

Community Engagement Report

Wellbeing Strategy

Phase 1 – 2021/2022



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Summary

The Wellbeing Strategy aims to create a more inclusive and welcoming community for people living and visiting Port Stephens. The Strategy will highlight key wellbeing issues including safety, housing security, disability and inclusion, and age, and identify actions Council will take to address these.

The Wellbeing Strategy will also incorporate Council's Disability Inclusion Action Plan (DIAP) – a State mandated document which outlines practical strategies and actions that will support Port Stephens Council (PSC) achieve its access and inclusion goals over the next four years.

PSC designed and implemented a community engagement program and ran a number of face to face and online engagement activities between April and May 2021 to hear from people on improving inclusivity and community wellbeing. We listened to people from a range of backgrounds and experiences, including targeted consultation with people with a lived experience of disability, their carers, disability service providers and their staff, young people with a disability, Port Stephens Council staff, and more broadly, the Port Stephens community.

Key findings

Over 400 people shared their experiences and priorities for improving inclusivity, wellbeing and access in Port Stephens. From these activities, it was evident that our communities want better connections to access facilities, services and for recreation and wellbeing, including expanding and improving upon footpath networks, making our public spaces like beaches, libraries and parks accessible and inclusive, and improving public transport links.

It is clear that people with a disability value inclusivity, and want to be able to access the same spaces and facilities than those without a disability. Access or lack of was the main barrier identified that made people feel welcome or unwelcome in spaces.

Discrimination was a common theme across all engagement activities, with participants highlighting how unwelcoming both private spaces like cafes and shopping centres, and private spaces like parks and car parking areas can be for people with a disability. It was evident our community want more to be done to improve community perceptions and education on disability, and support businesses to be more inclusive.

The following summarises data and feedback collated across the various consultations.

Engagement approach

The engagement approach aimed to:

- Inform and educate the community about the Wellbeing Strategy project
- Celebrate the past achievements of the DIAP
- Enable community feedback on the development of the Wellbeing Strategy, including the DIAP, with a focus on the community's local wellbeing priorities
- Strengthen relationships and foster community connections across the community through participation in the project.

ENGAGEMENT METHODS

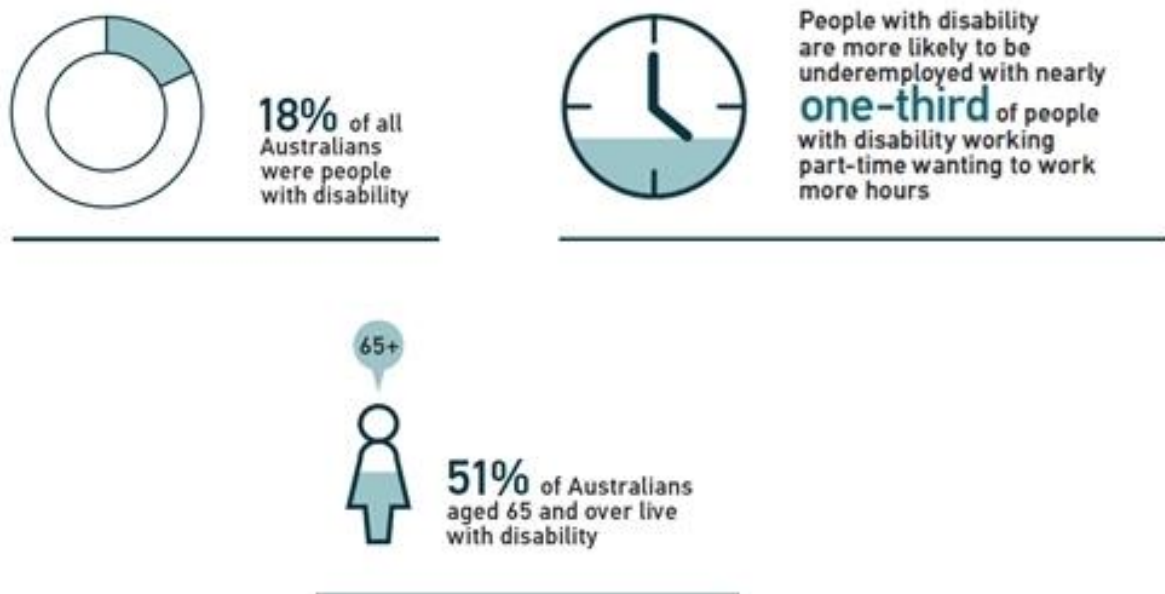
ACTIVITY	DETAILS	PARTICIPATION
Online survey	1 online survey open 21 April - 28 May 2021	171 completed surveys
Hard-copy survey	Available from PSC Administration Centre, Tomaree, Raymond Terrace libraries, and Port Stephens Mobile Libraries.	6 completed surveys
Stakeholder workshops	5 stakeholder workshops held with: <ul style="list-style-type: none"> • External workshops: • Disability service providers • Lifestyle Solutions day group • Irrawang High School students • Housing stakeholders • Port Stephens Council staff 	60 people engaged across 4 workshops
Wellbeing forum	Stallholder at Shoal Bay Wellbeing Forum exploring community wellbeing themes and priorities	200+ people
Wheelchair challenge	Staff challenge to experience day-in-the-life of someone with a physical disability to explore barriers and challenges	12 engaged staff

