confiding in someone they trust and self-belief. Participants spoke about the importance of mental health support for young people when they experience adversity.
- Participants indicated high costs of living, housing affordability challenges for families, drugs, alcohol and vaping and mental health issues as the priority challenges making life hard for young people.
- Opportunities to make life better for young people reflect their desire for more fun, welcoming and supportive experiences. Participants want to see a variety of affordable and engaging events and activities to interact with other young people, improved access to support services, more frequent public transport services and more safe and welcoming spaces for young people.

6.3 What we heard

6.3.1 What does resilience mean for you, and your friends and family?

Participants were provided with a statement defining resilience: “Resilience means being able to bounce back when something hard or sad happens.” Participants were then asked to share what resilience means to them and their friends and family. They were given the opportunity to write and draw their thoughts, as seen in Photo 3.

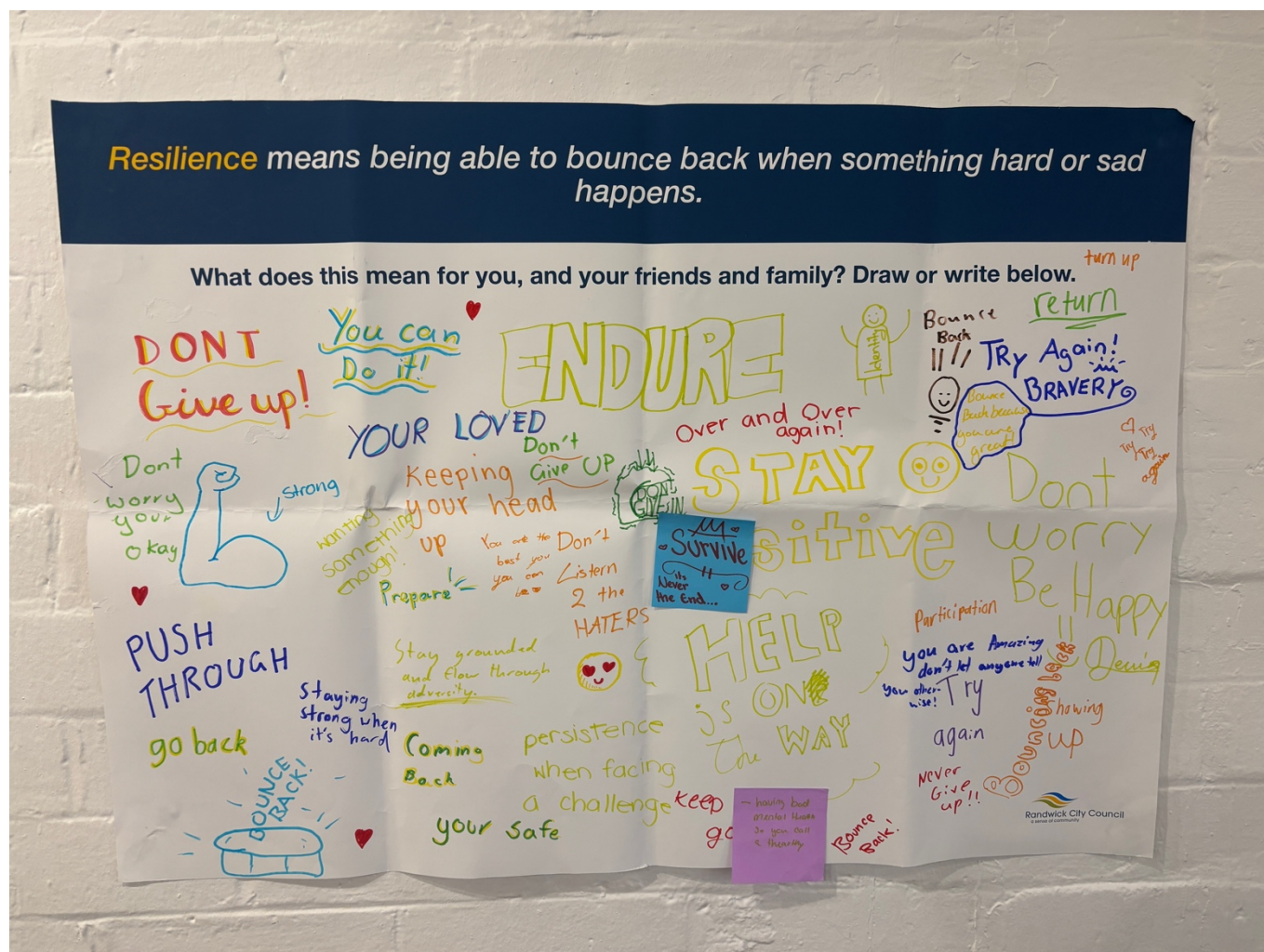


Photo 4 - Graffiti wall by forum participants for resilience station (Source: Cred Consulting)

Participants indicated that resilience means having something they can trust, whether that is a friend, family member or something they know. They spoke about never giving up, trying their best and supporting and helping each other when times are hard.

Participants spoke about the importance of having a positive and confident mindset and mental health support, to help them get through tough times.

“Stay grounded and flow through adversity.”

“Persistence when facing a challenge.”

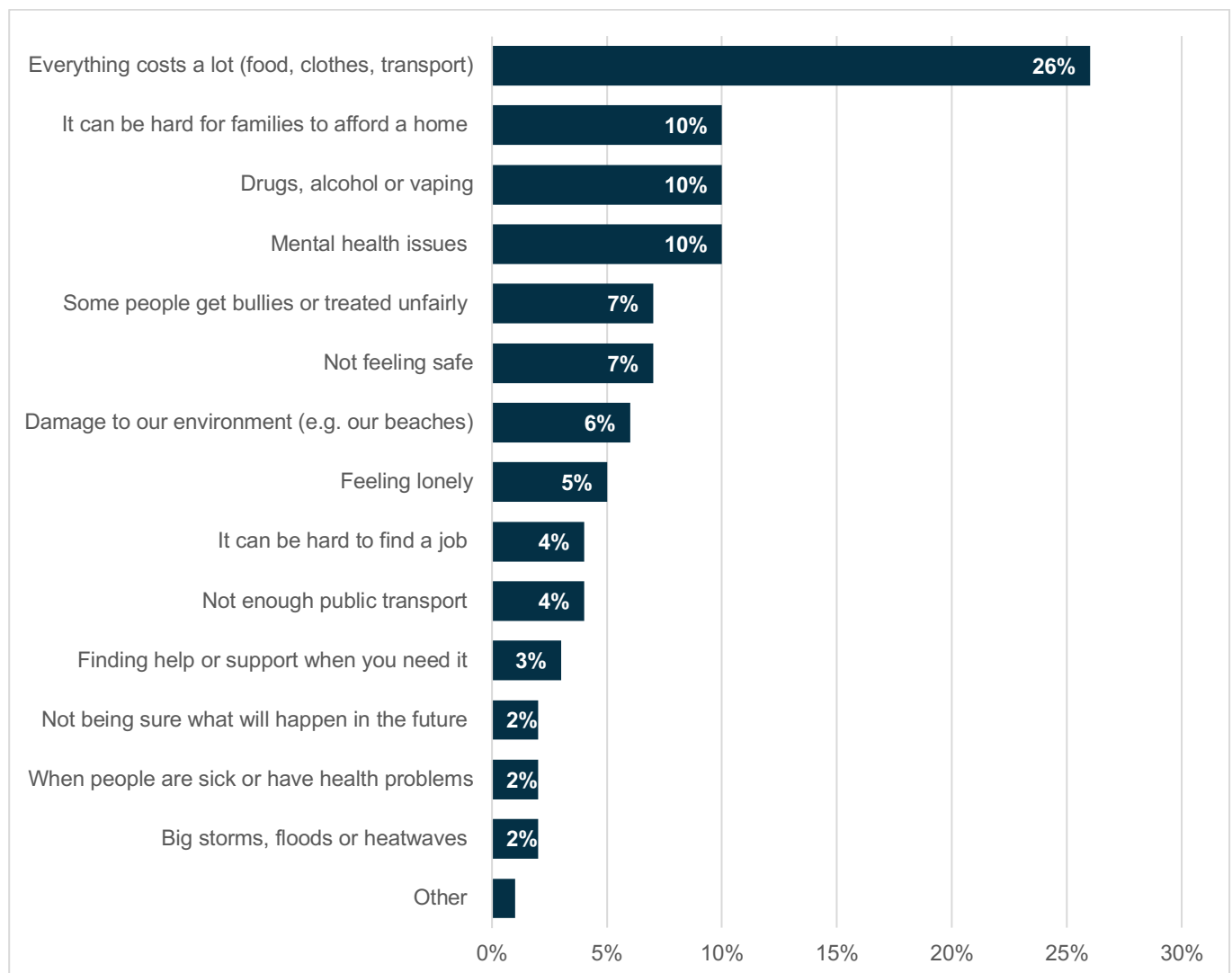
6.3.2 Challenges

Participants were asked what they think makes life harder for young people in Randwick. They were provided with a list of challenges and asked to vote on their top three.

As shown in Figure 18, the top priority challenges making life hard for young people are the high costs of living (26%), housing affordability challenges for families (10%), drugs, alcohol and vaping (10%) and mental health issues (10%). The least priority issue was big storms, floods or heatwaves (2%).

Participants also shared other issues that makes life harder for young people, such as conflict and peer pressure.

Figure 18 - Things that makes life harder for young people in Randwick



6.3.3 Actions

Participants were asked to identify possible improvements to the Randwick community. They were provided a postcard with the prompt “What would make things better for the Randwick community?”, which they could write their response on, shown in Photo 5.

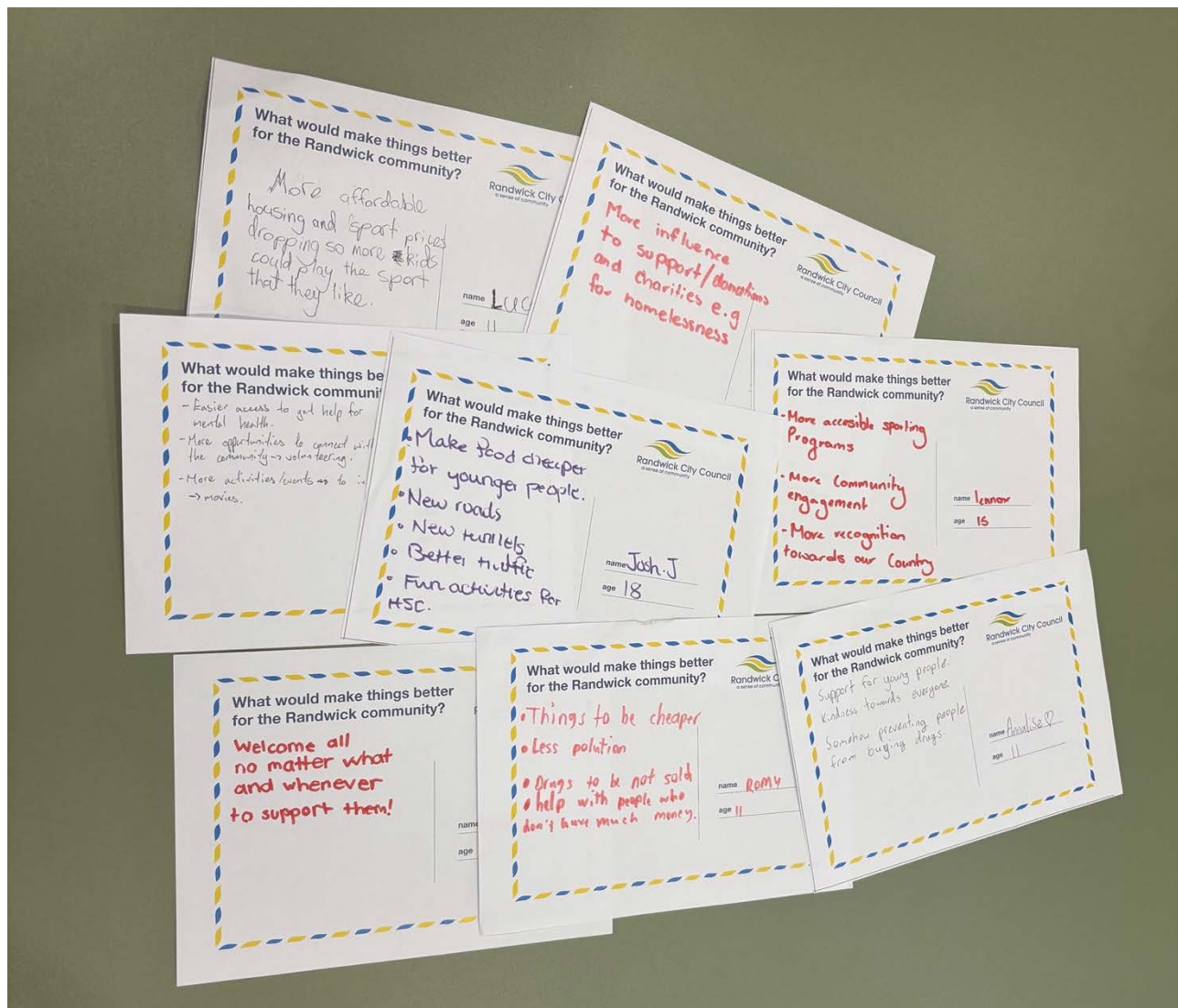


Photo 5 – Postcards by forum participants (Source: Cred Consulting)

Participant feedback is summarised below under key themes.

Events and activities for young people

Through their responses, participants indicated they want a diverse and affordable range of engaging events and activities for young people, with access to affordable food. Some ideas suggested included outdoor cinemas, cultural dance group performances and live music events. Another suggestion was holding cross-school events to bring together young people from across the Randwick LGA to encourage interaction and socialising. Participants want these events to be held frequently and promoted well to increase community awareness. One participant suggested leveraging events where people gather, such as sporting events, seminars and workshops, to promote youth activities.

Support services

Participants also spoke about improving access to support services, such as mental health services at school and homelessness services, considering today's cost of living crisis. One participant noted the importance of increasing awareness among the community of these support services and initiatives and addressing the stigma associated with mental health.

Improved public and active transport

Participants expressed a desire for more frequent public transport to help students to get to school. One participant suggested having free school bus passes if it takes a student more than 15 minutes to get to school by car. Another participant suggested improving pedestrian safety measures, such as the zebra crossing at Fitzgerald Avenue.

Safe and welcoming spaces

Participants noted the need for more safe and welcoming spaces for young people to hang out with their friends and family, such as skate parks, dog-friendly beaches and basketball courts. An important aspect raised by participants around the safety of young people included addressing drug and alcohol use and banning vaping.

Other ideas

Other ideas participants raised to make things better for the Randwick community included the following:

- more bins to maintain cleanliness
- more volunteering opportunities to connect with the community
- reduce sport program prices
- affordable housing for families, and
- more support for people from a low socioeconomic background.

"Advertise community events more, most people aren't aware of them."

"Holding more events throughout the year, not just during youth week."

"I think if we have more events where different schools can come together and interact."

"Mental health awareness in adults as well, so they can see the impact and signs. Some adults believe they are fake."

"We need more public transport for youth to get to school. Free school bus passes should be if you have a 15-minute drive. (I was denied, and it would be a 45-minute walk)."

"As a teenager there are only a few places to hang out with friends. Places include Eastgardens, parks, and beaches. More places to go to with friends would be helpful so we don't go to the same few places."

7. Workshops

7.1 About the workshops

Four targeted workshops were held with a total of approximately 65 community members and stakeholders in attendance. Table 5 shows the details for each of the workshops.

The purpose of the targeted workshops was to understand the key strengths, challenges and possible actions that Council could take to improve resilience in Randwick. Cred Consulting and Council facilitated the workshops.

