
Acknowledgement of Country

Randwick City Council pays respect to the Traditional Owners of the land, the Bidjigal and Gadigal people, and acknowledges the living and continuing culture of the traditional custodians of this land.

We recognise that Traditional Owners have occupied and cared for this Country over countless generations, and we celebrate their ongoing contributions to the life of the area.

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Introduction

Executive summary

- Randwick City Council ('Council') undertook a Community Safety Study throughout 2023, in line with commitment 3.1 of Council's [Inclusive Randwick Strategy \(2022\)](#). The purpose of the Study was to inform a new Community Safety Action Plan.
- The Inclusive Randwick Strategy (s3.1, p.11) included the requirement to '*. . . incorporate measures to improve safety across community demographics, including Aboriginal, aged, disability, youth, women, families, LGBTQI and culturally and linguistically diverse (CALD) communities.*'
- The study explored the concept of 'community safety' through the lens of four key elements: **structural**, **environmental**, **interpersonal**, and **individual** conditions for safety. An enhanced focus on community wellbeing was incorporated into the Study.

Consultation and engagement

- Council conducted a variety of community consultation and engagement activities throughout 2023. These included a comprehensive community survey and a series of focus groups intended to capture a range of diverse voices and views. Inclusion of targeted activities, focused on particular demographic groups within the community, fulfilled specific requirements of the Inclusive Randwick Strategy (2022)¹.
- In combination with existing research and statistical data, the findings of the Study identified key themes related to community safety and informed a range of potential actions for Council to consider for inclusion in the next Community Safety Action Plan.

Key findings

- Top community concerns that emerged from the Study included road safety, public amenity, access to services, housing issues, and mental health and wellbeing.
- The area identified as being of least concern to the local community was coastal and water safety. Study data also indicated that Randwick residents generally experience high levels of interpersonal wellbeing and social cohesion.
- Significant differences emerged between certain demographic groups, especially regarding feelings of perceived safety and wellbeing. This was particularly notable in terms of gender identity and housing tenure.
- Women survey respondents were more than twice as likely as men to report feeling unsafe in public spaces at night, while people living in rented accommodation were far less likely than homeowners to report feeling secure about their financial future.

¹ Randwick City Council (2022), *Inclusive Randwick Strategy*, s3.1

Limitations of the Study

- The Study's limitations included its reach and representation. The initial community engagement tool used was an online survey open to the general public. Demographic data of survey participants showed a strong skew towards higher-income respondents, older people, and homeowners.
- This was an expected finding that aligns with the usual trends observed in online survey-based Council engagement activities. It was partly offset by the option to complete the survey in paper format, both on request and through copies distributed to local libraries and community centres. Staff at Council's 'Hub@Lexo' located in South Maroubra actively supported local residents attending this centre to complete the paper survey.
- The addition of further targeted activities, in the form of focus groups and community discussions, was also intended to address this imbalance and fulfil commitment 3.1 of the Inclusive Randwick Strategy (2022), by facilitating inclusion of diverse demographic groups underrepresented in the survey results.
- Limited resourcing meant that the reach of targeted activities was restricted to priority groups identified through Inclusive Randwick. This resulted in a substantial, although not exclusive, focus on socio-economically disadvantaged populations. In combination with the predominantly higher socio-economic cohorts that self-selected into the community survey, the Study may be limited in its representation of the 'missing middle'. Low response rates were received from the local student population and moderate-income earners.
- Inclusion of desktop research analysis and feedback from Advisory Group members working in public-facing roles was incorporated into all aspects of the Study, to ensure that general and community-wide trends and data were considered alongside the findings of primary engagement activities.

Background

Purpose of the Community Safety Study

As part of Randwick City Council's [Inclusive Randwick Strategy \(2022\)](#), Council undertook a Community Safety Study in 2023 to explore residents' perceptions of safety, combined with existing data from a range of sources, to inform a new Community Safety Action Plan (the 'Action Plan').

The previous Action Plan, '[A Safer Randwick City](#)', was completed in 2008. It had a relatively narrow focus on crime statistics and prevention. By contrast, the proposed Action Plan to be implemented in 2025 will analyse and respond to safety issues from a holistic perspective and incorporate wellbeing measures into its approach. An increased focus on the indicators of wellbeing and recognition of their importance in creating safe and healthy communities is a growing priority for Governments at all levels, within Australia and globally².

The Community Safety Study considered issues and potential actions through a lens of four focus areas, identified as key elements of community safety:

1. **Structural conditions:** Institutional and socio-economic factors, outside of individuals' direct control, which affect their everyday lives. For example: government policy and political conditions; labour and housing markets; the economy and the welfare state; and the availability of accessible services and information.
2. **Environmental conditions:** Factors related to the physical environment, both natural and built. For example: the provision, maintenance, and accessibility of community infrastructure; the condition of housing and commercial buildings; and risk management relating to public facilities, open spaces, and the natural environment.
3. **Interpersonal conditions:** Factors related to human interaction, relationships, and co-existence. For example: inclusion and acceptance of diversity; freedom from discrimination; safe relationships; connection to others; and the levels of trust and social cohesion within communities.
4. **Individual conditions:** Factors specific to the individual, which influence how they experience the world and their local community. For example: disability, age, gender, cultural identity, education level, financial circumstances, living situation and so on; and subjective factors such as one's personality, sense of achievement, self-esteem, future security or belonging.

It is important to note that none of these conditions exist in a vacuum. There is significant overlap between the four areas, which is explored further in analysis of the study's findings.

² Commonwealth of Australia (2023), *Measuring What Matters: Australia's First Wellbeing Framework*

Community Safety

The term ‘community safety’ is used to describe actual and perceived experiences of safety at home, in public, and in a range of other settings. The study differentiates between two types of experiences:

- **Actual:** Measurable safety-related incidents, such as sustaining an injury, being a victim of crime, becoming homeless, or being unable to access essential services.
- **Perceived:** The subjective experience of *feeling* safe or unsafe. This may differ significantly from one individual to the next and be influenced by a range of factors.

A recent large-scale survey undertaken by .id Consulting found ‘feeling safe’ to be the number one factor influencing the ‘liveability’ of local communities in Australia.³

Inclusive Randwick

Randwick City Council endorsed the ‘[Inclusive Randwick Strategy](#)’ in 2022. Commitment 3.1 of Inclusive Randwick states that Council will:

- ***Undertake a study and update the 'Safer Randwick' plan by 2023 to incorporate measures to improve safety across community demographics, including Aboriginal, aged, disability, youth, women, families, LGBTQI and culturally and linguistically diverse (CALD) communities.***

‘Safer Randwick’ refers to Council’s previous Community Safety Action Plan⁴, endorsed and implemented in 2008. It can be [accessed here](#).

Completion and drafting of the updated ‘Safer Randwick: Community Safety Action Plan’ was deferred to late 2024 due to internal resourcing challenges.

The purpose of undertaking the consultation activities described in this report was to complete the study component of commitment 3.1 (Inclusive Randwick, 2022) and inform the scope, direction, and content of the next Action Plan.

A Community Safety Action Plan

This type of Plan outlines how Randwick City Council will contribute to increasing the safety and wellbeing of residents, workers, students, and visitors to the Randwick Local Government Area (LGA).

The Action Plan will include a list of actions related to specific areas of safety and wellbeing, identified through research and community consultation, to be undertaken by Council over a 10-year period.

³ .id (informed decisions) (2023), *National Liveability Survey*

⁴ *Randwick City Council (2008), A Safer Randwick City*

Scope of the Safety Study

A full Project Scope was drafted in early 2022 and finalised later that year.

The Project Scope included the following planning directions:

Focus of the Study

The Community Safety Study 2023 is designed to analyse safety issues from a broad perspective, considering the necessary structural, environmental, interpersonal, and individual conditions for safety. These elements of community safety will serve as a framework for the study, enabling the analysis of a broad range of safety issues in different places and contexts.

Governance

A Community Safety Technical Advisory Group will be established to provide advice at key points throughout the study. The Advisory Group will consist of up to 10 representatives from a range of Council departments and external social service or Government agencies.

The Advisory Group may also have a future role advising on actions to be incorporated into the Community Safety Action Plan.

The Community Safety Technical Advisory Group

The Technical Advisory Group was formed in late 2022 and provided advice, feedback, and insights for the life of the project. Member details are listed in the Appendix to this Report.

Consultation and Engagement

How Council engaged the community

Council engaged with the community through a consultation process to review the success of the previous Action Plan and to identify contemporary community concerns, gaps, and emerging needs. This report provides a summary of outcomes from that consultation, combined with data-driven findings, and insight provided by members of the Technical Advisory Group.

Council heard from a wide range of residents, workers, and visitors to the local area. Engagement included the provision of targeted activities intended to capture the voices of ‘hard-to-reach’ groups and cohorts with specific needs, in line with the requirements of the Inclusive Randwick Strategy (2022).

Key consultation and engagement activities

Council facilitated a range of core activities designed to gather both quantitative and qualitative data. The bulk of the quantitative data was collected through a community survey (activity 1, listed below), combined with a desktop literature and research review. Activities 2-4 employed qualitative methods.

#	Engagement activity	Delivery mode	Dates of implementation
1	Community survey	Online: ‘Your Say Randwick’ platform Hard copy: Distributed via local community hubs and on request	March - April 2023
2	Internal staff workshops	In person on Council premises and online	Conducted in April 2023
3	Targeted community focus groups	In person at various community locations	April – June 2023
4	Technical Advisory Group consultation	In person on Council premises and online	November 2022 – June 2024

A detailed summary of engagement activities is included at the Appendix.

Community participation

A total of 447 people participated in consultation and engagement activities throughout 2023.

- 314 'Your Say' survey participants
- 12 frontline Council officers
- 107 resident focus group participants – representing a broad range of demographic groups, including First Nations, culturally and linguistically diverse, socio-economically disadvantaged, older and younger community members, families, people with disability and those identifying as LGBTQIA+
- 14 Technical Advisory Group participants – consisting of representatives from within Council, the local Police Area Command, and non-government service providers

Consultation and Engagement outcomes

This section provides a summary of consultation feedback grouped under each of the four focus areas, referred to during consultation activities as the 'Quadrants of Safety'.

Four focus Areas: Quadrants of Safety

1. Structural conditions
2. Environmental conditions
3. Interpersonal conditions
4. Individual conditions

Identified community safety issues

Issues raised during consultation covered a wide range of topics. The broad scope of the Study elicited feedback from participants about issues as diverse as the community itself. To derive meaning and draw conclusions from the data, findings from the community survey, focus groups, and desktop research was compiled and considered through a process of thematic analysis to determine high, medium, and low priority areas for Council to consider in development of the next Community Safety Action Plan.

Surprisingly, despite some notable differences between cohorts, the high-level themes that emerged from consultation were relatively consistent when analysed against differentiating factors such as location, cultural background, disability, and socio-economic status. However, it should be noted that certain factors, including gender, age, and housing tenure, were found to be associated with significant differences in perceptions of personal safety and wellbeing.

Areas of concern: The top five

These high-level themes were found to be consistently raised across all demographics as aspects of community safety in need of attention, with minimal divergence across cohorts. Explanations of each area and specific related issues are explored within the Study findings.

Top areas of concern: Community Safety in Randwick	
1	Public amenity, comfort, and access
2	Roads and traffic safety
3	Access to services
4	Housing stress, affordability, and homelessness
5	Mental health and social-emotional wellbeing

Key strengths: Council and the community

Information was also gathered, both intentionally and unintentionally, regarding components of community safety that participants felt were being managed well and/or delivering positive outcomes. This allows for consideration to be given to existing activities, services, and initiatives where resources should be maintained or enhanced.

Top areas of satisfaction: Community Safety in Randwick	
1	Beach safety and lifeguard services
2	Daytime neighbourhood safety
3	Social cohesion and overall satisfaction with the local area

Turning data into action

The following section describes the Safety Study outcomes in detail, outlining key issues identified, community concerns, and potential actions to be considered for inclusion in the next Community Safety Action Plan.

The Action Plan will be developed in partnership with relevant stakeholders to formulate a realistic and achievable response to the findings of the 2023 Community Safety Study.

Study findings

The core purpose of the Community Safety Study is to provide an evidence base and translate feedback from residents, workers, and visitors into a long-term Community Safety Action Plan, based on specific and achievable actions.

1. Focus Area: Structural conditions for safety

Structural conditions refer to factors that have a systemic or institutional basis and are outside the direct control of the people whose lives they affect. Some examples include government policy, the state of the economy, labour markets, housing systems, the structure of the welfare state, and the availability of health or social services.

In the community's own words

'There's been an increase in incidents of theft recently, especially of things like food, groceries, and petrol. This is likely to be connected to the rising cost of living.' – **Eastern Beaches Police Area Command officer**

'We used to go to [youth service A], they would take us for BBQs and outings in the holidays and stuff, and we could talk to the youth workers if we needed help with anything. [Youth service B] is good, but they're only here once a week. It would be better if there was a place open all the time that we could go to.' – **Focus group participant/young person**

'There have been squatters in the vacant unit up the hall for months. Housing takes forever to re-allocate units after someone moves out, so this happens all the time because people are homeless and waiting years for a place.' – **Kooloora estate focus group participant**



Key themes: Discussion

1.1. Housing: The crisis is real

'Soon, it will not be possible for me and my family (two kids in government schools, both parents senior nurses) to rent in this area . . . I simply cannot fathom how people survive on low income. I am involved in local initiatives for food security and we cannot meet demand.' – **Survey respondent/local resident**

Housing stress and affordability issues

- Among survey respondents, housing stress was identified as the top 'major problem'⁵ in the local area, with almost half of all respondents indicating this.
- This finding was not surprising, considering inner Sydney's notoriously high housing costs. The Randwick Local Government Area (LGA) is home to median property prices and rents significantly above those of the Greater Sydney region⁶. The area is also home

⁵ Based on the question, 'To what extent do you think the following issues are a problem in your local area?' Respondents were asked to consider the impact on their local community overall, regardless of whether they were personally affected by the issue.

⁶ .id (informed decisions) (2023), Randwick City Council housing monitor

to a high proportion of ‘key workers’ (also commonly referred to as ‘essential workers’) on low-to-moderate incomes due to its concentration of medical and healthcare facilities, educational institutions, hospitality and tourism establishments.

- Demographic data from survey respondents showed significant over-representation of homeowners – particularly those owning their residence outright – and residents on higher incomes. This may indicate that, even if not personally affected, residents of Randwick LGA are generally concerned about the structural impacts of unaffordable housing. It may also indicate that housing affordability issues are impacting on a wider socio-economic cohort, including people with moderately well-paid employment, than typically assumed.
- *Personal* concerns about housing affordability and financial security were markedly higher among renters (all) than homeowners (either with or without a mortgage).⁷

Homelessness

- Though cited as a significant concern (‘major problem’ and ‘minor problem’ by 25% and 46% of survey respondents respectively), official data shows that rates of homelessness⁸ have actually decreased in Randwick between the last two Census periods (2016 – 2021).⁹
- The most visible form of homelessness, sometimes referred to as rough sleeping or ‘rooflessness’, is estimated to have halved locally in the last two years¹⁰. This may be due, in part, to significant resources invested by the NSW State Government during the Covid-19 pandemic as part of the Premier’s Priority to address street homelessness.¹¹
- Despite these encouraging figures, the high cost of property in Randwick continues to present a barrier to housing security for many residents - especially those on low-to-moderate incomes, who are insecurely employed, and/or are facing other barriers to the mainstream housing market.