COMMUNICATION METHODS

CHANNEL	DESCRIPTION	REACH
Have Your Say webpage	Dedicated Have Your Say page as the key platform for consultation and engagement	700+ visits
Social media	Mix of organic and posts across Facebook, LinkedIn and Instagram	Reach= 9000+
Media release	A media release was issued on 21 April 2021 Help us create a safer, more inclusive and accessible Port Stephens.	NA

Direct emails	Direct emails to key stakeholders	300+
Factsheet	Factsheet detailing project information and how to get involved	Available online and via Libraries

Disability Statistics – Australia



Disability Statistics – Port Stephens

In 2016, 6.4% of residents in Port Stephens reported as requiring assistance due to a profound or sever disability.

Potential actions for the Wellbeing and DIAP Action Plan

- Continue to improve upon and extend the shared path network
- Use icons, photographs and graphic imagery in Council documents and online to make information easier to understand and more accessible
- Improve networks with people with a disability to share information and provide greater opportunities for input
- Improve public access to key recreation public spaces including beaches, parks and playgrounds for those with a disability through improved pathway links, public transport routes, and wheelchair access and adult swings in playgrounds.
- Advocate for improved public transport links
- Support greater work and volunteering opportunities
- Investigate web chat for Council correspondence (particularly useful for those with mental health disorders, cognitive disabilities, and non-verbal residents)
- Introduce a disability scheme for local businesses who are assessed under a disability standard and promoted as disability-friendly
- Include hoists and privacy screens in bathrooms (particularly appropriate for instances where a carer or family members is assisting a person with a disability in the same bathroom while still providing a level of respect and privacy).
- Audit Council facilities with scoring based on universal accessibility standards which is published online.

Engagement Results - Survey

The Wellbeing survey was open for response for 38 days and received 177 responses. 96% of respondents lived in Port Stephens and 19% identified as a person with a disability.

The survey is split into 2 sections, the first section concentrating on community perceptions to their own and their communities wellbeing, and the second section was targeted at those with a disability or a family, friend or carer of someone with a disability and concentrated on disability access and inclusion.

Part 1: Wellbeing

The below table shows the importance placed on wellbeing themes. *Community Safety and Security, Health, and Nature and Local Environment* were the top three priorities for community members.

Table 1: Which wellbeing themes are most important to you?

WELLBEING THEME	%
Community safety and security	16%
Health	15%
Nature and local environment	14%
Public Open Space e.g. parks, reserves	14%
Leisure and culture e.g. sports, arts, volunteering	8%
Transport and connections	7%
Employment and income	6%
Education	6%
Feeling connected to my neighbourhood	5%
Housing	5%
Food	4%

Other wellbeing themes not listed in the above table but listed as important to survey participants included building inclusive spaces and improving access, particularly for LGBTQI persons (9 responses); Increased government support and local services (7 responses); and greater climate change action and environmental protection (6 responses).

The following table shows the most frequently occurring themes from comments as to why wellbeing is important. Answers have been grouped into 4 main categories of responses. To maintain general health and wellbeing was the top reason wellbeing was an important issue.

Table 2: Why is wellbeing important to me?

Theme	%
To maintain my general health and wellbeing	35
To maintain lifestyle and support my family	34
Because they are under threat and/or need protecting	15
To build a strong community and a sense of belonging and connection	14%

Physical activity was the most popular way in which community members maintain their wellbeing. The below table shows a break-down of responses relating to how individuals maintain good wellbeing.