Table 3 - Workshop details

Date and time	Location	Targeted cohort	Number of participants
Wednesday 11 June 2025, 2.30pm – 4pm	Lexo Community Hub, Maroubra	Social housing residents and vulnerable cohorts	40
Tuesday 17 June 2025, 11.30am – 1.30pm	Lionel Bowen Library and Community Centre, Maroubra	Culturally and linguistically diverse community members	15
Tuesday 1 July 2025, 1pm – 2:30pm	Online via Microsoft Teams	Faith leaders	5
Thursday 7 August 3-4pm,	UNSW Campus	UNSW international student representatives: • Students • Student Support Team • Off-campus Accommodation Services • Health Services	5

7.2 Key insights

- Social housing residents and vulnerable members of the community identified their top stresses as housing affordability, family violence, drug and alcohol abuse, a lack of affordable food and increasing crime and safety concerns.
- Language barriers were identified as a key challenge to emergency preparedness for culturally and linguistically diverse community members.
- Tapping into existing community groups is a key opportunity for Council to reach all cohorts of the Randwick community, with word-of-mouth being a popular information source for culturally and linguistically diverse community members.
- Places of worship foster community connection through events and activities and also provide vital support and help during times of need. The existing groups, networks and faith leaders are focused on providing a safe space for people to share their experiences and feel a sense of inclusion and belonging.
- International students face a range of challenges including lack of safe and affordable accommodation, poor employment conditions, financial insecurity and vulnerability to online scams.

7.3 What we heard

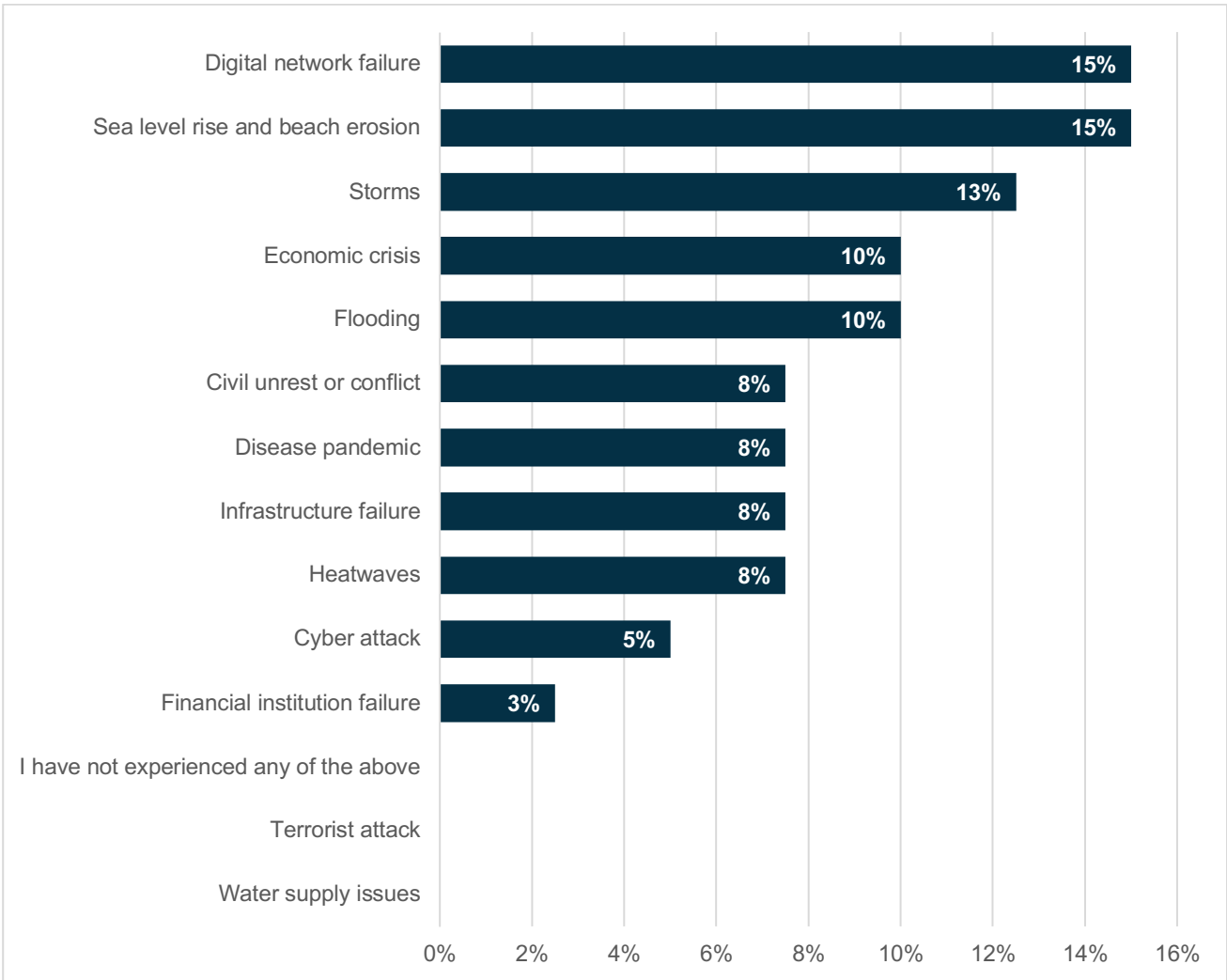
7.3.1 Lexo Community Hub

Shocks

Participants were asked what shocks they are most worried about impacting the Randwick LGA. They were given a list of shocks and asked to vote on their top three. They could also share other shocks that they are worried about.

As shown in Figure 19, the top shocks participants are most worried about are digital network failure (15%), sea level rise (15%), storms (13%) and economic crisis (10%). Participants are least worried about cyber attacks (5%) and financial institution failure (3%).

Figure 19 - Top shocks participants are most worried about impacting the Randwick LGA



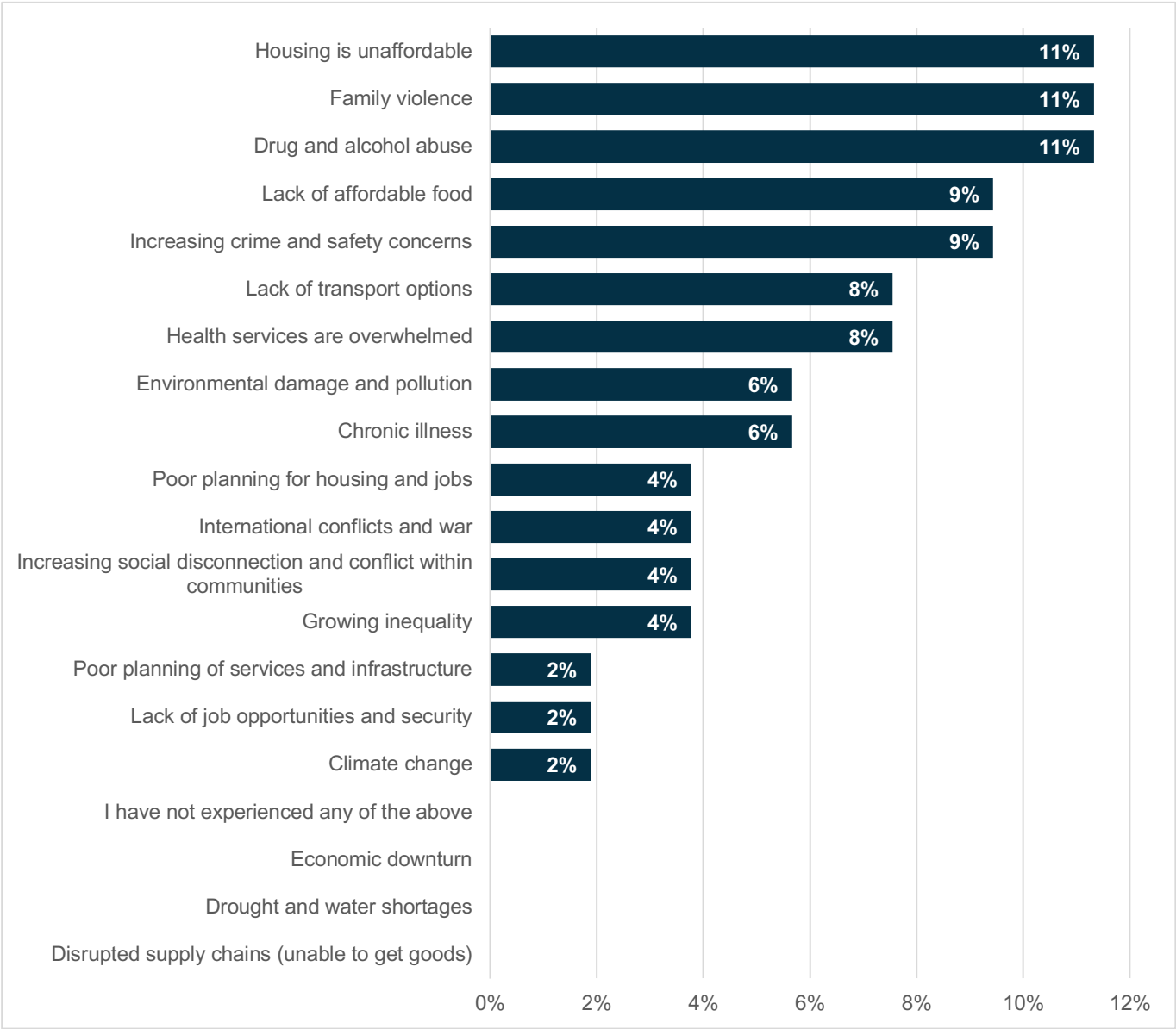
Stresses

Participants were asked what stresses they are most worried about. They were given a list of stresses and asked to vote on their top three.

As shown in Figure 20, the top stresses participants are most worried about are housing unaffordability (11%), family violence (11%), drug and alcohol abuse (11%), followed by lack of affordable food (9%)

and increasing crime and safety concerns (9%). They are least worried about the lack of job opportunities and security (2%) and climate change (2%).

Figure 20 - Top stresses participants are most worried about impacting the Randwick LGA



Strengths

Participants were asked what makes Randwick resilient and socially connected. They expressed their appreciation for the Lexo Community Hub, noting that the staff members are supportive, there are opportunities to connect with community groups and services and they can access free food.

Participants also spoke positively about Council in general, including the Council staff members who collect dumped rubbish. Another strength identified included access to a broad range of shops.

"Mel at Lexo is supportive and provides updates for community groups."

"The Hub at Lexo is fantastic giving out free food."

"The Council's basic ethos of community."

Participants were asked to identify the places and spaces that help the Randwick community connect and be resilient. They shared the following places:

- the beach
- Lexo Community Hub
- Randwick Sustainability Hub
- the local pub, and
- 'The Shack', a place where young people hang out.

Challenges

Participants were asked what challenges the community faces in Randwick. Housing affordability was a key challenge raised by participants, alongside the risk of homelessness. Participants also spoke about the impact of over-development on infrastructure, such as road and transport, and the change of demographics in the community. Participants expressed concern about the reduction in social and affordable housing and the lack of maintenance of social and affordable housing.

Participants indicated that they sometimes feel unsafe around the Randwick LGA. They identified factors such as anti-social behaviour, youth crime, assault, public property damage and drug dealing.

Participants spoke about the lack of support services available, including drug and alcohol services and health services for chronic illnesses.

Other challenges raised by participants included:

- lack of frequent and easily accessible public transport services
- untrained dogs on the streets, creating safety risks
- businesses closing down
- council-imposed rules against sleeping in private vehicles
- lack of car parking for residents, and
- poor quality of footpaths.

"I'm worried about my home being taken from me."

"Overdevelopment which causes impacts on infrastructure e.g. roads, transport."

"Young people attacking people and destroying public property."

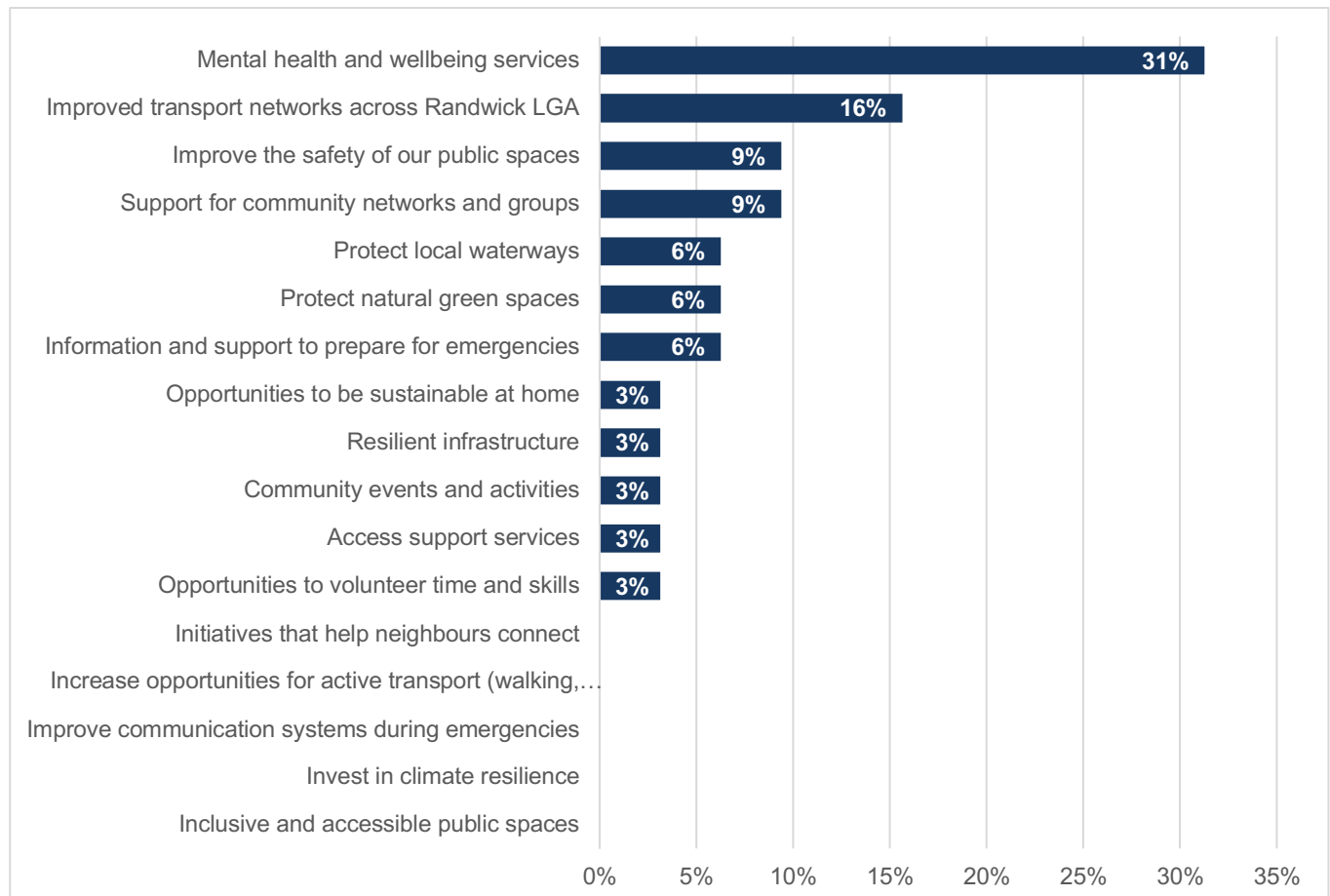
"Not enough health services for chronic illness and chronic pain."

Actions

Participants were asked to vote on their top three priority actions for Council to take to build a more connected and resilient Randwick community. They were provided with a list of actions and could share other ideas for Council to consider.

As shown in Figure 21 the top priority actions were mental health and wellbeing services (31%), followed by improved transport networks across Randwick LGA (16%), improved safety of public spaces in the Randwick area (9%) and support for community networks and groups (9%).

Figure 21 - Top three priority actions for Council to take to build a more connected and resilient Randwick community



Participants commented on some of the actions. They noted the need for more mental health facilities and drug and alcohol support services, education around trauma and access to staff at the Hub who can liaise with police and Council without breaching confidentiality.

Participants suggested that improved transport networks across Randwick LGA could include more bus services to the airport.

Participants were also given the opportunity to provide other ideas for future actions. Participants suggested introducing more pedestrian safety measures, such as a pedestrian crossing at Lexo and speed humps and police patrols near Lexo and Malabar Road. Increased police presence was suggested as a way to improve the safety of public spaces in Randwick.

Participants also suggested having more outdoor gym equipment in parks and free exercise programs for older people, such as Tai Chi classes at the Lexo Hub.

Other ideas included the following:

- more charity bins for people to donate clothes
- training dogs to ensure safety of general public
- a dog beach, and
- better waste management e.g. garbage bins along Malabar Road, more frequent pick-up of red bins.

"More drug and alcohol services; education around trauma and mental health in this space."

"More outdoor gym equipment and free exercise programs for older people e.g. in parks."

"People are speeding. We need speed humps and police patrols, near Lexo and on Malabar Road."

"Need to have a charity bin nearby for people to donate clothes."