Implications for financial hardship and the socio-economic divide

‘I think our community is quite stratified in terms of safety and security, with some very comfortable and others experiencing significant financial and other stressors.’ – Survey respondent/local resident

- Randwick City is, as noted by the survey respondent quoted above, a socio-economically polarised community. Throughout the LGA, neighbourhoods characterised by extremely high socio-economic advantage share borders with those of extreme disadvantage.¹²

⁷ Personal concern was measured through questions about individual housing circumstances and financial security, including the availability of emergency funds. Full details can be found at the Appendix.

⁸ In line with the ABS definition of ‘homelessness’, which includes a wide array of marginal and insecure housing situations, as well as the more visible ‘rooflessness’. Full details can be found at: www.abs.gov.au/statistics/people/housing/estimating-homelessness-census/latest-release

⁹ Homelessness NSW (2024), Homelessness Census Data Dashboard

¹⁰ NSW Department of Communities and Justice (DCJ) (2022), NSW Statewide Street Count

¹¹ NSW DCJ (2022), Together Home

¹² Australian Bureau of Statistics (ABS) (2023), Socio-Economic Indexes for areas, Australia

- This contrast is particularly notable in the southern suburbs such as Malabar, Maroubra, and South Coogee. These areas, for many decades, have been home to significant concentrations of social and affordable housing¹³. Estates dominated by these properties sit alongside increasingly expensive, sought-after private real estate. Household income data shows that Randwick's low-income residents are concentrated in areas of high social housing density and the UNSW precinct¹⁴, the latter reflecting the limited workforce participation of students engaged in tertiary study.
- Interestingly, financial hardship and/or insecurity did not emerge as a strong stand-alone theme throughout consultation. It was determined by **survey** respondents to be among the top five issues for the area overall¹⁵, but there were minimal comments made in the free-text section about issues such as surviving on low income, food insecurity, or worries about personal financial circumstances. As noted earlier, survey respondents represented a disproportionately high number of economically advantaged residents (homeowners and high-income earners).
- Lack of commentary about financial hardship extended to the focus group discussions conducted in high-density social housing estates. As these activities took place in-person within a group setting, the participants were not afforded a level of privacy or anonymity conducive to discussing the sensitive issue of personal financial struggles. It is also notable that issues related to housing stress were minimally mentioned during these discussions, despite anonymous survey results showing that 90% of social housing tenants felt that housing stress was a major concern.
- Issues of financial hardship and insecurity were implicit in the responses relating to housing stress, housing affordability, and homelessness. As accommodation expenses continue to consume large portions of residents' incomes and competition for residential property increases, the implications for retaining socio-economic diversity, sustainable housing for long-term residents on lower incomes, and a strong base of essential workers in Randwick will be significant.

1.2. Youth disengagement: Pockets of disadvantage

'Growing up around here, it's like, you either become a football player or join a gang. Kids don't see any other options. Sometimes they need help to realise they can follow a different path to what they see around them'. – Maroubra estate focus group participant/young person

- Youth disengagement refers specifically to the participation level of young people, generally aged between 15 and 24 years, in employment, education, and training. The term 'disengaged' indicates complete non-participation in any of these areas. While typically used as a measure of socio-economic status and welfare dependency, for people of certain age groups or life stages, disengagement may also be related to factors such as retirement, full-time parenting, caring responsibilities, travel, or periods spent between jobs by choice.

¹³ Both 'social' and 'affordable' housing is leased at below-market rates, however there are distinct differences in terms of tenant eligibility, income thresholds and rent-setting methods. For a detailed explanation, see: www.facs.nsw.gov.au/providers/housing/affordable/about/chapters/how-is-affordable-housing-different-to-social-housing

¹⁴ .id (informed decisions) (2023), Randwick City Council social atlas

¹⁵ Determined by the question, 'To what extent do you think the following issues are a problem in your local area? – Option 9: 'Poverty, cost of living and food security'

- Disengagement of young people, relative to other age groups, is of greater concern to policymakers and social service providers due to the lifetime risks of long-term unemployment and low income associated with early school leaving and limited levels of education.
- Randwick LGA has a low level of overall youth disengagement at 5.1%, in contrast with 8.9% for Greater Sydney¹⁶.
- However, when broken down by suburb, significant differences emerge. The highest levels of disengagement for young people are in La Perouse (8.6%), Chifley, and Matraville (7.4 and 7% respectively). Although the rates in these areas are higher than the LGA average, it should be noted that they remain below the rate for Greater Sydney.
- The lowest level of youth disengagement is to be found in Kensington, at only 2.2%. This is also one of the lower-income areas of the LGA. These findings are expected due to the presence of major tertiary institutions, including the University of New South Wales (UNSW) and National Institute of Dramatic Art (NIDA), accompanied by large student-accommodation facilities, located in the Kensington area.
- Throughout the online Your Say survey, this issue did not emerge as an area of significant concern. Of all key themes explored, youth disengagement ranked among the lowest for survey respondents.
- By contrast, concerns about young people at risk of, and experiencing, disengagement were significantly higher among focus group respondents – particularly those living in areas with high concentrations of social housing. These included residents of Maroubra, Malabar, and Chifley estates. Feedback sought directly from young people living in these areas provided a stark contrast to the overall picture of advantage and opportunity typically associated with the Randwick area.

1.3. Health and social services: Accessing what you need

'I was told I could maybe get support through the NDIS, but I don't even know where to start with applying for that. The system seems so complicated, and I don't know who to ask'. – Focus group participant/person with disability

- Access to services emerged as an overall issue of concern throughout consultation activities. Examples of 'services', and associated challenges, included the ability to conduct general Council business as a resident; finding bulk-billing medical clinics; or accessing the intensive social and allied health support often needed by people living with mental illness or disabling conditions.
- Concern about access to services, as with youth disengagement, was significantly higher among residents of social housing estates. This is likely to be attributable to the above-average proportion of residents in these areas living with chronic health conditions, disability, advanced age, and limited income.

¹⁶ .id (informed decisions) (2023), Randwick City Council community profile

- One of the key sub-themes that became evident through focus group discussion and survey responses was the issue of system navigation. Many residents expressed a general awareness of the services available, but were at a loss as to how to start the process of gaining access to them. One example included a female participant aged in her 70s, who told Council officers with regard to her need for home modifications to assist with activities of daily living:

'I've heard there are good services out there, but I wouldn't know how or where to find them. I've had fake tradesmen knock on my door trying to rip me off. . . They see an older woman living alone and try to take advantage. It makes me feel vulnerable, but I want to be independent for as long as I can in my own home.' - **Kensington Park focus group participant**

1.4. Transport: Getting around Randwick and beyond

'Since the bus services near me have all been cut - I have been forced to walk 1-2km to the light rail to use the only public transport available to me. This makes me feel unsafe returning from activities at night in the city'. – **Survey respondent/local resident**

- Consultation was littered with comments regarding recent changes to the Eastern Suburbs bus network. Residents flagged concern about reductions in services, removal of bus routes and stops, longer wait times, and the absence of direct services to the CBD from southern suburbs of Randwick LGA.
- The NSW public transport system is managed at the State Government level and is not within Council's direct jurisdiction. The role of local councils in relation to transport extends to matters such as advocacy for improved State-managed services, implementation of local 'active transport' strategies and a reduction in private car use, combined with various compliance and enforcement activities. Table A outlines ways in which Council can contribute to improving the public transport experience for residents and visitors.
- Respondents reported that since introduction of the Sydney Light Rail to Randwick and Kingsford, more transfers are required to access the city by public transport. Although noting that Light Rail trams are generally more physically accessible than buses, the need to change modes of transport mid-journey creates additional stress and challenges for people with reduced mobility, many of whom previously had access to uninterrupted bus services to the CBD.
- As one Maroubra resident with physical disability explained during a focus group:

'The Light Rail is great - as long as you can get to the stop. There used to be a direct bus from my street into the city. Now I have to wait half an hour, hope the bus comes, then change onto the tram, which is difficult with my walker. The push to get everyone onto the Light Rail did not consider how much harder it is for people with mobility issues.'

- A survey respondent noted:

'I live near Bunnerong Road and can no longer catch a bus directly to the city, except in peak hour (if it turns up). I am forced to change for a Light Rail connection and in rainy weather this is ridiculous. What about those with disabilities?'

A. Action planning for structural safety

During consultation, participants were asked to ‘brainstorm’ ideas on how to make their community safer. The Technical Advisory Group engaged in facilitated discussion on the effectiveness of past, present, and proposed strategies; and Council officers reviewed a range of data relevant to the project.

The table below contains a summary of potential actions to be explored for inclusion in the Community Safety Action Plan.

Determination of final actions will be made through a process of further research, consideration of existing Council plans and priorities, and internal collaboration with the relevant Council business units regarding available and projected resourcing.

Table A

Key issues	Actions for consideration
Housing affordability, housing stress, and homelessness High priority area	• Advocate at the State Government level for increased investment in social and affordable housing, including options for those on the lowest incomes and/or with complex housing needs • Grow Council’s Transitional and Affordable Housing portfolio to accommodate further demand for students, low-to-moderate-income workers, and survivors of domestic and family violence • Strengthen partnerships with local domestic and family violence services to support more women and children in need of safe housing • Finalise a Regional Approach to Affordable Housing strategy in partnership with Waverley and Woollahra councils • Advocate at the Federal Government level for increased rates of Commonwealth Rent Assistance and income support payments
Youth disengagement High priority area	• Continue to invest grant funding into supporting service providers working with at-risk young people in the LGA • Work in partnership with local community leaders to facilitate events, services and programs targeting young people residing in areas of disadvantage • Implement further community events for young people that are free, safe, and that offer holistic engagement opportunities • Continue to invest in the Block Party as a major annual event targeting young people experiencing disadvantage • Expand focus on youth activities to accommodate a more diverse range of interests, including creative and skills-based programs • Strengthen partnerships with alternative education and training providers targeting young people with complex needs who are at high risk of disengagement

	Review progress of Inclusive Randwick commitment 2.10 – ‘Dedicate a Council-owned facility to youth services by 2023.’ Ideally, this facility should be located in an area identified as a high-need location that also provides ease of access for young people from other areas
Access to services: General High priority area	- Review success of the ‘Pop-Up Support Hub’ at Bowen Library and explore options for mobilising this event into different locations within the LGA - Continue to support outreach services into target communities, in partnership with local social service providers, through grant funding and community development activities - Complete evaluation of the ‘Hub@Lexo’ place-based initiative, with a view to securing medium to long-term funding to continue and replicate the service in other areas of high need - Implement satellite or mobile customer service hubs to deliver in-person Council services in other suburbs across the LGA - Investigate the provision of free community wi-fi, prioritising areas of greatest need based on digital access data - Invest in partner organisations that provide community awareness and assistance to help residents connect to the National Disability Insurance Scheme (NDIS) and My Aged Care (MAC) - Implement targeted messaging activities for specific-need communities about the NDIS and MAC, including Aboriginal and Culturally and Linguistically Diverse (CALD) populations, and people with low literacy, sensory or intellectual disability, or other barriers to accessing information - Invest in increased accessibility of Council services, facilities and programs: e.g. website accessibility, information provided in community languages and Easy English, braille signage around the LGA, and ensuring parks, playgrounds and facilities meet accessibility standards - Provide community information sessions regarding access to affordable childcare and the range of government assistance available, targeting lower-income families - Liaise closely with the local Police Area Command regarding trends in scam activity targeting vulnerable residents; facilitate community education sessions about personal safety, cybersecurity and how to identify and report potential scams - Advocate at the Federal Government level for increased access to bulk-billing primary care services, especially GPs. Continue to work with the Health & Social Care Collaborative to facilitate health care access and coordination in areas of high need
Public transport Medium priority area	Advocate at the State Government level, in consultation with the local area Traffic Committee, for improved public transport services in the local area, including bus and light rail

	• Highlight the newly emerged gap in direct bus services from parts of Randwick LGA to the CDB, with consideration to the challenges presented for people with reduced mobility • Provide targeted advocacy in relation to areas of specific need – for example, housing estates with high numbers of residents who are elderly, living with disability or on very low income • Consider and review the viability of locally-specific solutions, e.g. a free local shuttle bus service modelled on the City of Sydney ‘Village to Village’ service or Inner West’s ‘Leichhardt Local Link’ • Support existing community transport providers to increase reach and service provision in areas of high transport need • Consider developing a dedicated transport behavioural-change program, similar to those adopted by other metropolitan councils, focusing on community education, awareness campaigns and investment into active and environmentally sustainable transport options such as cycling, walking and car-share • Increase promotion of Council’s pop-up Pedal Parks and review the viability of making the parks permanent (currently underway) • Invest in the provision of free training workshops for the community in safe cycling techniques, from beginner to advanced road rider level. Partner with schools and youth services to deliver • Implement a strategy to increase the number of separated cycleways across the LGA to improve safety and encourage uptake of cycling as a form of everyday transport
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2. Focus Area: Environmental conditions

Environmental conditions, for the purpose of this study, refer to factors related to the physical surroundings. It includes the condition and management of the built environment: community infrastructure such as roads, pathways and cycleways, housing, and commercial buildings; and communal facilities such as playgrounds, plazas, and recreational centres. It also includes the natural environment: beaches and coastlines, bays and ponds, trees and green space, management of extreme weather events, and the presence of non-domestic animals.

In the community's own words

'I love living in the Randwick LGA and feel very safe here. But compared to my home country, Germany, I don't feel as safe as a pedestrian and cyclist. I'm especially concerned about the lack of crossings and speed of cars. I wish children could walk and cycle safely by themselves!' – **Survey respondent/local resident**

'I've noticed that the street lighting is very poor. Under trees, the lighting is almost non-existent. I frequently walk my dog in the evening, so I am not looking forward to the earlier sunsets of wintertime. I am a female in my early 70s and I feel very vulnerable in the poor lighting. I use a torch so that I can see the pathway.' – **Survey respondent/local resident**

'There are no safe outdoor spaces for kids to play in this estate. We get hoon drivers coming up the cul-de-sac, and the nearest park is across a busy road. All the families here live in unit blocks. We'd love to have a playground in the neighbourhood.' – **Namatjira estate focus group participant**



Key themes: Discussion

2.1. Public amenity: The spaces we share

'Summer inevitably brings crowds to the beaches, which is not a bad thing in itself, but there is inadequate control of antisocial behaviour and access, and parking for residents is very poor.' – **Survey respondent/local resident**

- 'Public amenity', for the purpose of this project, describes an array of factors that contribute to feelings of safety and comfort in public spaces. These may include lighting levels; accessibility of public spaces and facilities; cleanliness; maintenance and aesthetic appeal of the environment; behaviour of people and animals using public space; and the provision of adequate public services and infrastructure.
- The survey demonstrated that, while the majority of respondents feel safe and comfortable when engaging with their local neighbourhood and wider community, there are patterns of concern about specific issues that fall under this umbrella.
- Comments related to public amenity topped the community survey and focus group discussions, across all demographics. Lighting was the most commonly cited issue, with other key themes relating to physical access and trip hazards for people with disability, and concerns about antisocial behaviour such as aggression or public intoxication.