Table 3: What do you do to maintain your wellbeing?

Themes for comments	%
Physical activity (gym, sport)	32
Maintaining connections (friends and family)	18
Outdoor leisure (caravanning, fishing, motorbike riding, beach, bushwalks, gardening)	15
Maintain a healthy lifestyle (regular health checks and eating well)	10
Spirituality and self-care (meditation, relaxation, church, mindset, sleeping)	9
Art and creativity (music, painting, drawing, theatre, reading, crosswords)	4
Volunteering	4
Dogs	2
Work	2
Movies, events and shopping	1
N/A* (see appendices for full list of other)	3

When asked how Council could improve community wellbeing, improving and building upon footpath and shared path networks was the top response.

Table 4: What one action could Council do to improve your wellbeing or your communities wellbeing?

Wellbeing theme	%	Examples
Footpaths	25	Improved and more bike tracks, shared pathways, and improved lighting in these areas
Roads and Parking	16	Improved roads and more disabled parking
Facilities	13	More and improved sporting facilities, parks and recreation areas
Housing	10	Less high-rise and high-density housing (concerns over over-population); focus on affordable housing and homelessness
Services	9	Improved access to GP's and hospitals and early intervention health support services
Things to do	8	Events and markets
Environment	5	Greater conservation and climate change mitigation efforts including tree planting
Safety	5	Increased police presence

Part 2: Disability and Access

The second part of the survey asked questions directly relating to access and ability. If a survey responded indicated they didn't identify as someone with a disability or a family member, friend or carer for someone with a disability, they were excluded from responding to the following questions. A total of 84 participants responded in Part 2 of the survey questions.

When asked how people treat persons with disability in the community, 91% of respondents indicated people are okay or welcoming. 9% indicated people are not welcoming.

Table 5: How do people treat people with disability in the community?

Treatment	Percentage of responses
People are okay	57%
People are welcoming	34%
People are not welcoming	9%

Information that is easy for everyone to read and understand, and inclusion training for businesses (including Council) were the top ways in which respondents thought community attitudes could improve towards disability.

Table 6: How can Council improve community attitudes towards people with disability?

Action	Percentage of responses
Making all information easy for everyone to understand	46%
Inclusion training for local business and Council	27%
Celebrate the contributions of people with disability	16%
Use photographs of people with disability in publications, on the website and in other communication methods.	14%

The things that make people with disability feel unwelcome and not included in community included lack of access in both public spaces (libraries, beaches, public toilets) and private spaces (cafes, shopping centres), and discrimination and community perception.

“People stare at me when [I’m] in public. Especially in coffee shops or the chemist”

Table 7: What things make people with a disability feel unwelcome and not included in community?

Grouped theme	Percentage of responses	Example
Lack of or limited accessibility and ease of movement in public and private spaces	49%	Badly built infrastructure with no connections or blocked access; stairs and ramps
Discrimination and community perception	44%	Stigma and being treated differently-staring, patronised; lack of community awareness

When asked what the biggest barriers are for people with disability, the most frequent responses were access and lack of footpath and ramps infrastructure, as well as discrimination and stigma, and a lack of health and support services.

Table 8: What are the biggest barriers or things that make life hard for people with disability where you live?

Themed response	Percentage of responses
Accessibility to public and private spaces	26%
Lack of or poor condition of footpaths and ramps	20%
Discrimination and stigma	12%
Lack of local health and support services	10%
Lack of public transport	9%
Lack of accessible parking	8%
Lack of purpose built activities for those with disability and things to do	5%

“I have a mental disability. I find the crowded areas and extra noise in and around town hard”.

Access to buildings, facilities and to community events was the top response when asked what makes people with a disability feel welcome and included in community.

Table 9: What makes people with a disability feel welcome and included in community?

Themed response	Percentage of responses
Access to facilities, cafes, shopping centres, public toilets, picnic areas, parking, beaches and parks, and community events	64%
Respect and attitudes	31%
Communication	2%
Employment and volunteer opportunities	2%

“Be more inclusive and less judgemental. Disability does not mean illness. Be more inclusive”

When asked to name one thing that would make life easier for someone with a disability, greater access to public spaces including parks, beaches, pools and improved footpaths and parking were the top responses.