7.3.2 Culturally and linguistically diverse community

Challenges and opportunities

Participants were asked what challenges communities from culturally and linguistically diverse backgrounds face in the Randwick area. The following themes emerged from the discussion.

Transport and parking

Concerns were raised about overcrowded buses during peak hours, which often makes people late for work. Participants would like to see more bus services during peak hours.

A participant also highlighted the long walking distance between public transport stops around the Randwick LGA, which impacts people with limited mobility, and the lack of public transport services to key locations like Lionel Bowen Library. Participants saw value they in a free transportation service to get around Randwick and access public facilities.

Participants stated that there is a lack of untimed parking around Lionel Bowen Library, which means they have to make alternative arrangements if they want to stay at the library longer and participate in multiple activities on one day.

Emergency preparedness

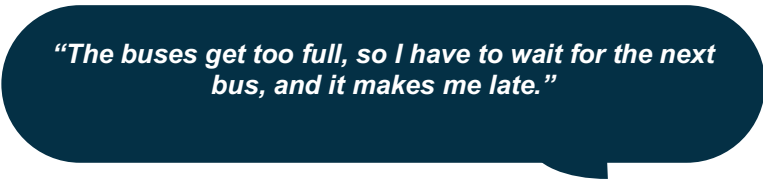
Participants were asked if they would feel comfortable calling the police during an emergency. It was indicated that some people may not feel comfortable with this, due to language barriers. To address this challenge, there are opportunities for more support services and English-language classes, such as what is offered through the library.

Language barriers

Language barriers were raised as a key challenge for participants, particularly when trying to access services in the Randwick area. One participant wanted to learn medical terms in English so when she visits the doctor she can explain her symptoms. Participants indicated that it would be helpful to learn the rules and regulations in Australia, so they can inform family members who are visiting and ensure they are aware of accepted behaviours.

Air quality and noise

Participants mentioned that the air quality is a challenge for them in Randwick, particularly due to the large number of vehicles emitting exhaust fumes. Participants also expressed frustrations with the noise levels coming from vehicles on Anzac Parade and motorcycles revving on Beauchamp Road.



“The buses get too full, so I have to wait for the next bus, and it makes me late.”

Information sources

Participants were asked where they usually access information about emergencies or events happening in the community. It was indicated that people often use ChatGPT, the internet, Facebook community groups, the Randwick City Council website and newsletters and word-of-mouth sources.

It was noted that the library is a valuable source of information and a place to meet people, particularly for family members who are visiting from overseas. Initiatives at the library were also seen as very helpful for participants, including Conversation Circles and coffee mornings at the library.

One participant shared challenges they were facing with the Service NSW app due to their visa status, suggesting a need for more streamlining and support with government services.



Photo 6 - Group of Book Club participants at the Lionel Bowen Library (Source: Cred Consulting)

7.3.3 Faith leaders

Strengths

Participants were asked to identify the strengths of their community. These are summarised below.

Disaster recovery

Participants spoke about their churches' generosity and responsiveness to supporting the community during disaster recovery, such as providing clothing, blankets, non-perishable foods and hygiene items.

Supporting vulnerable cohorts

Another core strength included understanding the needs of vulnerable cohorts and supporting them during times of need. Some examples shared included conducting wellbeing calls to older parishioners and cooking meals for schools when services shut down during the pandemic. One participant spoke about livestreaming their church events to accommodate the needs of people who cannot physically attend church. Connections to institutions, such as local schools, also help participants support vulnerable cohorts of the community, such as families.

Community events and activities

Participants identified community events and activities as a key strength of their community in fostering a sense of community connection. Coffee clubs, scripture, Bible study groups, and kids' clubs were highlighted as some of the events and activities that allow people in the community to meet others.

Participants spoke about the proactive efforts of key faith leaders in doing community outreach to ensure people feel supported and included in the community.



"In the twenty something years I've been associated with St Johns, I've found them to be very generous in the community, and responsive in their generosity to help and care for people."

"We went out to our community and we saw what their needs are and how they were living and what support they needed."

"So many people struggle with loneliness and we need to find ways for our community to break down those walls and build resilience together."

Challenges

Participants were asked what the main challenges their community faces. One participant spoke about the perception that places of worship are trying to convert visitors to a specific faith. They emphasised instead that places of worship are welcoming places for people to go to when they need support.

Participants spoke about the isolation and loneliness experienced in the community, particularly by vulnerable cohorts. They identified cohorts such as older people, people who experience homelessness, young mothers and first-time mothers, people with disability, carers and people experiencing mental health issues. Other challenges mentioned included attracting more volunteers and incidents of hate crimes and discrimination.

Participants spoke about different in-person and online channels which their community goes to for support and information during tough times. These sources of information include word-of-mouth, community groups and hubs, the church bulletin, weekly emails, social media and website pages. Participants expressed confidence in their community's preparedness for future emergencies, noting that strong networks within the church groups which can support people.

"Church isn't just for prayer, but it's a place of meeting and for the isolated and people who are in need and want support."

"The fatigue and weariness of the people I've connected with around disability and challenges in life is a big one."

"A lot of what we do is in person and word of mouth."

"I think people would definitely reach out and ring us if they needed information or support."

Actions

Participants were asked what Council to do to help. They shared the following ideas for Council to consider:

- A mobile pantry with free or affordable items for people to access during times of crisis. Participants noted its benefit for older people who can't go to the church physically and for young mothers.
- Provide training on disaster preparedness and spread awareness of mental health first aid training programs offered by not-for-profit organisations, such as Anglicare and Red Cross.
- Offer community transport for older parishioners to travel to mass.
- Provide grants to increase volunteers or support paid roles.

- More advertising to promote events happening in the community.
- Organise cultural or religious events, such as live entertainment, markets or festivals, to dispel negative perceptions and strengthen harmony and connection.
- A podcast featuring leaders of different faith groups, which could include discussions about Council activities and share information.
- An opportunity for intergenerational learnings through workshops. For example, a participant shared a program in Wollongong where young high school students showed older people the basics of using technology.
- Improved support for carers.
- Morning teas featuring an external speaker to share information about what's happening in the Randwick LGA and provide support for administrative tasks, such as filling out forms.

"I think having a mobile pantry in the time of a crisis would be terrific."

"These avenues (i.e. podcasts) are really powerful in terms of talking and sharing."

"Training on how to prepare for disasters would be really good for everyone, to feel ready."

"People have old fashioned opinions and they need to connect with the community and broaden their connections and learn about other cultures to remove that fear and those negative perceptions."

7.3.4 International students

Challenges

Participants indicated that the range of shocks and stresses affecting the broader community, such as extreme weather, cost-of-living pressures and safety concerns, are also relevant to international students.

Participants emphasised that there are specific vulnerabilities that make the international student cohort more susceptible to disproportionate impacts from shocks, and make it harder for them to recover from or adapt to shocks.

The challenges raised by participants are summarised below:

Accommodation:

Participants spoke about accommodation as a key challenge for international students.

They indicated that students are living in a mix of on-campus accommodation and private rentals, however there is a reliance on informal or insecure rental arrangements. Some arrangements are facilitated through cultural networks (such as WeChat). Participants stated that overall, there is a lack of housing options in the LGA and housing is unaffordable for students, resulting in many students having to live outside the Randwick LGA. The competitive market pressures students into paying 6-12 months rent upfront and subleasing accommodation at inflated prices and with informal arrangements. It was noted that many international students start in university-supported housing but later move to cheaper, often less safe accommodation.

Participants indicated that many students are experiencing unsafe or sub-standard conditions in their accommodation, with even real estate-managed properties having issues (for example illegal boarding houses or increasing occupancy mid-tenancy). Students do not feel comfortable speaking up for fear of losing their accommodation, which is particularly relevant given visa and study implications. Participants estimated that for each formal complaint, there are 20-30 students who remain silent.

Participants noted that UNSW recognises that accommodation is a key issue for international students and has recently launched an offsite accommodation initiative which maintains a database of accommodation options, provides information on rental rights, assists students in resolving some accommodation problems and provides pre-arrival and orientation information.

Employment and cost of living pressures:

Participants indicated that international students are experiencing widespread underpayment in their jobs, particularly in hospitality (for example the restaurants in Kingsford). Students are often being paid below minimum wage through cash-in-hand arrangements and not receiving overtime payments or superannuation. Some students pay “hiring fees” to secure work.

Participants stated that students are often unaware of their rights and fear losing their job if they complain, and they are accepting underpayment due to the competitive job market and cost of living pressures. These cost of living pressures are exacerbated by visa restrictions on work hours. Participants noted that the work conditions international students are experiencing approach the modern slavery definitions in NSW and federal legislation.

Communication and cultural barriers:

Participants stated that international students often face communication and cultural barriers. They have limited awareness of their rights and the services available to them, language barriers and reluctance to raise concerns due to cultural factors.

Safety and wellbeing:

Participants spoke about international students experiencing violence, poor housing safety and long commutes from outside the LGA. Online scams were also raised as a significant issue that is leading to students losing substantial sums of money. These scams often target Chinese students and include sextortion and coercion, visa/documentation fraud and financial scams.

It was noted that there are rising reports of violence and safety concerns across the LGA generally, with the safety committee discussing possible interventions.

Actions

Participants expressed strong interest in collaborative approaches to addressing the vulnerabilities and challenges raised. They mentioned specific opportunities around improving affordable housing options for international students (and possibly aligning this with key worker housing initiatives), providing more useful information for students upon arrival in Australia and implementing better orientation processes at university. However, participants noted that the university's current capacity to address these issues is limited and most challenges extend beyond campus, requiring a coordinated effort with local and state government, community organisations and student networks.

8. Interviews

8.1 About the interviews

Four interviews were held with a total of 6 community members and stakeholders in attendance. Table 6 shows the details for each of the interviews.

The purpose of the interviews was to understand the key strengths, challenges and possible actions that Council could take to improve resilience in Randwick. Cred Consulting and Council facilitated the interviews.

Table 4 - Interview details

Date and time	Location	Targeted cohort	Number of participants
Wednesday 11 June 2025, 2:30pm – 4pm	Lexo Community Hub	Older social housing residents	3
Tuesday 24 June 2025	Online via Zoom	Indonesian Consulate	1
Wednesday 2 July, 1pm – 1.30pm	Online via Zoom	Randwick Business Precinct	1
Tuesday 8 July 2025, 2pm – 2.30pm	Online via Zoom	Coogee Chamber of Commerce	1

8.2 Key insights

- Antisocial behaviour is a key challenge in social housing estates in Randwick, making residents feel unsafe and scared. Antisocial behaviour is also impacting on local businesses and discouraging customers.
- Social housing units are poorly designed and residents are experiencing significant impacts from the heat and the cold. There is a lack of affordable healthcare options and mental health support, preventing social housing residents from seeking medical attention when they need it and causing further issues down the track.
- The Indonesian community has strong natural resilience and the capacity to bounce back from tough times. The community supports each other and shares information through a range of channels, including digital channels, community/religious leaders and word of mouth.
- The Indonesian community faces a range of resilience challenges, including language barriers and exploitation. There is a need for clear, culturally appropriate and translated information around emergency preparedness and response, which can be shared through community leaders.
- The business community see Randwick's key strengths being its close-knit, inclusive and diverse community, with an engaged and responsive council.
- There is a need to improve lighting, security and cleanliness throughout the LGA and create a vibrant, activated area that brings people in and supports and promotes local businesses.

8.3 What we heard

8.3.1 Older social housing residents

Strengths

Participants were asked what they see as the strengths of the Randwick community. Participants primarily spoke about the Lexo Community Hub being a key strength in Randwick, and Council's responsiveness when it comes to addressing maintenance issues and illegal dumping.

Challenges

Participants were asked about the challenges they have experienced in the Randwick LGA and what they are most worried about, particularly as an older resident. The key challenges raised by participants are summarised below:

Antisocial behaviour and safety concerns

Participants expressed concern about antisocial behaviour in and around social housing estates in Randwick. They spoke about drug use, people with severe mental health conditions and young people in gangs creating safety concerns for older residents. Participants stated that fear for their safety is preventing them from leaving their homes and accessing services. They identified the need for more youth services (and general community social events) to better support young people and reduce antisocial behaviour.

Poorly designed homes that are not climate resilient

Participants indicated that heating and cooling in social housing units is a significant challenge, with units lacking insulation or any climate resilient features. Most residents do not have air conditioners or heaters, and the residents that do have them often cannot afford to run them. This means that residents are suffering on extremely hot and extremely cold days, exacerbating health conditions and impacting their wellbeing.

Participants spoke about checking in on their neighbours and helping to provide relief from the heat or cold where they can, and they expressed a desire for information about cost-effective heating solutions and strategies that people can use to warm up and regulate their body temperature.

Lack of mental health support and affordable healthcare

Participants spoke about a range of challenges associated with the healthcare system. They stated that healthcare is unaffordable for many people (with very few bulk billing doctors available), and people often have to choose between paying their rent and paying for healthcare. This means that the opportunities for early intervention are gone, their health deteriorates and they end up requiring more complex medical attention down the track.

Participants indicated that there is a lack of mental health support for vulnerable people. They highlighted the need for more proactive face-to-face check ins with people to ensure they have the services and support they need. Participants also spoke about aged care, noting that there is a lack of information about aged care services and not enough support for aged care residents.

Other challenges

Participants identified a range of other challenges, which are summarised below:

- Lack of public transport services, with existing services not well connected to the rest of the network.
- It can be difficult for people to find information about services and support available to them.
- There is a lack of support and recognition for social housing residents who take initiative to support their neighbours and look after their unit block.

"I had a leather chair and it melted from the heat. In winter, I'm sitting there with 3 or 4 blankets. I've got a heater but I can't afford to run it."

"It's very hard for people to find information. It can be one contact who makes the difference, and if that contact changes, then you're back to square one."

"People don't have any money left. Even a small amount is significant when you're under the poverty line. Council initiatives and healthcare need to be free."

"Most people have to choose between paying rent and paying for healthcare."

"It's too hot to sit on the bus and we don't have a car, so we wouldn't even be able to get to the beach. And the buses don't always connect – so we would be more likely to stay at home."

"People living in the bottom units really suffer. I knock on people's doors to get them to come out of their apartment and I invite them upstairs to sit in the sun in my place and have a cuppa."

Actions

Participants were asked about their ideas for actions that Council could consider to improve resilience in the Randwick community. Participants suggested the following ideas:

- Conduct more police patrols around social housing estates and address antisocial behaviour.
- Provide more affordable and easily accessible healthcare, aged care, mental health support and youth services.
- Conduct regular wellbeing checks on vulnerable people who need support. One participant suggested a light system at each social housing unit where if the light is green, it indicates that the person is awake, but if it is red for more than 24 hours a check in is required.

- Help make social housing more climate resilient. Subsidise or pay for solar panels on top of apartment buildings and ensure all homes have ceiling fans, dishwashers, air-conditioners and heaters.
- Create advertising campaigns to remind people to respect their neighbours and check in on each other during times of extreme heat.
- Implement more shade in public spaces (for example through shade cloths) to cool the temperature and provide relief from the heat. Cooling spaces were supported by participants but they indicated that they would need free, convenient transport to get there.
- Provide a free community bus that takes people to beaches and community facilities.
- Make it easier and cheaper for community members to hire Council halls and access facilities.
- Provide a GP service and social worker at the Lexo Community Hub.
- Council could proactively visit each of the social housing estates and provide residents with printed information and resources about key services and contacts. This information should be easy to understand and translated into community languages.

"In Melbourne all the new social housing units have dishwashers, cooling, heating and solar power as standard."

"Could there be a doctor's service incorporated here at the Hub? We used to have that with Dr Bolton and he was really good."

"Council should let people know what services are available and who to contact, especially for non-English speaking people. They just don't know what services are available."

"Promote the urgent care centre – no one understands this and they don't know where it is."

"There used to be ads to remind people to check on their neighbours during times of extreme heat. I still check on my neighbours."

"Maybe Council could help pay for an air conditioner for people at a certain age. Make it the property of Randwick City Council so if anything happens to the tenant, it would go back to Council. Fans aren't helpful – I've had them in every room and it hasn't helped."

8.3.2 Indonesian Consulate

Strengths

The interview participant from the Indonesian Consulate was asked what strengths or positive qualities exist in their community that helps people cope with challenges or emergencies.