- Concerns relating to public amenity may overlap significantly with other issues, including those of a structural or interpersonal nature. For example, antisocial behaviour that creates feelings of discomfort or fear may be related to alcohol or other drug misuse, mental illness, or inadequate planning and design of public spaces.
- Time of day and gender were found to be significant factors in subjective feelings of personal safety in public. Whilst daytime differences were negligible, survey respondents identifying as female were twice as likely as male respondents to report feeling unsafe using public spaces at night. This replicates recent findings of the NSW Government's 'Safer Cities' community survey¹⁷ and a large-scale public consultation by the Monash University XYX Lab¹⁸, both of which analysed perceptions of safety in public spaces and transport hubs from a gendered perspective.

2.2. Roads: Shifting priorities, competing uses

'More attention needs to be paid to road safety . . .'

– **Survey respondent/local resident**

- Road safety emerged as a top area of concern for the community during this study. 'Road safety', for the purpose of this project, includes issues related to traffic congestion, road crashes, pedestrian and cycling safety.
- The two lowest areas of satisfaction for survey respondents were 'management of road safety issues' and 'feeling comfortable riding a bike on public roads.' In terms of general commentary, issues related to road safety received the second-highest number of mentions in free-text comments, after public amenity issues. During focus groups, road safety was in the top five themes emerging from discussions.
- Randwick LGA was the site of 220 road accident casualties in 2023, of which 37% resulted in death or serious injury¹⁹. These figures were higher than neighbouring Waverley, but lower than Bayside Council area. Comparative data between LGAs is difficult to extract due to significant differences in population numbers, geographical size, commuting patterns and transport design within different locations.
- Council's Road Safety Officer provided advice to the Technical Advisory Group regarding modern consensus in the traffic and transport sectors around road use and transport planning. This advice highlighted a relatively recent shift in policy and industry thinking from a 'car-centric' approach to a pedestrian and cyclist-first approach. Government and the wider transport sector, both in Australia and internationally, are increasingly prioritising 'active transport' infrastructure over private car use in recognition of the social, economic, and environmental benefits associated with connected cities and reduced dependence on driving.
- Transport for NSW, as lead agency for transport policy in NSW, summarises this contemporary shift in priorities through their Active Transport Strategy: *'The NSW Government wants walking and bike riding, known as active transport, to be the preferred way to make short trips and a viable, safe and efficient option for longer trips . . . more*

¹⁷ Transport for NSW (TfNSW) (2023), *Safer Cities Survey Report*

¹⁸ Monash University and NSW State Government (2024), *YourGround*

¹⁹ TfNSW (2024), *Interactive crash statistics*

than 1.5 billion walking and riding trips are taken per year . . . we want to double this number in 20 years.²⁰

2.3. Coastal safety: Our beaches and waterways

- Coastal safety relates to beaches, water, and the wider coastal environment – for example, the rock platforms, headlands and cliffs that line the Randwick LGA’s eastern border. For the purpose of this project, participants were also asked about water safety in general, which may include issues related to non-coastal locations such as swimming pools and ponds.
- Beach and water safety emerged from the community survey results as the area of least concern to respondents, with lifeguard and beach cleansing services noted as areas of highest satisfaction for residents (relative to other Council-provided services).
- The topic of coastal safety received significantly higher mention during qualitative activities. Most concerns were raised by frontline workers rather than residents. These workers included members of Council’s Lifeguard Services team and Maroubra Police, both of whom are frequently first responders to critical incidents along the local coastline.
- Despite minimal evidence of community concern, Randwick LGA’s drowning statistics indicate that greater attention to this area is warranted. Randwick was identified as the top ‘Local Government Blackspot’ in the state by Surf Life Saving NSW in their most recent Coastal Safety Report (2022)²¹, with a total of eight drownings recorded that year.
- Randwick has also been identified as the highest-risk location for rock fishing Australia-wide^{22,23}. It was for this reason that Randwick Council was selected as first in the nation to implement mandatory lifejacket laws in 2016. Council continues to implement direct action and to support external advocacy work to increase community awareness of the dangers of rock fishing and improve safety measures in relation to this sport.
- With regard to coastal drowning, certain individual risk factors have been identified by Surf Life Saving NSW and Royal Surf Life Saving Australia²⁴. These include being male, aged over 55 years, or having an existing medical condition or injury. For rock fishing specifically, being a migrant or overseas visitor is considered an additional risk factor based on statistical trends. More than 50% of rock-fishing-related deaths across the country in recent years involved individuals born outside of Australia.
- Little Bay Beach has been identified as the highest-risk area in Randwick LGA for coastal incidents and drownings. During consultation, this was also the area mentioned most frequently by residents as a location of concern. Issues flagged included Little Bay being highly patronised but unpatrolled, a popular spot for rock fishing, and having been the site of several high-profile fatalities in recent years.

²⁰ TfNSW (2022), *Active Transport Strategy*

²¹ Surf Life Saving NSW (2022), *Coastal Safety Report*

²² Sydney Morning Herald (2023), *Rock fishing*

²³ Randwick City Council (2024), *Rock fishing*

²⁴ Royal Life Saving Society Australia (2023), *National Drowning Report*

B. Action Planning for environmental safety

Table B

Key issues	Actions for consideration
Public amenity: lighting, maintenance, ease of access High priority area	• Review and streamline rules and regulations across parks and public spaces within the LGA, to reduce confusion for the public and make compliance easier to understand and enforce • Increase investment in play spaces within close proximity to high-density, apartment-heavy housing areas, including older estates and new developments • Increase the number of community facilities available in the LGA targeted to older children and teenagers, such as basketball courts, skate parks, bike circuits or tennis courts • Review levels of street lighting around newer transport corridors where pedestrian activity has significantly increased in recent years, e.g., between Light Rail stations and connecting bus stops, town centres, and employment hubs • Consider the role of environmental design, including design from a gendered perspective, in crime prevention and ensure these principles are incorporated into new community infrastructure and refurbishment or renewal projects
Coastal and water risks High priority area	• Complete the 2023 Lifeguard Service Level Review, with consideration given to community feedback obtained through the Safety Study • Expand Council's rock fishing safety campaign through partnership with community organisations working with CALD communities and other at-risk groups • Provide additional training and support to Council's Lifeguard Services Team around the topics of suicide and self-harm prevention and response • Consult, develop and implement an ongoing program of peer and professional support for frontline Council staff regularly exposed to critical incidents • Work with the local area police regarding headland mapping projects to improve navigation of the Randwick LGA coastline and improve emergency service response to critical incidents • Facilitate inclusion of a Council Lifeguard representative on the Local Emergency Management Committee (LEMC) • Review adequacy of Lifeguard and Ranger staffing ratios during seasonal peak periods • Consider implementation and/or expansion of free or low-cost swimming and beach safety lessons targeted to high-risk cohorts

	• Implement beach matting and wheelchair access at more locations across the LGA to improve access for people with disability
Traffic congestion and road safety Medium priority area	• Maintain or increase active enforcement of illegal parking, speeding, and safe use of school drop-off and pick-up zones • Partner with TfNSW and the local Liquor Accord to implement existing and new safety programs intended to reduce road crashes • Develop a hierarchy of needs regarding road use: a reversal of the traditional hierarchy, prioritising active transport and a reduction in private car use, through Council's Integrated Transport Strategy • Increase the number of separated cycleways across Randwick LGA • Undertake an audit of footpath accessibility, wayfinding and disability-friendly features (e.g., Braille signage) across the LGA • Partner with TfNSW on new and existing awareness campaigns on road safety, the benefits of public transport, changing priorities, and the active transport approach • Consider and undertake audits regarding road calming measures in 'pinch-point' areas of concern: e.g., areas of high-density pedestrian use, school zones, or shared paths • Support the implementation of youth-specific bike safety programs targeting young people at higher risk (e.g., those not attending school regularly) • Partner with local area police to implement an e-scooters awareness campaign regarding legality of use and how to mitigate safety risks

3. Focus Area: Interpersonal conditions

Interpersonal conditions relate to factors associated with human interaction and relational dynamics. This may include family and intimate relationships, friendship and connection, inclusion and acceptance of diversity, freedom from discrimination, and the levels of trust, belonging and social connection within communities.

In the community's own words

'Social isolation is a real concern, especially for elderly tenants living alone. As neighbours we check in on each other as often as we can, but it's always a worry that they could have a fall or something, and no-one would know.' – **Kensington Park focus group participant**

'Any domestic violence or sexual misconduct is a major problem . . . zero tolerance is the only acceptable stance for those matters.' – **Survey respondent**

'Social media can be negative and positive – there's lots of bullying, but it's also an opportunity for kids with anxiety or other issues to connect with others and build up their confidence.' – **Focus group participant/young person**



Key themes: Discussion

3.1. Antisocial behaviour

- 'Antisocial behaviour' covers a range of acts, from minor annoyances to more serious, and potentially criminal, activity. The key to defining what is and isn't 'antisocial' generally comes down to the extent to which the behaviour negatively affects other people²⁵.
- Concerns about antisocial behaviour in public places was flagged by approximately half of the survey respondents, and consistently raised by Focus Group participants as an issue. As significant overlap exists between antisocial behaviour, reportable crime, youth disengagement and public amenity, these issues were analysed collectively.
- The most notable finding in relation to antisocial behaviour was the effect of locational factors. According to the survey results, almost half (43%) of all respondents who flagged antisocial behaviour as a problem were residents of Maroubra. In addition, participants in the Maroubra estate focus groups discussed antisocial behaviour as an ongoing issue that concerned the majority of participants.
- Residents identified potential causes of antisocial activity as factors such as mental ill-health, alcohol and other drug (AOD) misuse, unemployment, boredom, and a lack of

²⁵ Australian Institute of Criminology (2009), *Key issues in antisocial behaviour*

support for young people from disadvantaged backgrounds to pursue recreational, educational and employment opportunities.

- The need for a structural response, involving improved service provision and opportunities for engagement, was recognised as a necessary ingredient to addressing these issues. Study participants acknowledged that the causes of antisocial activity are complex, and enforcement and regulatory functions alone are generally insufficient to address problematic and concerning behaviours impacting on the community.
- Feedback specific to young people emerged from the Study. Advisory Group members and young people themselves noted the stark absence of intensive support services targeted to children and young people at risk. As discussed earlier in this report, disadvantage and youth disengagement is highly geographically concentrated, and while the need is low in some areas, it is high in others. This is a well-recognised gap within the local social services sector and an existing area of concern to Council.
- Commentary regarding the availability of structured activities to engage people at risk of antisocial behaviour highlighted limitations, actual or perceived, in the local community. A theme emerged from youth focus group participants, members of the Advisory Group, and a selection of survey respondents relating to Randwick's sporting-centric culture. These participants expressed a sense that the LGA prioritises organised sport and athletic activities over alternatives such as creative, artistic, or other non-physical pursuits. Similar feedback has been gathered from other parts of the community and led to the development of Council's Community Creative grants program, introduced in 2020.

3.2. Domestic and Family Violence: A gendered issue

- Domestic and Family Violence (DFV) has been previously identified as a Local Area Priority for Randwick City through a Social Study conducted in 2021²⁶. Quantitative survey data obtained during the Community Safety consultation (2023) indicates that over half of respondents (59%) believe DFV to be an issue in their community.²⁷ Of those, most consider the issue to be 'minor' rather than 'major'.
- These findings are broadly in line with wider studies on attitudes towards DFV. Recent research commissioned by the Australian Government demonstrated that while the overwhelming majority (91%) of people nationwide believe violence against women to be a problem for Australia, less than half (47%) believe it is a problem within their own community.²⁸
- Despite occasional online and media messaging which may suggest that DFV is perpetrated and experienced equally by men and women, research consistently demonstrates that the majority of DFV is committed by male perpetrators, and that women are at much higher risk of becoming victims.²⁹ Without dismissing the experience

²⁶ Elton Consulting (2021), *Randwick Social Study*

²⁷ Based on the question, 'To what extent do you think the following issues are a problem in your local area?' Respondents were asked to consider impact on the community overall, regardless of whether they were personally affected by the issue.

²⁸ Australia's National Research Organisation for Women's Safety (ANROWS) (2023), NCAS

²⁹ For further reading, see: <https://www.anrows.org.au/> or <https://www.dss.gov.au/ending-violence>

of male victims, it must be acknowledged that any analysis of DFV cannot be undertaken without consideration to the gendered nature of the issue.

- Randwick's reported DFV incident rate is relatively low, ranking 90th out of approximately 120 NSW Local Government areas and in the bottom quintile for the state.³⁰ However, a closer look at the data shows significant differences in rates of reported incidents across the LGA.
- Rates of reported 'domestic assault' are highest in South Coogee, being the only suburb with a recorded incident rate above the NSW average and trending upwards. South Coogee excepted, rates of reported domestic assault across the LGA are consistently lower than the state average, with two-year trends either stable or declining as of 2023. By contrast, state-wide data for NSW shows a consistent upward trend in most categories of DFV-related offences.³¹
- Underreporting is a widely recognised issue associated with DFV, making it difficult to determine the actual extent of the problem in any given area. Comparison of crime rate data may provide an indication of where Randwick is positioned relative to other LGAs and NSW more widely, but it is inevitable that the actual rates of domestic violence are much higher than reported.
- Randwick Council works closely with several local family violence specialist services and coordinates the Eastern Suburbs Domestic Violence Network. Feedback from local support providers indicates that pressure on services to assist victims of DFV is significant and growing, with insufficient resources to meet demand. In addition, the lack of affordable housing in the Eastern Suburbs compounds the challenges for victims, particularly those with children in their care, in leaving unsafe relationships while maintaining connections to community, schools, and support networks.

Sexual offences

- Notably, rates of Sexual Assault have increased by nearly 10% over the five years to 2024. The reasons for this are not known, so it is not possible to determine whether it is due to increased rates of actual incidence, or a trend towards more victims reporting this type of offence to the police.
- In relative terms, Randwick LGA is ranked 87th out of 128 NSW LGAs for sexual assault incidents, demonstrating a similar pattern to that of DFV.³²

Child protection issues

- Child protection is a significant issue of concern across all communities in relation to domestic and family violence, neglect, and abuse.
- Randwick LGA has a relatively low rate of reports to the child protection authority (NSW Department of Communities & Justice), compared to wider NSW.