Table 10: What would make life easier and improve wellbeing for people with a disability in Port Stephens?

Themed response	Percentage of responses
Access to public recreation spaces (parks, beaches, pools, toilets, including good footpaths and adequate parking)	43%
More disability and mental health services and support groups	11%
Greater public awareness and community education	9%
Improved engagement with people with a disability e.g. establishing a local disability reference group	7%
Safety (safe places to go, safe streets, noise-free environments)	3%
Things to do	2%
Housing (e.g. subsidised accommodation)	2%
Employment and volunteering	2%
General /NA	13%

When asked which method of communication is the best to reach people with a disability, existing networks, events and services providers and through greater engagement and face to face networking and committees were the top responses.

Table 11: How can Council better communicate with people with a disability and their networks?

Response	Percentage of responses
Networking (through events, service providers , existing committees and social groups)	36%
Easy to read signage/brochures	14%
Newsletters and letters	11%
Social media	8%
Emails	8%
Newspaper	8%
Website	5%
All other responses (included podcasts, video, webcasts/zoom, braille, radio)	14%

Engagement Results - Persons with a Disability (Adults)

Lifestyle Solutions Taylor Beach invited us to spend a day with their clients in their Taylors Beach day room. Twelve clients all with varying cognitive disabilities, along with their carers participated in a workshop covering wellbeing, interests and hobbies, barriers and improving access for those with a disability.

Table 12: What would an ideal accessible community look and feel like for a person with a disability?

Barrier	No. of responses	Description	Potential solution
Accessibility in the public domain	11	There are a range of challenges associated with accessing public spaces like parks and playgrounds. Also, the majority of participants owned dogs which aided significantly to their wellbeing.	<ul style="list-style-type: none"> • Adult swings in playgrounds • More covered bbq areas, • Disability-friendly parks and playgrounds • Improved beach access • Improved footpath links • Dog-friendly spaces
Transport access around the LGA	7	Most participants didn't have a drivers licence and/or own a car, making public transport a key element in their lives and wellbeing. Participants spoke about not enough buses in the area to key sites like shopping centres and libraries.	<ul style="list-style-type: none"> • More buses with access ramps • More bus shelters • Community bus • Improved bus routes
Things to do	5	Participants spoke about a lack of appropriate activities for those with a disability and how they didn't always feel welcome at mainstream events due to transport and noise. Participants also spoke the desire to volunteer as a group but a lack of coordinated support was the main barrier.	<ul style="list-style-type: none"> • Quiet spaces at libraries, outdoor cinemas, events • Disability-friendly events and activities
Inclusive businesses	4	Participants spoke about not always feeling welcome in cafes and shopping centres. There is	<ul style="list-style-type: none"> • Friendly and welcoming business • more accessible cafes

		a particular issue in retail areas around accessibility for people with non-physical disability, such as the need for quiet space for people with autism.	<ul style="list-style-type: none"> • Quiet spaces
Safe and clean spaces	3	Participants spoke about not feeling safe in public spaces like parks	<ul style="list-style-type: none"> • Maintain clean parks
Feeling included	2	There was a sense in participants that weren't always welcome in public and retail spaces	

Engagement Results - Persons with a Disability (Young people under 18)

Local high school students from Irrawang High School's Learning Support Class participated in a two hour workshop on access and inclusion. Nineteen students with learning disabilities and ranging in ages from 14 to 16 participated. The group workshoped improving access and inclusion where they live, barriers to participation, and practical solutions for greater inclusivity and wellbeing.

When asked to identify the existing barriers people with a disability face in Port Stephens, **a lack of things to do** was the top response young people identified. The group workshoped potential solutions to the several identified barriers, which is outlined in table 13 below.

Table 13: Barriers for young people and potential solutions.