The interview participant stated that overall, the Indonesian community has strong natural resilience and a strong capacity to bounce back from tough times. It was noted that strong community bonds and informal support networks are a key strength. Members of the Indonesian community are deeply connected and motivated to help each other during difficult times. In events like floods or storms, people don't rely solely on authorities and instead connect with each other. For example, one person might act as a key communicator and pass information along.

The interview participant was asked what this connectivity looks like in practice. They shared the following insights:

- Digital communication: Platforms like Facebook, Instagram, and especially WhatsApp are vital for keeping the community connected. These are used week to week and become even more important in times of crisis.
- Community and religious leaders: In emergencies, people turn to community or religious leaders, not authorities like Council or SES. These leaders are seen as more accessible and trusted.
- Physical proximity and intergenerational households: Many older family members live with or very close to their families. The community is often geographically clustered, which supports day-to-day life and also improves emergency response capacity. This presents an opportunity to engage younger people, neighbours, and families in taking responsibility for supporting elderly or vulnerable members during emergencies.
- Public events and gatherings: Events like Indonesian Independence Day are significant moments for community connection. These gatherings could be leveraged as opportunities for preparedness education and engagement.

Challenges

The interview participant was asked what challenges or barriers people in their community face during tough times or emergencies. The participant shared the following challenges:

- Weather events and unpredictability: Extreme weather isn't a major issue for the Indonesian community within the Randwick LGA. However, it affects those working in outdoor jobs or in regional areas like Taree and Lismore. While people may be used to storms or heat, the unpredictability of events in Sydney is a challenge. When people are caught off guard without preparation, they don't always know what to do.
- Infrastructure disruptions: Failures in transport or utilities affect people's ability to move around the city and get to work. The lack of notice and unpredictability is a key barrier.
- Worker and student exploitation concerns: Some members of the community arrive in Sydney aware they will be doing sex work, but the conditions of employment often differ drastically from what they were led to believe. This includes limited freedom to change employers, exploitative working conditions, low or withheld pay and excessively long hours. International students also face challenges, particularly in securing adequate housing and being exploited in the workplace.

- Language and information barriers: Older community members may not be fluent in English, which can be challenging in emergency situations. Official warnings (for example from the Bureau of Meteorology) and information on specific websites are often too technical and difficult to access. It can be hard for community members to connect with Council and speak to a staff member. Community leaders are often relied upon to interpret and repackage complex information for others, but this places a high burden on them and is not sustainable. It can also lead to miscommunication.

Actions

The interview participant suggested a range of actions that Council could consider to improve resilience in their community. These are summarised below:

- Clear, accurate and practical communication around emergency events, including what has happened, what to do next, who to contact and how to protect yourself, your family and your business.
- Translate important information and emergency preparedness/response materials into Bahasa Indonesia.
- Avoid unnecessary cultural friction in messaging and focus on safety and preparedness content. LGBTQIA+ messaging and images showing excessive skin are more sensitive topics for this community that should be managed accordingly.
- Use visual communication, infographics and storytelling, as this resonates well with the community. A good example was a Queensland local government leaflet about the death of a loved one, featuring lots of images and simple explanations about steps, processes, and who to contact.
- Produce plain-English or translated summaries of emergency warnings, that clearly explain what the warning means, what is expected to happen and what people need to do. Suggested formats include Bahasa Indonesia materials, social media tiles and short summary messages that can be easily shared.
- Partner with community leaders in preparation and emergency response efforts. Provide them with pre-made communication materials (such as social media tiles and translated materials) and work with them on messaging and coordination.
- Make it easier for people to contact/engage with Council through a range of channels (not just email) and improve responsiveness during emergencies.

8.3.3 Business chambers (Randwick Precinct and Coogee Chamber of Commerce)

Strengths

Participants were asked what they think makes the Randwick community (and their business community) strong. Participants indicated that the community is close-knit, welcoming and people have strong relationships with each other and a relaxed, down-to-earth vibe. They noted that areas like Coogee have a more seasonal and transient population which is reflected in the culture. Participants also stated that Randwick is an inclusive and diverse community, and there are services and facilities to support people from all walks of life.

Participants felt that Randwick City Council is involved and present in the community, has a positive attitude and is open to trying new and innovative things, which the community is generally supportive of.

In terms of the business community, participants spoke about the range of different businesses in the Randwick LGA, from small family-owned businesses to larger chains. The representative from Coogee Chamber of Commerce indicated that the business community is close-knit, committed to their businesses and they have come together as a committee to plan out their vision and where they want to go. This participant spoke about their desire to rebuild the profile of the chamber and rebuild trust in the community. They noted that being part of a strong community helps people bounce back from challenges.

"I moved into Randwick three years ago. The first thing that stood out to me was the close knit community. People know each other and want to chat. It's not very transient. It's great and it's unique from other areas where people are so disconnected."

"Having facilities in the community that support people from all walks of life makes us a much better and much stronger place."

Challenges

Participants were asked about the main challenges local businesses currently face in Randwick. Participants spoke about the following:

- Cost of living and the economic climate. People are not spending as much money, resulting in lower revenue for local businesses. Participants noted that this is particularly prominent in the winter months.
- Anti-social behaviour and people experiencing homelessness, which impacts perceptions of safety around businesses. Participants noted that some people urinate and smoke on the streets, which makes these areas feel unsafe and unpleasant to spend time in.
- Larger businesses like the Coogee Bay Hotel expanding significantly, which is likely to impact small businesses and affect their revenue.
- Restaurants and bars that are not located in key hubs do not have enough visibility and can struggle to attract customers.

- Storms and flooding, with the impacts of these exacerbated due to drainage issues. Participants also spoke about the long wait times for burst water pipes to be repaired.
- Power outages (and short notice for planned outages, impacting the ability to plan ahead).
- Roadworks on footpaths and in the public domain on weekends, which blocks access to shops and makes it difficult for customers to enter. Participants noted that there is a lack of communication with businesses about this.

Information sources

Participants were asked about how they (and businesses in their network) usually access important information during emergencies. Participants indicated that communication comes sporadically from Council, but people usually get their information through word of mouth and their personal networks. Dr Marjorie O'Neill MP was identified as a trusted source of information who collates and shares relevant information and updates from a range of sources.

Participants expressed a desire for more communication from Council and more promotion and awareness-building of the information that already exists. For example, one participant stated that there is a planned works map available on the Council website but no one in their precinct was aware of it. Participants indicated that they would be happy to work with Council to share information through their networks and be the conduit between Council and business owners.

"Marjorie O'Neill seems to be really on top of it and if you want to get information, it's through her. I follow Randwick City Council and news channels, but somehow Marjorie seems to get to it before everybody else. I'm following her on socials and she combines everything and makes it relevant. We get a very good overview of things that affect us."

Actions

Participants were asked about their ideas for actions that Council could consider to improve resilience in the Randwick community and business community. Participants suggested the following ideas:

- Improve the night-time economy and explore activations to bring more people into the area.
- Install more lighting and implement security/police patrols to improve perceptions of safety in key areas of the Randwick LGA and mitigate antisocial behaviour.
- Improve cleanliness of the LGA and provide more support to people experiencing homelessness, so they do not need to sleep on the streets.
- Help create promote businesses that are located in areas of the LGA with less direct visibility.
- More communication with businesses about planned works.
- Work more collaboratively with Sydney Water, Telstra and other agencies to solve infrastructure problems in the LGA in a timely and efficient manner.

9. External working group workshop

9.1 About the external working group workshop

Cred Consulting facilitated a workshop for Randwick Council's external working group on Wednesday 23 July 2025 from 6pm to 8pm. The workshop was held at the Randwick Room at Randwick City Council. Approximately 17 participants attended the workshop.



Photo 7 - External working group participants mapping out system impacts (Source: Cred Consulting)

9.2 Key insights

- Storms and heatwaves causes significant impacts on a range of systems, including utilities and energy, transport, beaches and parks and buildings. Impacts primarily consist of damage to infrastructure, inability to communicate with others and essential services, disruption to movement around the LGA and important facilities and support services becoming non-operational. This results in public anxiety and confusion and can lead to impacts on safety and wellbeing.
- Digital network failure also causes significant impacts on a range of systems, including communications, health, phone and internet. Impacts are centered around the inability to communicate with others (including not being able to seek help, check in on others and organise

staff rostering at hospitals) and inability to access important information. This means that people are more at risk during emergency situations and less equipped to respond.

- When shocks happen, the people most vulnerable are often older people, children and young people, people with disability or chronic illness, social housing residents, new residents or people who are unfamiliar with the area and people who speak a language other than English at home.
- Participants identified a range of actions for Council to take, including improving preparedness to disasters, better coordinating response and recovery efforts, disseminating information more effectively to the community, building connections between people, groups and networks and taking a collaborative approach to resilience planning with community, agencies and all levels of government.



Photo 8 - External working group participants mapping out system impacts (Source: Cred Consulting)

9.3 What we heard

9.3.1 Systems mapping and vulnerabilities

Participants selected three key shocks that were identified by community and stakeholders as being of concern in Randwick. For each shock, they were asked to identify and explore the systems that are most vulnerable or at risk to that shock, and who or what is most impacted in that scenario.

Participants selected storms, heatwaves and digital network failure as their top shocks. The systems mapped out by participants are summarised below under the relevant shock.

Shock: Storms and heatwaves

Vulnerable system	Impacts of the shock on the system	Who or what is most vulnerable
Utilities and energy	Disruption, public anxiety, economic impacts on businesses (for example due to refrigeration not working), safety concerns and uncertainty around seeking help. Other impacts include inability to communicate with others, access clean drinking water, fuel and electricity. This ultimately leads to anything that depends on electricity (such as hospitals) becoming non-operational and emergency services may not be able to respond to situations in a timely manner.	First Nations people, people who speak English as a second language, older and younger people, social housing residents and people experiencing homelessness, new residents, renters, tourists and people with disability or chronic illnesses are all vulnerable. Businesses, aged care facilities, supermarkets, buildings, communication systems and infrastructure (switch boxes, powerlines, stormwater systems) are also vulnerable.
Transport	Traffic jams and disruptions to transport services, flooding and blocked drains, confusion, impacts on critical services (such as hospitals), damage to transport infrastructure (such as tracks and powerlines), lack of access to support services and impacts on movement of people and vehicles, which could lead to a loss of lives.	Key workers, drivers, people dependent on transport, young people and children, older people, people who speak English as a second language, visitors, new residents, commuters, people experiencing domestic violence and people with disability or chronic health illness are all vulnerable.
Beaches and parks	Erosion, pollution from runoff, loss of amenities, lifestyle impact, safety issues with facilities being closed, damage to structures, death of wildlife and clean ups required.	Pet owners, surfers, businesses, surf clubs, wildlife, ecosystems and those living in low lying areas.
Buildings	Damage to homes, power outages preventing building access, impacts on schools and health services.	Residents in apartment buildings, aged care facilities, vulnerable community members and people without insurance are all vulnerable.

Shock: Digital network failure

Vulnerable system	Impacts of the shock on the system	Who or what is most vulnerable
Communications	Unable to communicate with others (including family, support services or emergency services) or	Systems are vulnerable to hackers and cyber criminals.

	access information. Some people may not have an emergency kit or radio on hand.	
Health	Unable to roster staff or access records or health results. Risk of lives being lost.	
Phone	Unable to contact family to conduct welfare checks or emergency services to seek help.	Children, older people, single parents, people who are unwell, social housing residents and women in domestic violence situations are all vulnerable people. The health system and emergency services are also vulnerable.
Internet	Unable to access information about the digital network failure itself or other important information, fire alarms and security features not operational, emergency services and transport networks go down and no access to communications services or banking services.	Social housing residents, international students at UNSW and culturally and linguistically diverse communities are all vulnerable people. The health system, transport network and prison system are also vulnerable, and systems are vulnerable to data breaches.

9.3.2 Actions brainstorming

Participants were asked to work in their groups to brainstorm actions that Council could take to improve resilience in Randwick. Participants were reminded to consider the system impacts discussed earlier in the session and Council's sphere of influence, to identify relevant and realistic actions. Ideas raised by participants are summarised below:

Disaster preparedness

Participants saw value in disaster preparedness and prevention activities. They suggested the following ideas:

- Create "get ready" packs for residents with important equipment and resources and support residents to create a plan and understand what they need to do.
- Install hazard warnings.
- Improve local stormwater infrastructure (including installing gross pollutant traps) and explore micro grids.
- Model long-term climate impacts to inform future planning and continue to engage in the Greater Sydney Heat Taskforce.
- Educate and train Council and the community on emergency processes and mental health first aid.
- Create a "digital twin" of the LGA in collaboration with UNSW, Microsoft, TAFE and the Institute of Applied Technology.

Disaster response and recovery

Participants suggested a range of ideas related to disaster response and recovery:

- Manage spontaneous volunteers and donations.
- Provide safe evacuation areas and maintain refuge places to support disaster events.

- Use electric vehicles as a power source.
- Council could maximise its local knowledge and coordinate local response with volunteers, community services and other organisations.

Information and communication

Participants highlighted the importance of information and communication, and suggested the following ideas:

- Council to be a trusted source of information for the community, leveraging knowledge from other councils.
- Provide information in multiple languages to support the culturally and linguistically diverse community.
- Share information using the PPRR framework (prevent, prepare, respond, recover).
- Deliver a “know what to do” campaign.

Groups and networks

Participants suggested that Council could play a role in bringing people, groups and networks together. They raised the following ideas:

- Form Community Resilience Networks (CRNs).
- Create network registers and central points of contact for community services.
- Empower local leaders, particularly in marginalised communities.
- Set up community hubs for information and support.
- Engage with local businesses.

Advocacy and collaboration

Participants spoke about the need for a collaborative approach to resilience, with all levels of government and community working together. Participants suggested that Council could advocate to Resilient Sydney and the NSW Government. They saw a need to consider the role that Councillors could play.

9.3.3 Comments received outside the workshop

Sydney Water was unable to send a representative to the workshop, however they provided some comments ahead of the session. They indicated that the enterprise business resilience and emergency management team coordinates all engagement with local entities, including REMCs and LEMCs. Sydney Water works in collaboration with utilities on matters related to risks and emergency response.

In addition to the drinking water and wastewater network in the vicinity, Sydney Water operates the Malabar Water Resource Recovery Facility (WRRF), which has localised emergency response plans relevant to safety of community, network priorities and specific risks within the site.

Sydney Water routinely reviews site and asset contingency plans, emergency response and business continuity plans and conducts training and exercising. They align their incident thresholds with the critical infrastructure and water sector group categories that incorporate human induced and climate change hazards and threats.



Photo 9 - External working group participants presenting their system maps (Source: Cred Consulting)

10. Conclusion

This section provides a summary of key findings across all engagement activities.