³⁰ NSW Bureau of Crime Statistics and Research (BOCSAR) (2024), *NSW Crime Tool*

³¹ NSW BOCSAR (2024), *NSW Domestic Violence Quarterly Report*

³² NSW BOCSAR (2024), *Crime statistics by LGA*

- Within the South-Eastern Sydney Local Health District, Randwick LGA ranks 2nd out of 7 LGAs in terms of reports that result in either an assessment of ‘concern’ for the child’s wellbeing or an assessment that the child is ‘at risk of significant harm’.³³

The over-representation of Aboriginal children in the Child Protection system within Randwick

- There is significant over-representation of Aboriginal* children and young people in Randwick who are the subject of child protection reports and/or are living in out-of-home care.³⁴
- Among children and young people assessed as ‘at risk of significant harm’ in Randwick, 18% are Aboriginal. This is a high figure relative to surrounding LGAs in the South-Eastern Local Health District, second only to City of Sydney.
- Among children and young people living in out-of-home care (OOHC) who are residents of Randwick LGA, 52.2% are Aboriginal. This is the highest figure out of the 7 LGAs within the South-Eastern Local Health District.
- By way of comparison, the percentage of Aboriginal children and young people in OOHC – as a percentage of all children and young people living in OOHC – in neighbouring LGAs are listed below:

 Randwick: 52.2%
 City of Sydney: 45.2%
 Waverley: 32.7% (small population size, <20 total children and young people in OOHC)
 Bayside: 26.1%
 Woollahra: 11.7% (small population size, <10 total children and young people in OOHC)
- Only 1.8% of people usually resident in Randwick identified as being Aboriginal or Torres Strait Islander in the 2021 Census.
- The data indicates that there is significant need for culturally appropriate support within the LGA for vulnerable children, young people and families from the Aboriginal community living in out-of-home care arrangements and/or involved with the Child Protection system within Randwick LGA.

*Please note that data for Torres Strait Islander children and young people is not available.

3.3. Social isolation, loneliness, and community connection

‘Everyone went to the Block Party, it was mad. There should be more events like that instead of just once a year.’ – Maroubra estate focus group participant/young person

- Social isolation and loneliness are recognised as growing public health issues with significant implications for physical and mental wellbeing. These issues have been given increased attention since the onset of the Covid-19 pandemic. Interestingly, and in

³³ NSW DCJ (2023), *Child Protection and OOHC Data LGA Heat Maps*

³⁴ All data in this section drawn from: *Heat Maps | Communities and Justice (nsw.gov.au)*

contrast with frequent public perception, the highest rates of self-reported loneliness are typically among young people aged 15-24 years³⁵.

- During consultation, residents cited concern about levels of isolation and loneliness in the community, with more than half (64%) of survey respondents indicating they felt this was a problem. No particular socio-economic pattern emerged in relation to the issue. Interestingly, those **least** concerned about isolation and loneliness were two distinct groups: those on the lowest end of the income spectrum (less than \$20,000 per year) and those on the highest end (\$180,000 or more).
- Targeted focus group participants raised the issue at similar levels to survey respondents. During in-depth discussion, commentary emerged about the risk to elderly and other vulnerable residents living alone, especially those with limited connection to family, community, and formal service providers. Randwick LGA, in line with an Australia-wide trend, is experiencing an increase in single-person households³⁶. The additional vulnerabilities of residents with specific risk factors for isolation (such as a mobility-limiting condition, long-term disconnection from the workforce, or an absence of relationships outside the home) indicates a need for targeted support to these sections of the community.
- Randwick's large proportion of rented households, extremely high property prices, and dearth of affordable housing were also identified as contributors to the risk of social isolation. Relatively weak regulation of the private rental sector, the normalisation of short-term leases, and the difficulties for low- and moderate-income earners in keeping up with rapidly rising prices create the risk of housing instability and displacement for a large percentage of the population. Moving to a more affordable area may be the only solution for long-term residents priced out of Randwick, often leading to a severing of ties with community and support networks.
- Encouragingly, consultation activities showed a clear willingness on behalf of the Randwick community to foster connections and reciprocal relationships. Survey questions designed to capture levels of social cohesion³⁷ were mostly answered in the positive. At the neighbourhood level, 75% of respondents indicated they would feel comfortable calling on the resources of others living nearby for minor tasks involving trust, such as keeping an eye on their home while on holiday³⁸. 96% agreed they would be willing to help a neighbour in need of assistance³⁹. This high level of willingness to assist is a strong indicator of social cohesion and demonstrates potential to increase the percentage of residents who feel they can ask others for help.
- Similarly, participants in Focus Group discussions spoke at length about the importance of informal neighbourhood relationships, particularly in social housing communities that are home to high numbers of elderly, unwell, and isolated residents.

³⁵ ABS (2023), *Measuring What Matters*; Australian Institute of Health and Welfare (AIHW) (2023), *Mental health: social isolation and loneliness*

³⁶ ABS (2022), *Randwick QuickStats*

³⁷ Social cohesion has multiple definitions in the literature, but fundamentally refers to levels of trust, belonging, shared values, and a collective commitment to community wellbeing. The [Scanlon-Monash Index](#) provides a widely accepted overview of the concept and its application in Australia.

³⁸ Measured by level of agreement with the statement, 'I have at least one neighbour I would trust to collect my mail, care for my pets and/or hold a spare key to my home'

³⁹ Section 4.3 of the *Your Say* survey – see Appendix for details.

- There is scope for Local Government to contribute to the enhancement and maintenance of social cohesion through community engagement, partnership and capacity building, and investment in place-based initiatives.⁴⁰

'We're lucky in our block, we all look out for each other. If you haven't seen someone for a few days, you go and knock on their door.' – **Kooloora estate Focus Group participant**

C. Action planning for interpersonal safety

Key issues	Actions for consideration
Antisocial behaviour: In public places, communal neighbourhood areas and community facilities High priority area	• Develop and implement a place-making strategy targeting areas of concern, with the intention of improving amenity, increasing social and economic vibrancy and inclusion, and diversifying use of public space • Strengthen partnership with the local Liquor Accord to improve the balance between activation of the night-time economy, responsible enjoyment of local licensed venues, and improvements in patron and resident safety • Partner with organisations providing wrap-around support for people with complex needs to address behaviours of concern, maintain private or social tenancies, improve community cohesion and reduce the risk of homelessness
Domestic and family violence (DFV) High priority area	• Continue to invest in the provision of DFV specialist services through grant funding and partnerships work • Maintain and/or strengthen partnerships with local DFV services and key stakeholders, including representatives of the First Nations community – e.g. through ESDVN and other networks • Increase Council's Transitional Housing stock for survivors of DFV • Facilitate involvement in the Eastern Suburbs Protocol on the Abuse of Older Persons • Support and invest in early intervention services and responsive youth and family services for children at risk of harm and/or with an Out-of-Home Care experience
Social isolation and lack of community connection High priority area	• Increase the number of social groups, activities and programs focused on combating social isolation in the LGA, including promotion and partnership with existing providers • Prioritise free and low-cost social opportunities, recognition of diverse needs and interests, and the inclusion of intergenerational activities • Facilitate channels of information-sharing that assist individuals to connect to available services and navigate complex social support systems, including the National Disability Insurance Scheme and My Aged Care

⁴⁰ Australian Human Rights Commission (2015), *Building social cohesion in our communities*

	• Provide resources and opportunities to strengthen social cohesion at the neighbourhood level, such as street and block party programs or networks, activations, etc. • Advocate for strengthened tenancy protections and increased affordable housing to reduce long-term resident displacement
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4. Focus Area: Individual conditions

Individual factors are specific to the person. Examples include objective personal characteristics, such as disability, age, gender identity, cultural background, education level, financial circumstances, living situation, sexual orientation, parental or marital status. Subjective factors such as personality traits, sense of achievement, self-esteem, and past experiences also influence the role of individual factors in each person's sense of community safety.

Individual conditions for safety are important because they can create a different experience for different people within the same context. For example, gender has been found to be a strong differentiating factor for perceived safety in public spaces, with women and gender-diverse people feeling much less safe than men at night, particularly in public transport corridors and poorly lit or isolated locations.⁴¹⁴²⁴³

Individual risk factors require a community response

A community-oriented approach is critical to ensuring that all members of society enjoy a sense of safety and equitable access to resources. Factors specific to the individual have a strong connection to structural conditions for safety.

For example, a person with physical disability may require accessible design to enjoy communal facilities, while a person experiencing family violence may require access to a law enforcement response, support services, and affordable housing. Different approaches may be required to accommodate the needs of people of various ages, genders, cultural backgrounds, or with past experiences of institutional trauma.

In the community's own words

'At certain times on the buses . . . and the area around [a local hotel] at night, as a female, I feel unsafe'. – **Survey respondent/female resident**

'I struggled at mainstream school, and I wish there were more different types of education for high school kids, like TAFE or like a smaller environment.' – **Focus group participant/young person with out-of-home-care experience**

'I feel safer when I see the police around. As a lady on my own, it is comforting to know they are in the neighbourhood.' – **Focus group participant/woman aged 65+**

⁴¹ TfNSW (2023), *Safer Cities Survey Report*

⁴² Victorian Gender Equality Commission (2023), *Gender and safety on public transport*

⁴³ Griffith University et al. (2023), *Safe Spaces Final Report*



Key themes: Discussion

4.1. Mental health and social-emotional wellbeing

'I struggled with issues to do with my son and mental health . . . it was VERY DIFFICULT to get support at the time. I don't believe this has changed.' – **Survey respondent/local resident**

- Although listed in this section due to the significant degree of individual variation involved, it is noted that addressing poor mental health and wellbeing requires a structural response. Access to services is a critical component of this, including culturally appropriate clinical, acute-care, and non-clinical services.
- An individual's ability to access services may be dependent on a multitude of factors including their geographical location, literacy levels, financial resources, support from family or the community, the extent of their mental ill-health, and general knowledge of the services available.
- In addition, research demonstrates clear links between mental ill-health, suicide, and factors that have a structural basis, such as sudden unemployment or financial hardship⁴⁴ and social isolation or loneliness⁴⁵. These correlations have been particularly highlighted during the Covid-19 pandemic.
- Council has a role to play in supporting the local community to build capacity and resilience and to improve access to factors that have a protective effect on mental wellbeing, such as opportunities for social connection, increased community cohesion, and access to appropriate services.

4.2. Alcohol and other drug misuse

'I usually feel safe everywhere, but am on guard if in Coogee in the late evening, as I am a little wary of people on drugs or drunk.' – **Survey respondent/local resident**

- Misuse of Alcohol and Other Drugs (AOD) emerged as a reasonably strong area of concern during consultation. AOD misuse in the community may take place in many forms and affect people from a diverse range of cultural and socio-economic groups.
- Common themes relating to this topic included risk to young people involved in AOD misuse, the negative effects of drug-dealing behaviour within residential neighbourhoods, and the reduction in public amenity associated with excessive drinking and the behaviour of intoxicated patrons in the vicinity of licensed premises.
- Certain 'hotspots' for public intoxication were identified around the LGA. These included the Coogee Beach tourism and hotel precinct, and parts of Maroubra which residents associate with problematic day drinking.
- Residents of certain estate communities, including those in Maroubra and Chifley, specifically identified the problem of drug paraphernalia - such as used needles - being

⁴⁴ Black Dog Institute (2020), Media release

⁴⁵ AIHW (2023), Mental health: social isolation and loneliness

left in public spaces, including playgrounds and parks. One resident stated that *'Needles are dumped everywhere. It's a risk to our kids'*.

- Young people interviewed as part of the Maroubra estate focus group identified a problem perceived as unique to their area, involving the recruitment of children, often as young as 10, into 'gangs' engaged in drug-related activity. The young people were extremely concerned about the risks associated with early introduction to drugs in their community and would like to see action taken beyond the traditional, policing-driven punitive approach, such as increased investment in youth activities and services for children at risk of drug-related harm.
- Few comments were made about less visible forms of AOD misuse, such as individual addiction and consumption of alcohol or illicit substances within the home. As this form of AOD misuse generally occurs 'behind closed doors' and may not be obvious to the wider community, this was not unexpected.
- The Local Area Police, however, identified consistent seasonal trends in Domestic and Family Violence incidents, noting that DFV callouts always spike significantly during events involving increased alcohol consumption across the community. Christmas, school holiday periods, and major sporting events (such as football grand finals) were flagged as the highest-risk times of year for domestic assault.

4.3. Reportable crime (non-DFV)

- Randwick LGA has a lower level of overall reported crime than the NSW state average.⁴⁶⁴⁷

Drug offences

- The most notable exception to this trend is in the category of drug offence incidents, which are significantly above the state average for the LGA, with some degree of variation by suburb. The overwhelming majority of drug-related incidents are concentrated in the suburb of Centennial Park, being approximately 15 times the state-wide rate (per 100,000 population).
- Local Area Police involved in this project advise that the inclusion of Centennial Park data is known to skew incident rates for Randwick LGA. This is no doubt due to the suburb consisting entirely of an expansive two-square-kilometres of parkland, heavy with wooded areas and places of concealment conducive to certain types of criminal activity.
- In addition, Centennial Park is a landmark Sydney destination and attracts thousands of visitors every week from outside the area. It is a regular host location for large-scale public events which attract targeted police operations specifically intended to detect drug offences. The inclusion of Centennial Park data in analysis of crime rates in Randwick LGA must be treated with caution.
- Looking more closely at drug-related data by suburb, Maroubra and South Coogee have notably high rates of reported drug offences, at approximately double the NSW average.

⁴⁶ NSW BOCSAR (2024), *NSW Crime Tool*

⁴⁷ NSW BOCSAR (2024), *Crime statistics by LGA*

Incident levels in the remaining suburbs range from well-below to moderately-above the state average.

Domestic and Family Violence (DFV)

- Domestic and Family Violence (DFV) is a Local Area Priority under Council's Inclusive Randwick Strategy (2022).
- As of 2024, the reported DFV incident rate for Randwick is relatively low, ranking 90th out of 128 NSW Local Government Areas, and in the bottom quintile for the state.⁴⁸ However, examination of the data reveals significant differences in reported incident rates across the LGA.
- Rates of reported 'domestic assault' are highest in South Coogee, being the only suburb with a recorded incident rate above the NSW average and trending upwards. South Coogee excepted, rates of reported domestic assault across the LGA are consistently lower than the state average, with two- and five-year trends either stable or declining. By contrast, statewide data for NSW shows a consistent upward trend in most categories of DFV-related offences.⁴⁹
- Under-reporting is a widely recognised issue associated with DFV, making it difficult to determine the actual extent of the problem in any given area. Comparison of crime rate data provides an indication of where Randwick is positioned relative to other LGAs and NSW more widely, but it is inevitable that the actual rates of domestic violence are much higher than reported.

Crime trends over time

- When broken down by offence type, the incident rate for most types of crime in Randwick has declined or remained stable over the most recent five-year period for which data is available⁵⁰.
- There is a small handful of offence types for which the incident rates have risen and/or are above the state average, aside from drug offences. These include 'assault police', and various against-justice offences such as 'resist arrest' and 'breach bail conditions'. These offences are largely clustered within small geographical areas and are of only minor statistical significance.
- Notably, rates of reported 'sexual assault' have increased by nearly 10% over the five years to 2024. The reasons for this are not known, so it is not possible to determine whether it is due to increased rates of actual incidence, or a trend towards more victims reporting this type of offence to the police.
- In relative terms, Randwick LGA is ranked 87th out of 128 NSW LGAs for sexual assault incidents, demonstrating a similar pattern to that of DFV.
- The overall picture of recorded offences indicates that Randwick LGA is a relatively low-crime area, with a degree of differentiation by suburb; drug offences being the most

⁴⁸ NSW BOCSAR (2024), *NSW Crime Tool*

⁴⁹ NSW BOCSAR (2024) *NSW Domestic Violence Quarterly Report*

⁵⁰ NSW BOCSAR (2024), *Crime statistics by LGA*

significant outlier from the overall trend. Readers should be mindful that the inclusion of Centennial Park data creates skew, and its exclusion from analysis would provide a more accurate overview of crime rates across the LGA.