Barrier	No. of responses	Description	Potential solution
Things to do	17	Participants reported a lack of local events and activities and having to travel outside to other LGA's (e.g. Maitland) for events and art activities.	<ul style="list-style-type: none"> • Increased public spaces • More free community and youth-friendly events and activities e.g. outdoor cinemas, and arts and cultural experiences • Local bike riding tracks
Accessibility of Council	10	There is limited accessibility at some beaches, parks, and playgrounds and across towns,	<ul style="list-style-type: none"> • More covered BBQ areas • More seating in parks

recreational facilities		including no safe passage for pedestrians to cross Adelaide Street in Raymond Terrace.	<ul style="list-style-type: none"> • Disability-friendly parks and playgrounds • Improved beach access and toilets • Pedestrian crossing on Adelaide Street (to access cinemas)
Public transport	7	Participants reported the challenges associated with a lack of transport access particularly in Raymond Terrace, Medowie, Lemon Tree Passage, and Tanilba Bay, and to larger centres like Newcastle.	<ul style="list-style-type: none"> • Incentivise public transport • Advocate for greater direct public transport routes to Newcastle
Employment	4	There is a lack of employment opportunities for many people with a disability; and little to no work experience	
Clean and safe spaces	3	No lighting in public spaces and unclean parks make them feel unsafe	<ul style="list-style-type: none"> • Timed lighting in parks • More rubbish bins
Health	3	Access to health services for young people is limited in Port Stephens	
Internet connectivity	3	Young people, particularly those with a disability struggle to access internet at home	<ul style="list-style-type: none"> • Free wifi in key public areas
Inclusive community and business	2	People with poor literacy struggle to understand signage and information	There is a particular issue in retail areas around accessibility for people with non-physical disability, such as the need for quiet space for people with autism,

Engagement Results - Disability Liaison and Support Workers

A group of nine disability workers from various support agencies including the Smith Family, the Transformational Institute, Disability Advocacy NSW, Cerebral Palsy Alliance and Autism Spectrum Australia participated in a two hour workshop on access and inclusion.

Vision Statement

Participants were asked to identify one to three words to describe the vision for the Disability Inclusion Action Plan which is shown in the below word cloud. From this activity, the group brainstormed and agreed to four key wellbeing and DIAP goals.

1. To promote wellbeing and equal opportunity
2. To educate and empower community, and promote collaboration
3. Create accessible and inclusive spaces
4. Support ease of participation.



When asked to identify the existing barriers people with a disability face in Port Stephens, **attitudinal barriers** was the top response service workers identified. The groups workshopped potential solutions to the top identified barriers, which is outlined in Table 14.

Table 14: Barriers and solutions

Barrier	No. of responses	Description	Potential solution
Lack of awareness and stigma	5	Participants reported a general lack of awareness and understanding about disability within the Port Stephens community. This can lead to fear, judgement and social stigma. People identify disability mainly in terms of physical disability. Non-visible disability is often not recognised or understood. There are particular assumptions and stigma in relation to mental health issues.	<ul style="list-style-type: none"> • Education campaign for businesses and community (different disabilities, how it looks, sounds) • Business disability scheme- those that meet a criteria standard and given a disability tick, similar to a 'heart health' tick. • Council-led campaign around inclusion and disability.
Accessibility of Council recreational facilities	2	Outdated physical infrastructure, links to accessible amenities, "dingy" bathrooms that are difficult to get in/out with a carer are barriers for those with a disability	<ul style="list-style-type: none"> • Include hoists and privacy screens in bathrooms • Review MLAK system- does it work for those with a disability and how could it be improved? • Audit of Council facilities with scoring based on universal accessibility standards, which is published online
Communication- information and support	2	Access to information and service pathways is confusing. The group highlighted the good accessible park spaces, toilets, parks across Port Stephens, and the accessible website, and thought there was good opportunity to better promote what Council does well.	<ul style="list-style-type: none"> • Greater ways of communicating with Council e.g. web chat as option • Greater images of places and spaces on website, easy read, videos • Directory of information • Clear and simple website

		<ul style="list-style-type: none"> Promoting inclusive practices – e.g. informing community of sensory tent
Employment /financial constraints	2	People with disability may not be as financially secure as others in the community, due to barriers to meaningful employment.
Transport access across the LGA and to key sites	2	People with a disability rely on public transport and poor public transport links makes access difficult for people with disability.
Inclusive businesses	2	Participants spoke about a sensory overload in shops and shopping centres
Things to do	1	There are limited social activity opportunities for people with a disability

As part of the workshop, the group identified key actions Council could include in the next DIAP based on the previous barriers and solutions activity. The proposed actions are:

1. Council will write and maintain a directory of services and facilities aimed at better community access
2. Council will audit its playgrounds and public open spaces to identify gaps and weaknesses in existing infrastructure and facilities
3. Undertake a review of Councils website to determine accessibility of information, including widening options for contact e.g. web chat
4. Council appoints an employee to target local businesses to consult on disability inclusion and changes that can be made to promote better access
5. Council will create a business disability support program that calls upon local businesses to implement disability friendly and inclusive practices, promote these businesses and then target for local employment opportunities.