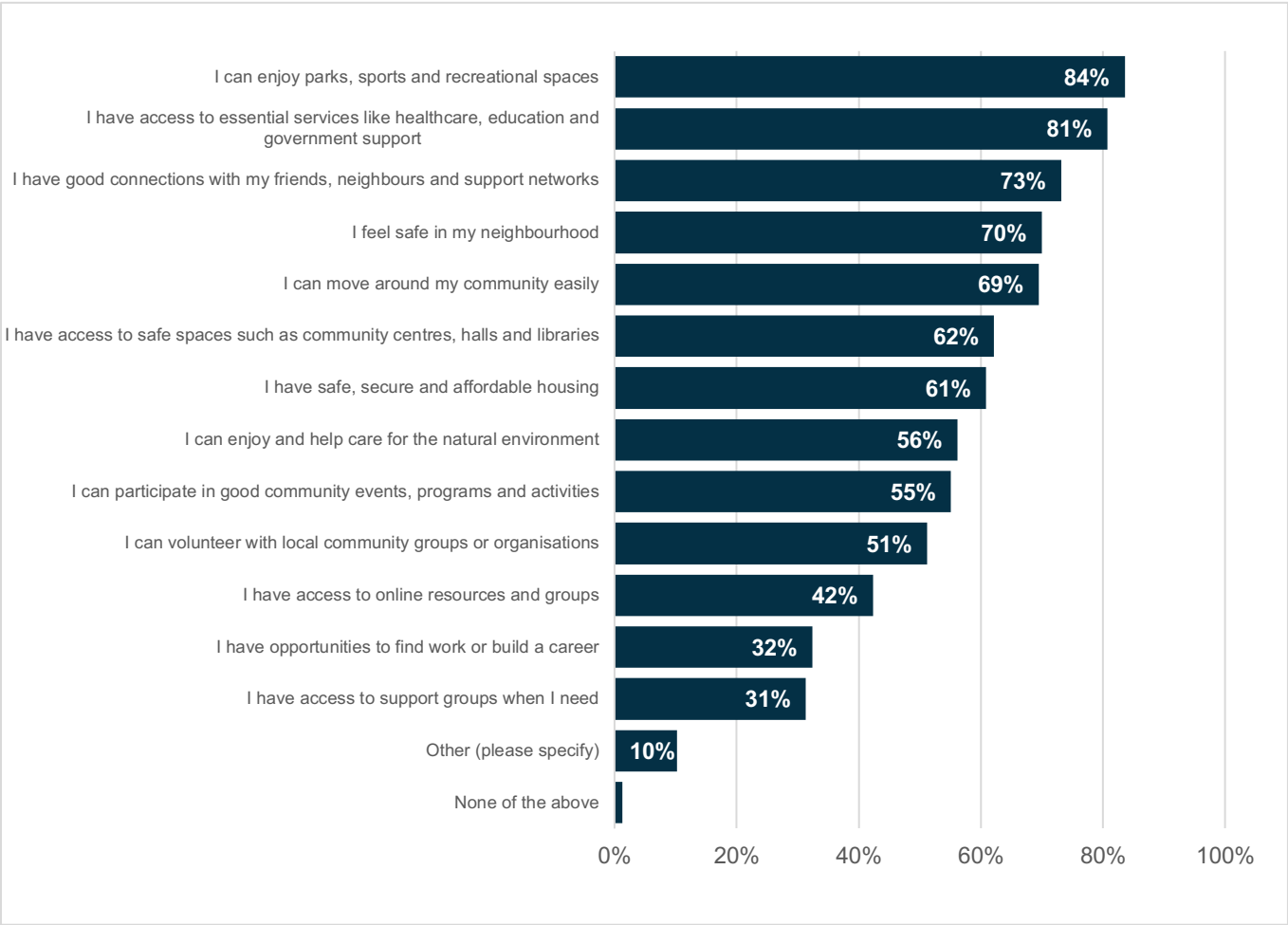
Strengths of the Randwick LGA

Participants shared a range of strengths of the Randwick LGA that enable the community to withstand shocks and stresses. Participants across the board described Randwick as a close-knit, family-friendly community where they know their neighbours and can reach out to others during times of need. Participants value Council’s proactive role in engaging with the community and helping to build strong social connections through a range of much-loved events and initiatives.

Survey participants identified the following as key resilience strengths in Randwick (which were generally echoed by participants at the pop-ups, workshops and interviews):

- Access to parks, sports and recreational spaces (84%)
- Access to essential services like healthcare, education and government support (81%)
- Having good connections with friends, neighbours and support networks (73%)
- Feeling safe (70%).

Figure 22 - Strengths of Randwick LGA (online survey)



However, survey participants in the south ward generally feel less safe than those in other wards. Participants feeling safe in their neighbourhood was rated significantly lower in the south ward (53%) compared to the north ward (94%), and only 25% of participants in the south ward agreed that they feel safe in their neighbourhood after dark.

Shocks

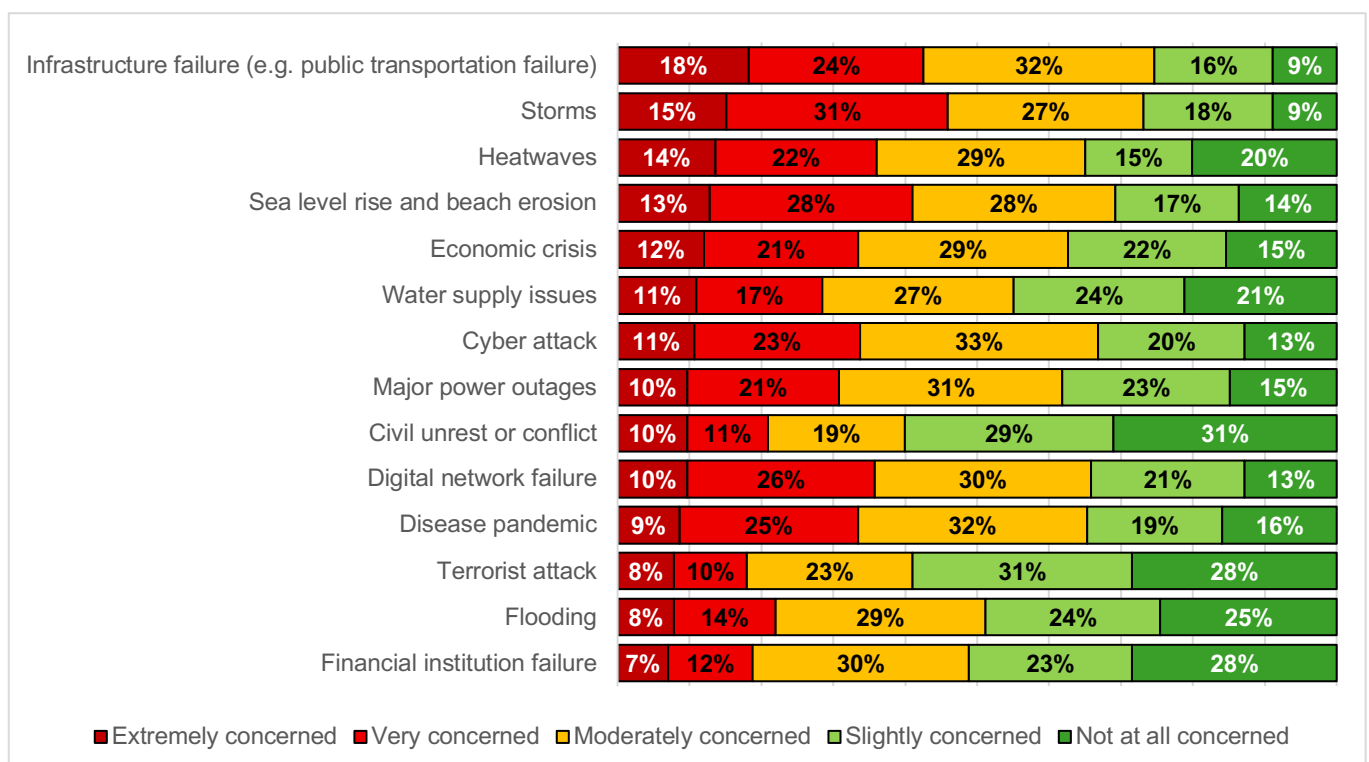
Participants indicated that they have experienced a range of shocks in Randwick in recent years. The following shocks were of most concern to survey participants:

- Storms (46% extremely or very concerned)
- Infrastructure failure (42% extremely or very concerned)
- Sea level rise and beach erosion (41% extremely or very concerned)
- Heatwaves (36% extremely or very concerned).

Survey participants in the central, north and east wards were most concerned about storms and sea level rise/beach erosion, while those in the south and west wards were most concerned about infrastructure failure. Digital network failure emerged more strongly in the south ward than any other ward.

The survey results were consistent with the findings from the pop-ups, where sea level rise/beach erosion and heatwaves emerged as the top two shocks the community was most worried about in Randwick. Economic crisis was raised as a key concern in the south and west wards, and digital network failure was a key concern in the north and south wards. Digital network failure also emerged as a concern at the Lexo Community Hub workshop.

Figure 23 - Shocks of most concern in Randwick (online survey)



External working group members noted that storms and heatwaves cause significant impacts on a range of important systems in Randwick, including damage to infrastructure and communication systems and disruptions to essential services, which can derail community safety and how the city functions.

Stresses

The following stresses were of most concern to survey participants:

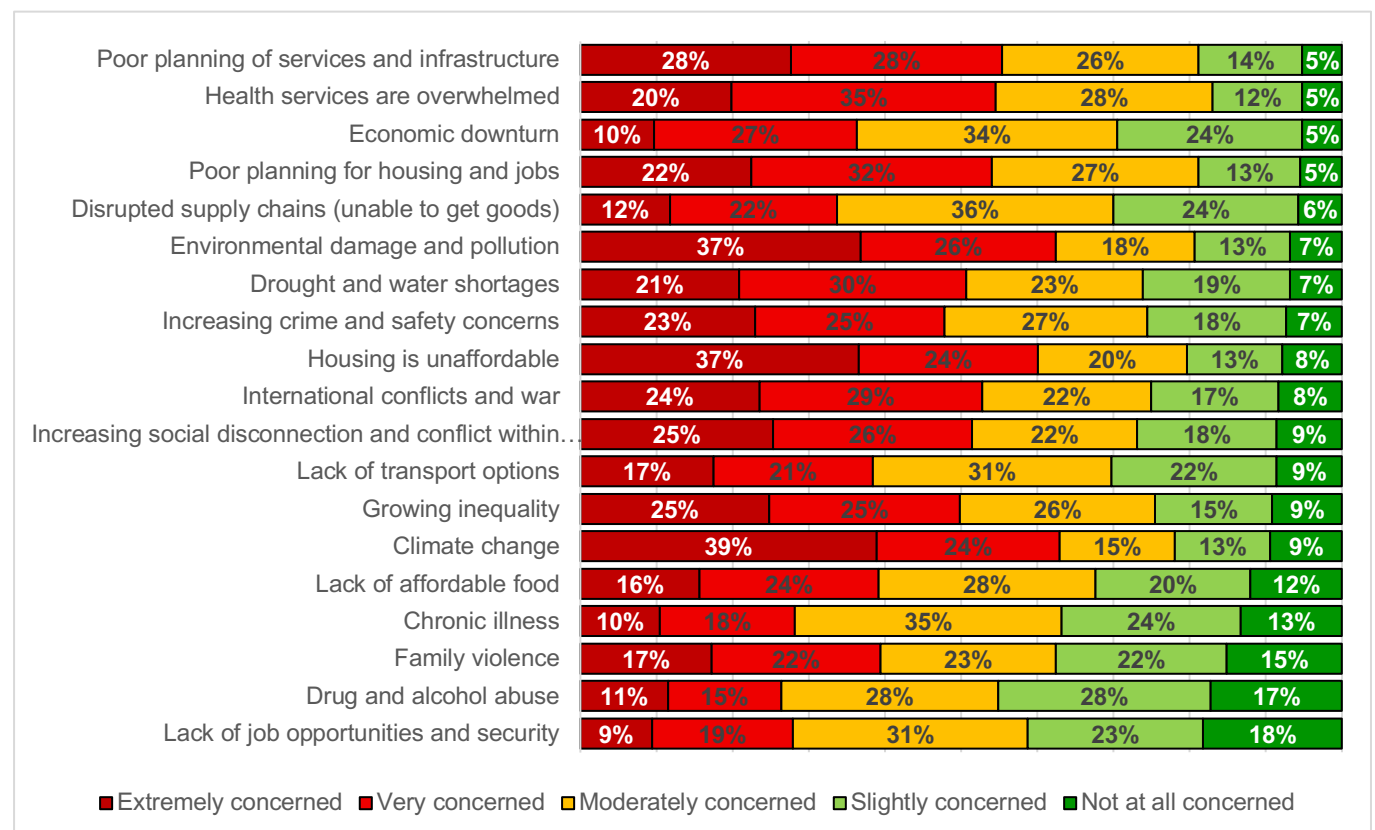
- Environmental damage and pollution (63% extremely or very concerned)
- Climate change (63% extremely or very concerned)
- Unaffordable housing (61% extremely or very concerned).

Survey participants in the central, north, east and west wards were significantly more concerned about climate change than those in the south ward. Participants in the south ward were most concerned about health services being overwhelmed, increasing crime and safety concerns and unaffordable housing.

Youth forum participants raised housing stress and cost of living as some of the priority challenges making life hard for young people in particular. This was echoed by social housing residents and international students, who struggle to access safe and affordable accommodation in Randwick.

Some participants spoke about observing and experiencing antisocial behaviour in parts of Randwick, making them feel unsafe and impacting their ability to spend time in public spaces. Participants also indicated that overdevelopment and poor planning and lack of transport connections is having a significant impact on the LGA, and they want to have more of a say in planning and development matters.

Figure 24 - Stresses of most concern in Randwick (online survey)



Vulnerable cohorts

Some cohorts of the Randwick community are more vulnerable to shocks and stresses, and find it more difficult to bounce back from tough times. The following cohorts were identified as being more at risk and experiencing disproportionate impacts to shocks and stresses.

- Social housing residents
- Older people
- Children and young people
- First Nations people
- Culturally and linguistically diverse community members.

Social housing residents shared stories of poorly designed units leaving them dealing with the impacts of extremely cold and extremely hot days, with no heating or cooling. Many social housing residents are older, have complex health needs, disability or chronic illnesses and they have a lack of affordable healthcare options and mental health support. There is antisocial behaviour and violence occurring in and around social housing estates, making residents feel unsafe and in some instances, scared to leave their homes.

Participants at the youth forum spoke about high costs of living, mental health issues and drugs, alcohol and vaping being key challenges that make it harder for them to be resilient. International students also face a range of unique challenges, including lack of safe and affordable accommodation, poor employment conditions, financial insecurity and vulnerability to online scams.

Actions

Participants identified a range of actions that Council can take to build a more connected and resilient community for everyone. Survey participants prioritised the following actions:

- Protect natural green spaces by providing more trees and greenery (33%)
- Advocate for improved transport networks across Randwick LGA (31%)
- Invest in climate resilience and adaptation measures (26%).

Participants in the north, central, east and west wards were more likely to prioritise climate resilience compared with the south ward, who were more likely to prioritise mental health and wellbeing services and support services.

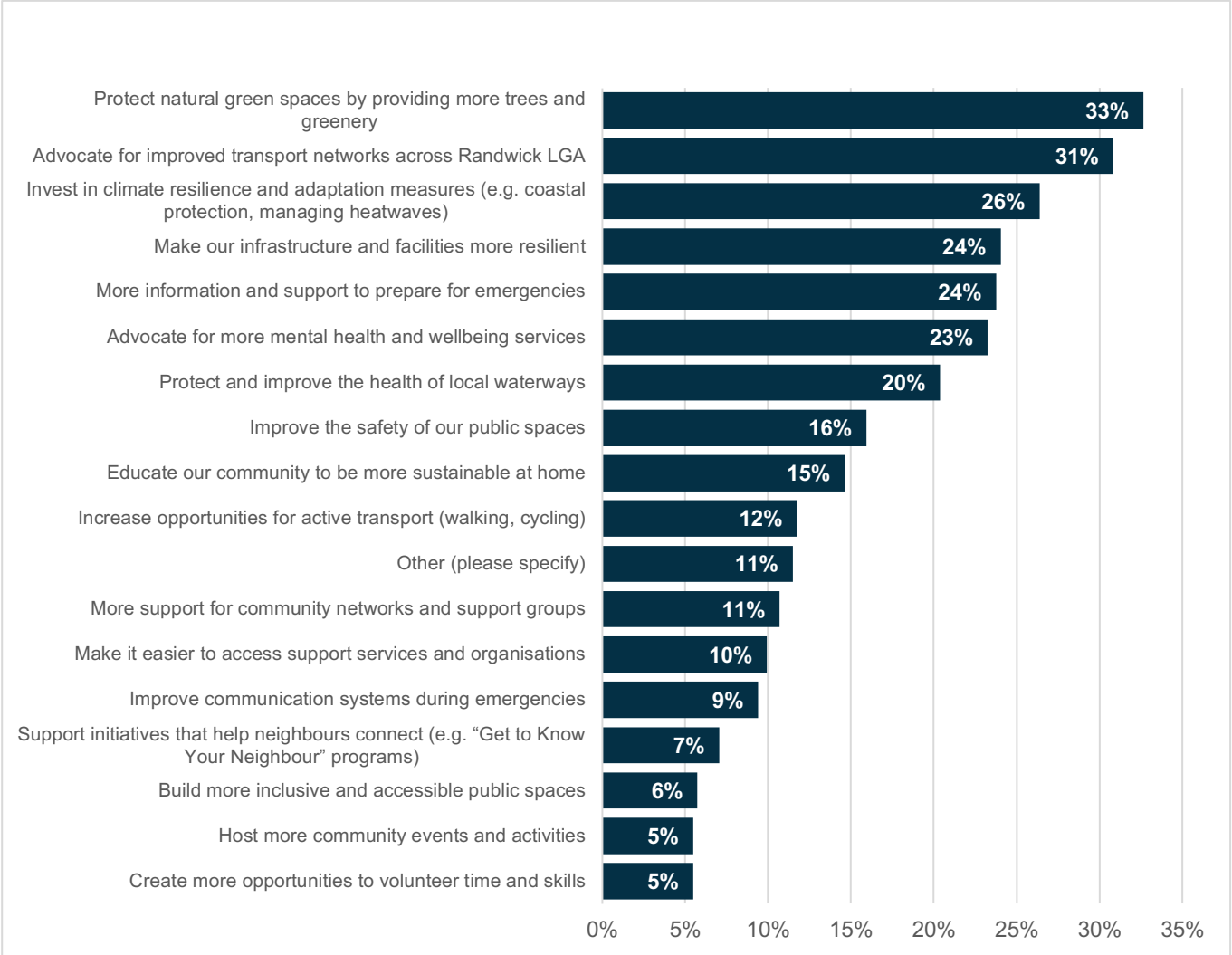
Protecting natural green spaces was echoed across the engagement program, where participants expressed a desire for greater protection of these highly valued areas in Randwick. This emerged as the top action at the pop-ups.