Further information: Crime statistics in Randwick

Crime data changes regularly. In accordance with advice received from the Eastern Beaches Police Area Command, combined with review of the NSW Government's Bureau of Crime Statistics and Research (BOCSAR), it is evident that patterns of criminal activity in place today may vary significantly over time.

Readers interested in exploring the crime situation in Randwick LGA are encouraged to review the most up-to-date statistics. These are available at the official NSW Government data source for reported offences, the BOCSAR website:

[BOCSAR homepage \(nsw.gov.au\)](https://www.nsw.gov.au/bocsar)

NSW Crime Mapping Tool (updated annually):

A visual search tool which can be filtered by suburb, postcode, LGA, offence type, and hotspots used to demonstrate geographical density and distribution of offence types⁵¹:

[Crime Maps | BOCSAR \(nsw.gov.au\)](https://www.nsw.gov.au/bocsar/crime-maps)

Criminal Incidents by Month (updated quarterly):

Detailed Excel datasets containing monthly figures on incident numbers by LGA, postcode, or for all of NSW, dating back to 1995:

[Criminal incident data | BOCSAR homepage \(nsw.gov.au\)](https://www.nsw.gov.au/bocsar/criminal-incident-data)

NSW Crime Trends Dashboard (updated annually):

A chart and table-based tool showing one-, two- and 10-year trends in major offence categories by region and offence type:

[Crime trends dashboard | BOCSAR homepage \(nsw.gov.au\)](https://www.nsw.gov.au/bocsar/crime-trends)

Crime Statistics by LGA (updated annually):

A series of Excel tables featuring incident numbers, two- and 10-year trends by LGA:

[Crime statistics by LGA | BOCSAR homepage \(nsw.gov.au\)](https://www.nsw.gov.au/bocsar/crime-statistics)

LGA Ranking Tool (updated annually):

Excel-based tables showing comparison of crime rates per 100,000 population by LGA, ranked by offence type:

[Local area rankings | BOCSAR homepage \(nsw.gov.au\)](https://www.nsw.gov.au/bocsar/local-area-rankings)

BOCSAR also publishes a range of research reports, evaluations, and other publications covering a diverse range of crime-related topics. These resources are added regularly and can be found by exploring the website: [BOCSAR homepage \(nsw.gov.au\)](https://www.nsw.gov.au/bocsar).

⁵¹ NSW BOCSAR (2011), *Understanding crime hotspot maps*

D. Action planning for individual safety

Key issues	Actions for consideration
Mental health and social-emotional wellbeing Medium priority area	- Invest in increasing the capacity of specialist services through grant funding and/or partnerships - Strengthen the Health & Social Care Collaborative to foster relationships with the Local Area Health District and coordinate service provision through the 'Hub@Lexo' - Review signage, access issues, and responses to critical incidents along the LGA coastline, including training needs of staff - Facilitate and support initiatives that increase Randwick's reputation as an inclusive, safe community with the aim of eliminating violence, discrimination, and social exclusion
Alcohol and Other Drug (AOD) misuse Medium priority area	- Invest in increasing the capacity of specialist services through grant funding and/or partnerships - Strengthen partnership with the local Liquor Accord to address issues related to alcohol use in licensed premises - Review Council's role on the local CDAT (Community Drug action Team) committee
Personal safety: at home and in public Medium priority area	- Ensure future public accessway projects incorporate accessibility and wayfinding features to meet the diverse needs of the Randwick population, including people with physical and sensory disability or temporary mobility needs - Review the effectiveness and sustainability of Council's Home Modification & Maintenance Service - Strengthen partnership with the local DFV sector and increase Council's Transitional Housing stock for survivors
Incidents of reportable crime Medium priority area	- Review and implement improved channels of communication between Council, police and support services in relation to local crime trends and opportunities for community education - Review Council's existing CCTV network; develop and implement a formal policy on how this technology is to be used and monitored in the LGA in partnership with the local Police Area Command
Dogs in public places: behaviour and restrictions Low priority area	- Complete review and consultation to inform the possibility of introducing an appropriately regulated 'dog beach' in the local area - Continue to partner with providers of subsidised pet care services, such as the RSPCA outreach and homelessness program, in targeted areas of need - Re-introduce regular micro-chipping and pet registration days at various locations around the LGA, including the Council office and community outreach locations

	• Take a pro-active approach to community education about responsible pet ownership at the point of registration, e/g. through information booklets, community education sessions or discussions with a Ranger • Introduce more off-leash areas in appropriate locations to reduce unsafe roaming in leashed areas • Provide free education and activity sessions for children about how to interact safely with dogs and other animals in the local community
--	--

5. Next steps: Development of the Safer Randwick City: Community Safety Action Plan, 2025-2035

The purpose of this Study was to provide an evidence base to inform development of Council's next Community Safety Action Plan (the 'Action Plan').

Following conclusion of this activity, the following steps are scheduled to occur:

1. Review and consolidation of key issues and actions for consideration in the Action Plan
2. Consultation with managers and/or key officers of each Council Business Unit identified to be allocated actions under the new Action Plan
3. Review of proposed actions for inclusion in partnership with the Community Safety Technical Advisory Group
4. Collation of relevant data, quotes, and finalised action tables for inclusion in the Action Plan
5. Writing up of the draft Action Plan and design in preparation for publication
6. Presentation of the draft Action Plan to Council, along with a background report, to seek approval for public exhibition
7. Public exhibition period: Opportunity for community feedback and submissions
8. Incorporation of community feedback into the final Action Plan
9. Endorsement of the final Action Plan by Council
10. Implementation of the Action Plan – monitoring and reporting commences

Timeframe

The timeline for the above steps is subject to Council priorities, monthly meeting agendas, and the capacity of internal resourcing. It was initially anticipated that Step 10 would be complete by late 2024, however due to competing priorities the schedule has been delayed to early 2025.

Appendices

Appendix A: Key statistics for Randwick LGA – Demographic profile as of 2024⁵²

Demographic feature	Measure	Randwick LGA	New South Wales
Age profile	Median age	37 years	39 years
	Largest age group as a % of population	30 – 34 years (9.2%)	30 – 34 years (7.3%)
Cultural and linguistic diversity	% of residents born overseas	39.6%	29.3%
	% of households using a language other than English	33.8%	29.5%
	% of Aboriginal and Torres Strait Islander peoples	1.8%	3.4%
Income	Median income (personal)	\$1,121	\$813
	Median income (household)	\$2,305	\$1,829
Educational attainment	% of residents holding a tertiary degree	43.3%	27.8%
Occupations and employment	% of population in the labour force	63.5%	58.7%
	Unemployment rate	4.3%	4.9%
	Top occupations	Professionals (37.1%) Managers (17.7%)	Professionals (25.8%) Managers (14.6%)
	Top industries	Hospitals (5.6%) Higher Education (3.8%)	Hospitals (4.2%) Supermarket and Grocery Stores (2.5%)
Unpaid care and need for assistance	% of residents providing unpaid care to another person (not including children)	10.2%	11.5%
	% of residents in need of care and assistance with activities of daily living	4.1%	5.8%
Housing tenure and cost	% of tenure types:		
	- Owned outright	26.9%	31.5%
	- Owned with a mortgage	23.7%	32.5%
	- Rented – private	38.6%	32.6%
	- Rented – social	6.1%	4.0%

⁵² Based on 2021 ABS Census data combined with figures derived from .id (informed decisions) (2023), Randwick City Council community profile, social atlas, and housing monitor.

Appendix B: Engagement methodology

Table of consultation and engagement activities undertaken as part of the Safety Study

Method	Overview	Date/s	Participation
Engagement of a Technical Advisory Group	In the initial stage, Council established a small internal group of officers with experience in community-oriented services including social planning and development, family violence, social housing, ranger services and aquatic safety to guide the Community Safety project. In the second stage, Council put a callout via email to a range of local community and Government agencies seeking expressions of interest to join a Technical Advisory Group for the project. The Group acted as an advisory body, providing input at regular points throughout the Study regarding content, methods of engagement, findings and recommendations. The Group initially met monthly, reducing to an as-needed schedule from mid-2023.	Late 2022 – Mid-2024	11 substantive members 3 guest attendees and support staff
Your Say Randwick	The Community Safety Survey was launched on the 'Your Say Randwick' platform, Council's community consultation portal. Any person with a connection to the Randwick City area is welcome to register as a Your Say user. The portal invites users to engage with Council on a range of issues, projects, and proposals via various online consultation methods. Halfway through the survey period, the need to register as a user to access the Survey was turned off to enable anonymous participation, based on feedback from the Advisory Group. In addition, hard copy surveys were distributed to a number of Council centres and hubs (e.g. the 'Hub@Lexo' in Maroubra, Kensington Park Community Centre) to enable offline completion.	March – April 2023	1,005 page visits 314 survey responses

Social media post – Instagram	Three posts were made on Council's Instagram page promoting the Community Safety Survey.	9, 19 and 31 March 2023	1,854 views, 25 likes
Social media post – Facebook	Three posts were made on Council's Facebook page promoting the Community Safety Survey.	9, 19 and 31 March 2023	3,710 views, 1 like
General submission pathway	Members of the community were provided with the option to make a submission outside of the Your Say platform, by sending an email or letter to Council.	March – April 2023	2 submissions received
Targeted engagement: Survey facilitation through Technical Advisory Group	Links to the online Survey were distributed by members of the Advisory Group to encourage participation by 'hard-to-reach' groups underrepresented in survey responses.	March – April 2023	2 hard copy surveys received
Council staff Focus Groups	Workshop-style Focus Groups were held in-house with Council officers in roles involving high levels of contact with the general public and responsibility for the management of and response to community safety issues.	April 2023	1x workshop with Rangers team 1x workshop with Lifeguards team 12 Council officers attended
Targeted engagement: Community Focus Groups	Discussion-style Focus Groups were held at various community locations, designed to obtain in-depth feedback from target groups identified in Inclusive Randwick s3.1.	April – June 2023	107 residents Participants included members of the Aboriginal community, LGBTQIA+, Culturally and Linguistically Diverse (CALD), young people, seniors, people with disability, young families, and people experiencing socio-economic disadvantage.

Appendix C: Technical Advisory Group participants

Substantive members	Representative organisation
Manager, Community Development	Randwick City Council
Coordinator, Community Connection	
Senior Officer, Social Planning & Community Capacity	
Community Development Officer (Social housing communities & DFV)	
Coordinator, Public Safety	
Crime Prevention Unit Officers x3	Eastern Beaches Police Area Command
Multicultural Community Liaison Officer	
Centre Coordinator	Kooloora Community Centre, Malabar
Team Leader, Child Youth & Family	Benevolent Society ('The Shack'), South-East
Guest attendees and support staff	
PA to Manager, Community Development	Randwick City Council
Road Safety Officer	
Internal Auditor	

Appendix D: Community Safety Survey

The below document is a blank sample of the Survey that was distributed via Council's Your Say Randwick platform and in hard copy format, between 6 March and 4 April 2023.

Introduction

Thank you for your interest in our Community Safety Study. Your participation will help inform Randwick Council's next Community Safety Action Plan.

You have the option of completing the survey anonymously online **[please note this may not be possible if returning the survey direct via email or post]**. The survey will take around 5-10 minutes to complete.

At the end of the survey, you will be asked if you'd like to participate further in the study by taking part in a focus group at a later date. If you select 'Yes', you will be asked to provide your name and contact details. If you are not interested in the focus groups, simply select 'No'.

Your privacy: We will not make public your personal details, but we may use excerpts of your comments and feedback (without identifying details) as part of our community consultation analysis.

Section 1: Personal safety and wellbeing

In this section, Council is interested in hearing about how you experience feelings of safety and general wellbeing in your day-to-day life.

1

Safety in public places:

Indicate your level of agreement with the following statements:

Statement	Definitely agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Definitely disagree
I typically feel safe walking alone in my local area during the day					
I typically feel safe walking alone in my local area at night					
Statement	Definitely agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Definitely disagree
I feel comfortable and at ease using public spaces in my local area (eg. parks, beaches, pedestrian thoroughfares)					

I would be comfortable riding a bike on public roads in the Randwick LGA					
I would be comfortable riding a bike on designated bike paths in the Randwick LGA					
I feel that road safety issues are adequately managed in my local area					
I trust that if I got into trouble at one of the local beaches, lifeguards would be available to help					
I am confident that Council keeps the LGA free of dangerous discarded items (e.g. used syringes, broken glass)					
I am not too concerned about antisocial behaviour in my area (eg. illegal graffiti, vandalism, street violence or verbal aggression in public)					
I feel comfortable with the idea of local children walking or riding to and from school alone in my area					
I find bus stops and light rail stations are accessible, comfortable and safe					
I believe that my neighbourhood is, overall, a safe place					

2

Personal wellbeing and sense of security:

Indicate your level of agreement with the following statements:

Statement	Definitely agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Definitely disagree
I typically feel safe when I am home alone during the day					
I typically feel safe when I am home alone at night					

I can access the services I need on a regular basis in my local area (e.g. range of shops, doctors and pharmacies, transport, childcare, aged or disability services, welfare and social support services, professional or recreational services)					
My local area is a good place to raise children					
I currently volunteer or am interested in volunteering in my local area					
I feel connected to local community organisations, groups or informal networks (e.g. a sporting club, hobby group, school P&C or online-based 'meet-up' group)					
I feel a sense of connection to my local community through unstructured daily interactions (e.g. chatting with neighbours, visiting coffee shop or chemist, frequenting a 'dog park' or playground)					
I have at least one neighbour I would trust to collect my mail, care for my pets and/or hold a spare key to my home					
I would be willing to help a neighbour in need of assistance (e.g. with bin collection, feeding pets or borrowing a household item)					
I feel secure in my housing tenure; whether rented, owned or otherwise					
I feel good about my future financial security					
I could raise \$2,000 in two days in an emergency					

Overall, I feel that I have a reasonably good quality of life					
I trust that Council will do the right thing by the community more often than not					

Section 2: Safety and wellbeing issues in your local area

In this section, we are interested in how much you perceive certain issues to be a problem in your local area. 'Local area' may include your immediate neighbourhood and/or other places in the Randwick LGA you frequent on a regular basis in your day-to-day life (eg. public transport, shopping centres, educational institutions, beaches or public space).

You may not have experienced any problems with these issues personally, but perhaps you have observed that some of the issues mentioned significantly affect others in your community. In your answers, please consider the prevalence of these issues in your local area as a whole.