Appendices

See raw survey data here: [22/119816](#)

See workshop notes here: [PSC2021-01862](#)



PORT STEPHENS
COUNCIL

Communications and Engagement Report

Wellbeing Strategy

Phase 2 - 2023



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Context and Engagement approach

Port Stephens Council (PSC) is preparing a Community Wellbeing Strategy to establish principles for a sustainable, healthy, safe and inclusive community. These principles will set the path for a clear set of aligned and prioritised actions.

The draft Strategy aligns social planning objectives with liveability priorities. By combining directions from several standalone strategies and policies, the document recognises the complexity and interconnectedness of factors contributing to wellbeing.

Phase 1 The Wellbeing and Disability Inclusion Survey was conducted in 2021. The 2021 survey data was used to develop key themes and priorities.

Phase 2 Community and stakeholder engagement to check in with the community and stakeholders to see if things had changed since 2021 feedback. Completed July/August 2023.

Phase 3 Public exhibition of the draft Community Wellbeing Strategy. Expected Oct/Nov 2023.

The key objectives of engagement:



Ensure stakeholders are well informed about the key themes and actions in the draft Wellbeing Strategy



Involve people in a clearly defined, open and transparent engagement process



Use a range of digital and traditional tools and methods to gather feedback



Ensure communications are clear, concise, planned and tailored to the audience

Communications and Engagement methods

ENGAGEMENT METHODS

ACTIVITY	DESCRIPTION	REACH
Phase 1	Wellbeing and Disability Inclusion Community Survey completed 2021	171 participants
Phase 2	Check in Well-being Survey was open from 13 July to 7 August 2023.	46 surveys completed
	Workshops: Port Stephens Interagency: 25 July 2023	18 participants
	Drop-in sessions Tilligerry Habitat walk and talk 1 to 2pm 26 July 2023	250 people across drop-in sessions
	Raymond Terrace Festival w/ drop-in weaving session 10am to 2pm 29 July 2023	
	Two-hour drop-in session with two 30-minute intro to yoga session 9am to 11am at Apex Park, Nelson Bay 30 July 2023.	

COMMUNICATION METHODS

ACTIVITY	DESCRIPTION	REACH
Website pages	/development/strategies-and-planning-guides/community-wellbeing-strategy	92 visits
	/community/events/2023/wellbeing-walk-through-the-tilligerry-habitat	1 visit
	/community/events/2023/weaving-for-wellbeing	17 visits
	/community/events/2023/introduction-to-yoga	1 visit
Social media	Facebook event for 19 July 2023	226 people reached 7 Engagements (likes, comments, shares)
	Instagram story, video of the 'Wellness Walk, 23 July 2023	246 accounts reached
	Facebook post Wellbeing video / strategy have your say, 25 July 2023	1826 impressions / 1634 accounts reached 39 Engagements (likes, comments, shares)
	Instagram story, video of the 'Weaving session', 28 July 2023	150 accounts reached

Key engagement findings – What the community told us

Phase 1: Wellbeing and Disability Inclusion Survey 2021

The top priorities identified in the survey included:

Which wellbeing themes are most important to you?

- Community safety and security 16%
- Health 15%
- Nature and local environment 14%
- Public open space eg. Parks, reserves 14%

Why is wellbeing important to me?

- To maintain my general health and wellbeing 35%
- To maintain lifestyle and support my family 34%

What do you do to maintain your wellbeing?

- Physical activity (gym, sport) 32%
- Maintaining connections (friends and family) 18%
- Outdoor leisure (caravanning, fishing, motorbike riding, beach, bushwalks, gardening) 15%

What one action could Council do to improve your wellbeing or your communities' wellbeing?

- Footpaths 25% - Improved and more bike tracks, shared pathways, and improved lighting in these areas
- Roads and Parking 16% - Improved roads and more disabled parking
- Facilities 13% - More and improved sporting facilities, parks and recreation areas.