Participants also want Randwick to be a more vibrant, activated and connected area, with strong public and active transport connections and a thriving night-time economy. Young people want to see affordable and fun events and activities where they can connect with others.

Emergency preparedness was identified as a key action by the external working group, who highlighted the need to build the capacity of the community to prepare and respond to emergencies. Participants

suggested creating clear, culturally appropriate and translated information around emergency preparedness and response, which can be shared through community leaders, and tapping into existing channels and networks to disseminate information.

Figure 25 - Actions to improve resilience (online survey)



Other key learnings

Participants shared a range of insights throughout the engagement program that are valuable for the resilience strategy to consider.

Emergency preparedness

Preparedness for shocks and emergencies is relatively low, with only half (56%) of survey participants feeling prepared to respond in the event of an emergency and a quarter (23%) not knowing how to access support services in a crisis. However, there is appetite for more information and support, with many participants seeing value in more preparedness resources and targeted capacity-building.

Access to information

Participants use a range of different sources of information, both during emergencies and to stay connected day-to-day. Almost half (48%) of survey participants access resilience or emergency

preparedness information through Council's website or social media, and participants across the engagement program indicated that they trust Council and value their involvement in the community.

However, language barriers were identified as a key challenge to emergency preparedness and access to information for culturally and linguistically diverse community members, who expressed a desire for translated information and resources.

Culturally and linguistically diverse communities like the Indonesian community access and share information through a range of channels, including word of mouth and through community and religious leaders. Faith groups and places of worship are key sources of information and support, providing assistance to people through groups and networks during times of need.

Alignment with Resilient Sydney directions

The findings from this engagement have strong alignment with the Resilient Sydney directions.

Care for our environment

Participants across the engagement expressed a strong desire to care for and enhance the natural environment in Randwick, which is highly valued by the community and stakeholders and seen as a key resilience strength. Environmental damage and climate change emerged as top priority stresses that participants were most concerned about in Randwick.

People-centred city

Housing affordability and cost of living were raised as key stresses of most concern to the Randwick community, which participants saw as a barrier to resilience. Participants highlighted the need to ensure people have access to the services and support they need and are well connected with safe public and active transport networks. Social housing residents emphasised the importance of planning and designing homes to be climate resilient and withstand extremely hot or cold weather.

Connect for strength

Participants saw Randwick as a welcoming, inclusive and diverse community where people feel supported and have strong connections with others. Participants wanted to ensure the community is involved in decision-making about the future of their local area, and young people spoke about the importance of coming together and supporting each other when times are tough.

Be ready

While emergency preparedness was relatively low, there was appetite among the community to be more prepared for shock events. Participants expressed a desire for more information and support, including translated resources for culturally and linguistically diverse communities, so no one is left behind.

One city

External working group participants highlighted the importance of coordinated governance and collaboration between government, stakeholders and community to achieve resilience outcomes.

11. Appendices

Appendix 1: Online survey questions

The following section provides an overview of the online survey questions.

1. What is your relationship to the Randwick local government area (LGA)?
 - I live in Randwick LGA
 - I work in Randwick LGA
 - I visit Randwick LGA regularly
 - I am a member of a local sports club
 - I am a member of a local community group
 - Other (please specify)
2. How long have you lived or worked in Randwick LGA?
 - Less than 1 year
 - 1 to 5 years
 - 6 to 10 years
 - More than 10 years
 - NA
3. Which suburb do you live in?

Shocks

4. Which shocks have you experienced in the last 5 years?
 - Disease pandemic
 - Storms
 - Infrastructure failure (e.g. public transportation failure)
 - Heatwaves
 - Digital network failure
 - Sea level rise and beach erosion
 - Flooding
 - Major power outages
 - Other (please specify)
 - Economic crisis

- Cyber attack
- Civil unrest or conflict
- Water supply issues
- Financial institution failure
- Terrorist attack
- I have not experienced any of the above

5. Please rate how concerned you are about the following shocks impacting Randwick LGA in the next 10 years

	Extremely concerned	Very concerned	Moderately concerned	Slightly concerned	Not at all concerned
Heatwaves					
Flooding					
Storms					
Sea level rise and beach erosion					
Financial institution failure					
Digital network failure					
Infrastructure failure (e.g. public transportation failure)					
Disease pandemic					
Water supply issues					
Economic crisis					
Cyber attack					
Terrorist attack					
Civil unrest or conflict					
Major power outages					

6. Please rate how prepared you feel for the following shocks:

	Fully prepared	Well prepared	Moderately prepared	Minimally prepared	Not prepared at all	Unsure
Heatwaves						
Flooding						
Storms						
Sea level rise and beach erosion						
Financial institution failure						
Digital network failure						
Infrastructure failure (e.g. public transportation failure)						
Disease pandemic						
Water supply issues						

Economic crisis					
Cyber attack					
Terrorist attack					
Civil unrest or conflict					
Major power outages					

7. Please rate how concerned you are about the following stresses impacting you and/or the Randwick LGA in the next 10 years.

	Extremely concerned	Very concerned	Moderately concerned	Slightly concerned	Not at all concerned
Health services are overwhelmed					
Housing is unaffordable					
Increasing social disconnection and conflict within communities					
Lack of job opportunities and security					
Growing inequality					
Lack of affordable food					
Chronic illness					
Drug and alcohol abuse					
Family violence					
International conflicts and war					
Disrupted supply chains (unable to get goods)					
Economic downturn					
Environmental damage and pollution					
Climate change					
Drought and water shortages					
Lack of transport options					
Poor planning of services and infrastructure					
Poor planning for housing and jobs					
Increasing crime and safety concerns					

8. Is there anything else you're concerned about in Randwick LGA?

Our strengths

9. What do you think makes our community strong and able to withstand shocks and stresses?

- I have good connections with my friends, neighbours and support networks
- I have access to essential services like healthcare, education and government support
- I have safe, secure and affordable housing
- I can move around my community easily
- I have opportunities to find work or build a career

- I can enjoy parks, sports and recreational spaces
- I have access to support groups when I need
- I can volunteer with local community groups or organisations
- I can participate in good community events, programs and activities
- I have access to safe spaces such as community centres, halls and libraries
- I have access to online resources and groups
- I feel safe in my neighbourhood
- I can enjoy and help care for the natural environment
- None of the above
- Other (please specify)

Our environment

10. Please rate your level of agreement with the following statements about our environment:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	NA
I believe caring for our natural environment is important for building resilience						
I value urban trees and the benefits that they provide						
I value our coast and waterways and want to see them protected						
I believe addressing climate change is important for our future						

Our infrastructure and transport

11. Please rate your level of agreement with the following statements about our infrastructure and transport:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	NA
I have access to safe and welcoming streets and public spaces in Randwick LGA						
I have access to affordable and diverse housing options in Randwick LGA						
I have access to quality parks in Randwick LGA						
I have access to quality community facilities like libraries and community centres in Randwick LGA						

I can get around Randwick LGA easily with public transport and walking						
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Our community connections

12. Please rate your level of agreement with the following statements about community connections:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	NA
I feel connected to my local community and neighbourhood						
I feel safe and welcome in my neighbourhood during the day						
I feel safe and welcome in my neighbourhood after dark						
Cultural diversity makes my local area stronger						
People in my neighbourhood care about each other						
I have at least one person outside of my household who lives in my suburb who I could rely on for help and support in an emergency						

Preparedness

13. Please rate your level of agreement with the following statements about preparedness:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	NA
I feel prepared to respond in an emergency						
I know where to access local services or resources that support emergency preparedness						
I have someone to help me in an emergency e.g. my carer or a family member						

Governance and trust

14. Please rate your level of agreement with the following statements about governance and trust:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	NA
I trust Randwick City Council to do the right thing						
I feel Council has good emergency plans in place to look after me and I know what they are						

I have opportunities to participate in decisions made by any level of government that affect me						
I believe the Randwick community is prepared and able to respond in a crisis						
I trust the emergency services to do the right thing						

15. What do you think are the most important actions Randwick City Council can take to build a more connected and resilient community? Select your top three.

- More support for community networks and support groups
- Create more opportunities to volunteer time and skills
- More information and support to prepare for emergencies
- Make it easier to access support services and organisations
- Build more inclusive and accessible public spaces
- Host more community events and activities
- Make our infrastructure and facilities more resilient
- Advocate for more mental health and wellbeing services
- Educate our community to be more sustainable at home
- Protect natural green spaces by providing more trees and greenery
- Protect and improve the health of local waterways
- Invest in climate resilience and adaptation measures (e.g. coastal protection, managing heatwaves)
- Improve communication systems during emergencies
- Advocate for improved transport networks across Randwick LGA
- Increase opportunities for active transport (walking, cycling)
- Improve the safety of our public spaces
- Support initiatives that help neighbours connect (e.g. “Get to Know Your Neighbour” programs)
- Other (please specify)

16. Is there anything else that would help make you feel more prepared for shocks and stresses?

17. How do you usually access information about resilience and emergency preparedness?

- Randwick City Council webpage / social media
- RFS, Police and SES websites /social media
- Public social media pages and posts
- Private Facebook groups

- Local newspapers or newsletters
- Email updates
- Public meetings or workshops
- Local radio
- Workshops or events
- Flyers
- Libraries or community centres
- Community Notice Boards
- Other (please specify)

18. Is there anything else you'd like to share?

About you

19. What is your age?

- 16-17
- 18-24
- 25-34
- 35-49
- 50-59
- 60-69
- 70-84
- 85 and over
- Prefer not to say

20. Do you identify as:

- Male
- Female
- Non-binary
- Prefer not to say
- Prefer to self-describe

21. Do you speak a language other than English at home?

- Yes
- No

- Prefer not to say

22. Which language other than English do you speak at home?

23. Do you identify as Aboriginal and Torres Strait Islander?

- No
- Aboriginal
- Torres Strait Islander
- Both Aboriginal and Torres Strait Islander
- Prefer not to say

Appendix 2: Pop-up boards

Creating a Resilient Randwick

Randwick City Council is creating a new Resilience Strategy to help our community respond to challenges and bounce back stronger.

Why **resilience** matters

Resilience is about more than bouncing back; it is about moving forward together. For Randwick, this means making sure our people, places, businesses, and systems can adapt and thrive through change.

Some challenges happen suddenly, such as a storm, flood, or power outage. These are acute shocks. Others build over time, like rising cost of living, mental health challenges, or housing stress. These are chronic stresses.

By understanding the shocks and stresses that affect life in Randwick, we can plan ahead and make sure no one is left behind.



Have your say!

We want to hear from you. Your experience, knowledge and ideas will help shape the priorities and actions in the Resilience Strategy. Together, we'll identify what's working, where the gaps are, and what support or changes can help us stay strong through challenges.

Your feedback will directly inform the Resilience Strategy and help Council support a safer, more connected and adaptable community.

Chat to our team here at the pop up and share your feedback.



To learn more and complete the online survey, visit www.yoursay.randwick.nsw.gov.au/resilient-randwick or scan the QR code. The survey closes on Sunday 6 July 2025.

Shocks

Which three shocks are you most worried about impacting the Randwick local government area?

Heatwaves	
Flooding	
Storms	
Sea level rise and beach erosion	
Financial institution failure	
Digital network failure	
Infrastructure failure	
Disease pandemic	
Water supply issues	
Economic crisis	
Cyber attack	
Terrorist attack	
Civil unrest or conflict	
I have not experienced any of the above	

Other

Add sticky notes here

Strengths and challenges

Strengths

What makes Randwick resilient?

Challenges

What are the challenges we face in Randwick?

Future actions

Which **three** actions should Randwick City Council take to build a more connected and resilient community?

Support for community networks and groups	
Opportunities to volunteer time and skills	
Information and support to prepare for emergencies	
Access support services	
Inclusive and accessible public spaces	
Community events and activities	
Resilient infrastructure	
Mental health and wellbeing services	
Opportunities to be sustainable at home	
Protect natural green spaces	
Protect local waterways	
Invest in climate resilience	
Improve communication systems during emergencies	
Improved transport networks across Randwick LGA	
Increase opportunities for active transport (walking, cycling)	
Improve the safety of our public spaces	
Initiatives that help neighbours connect	

Other

Add sticky notes here

Places and spaces

What are the places in Randwick local government area that help us connect and be resilient?

Add sticky notes here

Appendix 3: Pop-up data

Maroubra

Shocks impacting the Randwick local government area

Shock	Voting
Heatwaves	4
Flooding	4
Storms	2
Sea level rise and beach erosion	3
Financial institution failure	2
Digital network failure	3
Infrastructure failure	1
Disease pandemic	0
Water supply issues	3
Economic crisis	3
Cyber attack	1
Terrorist attack	0
Civil unrest or conflict	1
I have not experienced any of the above	0

Other shocks identified:

- Water coming under barracks
 - Spillage in the ground impact
- Concerned about future rate rise like North Sydney
- Anti-Semitic attacks
- Better management
- Weather impacting us
 - Happening in connection not in isolation
- Cleanliness – footpaths not cleaned
- Susceptible to storms → flooding

What makes Randwick resilient?

- Art prizes for women, cultural
- Environment well managed
- Composting, sustainability → Randwick is ahead on those things
- Diversity
- Public transport
- I feel proud about living in Randwick LGA

- I like the environment stuff e.g. FOGO
 - Great worm farm
- Council proactive about community engagement
- Green space – playgrounds, beaches
- FOGO
- Markets
- Clean beaches
- Workshops → parents, teachers at library
- Light rails – love it, bring it to Maroubra
- Maroubra does feel safe and nice, no crime
- Parks are stunning
- Good sense of community
- Council seems to react to issues and services e.g. streets
- Welcoming events like this market
- Fresh fruit and vegetables – markets, gardens
- Open spaces along the Boulevard
- In front of the playground (concrete) → green space

What are the challenges we face in Randwick?

- Kids on bikes – fast bikes, speed, collision
- Hooning cars late at night. Racing – safety concern
 - Worried about cats
- Drugs
- Climate change
- Social housing
 - Not a great diverse amount of people
 - Maintaining diversity of community
 - Who we are, not want to be
- Diversity of our housing and citizens
- Big risk we face in Randwick
- E-bike safety
- Vulnerable cohorts and anti-social behaviour
- Youth anti-social behaviour. E.g. abusing people, swearing, aggressive behaviour
- Cars hooning at La Perouse

- Rental/ housing affordability
- Cars hooning at 2am
- EV parking/ charging being misused
- Racial acceptance and harmony/ tolerance
- Bus and light rail interchange to city from Randwick
- Youth anti-social behaviour – screaming/fighting. Maroubra Junction
- Parking being removed
- Safety of kids going to school
- General avarice development for low-income housing 140 apartments with NO PARKING!
- Safer bike riding – cycle lanes and road safety education
- Heffron park – not enough basketball courts
- Water pressure showers at the beach
- Housing security
- Unreliable public transport
- Too hard to park at the beach
- Climate change and the impact on parks
- Overdevelopment
 - Compliant developments leave residents without a say
 - All high rises block sun (no point of having solar)
 - No privacy
 - Lack of green spaces
- Hard to access youth and mental health services
- Mount St in Coogee – kids can't cross the roads
- Youth anti-social behaviours
- Buses with better connections
 - Maroubra → Junction → light rail (Easy and fast)
 - Extend light rail to Maroubra
 - Rental affordability
- Maroubra anti-social behaviour – stabbing. Told elderly mum not to go out

Which three actions should Randwick City Council take to build a more connected and resilient community?