3

To what extent do you think the following issues are a problem in your local area?

Statement	Major problem	Minor problem	Not a problem	Unsure
Domestic and family violence				
Sexual assault and harassment				
Child welfare (eg. neglect or abuse of children, low school attendance)				
Statement	Major problem	Minor problem	Not a problem	Unsure
Alcohol and drug misuse				
Mental ill-health				
Physical ill-health				
Social isolation and loneliness				
Violence in public places (eg. pub or street assaults)				
Antisocial behaviour (eg. illegal graffiti, vandalism or public aggression)				
Theft (from cars, homes or persons)				
Fraud (eg. credit card or identity theft)				

Discrimination and prejudice against specific groups (eg. racism, sexism, homophobia, ageism, ableism, class stigma)				
Poverty, cost of living and food security				
Housing stress				
Homelessness				
Unemployment or lack of opportunities				
Poorly maintained/dilapidated housing and commercial premises				
Poorly maintained footpaths and public facilities				
Inadequate lighting in public places				
Traffic hazards and road safety				
Beach and water safety				

4

Is there anything else you would like to add in relation to the topic of community safety and wellbeing in the Randwick LGA?

Section 3: Demographic information

This section of the survey will enable Randwick Council to identify trends, issues and concerns that may affect groups in the community in different ways. It will also allow a comparison of survey data against general demographics for the LGA, assisting in the identification of under and over-represented cohorts. Apart from the first question, you can "prefer not to say" to any question.

- 1. This survey is open only to people whose usual place of residence is in Randwick LGA. Which suburb do you usually live in? (Circle or highlight)**

Centennial Park / Chifley / Clovelly / Coogee / Kensington / Kingsford / La Perouse / Little Bay / Malabar / Maroubra / Matraville / Phillip Bay / Port Botany / Randwick / South Coogee / Yarra Bay

- 2. What is your age?**

- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54

- 55 – 65
- 65 – 74
- 75 – 84
- 85+
- Prefer not to say

3. What is your gender?

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

4. Do you identify as:

- Heterosexual / 'straight'
- Gay or lesbian
- Bisexual
- Prefer to self-describe
- Prefer not to say

5. Do you identify as Aboriginal or Torres Strait Islander?

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

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

- Yes, please specify:
- No
- Prefer not to say

7. Which of the following describes your employment situation? (select all that apply)

- Working full-time
- Working part-time or casually
- Studying
- Blend of study and paid work
- Not employed – Looking for work
- Not employed – Not looking for work
- Full-time home duties (eg. stay-at-home parent)
- Full-time carer (unpaid)
- Retired
- Prefer not to say

8. If you are currently employed, please indicate the nature of your primary employment: (single choice)

- Secure: Employed on a permanent contract (full or part-time)
- Semi-secure: Employed on a fixed-term (time-limited) contract as an employee
- Insecure: Employed on a casual basis only
- Self-employed: A business owner or sole trader
- Prefer not to say

9. If you are a student, please indicate your status:

- Domestic student
- International student
- Prefer not to say

10. Please indicate your annual *personal* income from all sources, before tax. Do not include income earned by other members of your household.

-
- \$20,000 or less
- \$21,000 - \$40,000
- \$41,000 - \$60,000
- \$61,000 - \$80,000
- \$81,000 - \$100,000
- \$101,000 - \$120,000
- \$121,000 - 140,000
- \$141,000 - 160,000
- \$161,000 - 180,000
- \$181,000 or more
- Prefer not to say

11. Which of the following best describes your housing situation?

- Homeowner – Outright
- Homeowner – With a mortgage
- Renting – Privately (through a real estate or direct from landlord)
- Renting – Social or Community Housing
- Renting – Affordable or Transitional Housing
- Renting – Student Accommodation
- No fixed address / Couch-surfing / Temporary accommodation
- Other:
- Prefer not to say

12. Do you identify as a person with disability?

- Yes
- No
- Prefer not to say

13. Do you regularly require support from another person, whether paid or unpaid, for any of the following activities of daily living: self-care (eg. showering, preparing meals), self-management (eg. budgeting, making and keeping appointments), or mobility (moving around the home, accessing the community)?

- Yes
- No
- Prefer not to say

14. Are you interested in joining a focus group to further explore your perception of safety in the Randwick community?

-
- Yes please
 - No thank you

Thank you for taking our Community Safety Survey.

If this survey has raised any concerns for you, please call one of these numbers for help:

- In an emergency: Call 000
- For non-urgent police assistance: 131 444
- To report a crime: Crimestoppers 1800 333 000
- For young people aged 5 to 25 years feeling unsafe or in need of emotional support: Kids Helpline 1800 551 800
- NSW Domestic Violence Line: 1800 656 463
- Child Protection helpline: 13 2111
- Anyone experiencing a personal crisis or thinking about suicide can contact Lifeline for support: 13 11 14
- For enquiries relating to Council services: Randwick City Council on 9093 6000 or 1300 722 542, email: council@randwick.nsw.gov.au.

Appendix E: Consultation Report – Community Safety Survey

The below document is a copy of the report compiled by Council’s Community Engagement team following completion of the ‘Your Say’ survey online.

This report provides a comprehensive summary of findings from the **online community survey** component of the Study **only**.

COMMUNICATIONS

Community Consultation Report Community Safety Study

20 June 2023

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1. Summary

Randwick Council is developing a new Community Safety Action Plan, which outlines how we will contribute to increasing the safety and wellbeing of our residents, workers, students, and visitors.

The following report outlines the consultation program undertaken to determine the community's perceptions of safety in their home and local area.

The Your Say Randwick webpage had 1,005 visitors, 314 surveys completed online, and 2 submissions received.

Generally, Randwick City is widely regarded as a safe place to live, with respondents feeling safe walking around their neighbourhood during the day. However, feelings of safety drop when walking at night, especially for women and residents in Maroubra and South Coogee.

Additionally, Randwick City residents generally believe they enjoy a reasonably good quality of life. There is a notable connection between feeling safe in one's neighbourhood and having a sense of connection to local networks.

The main concerns across the City are housing stress, mental illness, as well as alcohol and drug abuse. Conversely, beach and water safety are not regarded as problems by most respondents in Randwick City.

2. Community engagement strategy

2.1. Background

As part of Randwick City Council's *Inclusive Randwick Strategy 2022*, Council is developing a new Community Safety Action Plan, which outlines how we will contribute to increasing the safety and wellbeing of our residents, workers, students and visitors. The Plan will include a list of actions related to specific areas of safety and wellbeing identified through research and community consultation, to be undertaken by Council over a 10-year period.

To help inform the plan, we conducted a Community Safety Study to explore residents' perception of safety and explore their day-to-day experiences living in Randwick City.

2.1. Objectives

The consultation program aimed to determine the main concerns, experiences and perceptions held by the community regarding the topic of community safety.

2.2 Consultation period

The consultation was open for 4 weeks from 6 March to 9am 4 April 2023.

The project was assessed as having a lower-level city wide impact.

IAP2 Consultation level: Involve

We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.

2.3. Consultation activities

Community engagement activities undertaken:

- Dedicated consultation website to take a survey
- Letter to key stakeholder and community groups
- Email to Your Say subscribers: 6 March 2023

- Randwick News: weekly listing during the consultation period
- Social media: 9, 19 and 31 March 2023
- Digital display screens across all Randwick City libraries, Des Renford Aquatic Centre and Customer Service Centre
- Listing on Randwick City Council's *Current Consultations* webpage
- Email to all precincts
- Councillor notification

3. Consultation outcomes

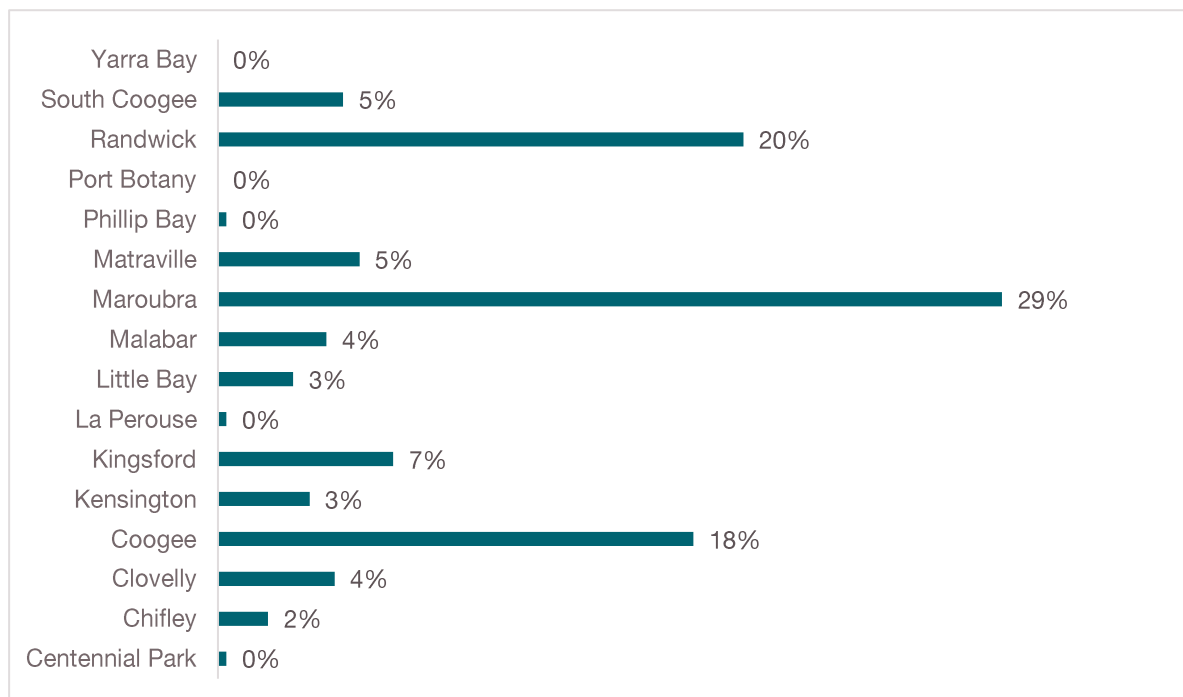
The consultation was open 6 March to 4 April 2023. During this time, the consultation generated:

- 1005 visitors to the Your Say Randwick website
- 314 online survey responses
- 2 submissions

4. Survey results

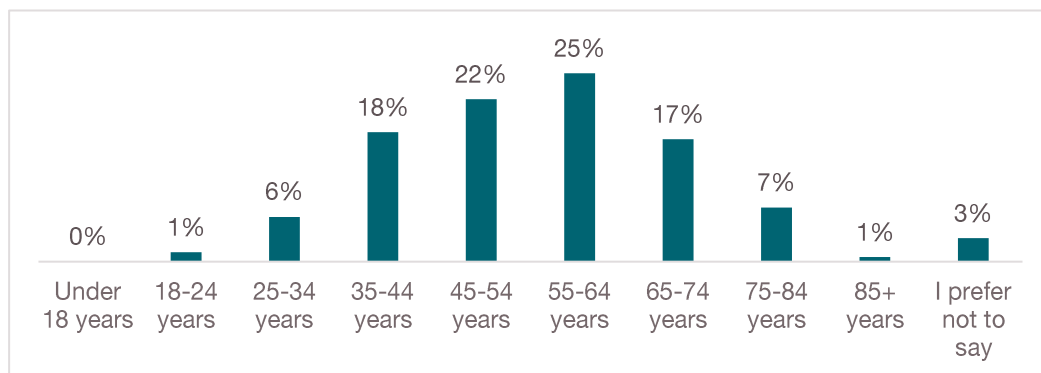
4.1 Demographics

1.3.1. Suburb



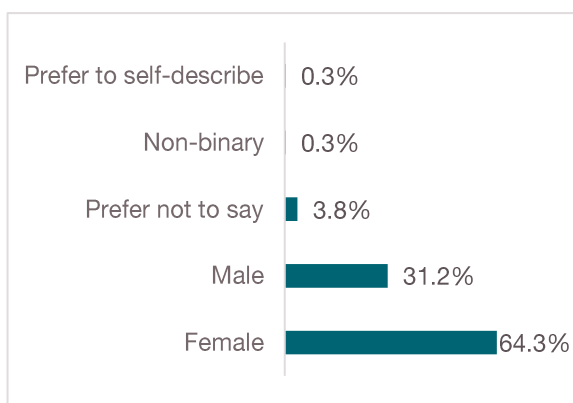
Graph 1: Respondent suburb (n=323). Respondents could choose more than one response.

1.3.2. Age



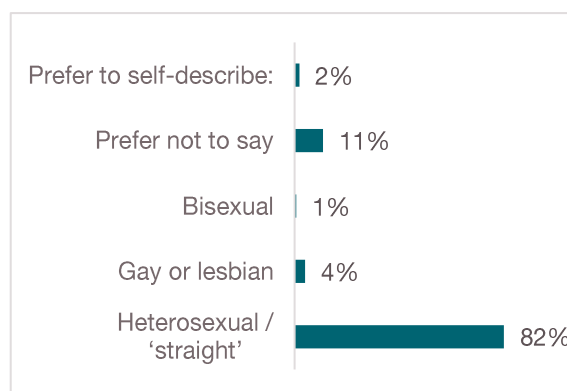
Graph 2: Age (n=314)

1.3.3. Gender



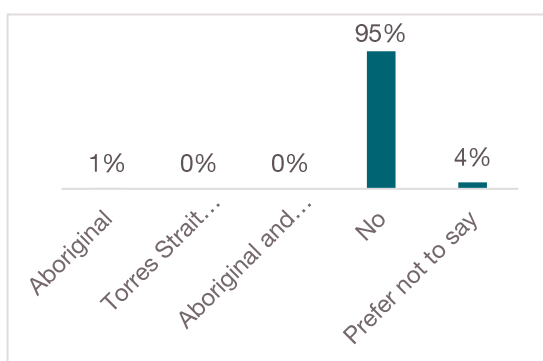
Graph 3: Gender (n=314). One response received for "non-binary" and one for "prefer to self-describe".