Phase 2: Community Wellbeing Survey and face-to-face sessions

A community wellbeing survey was deployed to determine whether the draft themes and priorities were on the right track. Participants were presented with four theme areas including accessibility, security and safety, participation and inclusion and resilience.

Participants were asked to provide their level of support for each theme's priorities, identify what was missing and suggest any ideas to achieve the priorities. Hard copy surveys were available at Council run facilities.

The survey received 46 responses. Due to small sample size caution is advised when interpreting the results. Full details are available in Appendix I.

Key survey findings

Accessibility priorities

- Provide infrastructure and opportunities to enable people with a disability to fully participate in community life.
87% supportive, 7% neutral, 4.5% not supportive
- Reduce barriers to employment for people with a disability
80% supportive, 11% neutral, 7% not supportive
- Increase access to Council services through better systems and processes
89% supportive, 7% neutral, 2% not supportive
- Are there any priorities you think are missing?
See Appendix I for full list of comments (20 comments)
- Do you have any great ideas for actions to achieve these priorities?
See Appendix I for full list of comments (17 comments)

Security and safety priorities

- Identify and support initiatives that grow connections with our town centres to build community pride and sense of place.
88% supportive, 7% neutral, 5% not supportive
- Support initiatives to reduce the impacts of homelessness.
83% supportive, 7% neutral, 7% not supportive.
- Work with communities to build resilience in emergencies.
93% supportive, 5% neutral, 2% not supportive
- Are there any priorities you think are missing?
See Appendix I for full list of comments (19 comments)
- Do you have any great ideas for actions to achieve these priorities?
See Appendix I for full list of comments (14 comments)

Participation and inclusion priorities

- Empower and support young people to participate.
90% supportive, 5% neutral, 5% not supportive
- Develop and improve positive attitudes of the wider community towards people with disability.
81% supportive, 12% neutral, 7% not supportive
- Promote and create opportunities for equity across all abilities, ages, cultures, genders, languages, religions, sexualities, and socio-economic groups.
81% supportive, 12% neutral, 7% not supportive
- Apply best practice principles to encourage diverse input and participation.
88% supportive, 5% neutral, 5% not supportive
- Are there any priorities you think are missing?
See Appendix I for full list of comments (17 comments)
- Do you have any great ideas for actions to achieve these priorities?
See Appendix I for full list of comments (11 comments)

Resilience priorities

- Create opportunities for our community to connect with each other.
88% supportive, 5% neutral, 7% not supportive
- Support our most vulnerable residents to grow their capacity.
78% supportive, 10% neutral, 10% not supportive
- Support our community networks to work together on key community priorities.
93% supportive, 2.5% neutral, 2.5% not supportive
- Are there any priorities you think are missing?
See Appendix I for full list of comments (16 comments)
- Do you have any great ideas for actions to achieve these priorities?
See Appendix I for full list of comments (9 comments)

Workshop and community drop-in sessions

Engagement activities included two stakeholder workshops and three community drop-in sessions. The workshops and drop-in sessions were facilitated by Kate Baartz and Ash Soanes of Baartz & Co.

Workshop: Port Stephens Interagency

Attendees (18 participants):

- Alesco Senior College
- One Door Mental Health (Family & carer mental health program)
- Community Disability Alliance Hunter (CDAH)
- Jupiter Youth Mental Health Councillor
- Hume Community Housing (community cohesion officer)
- NSW Trustee & Guardian
- PSFANS
- PPSFANS Student
- PS Council
- The Smith Family
- Arubah Health Dietitians
- Hume Housing
- Hunter Nursing
- Mosaic Multicultural Connections
- Office for Regional Youth
- Workshop 1 included the following:
 - Introduction and welcome – setting the scene and outline of the project to date.
 - Activity 1: Keywords – warm up exercise, provide keywords that need to be considered when developing the strategy.
 - Activity 2: Priorities and ideas – participants were asked what's missing and put forward ideas to address the priorities.

Workshop participants were divided up across three tables. These tables became the basis for the smaller group activities.

Key findings

Keywords

Participants were asked in small groups to provide keywords that need to be considered for each theme when developing the strategy. The table below shows the keywords received and Figure 2 is the feedback in a word cloud format.