Action	Voting
Support for community networks and groups	1

Opportunities to volunteer time and skills	3
Information and support to prepare for emergencies	0
Access support services	0
Inclusive and accessible public spaces	1
Community events and activities	3
Resilient infrastructure	1
Mental health and wellbeing services	4
Opportunities to be sustainable at home	1
Protect natural green spaces	12
Protect local waterways	6
Invest in climate resilience	3
Improve communication systems during emergencies	0
Improved transport networks across Randwick LGA	5
Increase opportunities for active transport (walking, cycling)	6
Improve the safety of our public spaces	3
Initiatives that help neighbours connect	0

Other actions identified:

- We need more parks
- More frequent markets to connect to community
- Volunteer hub
 - Council website
 - Local charities registering their needs
 - More frequent presence of FOGO at Pacific Square
- Fix the playground at Maroubra beach
- Better support to allow local businesses to start up and flourish
- Poo bins and bubblers/ drinking stations for dog parks e.g. Broadarrow
- Cleanliness of suburbs
- Avenue for small business managers in council
 - Big role for resilience with local business
- Growing more trees
 - Don't cut trees down
- More bubblers at Maroubra beach
- Community over profits
- 'Clean up Australia Day' initiatives – opportunities for community to clean e.g. bikes
- Street sweeping and drain sewerage

- Example: Woollahra
 - Resting places along the road
- Council could have greater transparency and communication around consultation opportunities
- Greater enforcement on keeping open spaces tidy e.g. dogs.
- More interactive playgrounds and bike tracks

What are the places in Randwick local government area that help us connect and be resilient?

- Heffron park
- Libraries, what more can we do to?
- Quarry Reserve – soccer, climb
- Latham Park → rugby, hang with mates, bikes
- McKeon – car free → Beach Markets
- Beach markets
- Dog park near public school
- Maroubra Beach

11.1.1 Randwick Sustainability Hub

Shocks impacting the Randwick local government area

Shock	Voting
Heatwaves	7
Flooding	7
Storms	5
Sea level rise and beach erosion	6
Financial institution failure	0
Digital network failure	2
Infrastructure failure	0
Disease pandemic	3
Water supply issues	3
Economic crisis	3
Cyber attack	4
Terrorist attack	0
Civil unrest or conflict	3
I have not experienced any of the above	0

Other shocks identified:

- Sea level rise and erosion are two different things
- I don't feel prepared for flooding

What makes Randwick resilient?

- The people in the community
- Family friendly area
- Council is pretty good
- Council takes an active interest in the community
- Love the community events
- Council is doing pretty well
- Love community events
- Working from home – as I can connect with the community
- Council is efficient
- Council is doing a good job looking after the environment and connecting the community
- Public transport and cycleways are great
- Libraries
- Tight knit community in Coogee
- Having connections in my close community
- Engaged community and proactive and community led council

- People are kind
- The walkability helps us connect with our community
- Sustainability actions to date
- Relatively speaking, we live in paradise
- Community helps each other a lot

What are the challenges we face in Randwick?

- Lack of housing and lack of affordable housing
- Land being cleared away making wildlife homes and territory disappear
- State planning laws are not good
- Poor planning
- Lack of public transport
- Shark nets
- Not enough cycleways
- Lack of transport
- Traffic
- Housing affordability and impact of urbanization on environment and wildlife
- Lack of public transport
- Community building sharing and supporting
- Climate change
- Financial pressures
- Mental health system is terrible
- Too much development
- Youth crime
- Climate change
- Not enough schools
- Dumping of rubbish
- Youth crimes
- Traffic congestion
- Parking is a big issue, people don't park considerately
- Footpaths – difficulty from being shaded from the rain
- Lack of shelter

Which three actions should Randwick City Council take to build a more connected and resilient community?

Action	Voting
Support for community networks and groups	1
Opportunities to volunteer time and skills	2
Information and support to prepare for emergencies	1
Access support services	2
Inclusive and accessible public spaces	0
Community events and activities	1
Resilient infrastructure	2
Mental health and wellbeing services	3
Opportunities to be sustainable at home	4
Protect natural green spaces	4
Protect local waterways	2
Invest in climate resilience	5
Improve communication systems during emergencies	1
Improved transport networks across Randwick LGA	3
Increase opportunities for active transport (walking, cycling)	5
Improve the safety of our public spaces	2
Initiatives that help neighbours connect	4

Other actions identified:

- There are lots of things people can do to be sustainable at home. Reducing food waste etc.
- Need to ensure we are maintaining drainage systems
- Street planting days
- Variety of youth activities (including others rather than just surfing)
 - Stuff for young people to do
- 'Play out' facilitate street catch ups! Streets close and neighbours catch up
- Cycle ways
- Need lines on the road to indicate accessible parking areas
- Things idea library – Tamworth library has a collection of different shaped cake pans
- Trees along the footpaths
- Roofs to provide shelter from the rain
- More First Nations culture and connection opportunities
- Fix youth issue around Lexo
- More funding for mental health issues
- Lower psychiatrist fees for people from low SES
 - Long waiting lists

- No choice of psychiatrist
- We used to have a neighbour day which was really good

What are the places in Randwick local government area that help us connect and be resilient?

- Coogee community garden
- Maroubra to Malabar walk
- National parks
- Little Bay
- Maroubra beach and the walkways at the beach
- The cemetery (botany cemetery)
- The Spot
- The beach
- Shops
- Beaches
- Randwick Sustainability Hub
- The park at Coogee Beach
- The library, a great place to meet others
- Randwick Sustainability Hub

11.1.2 Frenchmans Road, Clovelly

Shocks impacting the Randwick local government area

Shock	Voting
Heatwaves	0
Flooding	0
Storms	0
Sea level rise and beach erosion	1
Financial institution failure	0
Digital network failure	1
Infrastructure failure	0
Disease pandemic	0
Water supply issues	0
Economic crisis	0
Cyber attack	0
Terrorist attack	0
Civil unrest or conflict	0
I have not experienced any of the above	0

What makes Randwick resilient?

- Community is strong in Randwick
- Family friendly
- Access to different beaches and parks
- A lot being done for kids during holidays at Coogee Beach
- Initiatives – Thursday night – street parties
- I feel safe in Randwick

What are the challenges we face in Randwick?

- Racism and antisemitism have become more prevalent in schools
- Parking is so tricky around the French school
- Lack of affordable housing → really expensive in Randwick
- Too many different modes of transport → connect through main hubs
- Takes forever to get to Pyrmont
- Nightlife → not enough live music spaces
- Randwick feels isolated
- No. 85 → Gilderthorn - takes care of a block
 - General upkeep of Gilderthorn St.
 - Lots of leaves – I've been there for 12 years, only seen the sweeper twice
 - Trimming the trees
 - Dangerous with overhang over electrical lines
 - Council should be aware of overhanging trees
- Wash bins
 - FOGO bins aren't great
 - Maggots in the FOGO bins
 - It's a great initiative but creates pain
 - FOGO bins don't work despite being well-intentioned
 - Pain point for property owners

Which three actions should Randwick City Council take to build a more connected and resilient community?

Action	Voting
Support for community networks and groups	0
Opportunities to volunteer time and skills	0

Information and support to prepare for emergencies	0
Access support services	0
Inclusive and accessible public spaces	1
Community events and activities	2
Resilient infrastructure	0
Mental health and wellbeing services	1
Opportunities to be sustainable at home	0
Protect natural green spaces	0
Protect local waterways	0
Invest in climate resilience	0
Improve communication systems during emergencies	0
Improved transport networks across Randwick LGA	1
Increase opportunities for active transport (walking, cycling)	0
Improve the safety of our public spaces	0
Initiatives that help neighbours connect	0

Other actions identified:

- There should be a place for people to take timber to recycle
 - ‘important to me’
- Improving the material of FOGO bags
 - More secure. E.g. Ziplock Bags
- More street parties
- Recycling and housing initiatives
- Mobile alfresco parklets for the cafes to provide extra seating. Could be shared around
- Greenery and beautification of alfresco dining areas
- Director of Health Services struggles to find where to put our staff
 - A space for Eastern suburbs. Health District to offer support services e.g. domestic violence
 - A collaboration with council
- Early intervention and prevention services
 - Working with support services
- Mental health services in private sector
 - 40% of fee to admin
- Getting mental health services is so expensive
- Decrease fees when offering services
 - Cutting those 3 services
- Financial incentive for psychologists

- Interagency meetings
 - Council to attend to do the planning
- Improving inclusion in Randwick – minority community fees a lot more targeted
- Improving social cohesion at a local level. E.g. community event in areas where people feel more marginalised
 - Improving education and awareness projects
 - E.g. learning about gender diversity

11.1.3 Meek Street, Anzac Parade

Shocks impacting the Randwick local government area

Shock	Voting
Heatwaves	0
Flooding	1
Storms	3
Sea level rise and beach erosion	1
Financial institution failure	1
Digital network failure	1
Infrastructure failure	1
Disease pandemic	0
Water supply issues	0
Economic crisis	2
Cyber attack	1
Terrorist attack	0
Civil unrest or conflict	0
I have not experienced any of the above	0

What makes Randwick resilient?

- Areas of leisure e.g. parks, beaches
- Love the idea of the Jetty at La Perouse – looking forward to going
- Randwick Council are good with cleaning up and removing rubbish
- Council is doing well with upgrading footpaths etc.
- There are some great community groups and activities

What are the challenges we face in Randwick?

- Widen footpaths → street cleaning
- More seating and amenities at the park
- “That’s the number one issue” – housing affordability
- People are not as sociable in Kingsford

- Housing commission can feel dangerous. I live there and there are no rough people hanging around and dumping rubbish
- Street cleaning at Bunnerong Rd and Malabar Rd

Which three actions should Randwick City Council take to build a more connected and resilient community?

Action	Voting
Support for community networks and groups	0
Opportunities to volunteer time and skills	1
Information and support to prepare for emergencies	0
Access support services	2
Inclusive and accessible public spaces	0
Community events and activities	1
Resilient infrastructure	0
Mental health and wellbeing services	3
Opportunities to be sustainable at home	0
Protect natural green spaces	2
Protect local waterways	1
Invest in climate resilience	1
Improve communication systems during emergencies	0
Improved transport networks across Randwick LGA	0
Increase opportunities for active transport (walking, cycling)	1
Improve the safety of our public spaces	0
Initiatives that help neighbours connect	0

Other actions identified:

- Off leash dogs at the beach
- More off leash dog parks
- More cultural events e.g. food markets
- Nights dedicated to different cultures
- Maintain street trees, they are overgrown
- More night markets
- Can we reduce the council rates and provide some relief?

What are the places in Randwick local government area that help us connect and be resilient?

- Salvation army
- Love the library (Maroubra)

- We have a lot of walking groups and senior groups
- Beaches
- There is a good network of support around here

11.1.4 Peninsula Village Shopping Centre, Matraville

Shocks impacting the Randwick local government area

Shock	Voting
Heatwaves	4
Flooding	2
Storms	5
Sea level rise and beach erosion	3
Financial institution failure	2
Digital network failure	4
Infrastructure failure	1
Disease pandemic	1
Water supply issues	3
Economic crisis	8
Cyber attack	3
Terrorist attack	3
Civil unrest or conflict	0
I have not experienced any of the above	0

Other action identified:

- Waste: need to divert more waste from landfill

What makes Randwick resilient?

- Feels safe mostly
- Salvos and other similar stores that accept volunteers
- Communal spaces
- Free WiFi
- Chinese New Year celebration – cultural celebration (Kingsford)
- Public art
- Consistent public transport – buses and light rails are on time
- Love the environment

What are the challenges we face in Randwick?

- More transport e.g. metro through UNSW and Randwick hospital and Coogee shops
- Housing – affordable renting (UNSW worker)

- Public transport – bus less reliable
- Issues around zoning
 - Heritage architecture being destroyed. Need to preserve heritage value
- Too many vape shops – smoking everywhere
- Resident talking about older residents in Eastlakes. We need to help the community prepare, not wait until disaster strikes
- High traffic – without trees on Anzac Pde – air pollution
- After hours → cameras, security
- Housing stress. Rent is so expensive!
- Late night supermarket trading (not just IGA)
- CBA closing branch due to anti-social issues – Kingsford
- Can't walk to school because of drug affected people in Daceyville
- Potholes – not being fixed
- Youth anti-social behaviour
- Call police – no action → increase in crime
- Randwick library English lessons need to be more than once a week
- Quiet in Kingsford – difficult to park (business)
- Appropriate zoning to be able to go up 6 levels to avoid super towers everywhere
- Overdevelopment – Kensington and Kingsford. Too high, blocks the sun
- Over-crowded public transport
- Walking at night, not safe
- Racial social cohesion – violence at night

Which three actions should Randwick City Council take to build a more connected and resilient community?

Action	Voting
Support for community networks and groups	3
Opportunities to volunteer time and skills	3
Information and support to prepare for emergencies	0
Access support services	1
Inclusive and accessible public spaces	5
Community events and activities	0
Resilient infrastructure	0
Mental health and wellbeing services	3

Opportunities to be sustainable at home	1
Protect natural green spaces	3
Protect local waterways	2
Invest in climate resilience	3
Improve communication systems during emergencies	1
Improved transport networks across Randwick LGA	5
Increase opportunities for active transport (walking, cycling)	2
Improve the safety of our public spaces	6
Initiatives that help neighbours connect	0

Other actions identified:

- Renewables
- More volunteer opportunities for community to support others
- More desalination projects to respond to the water crisis
- Plant more trees
- More:
 - Markets
 - Street markets
 - Local markets
 - XMAS markets
 - Food markets

What are the places in Randwick local government area that help us connect and be resilient?

- Students supported at UNSW
- Bring back the live bands on Meek St

11.1.5 Coogee Promenade

Shocks impacting the Randwick local government area

Shock	Voting
Heatwaves	10
Flooding	2
Storms	4
Sea level rise and beach erosion	21
Financial institution failure	0

Digital network failure	3
Infrastructure failure	13
Disease pandemic	5
Water supply issues	0
Economic crisis	3
Cyber attack	7
Terrorist attack	3
Civil unrest or conflict	1
I have not experienced any of the above	0

Other shocks identified:

- Housing crises - 3 votes
- Cost of living – 4 votes
- Biodiversity loss
- Ocean pollution e.g. Coogee pollution

What makes Randwick resilient?

- Strong emphasis on building community
- Focus on sustainability initiatives – greening, worm farm, volunteer
- I'm a local – community feel, particularly throughout
 - COVID
 - Our beaches
 - Our parks
 - Local businesses
- Strong trust is important – relationships allow people to develop resilience
- Council always aiming to create and include community members
- Strength – closeness to city structures and facilities
- Desirable location
- The beach
- Access to the beautiful beaches + the community feel
- Still feels like a village
- Hospital and universities are great
- Generally an accepting community
- Dog parks
- One of the most privileged councils in Sydney – we have resources!
- Buskers at Coogee Beach – atmosphere and encourages people to come out
- Sense of community

- The people who work at the hospital are really nice
- Village/community vibes
- Council is active
- Outdoor environment – beaches, parks
- Council looks after the beach and the environment
- Strong sense of community – “everyone helps everyone”

What are the challenges we face in Randwick?

- Housing affordability – 1 vote
- Council anti-development strategy preventing growth and affordability
- Cost of childcare
- Cost of living x 4
- Lack of job opportunities
- Traffic and congestion
- Desirable location leads to overcrowding
- Lack of intercultural harmony
- Traffic – lack of pedestrian infrastructure
- Accessibility standards e.g. Coogee and Clovelly need to check if they’re enforced
- Housing affordability for young people
- E-bikes on footpaths
- Potholes and lack of parking in Coogee – need to have longer time limits
- Increase in density e.g. Maroubra – 1 vote
- Need more sustainability infrastructure e.g. EVs
- Trees falling down – Council not pruning properly – South Coogee
- Environment stresses
- Waste management
- Pollution e.g. ocean pollution
- We don’t seem to care about people anymore – we need to know thy neighbour
- Upgrade and maintain toilets
- Too many dogs off leash along Coogee Beach
- Accessibility at Wylie’s

Which three actions should Randwick City Council take to build a more connected and resilient community?