1.3.4. Identify as



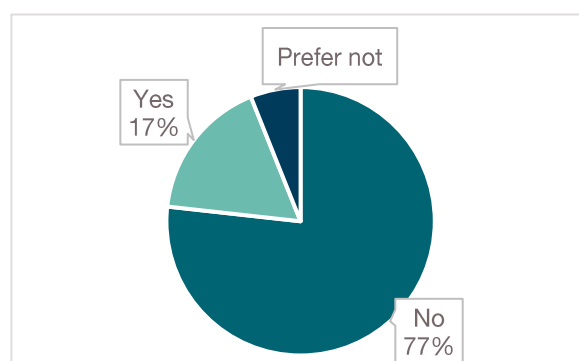
Graph 4: Identify as (n=314)

1.3.5. Aboriginal/Torres Strait Islander



Graph 5: Aboriginal or TSI (n=314)

1.3.6. Language other than English

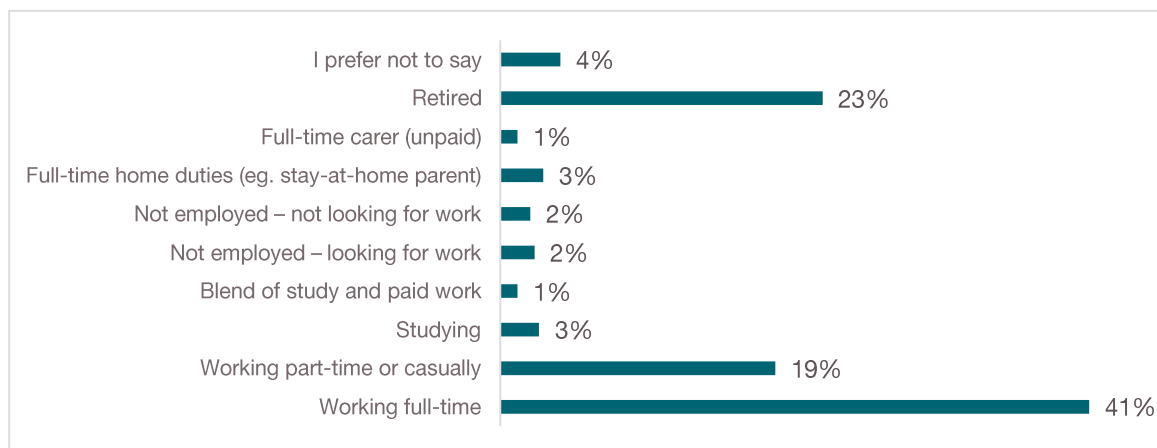


Graph 6: Language other than English (n=314)

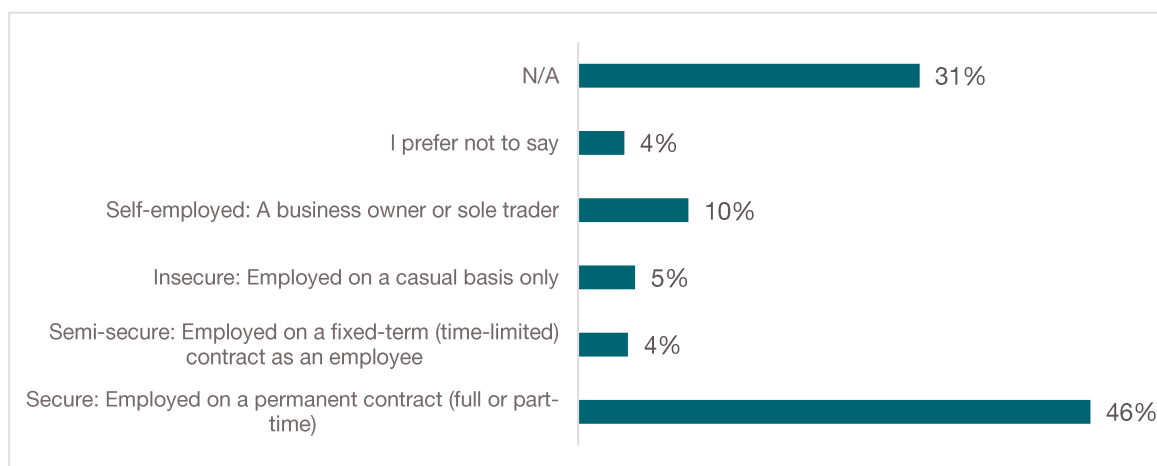
Other languages:	
German and Spanish	7 respondents each
Italian, French and Greek	5 respondents each
Arabic, Cantonese, Japanese, Mandarin, Portuguese and Russian:	2 respondents each

Other languages:	
Chinese, Croatian, Dutch, Spanish, Filipino, Egyptian, Hebrew, Auslan, Indonesia, Malayalam, Hindi, Taiwanese, Maori, Polish, Portuguese, Swedish, Tagalog, Ukrainian, Urdu	1 respondent each

1.3.7. Employment

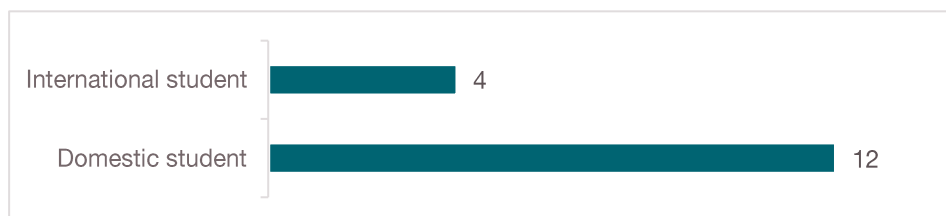


Graph 7: Employment (n=332)



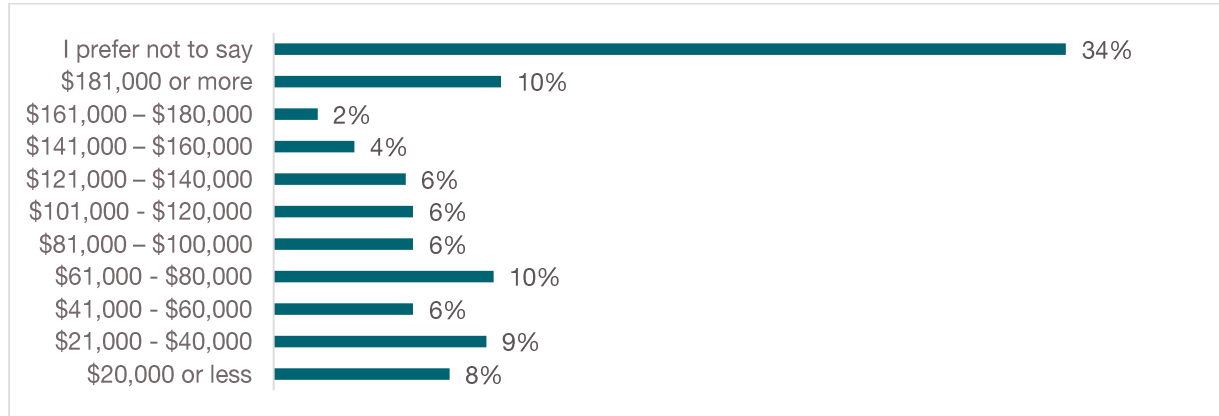
Graph 8: Nature of employment (n=314)

1.3.8. Students



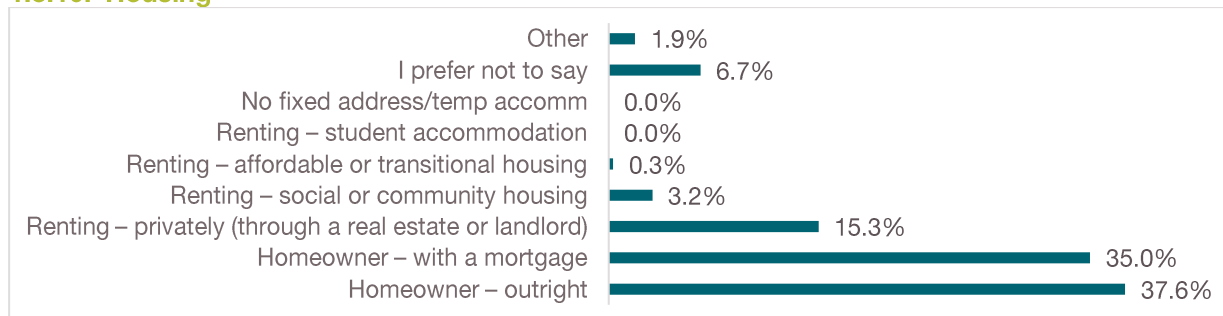
Graph 9: Status of students (n=16)

1.3.9. Income



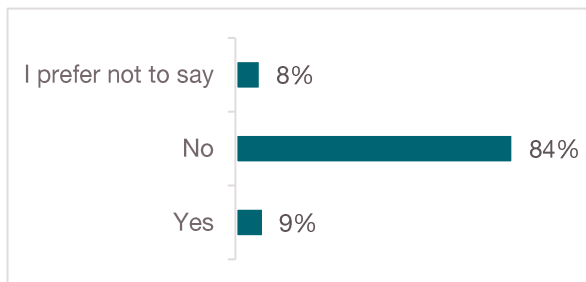
Graph 10: Income (n=314)

1.3.10. Housing



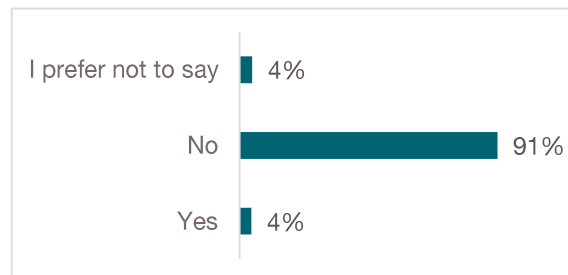
Graph 11: Housing situation (n=314)

1.3.11. Do you identify as a person with disability?



Graph 12: Disability (n=314)

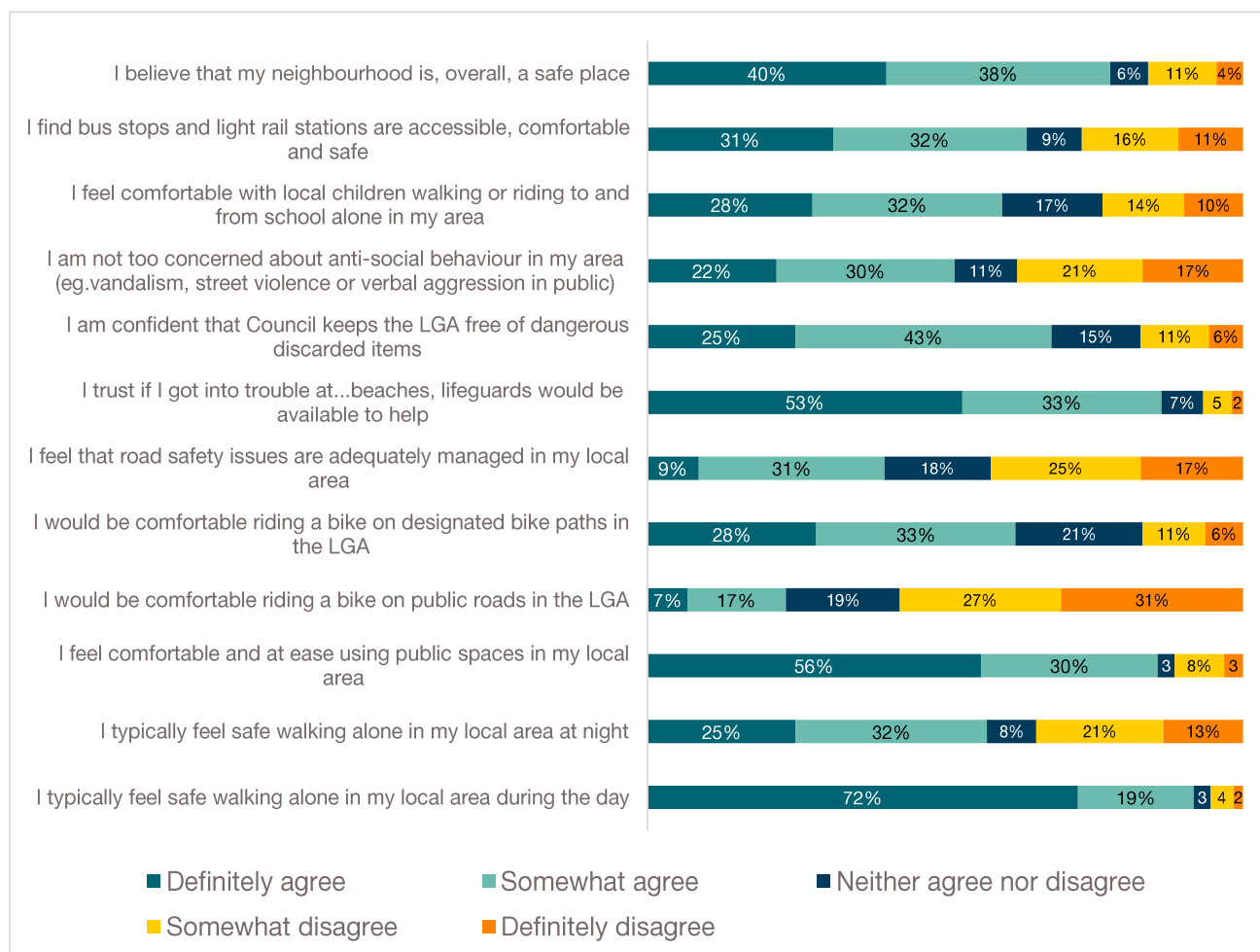
1.3.12. Do you regularly require support from another person daily living: self-care, self-management, or mobility?



Graph 13: Care/support required (n=314)

1.4. Personal safety and wellbeing: Safety in public places

Respondents were asked to rate their level of agreement in relation to a number of statements about their perceived personal safety when out in public places.



Graph 14: Perceived feelings of personal safety in public places (n=314)

Graph 14 indicates that most respondents agree that they feel safe walking alone in their local area during the day, using public spaces, and trust that a lifeguard would be available to help them at a local beach.

Respondents are more likely to disagree that they feel comfortable riding a bike on public roads, and that road safety issues are adequately managed.

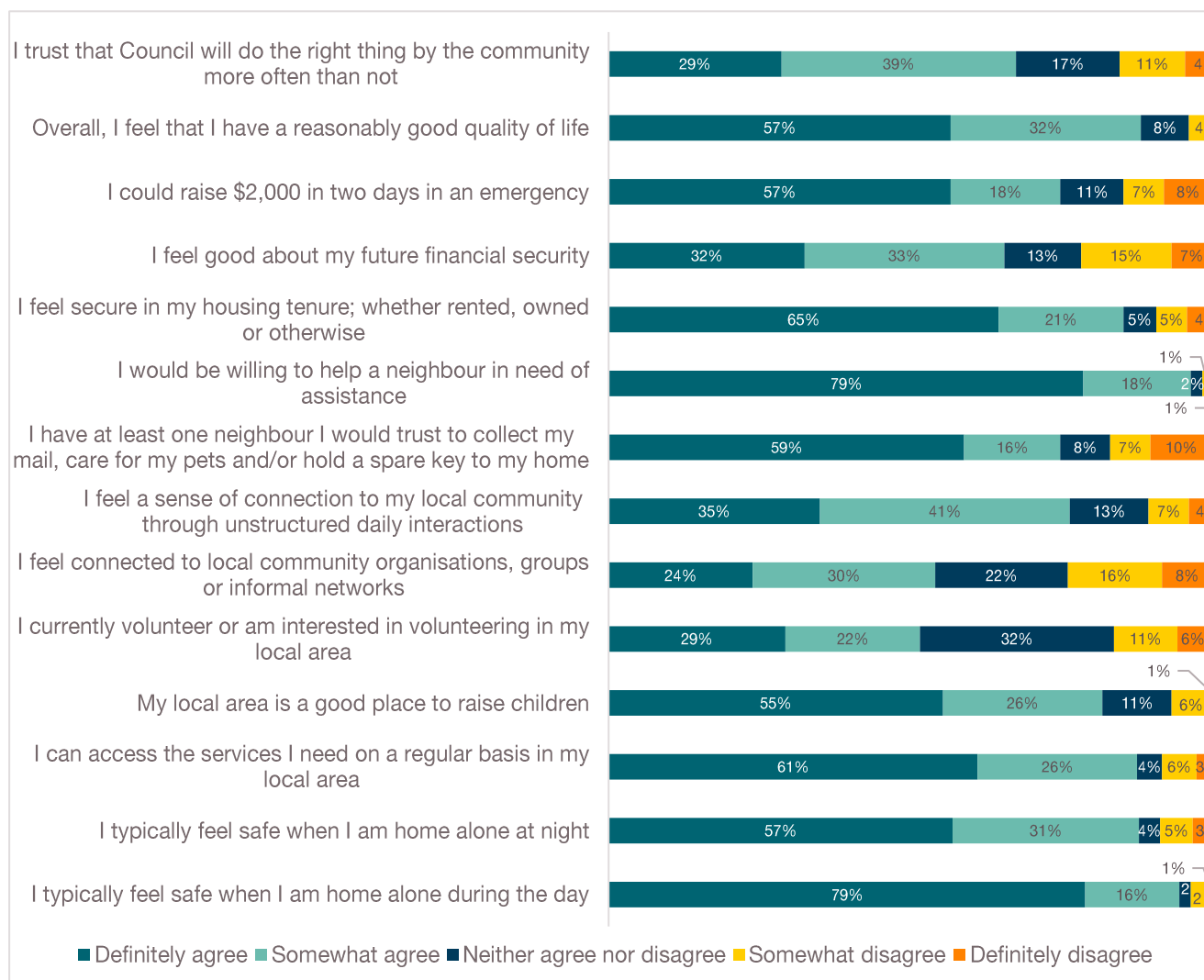
Overall, most respondents agree that their neighbourhood is a safe place.

Table 1 offers additional insights into some of the statements, exploring how responses may differ based on a respondent's location, gender, or ability.

Statement	Insights
I typically feel safe walking alone in my local area during the day	Overall, Randwick City is perceived as a safe place to walk during the day, with only 6% of respondents indicating they don't feel safe. Maroubra residents representing the highest proportion of this group; 10% of the 94 Maroubra respondents indicated they do not feel safe walking around their area during the day.
I typically feel safe walking alone in my local area at night	Feelings of safety drop when respondents are walking in their area at night, with 34% of all respondents indicating they don't feel safe. 47% of Maroubra respondents and 47% of South Coogee respondents indicated they do not feel safe walking at night. 33% of Randwick respondents and 23% of Coogee respondents do not feel safe walking at night. Females are also less inclined to feel safe walking at night, with 41% of female respondents indicating they do not feel safe, compared with 19% of males who indicated the same.
I am not too concerned about antisocial behaviour in my area (eg. illegal graffiti, vandalism, street violence or verbal aggression in public)	Maroubra respondents are the group least likely to not be concerned about antisocial behaviour in their area. 43% of the 120 respondents who indicated they are concerned about antisocial behaviour live in Maroubra.
I feel comfortable with local children walking or riding to and from school alone in my area	Once again, Maroubra respondents showed the lowest level of comfort regarding children walking or riding to school in their area. Specifically, Maroubra respondents accounted for 7% of the total respondents who expressed discomfort residing in Maroubra, which constituted 23% of all respondents.
I find bus stops and light rail stations are accessible, comfortable and safe	Among the respondents, 9% identified themselves as individuals with disabilities. This group is evenly divided between those who agree and those who disagree that public transport stations are accessible, comfortable, and safe. Similarly, among the 4% of respondents who indicate a regular need for care, their opinions are also evenly split on this matter.
I believe that my neighbourhood is, overall, a safe place	In general, Randwick City is widely regarded as a safe place. However, among the respondents who did not agree with this statement, the highest percentage (7%) was represented by residents of Maroubra.

1.5. Personal wellbeing and sense of security

Respondents were asked to rate their level of agreement in relation to a number of statements about their perceived personal wellbeing and sense of security.



Graph 15: Perceived feelings of personal wellbeing and sense of security (n=314)

Graph 15 indicates that most respondents agree that they would be willing to help a neighbour in need of help, feel safe when they are home alone and have a reasonably good quality of life.

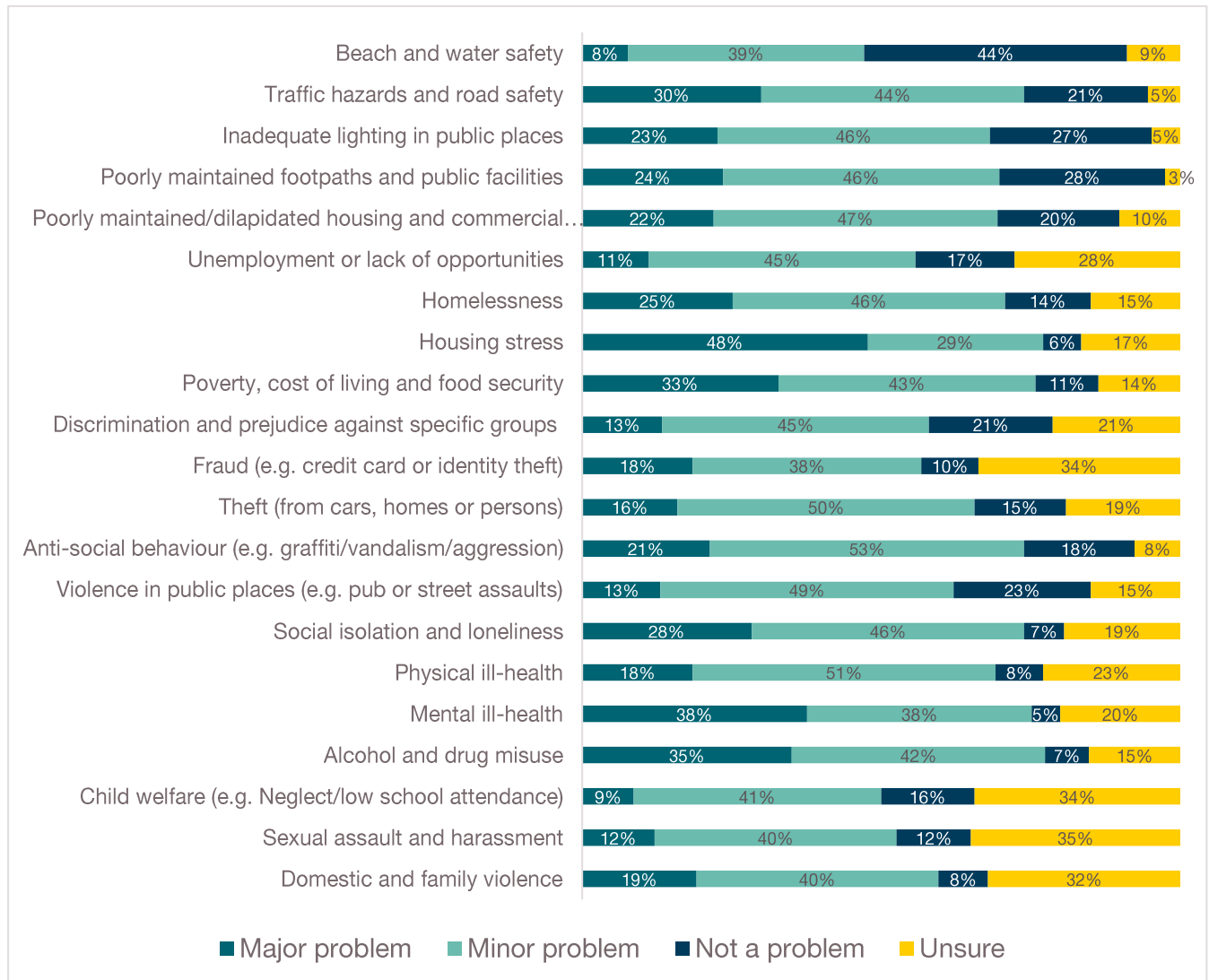
Respondents are less likely to agree that they feel connected to local community organisations, groups or informal networks, volunteer in their local area and feel good about their future financial security.

Table 2 offers additional insights into some of the statements, exploring relationships between responses and how responses may differ based on a respondent's housing situation and age.

Statement	Insights
I feel connected to local community organisations, groups or informal networks and I believe that my neighbourhood is, overall, a safe place	In general, individuals who perceive their neighbourhood as safe also tend to experience a sense of connection to local networks. Among those who agree that they reside in a safe neighbourhood, 44% of respondents also agree that they feel connected. On the other hand, 17% of respondents who agree their neighbourhood is safe disagree with feeling connected to local networks. Interestingly, 6% of respondents who disagree with the notion of living in a safe neighbourhood still express agreement with feeling connected to local networks.
I feel a sense of connection to my local community through unstructured daily interactions; I believe that my neighbourhood is, overall, a safe place	There is a strong correlation between respondents who agree that they reside in a safe neighbourhood and their sense of connection to the community, with 65% of respondents reflecting this relationship.
I feel secure in my housing tenure; whether rented, owned or otherwise	Among the respondents who do not feel secure in their housing tenure, the majority (6% of all respondents) are renting their accommodation either through a real estate agent or directly from a landlord.
I feel good about my future financial security	Respondents who are renting their accommodation through a real estate agent or directly from a landlord display a slightly lower inclination to feel secure regarding their financial future. Out of the total respondents, 17 individuals expressed a sense of security, while 26 individuals indicated feeling less secure. In contrast, homeowners are more inclined to feel confident about their financial future. 175 homeowners agreed that they feel positive about their financial future, while only 29 homeowners disagreed with this sentiment.
I could raise \$2,000 in two days in an emergency	Among the respondents, those aged 45-65 were the most inclined to disagree with the statement, with 23 individuals within this age range out of a total of 46 respondents expressing doubt in their ability to raise \$2000 in an emergency.

1.6. Safety and wellbeing issues in your local area

Respondents were asked to rate the extent to which they believe a number of issues are a problem in their local area.



Graph 16: Perceived issues in the local area (n=314)

Graph 16 shows that housing stress, mental illness, alcohol and drug abuse are the main issues considered to be a major problem.

Antisocial behaviour, theft, and physical ill health are the most common issues considered to be minor problems.

Beach and water safety is the issue most respondents feel is not a problem in Randwick City.

Table 3 offers additional insights into some of the issues.

Statement	Insights
Domestic and family violence	Both men and women shared similar views on domestic violence: 17% of men and 20% of women consider it a major problem. 46% of men and 38% of women consider it a minor problem. 10% of men and 8% of women consider it to be not a problem.
Sexual assault and harassment	Women are slightly more inclined than men to believe sexual assault and harassment are a major problem: 14% of women and 8% of men consider it a major problem 18% of men compared with 10% of women consider it to be not a problem
Child welfare and neglect	Among the respondents residing in Kingsford, 19% perceive child welfare as a significant problem in their area, while 29% consider it a minor problem. Furthermore, 10% of respondents believe it is not a problem, and 43% are unsure about the issue. In contrast, among the respondents in Coogee, 21% do not view child welfare as a problem, 39% consider it a minor problem, and only 5% perceive it as a major problem. Within the community of Maroubra, 12% of residents identify child welfare as a major problem, while 50% consider it a minor problem. In addition, 7% of respondents believe it is not a problem, and 31% are unsure about the issue.
Alcohol and drug abuse	Areas concerned about alcohol and drug abuse as a major problem: Maroubra – 53% of Maroubra residents Matraville – 53% of Matraville residents Kingsford – 33% of Kingsford residents South Coogee – 33% of South Coogee residents Areas concerned about alcohol and drug abuse as a minor problem: Clovelly – 64% of Clovelly residents Malabar – 58% of Malabar residents Coogee – 53% of Coogee residents South Coogee – 47% of Sth Coogee residents Among the respondents, those aged 25-34 were the most inclined to view alcohol and drug abuse as a major problem with 53% of this age range expressing this view.
Social isolation and loneliness	Among the respondents, those earning over \$180,000 and those earning less than \$20,000 are the most inclined to not view social isolation and loneliness as a problem. Specifically, they represent 23% and 21% of their respective income groups.
Antisocial behaviour (e.g. illegal graffiti, vandalism or public aggression)	Respondents in Randwick are evenly split between those who believe antisocial behaviour is a major problem and those who believe it is not a problem. Little Bay residents are more inclined to believe it is a major problem, representing 33% of their group. Likewise 28% of Maroubra residents and 27% of South Coogee residents consider antisocial behaviour a major problem in their areas.
Discrimination and prejudice against specific groups (e.g.	16% of women consider discrimination a major problem compared to 8% of men.

Statement	Insights
racism, sexism, homophobia, ageism, ableism, class stigma)	27% of men consider discrimination to not be a problem compared to 19% of women. Among the respondents who identity as having a disability, 26% perceive discrimination as a major problem, 52% a minor problem and 4% not a problem. Among the respondents who speak a language other than English, 17% perceive discrimination as a major problem, 43% a minor problem and 22% not a problem.
Housing stress	Respondents renting social or community housing were the group most inclined to consider housing stress a major problem, representing 90% of their group. This is followed by those renting through a real estate agent or landlord, representing 65% of their group.
Unemployment or lack of opportunities	Maroubra residents have the highest proportion of respondents who perceive unemployment or lack of opportunities as a significant problem in their local area, with 15% of respondents expressing this concern.
Poorly maintained/dilapidated housing and commercial premises	Residents of Maroubra, Kingsford and Malabar are the most inclined to consider poorly maintained /dilapidated housing and commercial premises to be a major problem; representing 34%, 33% and 31% of their respective groups.
Poorly maintained footpaths and public facilities	Residents of Randwick and Maroubra are the most inclined to consider poorly maintained footpaths and public facilities to be a major problem; representing 35% and 26% of their respective groups.

2. Submissions

	Submissions
1	I'm interested in giving further feedback but not as a focus group. I find that previous groups I've attended have very NIMBY attitudes and I don't feel safe or comfortable expressing my views.
2	NO, we in LA PEROUSE have Vandals, drunks, violent homeless people coming to our suburb by bus starting from Bondi junction and Alexandra. Thursday to Sunday. Police are contacted but are always too late to respond, WHY????...police too far away. Malabar police station closed, we always had some chance when Malabar police station open. Closing that was a very bad move Ps sending vandal photos. Late last year ,Vandals arrived by bus, attack the bus shed . Police called...guess what too late to FAR AWAY to do anything about it. We all in La Pouse know we need a bigger police presence, but that's more Hope than REALITY.

3. Social Media



Facebook posts:

Date	Engagement rate*	Reach	Reactions
9 March	0.48%	838	0
19 March	1.17%	515	0
31 March	0.85%	2357	1



Instagram:

Date	Engagement rate*	Reach	Likes
9 March	1.21%	579	7
19 March	1.7%	647	10
31 March	1.27%	628	8

**Engagement rate refers to any action taken on the post (such as reactions, comments, shares, photo views or clicking on a link). Most social media marketing experts agree that a good engagement rate is between 1% and 5%.*

End of document.

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