Action	Voting
Support for community networks and groups	6
Opportunities to volunteer time and skills	2
Information and support to prepare for emergencies	3
Access support services	2
Inclusive and accessible public spaces	5
Community events and activities	3
Resilient infrastructure	6
Mental health and wellbeing services	6
Opportunities to be sustainable at home	5
Protect natural green spaces	5
Protect local waterways	5
Invest in climate resilience	2
Improve communication systems during emergencies	0
Improved transport networks across Randwick LGA	7
Increase opportunities for active transport (walking, cycling)	4
Improve the safety of our public spaces	4
Initiatives that help neighbours connect	4

Other actions identified:

- Council waste practice is very poor, leave rubbish everywhere
- Need to better maintain trees to avoid power outages from trees falling
- Wider bins with more stability for windy days – rubbish everywhere when they fall over
- Rubbish after ANZAC Day – hundreds of cable ties down the drain
- Networks to find swimming groups – Council supporting community and social groups
- Need a safe cycle network
- Need a pedestrian tunnel under the roundabout in Coogee
- Need free WiFi everywhere
- Looking after our rising levels of homelessness
- Trees, trees – stop the tree killers!
- More off leash dog areas
- Separated pedestrian and bike lanes
- Power points/places to charge phones
- Not enough bins around particularly for big events
- Need to time beach cleaning with the tides
- More streetlights

- Need to upgrade playgrounds
- Neighbourhood energy sources e.g. community batter for renters/social housing
- More police presence in evenings in Coogee
- More buskers and entertainment at Coogee
- Keep working on the environment
- Need new water bubblers – they're old and not functional
- More support for small businesses
- Need better public transport

What are the places in Randwick local government area that help us connect and be resilient?

- Beach and natural environment
- Ladies pool + Wylie's Bath
- Promenade along Coogee Beach
- Wylie's Baths needs new deck, new roof and service lifts
- Anything that brings people together
- Beach and events, music
- Coogee Beach and The Spot
- Coogee beachfront and the community surrounding it

Appendix 4: Youth forum posters

Resilience means being able to bounce back when something hard or sad happens.

What does this mean for you, and your friends and family? Draw or write below.

What are the top 3 things that you think **make life harder** for young people in Randwick?

It can be hard for families to afford a home	
Everything costs a lot (food, clothes, transport)	
Not enough public transport	
Mental health issues	
It can be hard to find a job	
Feeling lonely	
Not feeling safe	
Some people get bullied or treated unfairly	
Big storms, floods or heatwaves	
When people are sick or have health problems	
Damage to our environment e.g. our beaches	
Drugs, alcohol or vaping	
Finding help or support when you need it	
Not being sure what will happen in the future	
Other	

Appendix 5: Youth forum data

What does resilience mean to you, your friends and family?

- Asking someone who you trust (family, friends or someone you know)
- Having mental health support
- Not being affected by the negative/s and bouncing back and being stronger
- Keep on trying
- Community working together to help each other and surviving together
- Survive – it's never the end
- You get pushed down 7 times; you get up 8
- To be able to push through the difficult times
- Being a leader to my little sister and being strong for her when we left home and moved to Sydney when my dad left
- Supporting each other
- Never give up
- Having to be happy and positive and helping people even when you also need help
- The key to being resilient is to be happy
- Never give up when times are hard
- After something difficult happens, resilience is being able to stay confident and OK to continue with the challenge
- To be resilience means to try your best when times are hard and just not give up on things you're passionate about
- For me, resilience is to be able to be that one positive person.

What are the top three things that you think make life harder for young people in Randwick?

Issues	Voting
It can be hard for families to afford a home	15
Everything costs a lot (food, clothes, transport)	37
Not enough public transport	6
Mental health issues	14
It can be hard to find a job	6
Feeling lonely	7
Not feeling safe	10
Some people get bullies or treated unfairly	10
Big storms, floods or heatwaves	3
When people are sick or have health problems	3
Damage to our environment (e.g. our beaches)	9
Drugs, alcohol or vaping	14

Finding help or support when you need it	5
Not being sure what will happen in the future	3
Other	2

Other identified issues:

- National security – 1vote
- Identity – 2 votes

What would make things better for the Randwick community?

Comments	Age
• Make things cheaper. Specifically, foods recreational events like golf and axe throwing	17
• Removing the stigma of going to ask for help, especially relating to the cost-of-living crisis. Making communities more aware of options for help such as shelters, soup kitchens and mental support programs.	14
• Outdoor movies – Public locations – Large screens – Multiple days for different age groups	15
• More events for young people • Easier access to mental health services • Mental health awareness in adults as well, so they can see the impact and signs. Some adults believe they are fake • Advertise community events more, most people aren't aware of them	15
• Easier access to get help for mental health • More opportunities to connect with the community → volunteering • More activities/ events to do (movies)	16
• We need more public transport for youth to get to school. Free school bus passes should be if you have a 15-minute drive. (I was denied, and it would be a 45-minute walk)	12
• I think if we have more events where different schools can come together and interact (collaborate?) Kind of like an event where they can get together like a community.	13
• Holding more events throughout the year, not just during youth week. (YAC Festival – Bankstown)	13
• They could add a story how people can treat bad, mental health problem.	15
• I think that the community is great. One of the things that would be good is more mental health support, especially at schools.	11
• I feel that one of the things I would like improved would be the zebra crossing on Fitzgerald Ave, towards the netball courts	11
• More homeless shelters with free food	11
• Affordable homes for army people	11
• if they would erase bullying or racism	12
• More frequent busses • Live music	14

• Lego (just because)	
• As a teenager there are only a few places to hang out with friends. Places include Eastgardens, parks, and beaches. More places to go to with friends would be helpful so we don't go to the same few places.	14
• I believe a way to make things better is to provide more easy access support	14
• More implementation on services for mental health • Different approaches to tackle mental health issues	14
• Drive in cinema • Outdoor cinema • Trampoline park	15
• Community events such as drive in cinema, markets, etc.	15
• We need more bins (for example, I'm chewing gum, and I can't put it anywhere)	17
• More youth programs and more awareness	17
• Find a way to incorporate more youth activities and advertise them to all the schools in the area to gain the most engagement. For example, sporting events, seminars, skills workshops	17
• More influence on support - donations and charities. E.g. for homelessness	17
• More social youth events (sport, gathering, BBQ, or cultural dance groups (e.g. Polynesian))	16
• More accessible sporting programs • More community engagement • More recognition towards our country	15
• Make food cheaper for younger people • New roads • Better traffic • Fun activities for HSC	18
• Welcome all no matter what and whenever to support them!	11
• Better skate parks and playground and no public drug use	12
• Make the community affordable for families because everyone should have a home. • People getting bullied and treated badly, because people don't need or get to be treated this way.	11
• Making a community safer for children to enjoy and explore	11
• More basketball half-courts. Cheap to add and maintain to get people off their phones • Dog friendly beaches and rocky areas by the sea because dogs like running around (e.g. 'Lurline Bay', Maroubra pool)	12
• Weekly events that promote inclusion within the community (e.g. gatherings at local schools which the whole community is invited to)	15
• Planting native species, donate more to help the environment, hold more fundraisers for cancer research	11
• More affordable housing and reducing sport prices so more kids could play the sport that they like	11
• We can protect native bee species. The world relies on bees. Australia is one of the only countries in the world that doesn't have Varroa mites, however, many other things such as pesticides are badly impacting our bees, and as a bonus, we have a species of native stingless bees. Everyone will benefit	11
• Things to be cheaper	11

• Less pollution • Drugs to not be sold • Help with people who don't have much money	
• Support for young people – kindness towards everyone • Somehow preventing people from buying drugs	11
• High school support and someone to help keep the roads and streets safer	12
• Ban on vaping • Less alcohol consumption • Affordable housing	12

Appendix 4: External working group workshop data

Shock: Storms and heatwaves

	Notes
Vulnerable system	Utilities – electricity cascading – transport, comms
Impacts of the shock on this system	• Disruption – how long? • Public anxiety • Uncertainty around seeking support/help • How and who from especially housing commissions • Blamage infrastructure • Economic impacts to businesses e.g. no refrigeration • Safety and theft
Ultimate outcome from these impacts	• Depending on severity – may impact emergency services to make timely actions, leading to possible serious outcomes including loss of lives. • Loss of anything that depends on electricity e.g. hospitals
Who is most vulnerable?	• Aged residents (older people) • Housing commission residents • Businesses • Indigenous • People with a disability • Those who suffer from heat issues • Homeless • Supermarkets/aged care
What is most vulnerable?	• Switch boxes in low lying areas • Basements • Powerlines down • Blockage to storm water systems, including down pipes causing flooding • Lack of planning and knowledge • Buildings – damage to roofs/asbestos/heritage

	Notes
Vulnerable system	Transport – public/private transport (rail, buses, light rail, Uber, airport)
Impacts of the shock on this system	• How impacted, length time e.g. flooding typically short-lived flash flooding • Impacts Centennial park reservoir overflow • Tree falls/damage/wind/roof issues • Traffic jams, confusion • Impacts to egress to critical service e.g. hospital • Damage to transport
Ultimate outcome from these impacts	• Impacts on habitats free movement of people and vehicles which could lead to loss of lives
Who is most vulnerable?	• Key workers – driver's fatigue

	• Those dependant on transport • Aged care/community services organisation workers who don't live local • People with a disability
What is most vulnerable?	• Damage to tracks, powerlines, housing roads • Overheating damage to transport

	Notes
Vulnerable system	Beaches, parks
Impacts of the shock on this system	• Erosion • Death of sea and wildlife • Pollution from run off • Loss of amenities • Lifestyle impact • Safety – closure of facilities • Close kids playgrounds, clean ups required
Ultimate outcome from these impacts	• Restoration, clean up expensive
Who is most vulnerable?	• Pet owners/dog walkers • Surfers • Businesses – hospitality • Surf clubs • Those who live in low lying areas • Wildlife • Biota
What is most vulnerable?	• Damage to structures/designs • Ecosystems

Shock: Digital network failure

	Notes
Vulnerable system	Transport
Impacts of the shock on this system	• Vehicles stopped
Ultimate outcome from these impacts	
Who is most vulnerable	
What is most vulnerable	

	Notes
Vulnerable system	Communications

Impacts of the shock on this system	• Unable to communicate or access knowledge in a safe and timely manner, between emergency services, between families, support services • Need to have emergency kit in preparation • Demographics – who knows and has what e.g. older gen might have radios, torches • Hacking, cyber criminals • System vulnerabilities • Ability to call ambulance/the ambulance to find you
Ultimate outcome from these impacts	
Who is most vulnerable	
What is most vulnerable	

	Notes
Vulnerable system	Health
Impacts of the shock on this system	• Can't access records • Loss of lives • Impacts staff scheduling • Health results delayed e.g. X-ray, MRI • Back to paper base – what's the plan?
Ultimate outcome from these impacts	
Who is most vulnerable	
What is most vulnerable	

	Notes
Vulnerable system	Phone
Impacts of the shock on this system	• No phone → no contact with family during emergency • Ability to contact friends and family • Switchboard – unable to contact • Personal health apps • 000
Ultimate outcome from these impacts	• Emergency coordination • Failure • Families unable to check on welfare of each other
Who is most vulnerable	• Children • Single parents with young children • Older people • People who are unwell • Women in a violent relationship • People in social and public housing

What is most vulnerable	• Health system • Emergency services – police, fire • But a radio with batters would work
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	Notes
Vulnerable system	Internet – Council's comms plan – if phone and internet go down
Impacts of the shock on this system	• Community consuming information and updates on failure • Fire alarms not received due to no digital systems • Security – alarms, duress in buildings • Emergency services – systems go down • Impact on local businesses • Travel – planes/trains • Government information • No internet • No DAB RADIO
Ultimate outcome from these impacts	• Register for vulnerable people • Data breach • Banks affected – can't access • No ability to gain current information
Who is most vulnerable	• People living in social housing – isolated, feel unsafe • UNSW overseas students • Culturally and linguistically diverse – providing information • Prisons
What is most vulnerable	• Health system – POWH • Transport network

	Notes
Vulnerable system	
Impacts of the shock on this system	• Access to utilities
Ultimate outcome from these impacts	• Community resilience groups/networks – connector
Who is most vulnerable	• Mental health • People living on centrelink payments → no money • Prepare what's your plan – Red Cross Readiness Program
What is most vulnerable	• National security • Council can share information • Apps – Hazards Near Me • Facebook sharing combat links to NSW Government/emergency

Shock: Storms (hail/flooding/winds/storm surge)

	Notes
Vulnerable system	Transport
Impacts of the shock on this system	• Disruption to buses/light rail and roads • Hot spot flooding • Blocked drains • Essential workers can't get in • Residents/workers can't get in/out • Access blocked to emergency services • Children/young people ability to get home • Emergency response to getting people off light rail • Buses could be better than cars
Ultimate outcome from these impacts	• Randwick at a standstill
Who is most vulnerable	• Young people/kids • Elderly (aged care) • People with chronic illness/disability • People with English as a second language • Non-Randwick residents (stuck) • People experiencing domestic violence • New residents
What is most vulnerable	• Support services not operating • Refuges damaged

	Notes
Vulnerable system	Energy and utilities
Impacts of the shock on this system	• Power outages → access issues • Telecommunications networks down • Inability to power critically – vulnerable residents • Water access (drinking) – apartments, quality • Petrol/fuel demand • Waste water management • Gas service impacts • Electric vehicles
Ultimate outcome from these impacts	• Systems and services not operating
Who is most vulnerable	• First Nations people • Young people/kids • Elderly (aged care) • People with chronic illness/disability • People with English as a second language • Non-Randwick residents (stuck)

	• People experiencing domestic violence • New residents • Students • Tourists • Renters
What is most vulnerable	• Communication systems

	Notes
Vulnerable system	• Buildings
Impacts of the shock on this system	• Damage to homes (severe roof damage) • Power outage (lifts stop working) building access challenges • Impacts to hospitals • Schools and health services impacted – impact on vulnerable residents → preventative care reduced (medication) • Under-insurance • Residents in apartment buildings • Aged care – staff can't afford to live in Randwick • Recovery centres – ID where? How are they run?
Ultimate outcome from these impacts	
Who is most vulnerable	
What is most vulnerable	
Other comments	• Utilise local natural leadership • Manage spontaneous volunteers • Empower more marginalised communities

Ideas

- Get ready packs for resident – torch etc.
- Modelling long-term climate impacts to inform Development Control Plan (DCP) requirements
- Educate and train – Council, community – emergency services, Mental Health First Aid (MHFA), chainsaw, Elevating Work Platforms, excavator, NCMS
- Gross pollution traps (GPT), installing more – improving street infrastructure
- All government talk and listen and collaboration
- Create a digital twin of the LGA – partnership with UNSW research hubs, Microsoft, Institute of Applied Technology, TAFE
- Just ask Eric
- Installation of warnings
- Share information to community
- Council leverage other council knowledge
- Trusted provider of critical information

- Council can look at key points of system failure from residents' perspective
- Surveys
- Evacuation areas that are safe in and out of Council's infrastructure
- Upkeep of current refuge places to support disaster scenarios
- Supporting micro grids
- Information in different languages – CALD
- Role for Council officers in contracting local community services, etc. for a quick response e.g. neighbourhood centres, churches, etc. → bring in networks
- A process for contacting agencies who can contact vulnerable people known to them
- Council coordinate every local responses for recovery phase e.g. the way Randwick City Council coordinated food delivery program with local volunteers and local community services
- Form Community Resilience Networks (CRNs)
- Community hubs – information, support
- Central point of contact for community service providers – who are they?
- Vulnerable groups
- Social housing
- Collaborative approach to support
 - No freelancing
 - How does this fit into the “recovery period/plan” – “connector role”
- Network registers
- Bring people (stakeholders) together
- Wider network – meet regularly (i.e. like the LEMC)
- Immediate relief phase – filling the gap, Council has the local knowledge for who needs what i.e. food handouts
 - E.g. Waverley recovery phase for Westfield incident
- Information/communications – Prevention, Preparation, Response, Recovery (PPRR)
 - “Know what to do” campaign
 - Service coordination across communications
- Household level/street level engagement (strata) – what they need to do
- Business engagement
- Heat key risk – continue engagement in the Greater Sydney Heat Taskforce and Plan delivery
- Broader advocacy with Resilient Sydney and State Government
- Manage spontaneous volunteers and donations
- Pets – PPRR
- Wildlife

- Empower more marginalised communities – local leaders
- Role for Councillors
- Facilitating equity in all support (e.g. many can pay for emergency packs)
- Use electric vehicles as a power source.



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