Table 1 Activity 1: Keywords

KEYWORDS			
5 ways to wellbeing	cultural	housing - safe & stable housing	privacy & confidentiality
access/ibility/ible	culturally & gender diverse & safe	inclusive/ivity	privileged participation
accessibility does not always equate to disability	dignity	independence	relationships
accessible properties	drug & alcohol	keep learning	respect + trust
age appropriate	economical community	knowing where to turn	school
all voices heard and unheard	education	leisure	sense of community
autonomy facilitation	emotional health	m/h wellbeing	services
be active	engagement	meaningful participation	social health
be aware	environment	mental health	social support
belonging	equitable	needs	someone to turn to
choice limited	evidence based	nutrition	spaces
clean and hygienic facilities	family	options	spiritual
community	finances	options for older persons	support
community facilities	forward thinking	options for youth	sustainability
community guided/centred	friends	person centred	transport
community leaders	health & wellbeing	physical health	unified
connect/ion	help others	places	vulnerable
continued professional development	holistic	pleasant places to be	you belong somewhere
cost of living	home	poverty	youth services

[illegible]

Four themes were created based on the feedback received from the last wellbeing, disability and access survey. Those themes are accessibility, security and safety, participation and inclusion and resilience. The activity results that follow are based on these four themes. Participants were asked to share what's missing and what ideas they had to address the priorities in small groups.

In order to find out how the themes and priorities are shaping up groups were given the following information and asked what's missing and what ideas they had to address the priorities for accessibility.

ACCESSIBILITY

Wellbeing can only be achieved in a place that is inclusive and accessible for people of all abilities and backgrounds. Accessibility could include things like community attitudes, access and movement around public places, barriers to employment and addressing barriers to participation.

Priorities

- Provide infrastructure and opportunities to enable people with a disability to fully participate in community life.
- Reduce barriers to employment for people with a disability
- Increase access to Council services through better systems and processes

There was a consensus that the accessibility theme was too heavily focused on those with a disability and should be more inclusive of all people. Transport and the remote location of the area was also raised by all workshop groups.

What's missing:

- References to other members (not just disability) of the community (for example) Youth, Aged, Aboriginal & TSI, CALD, LGBTQIA+SB Other
- Accessible and affordable housing
- Safe and stable housing
- Accessible services - eg. long waiting lists
- Public transport - location/remote/ geographical considerations, affordable
- Footpaths - multiuse, walking, wheelchair, pram, bikes
- Literacy, financial, language, cultural barriers
- Information and education
- Access and knowledge for actual services
- Family life barriers
- Reduce inequity
- Volunteers

Ideas:

- Improved and safer pathways
- Translation services

Security and safety

To find out how the themes and priorities are shaping up the groups were given the following information and asked what's missing and what ideas they had to address the priorities.

SECURITY AND SAFETY

Safety and even a perception of safety can affect how we go about our lives. Safety applies to our public space (safer design, cleanliness, activity and lighting) and also to our personal safety (family violence, child safety). Food and housing safety are also crucial aspects that underpin our wellbeing. The following questions relate to the priorities and actions for security and safety.

Priorities

- Identify and support initiatives that grow connections with our town centres to build community pride and sense of place.
- Support initiatives to reduce the impacts of homelessness.
- Work with communities to build resilience in emergencies.

When discussing security and safety it was back to basics with the group, stating that the vulnerable community members need something to eat, somewhere to sleep and water that is safe.

What's missing:

- Ensuring adequate services and funding to support security and safety.
- Safe and stable housing
- Basic safeties eg. Food, shelter, water
- Young veterans needing access to services

Ideas:

- Build stakeholder group for homelessness and vulnerable
- Review policy on community gardens
- Fences around playgrounds
- Positive opportunity to engage in community
- Support and develop specific community led programs and services to address barriers to basic needs which allows autonomy and agency
- Ensuring adequate services and funding to support security and safety
- Provide education and/or resources to the community to reduce systemic issues eg doa and violence
- Build fences around playgrounds

Participation and inclusion

To find out how the themes and priorities are shaping up groups were given the following information and asked what's missing and what ideas they had to address the priorities.

PARTICIPATION AND INCLUSION

Inclusion means all of our members feel welcome and able to fully participate and contribute regardless of their age, gender, religion, cultural background, sexual orientation, disability, income or geographical location. Inclusive participation is about recognising differences between individuals/groups.

Priorities

- Empower and support young people to participate.
- Develop and improve positive attitudes of the wider community towards people with disability.
- Promote and create opportunities for equity across all abilities, ages, cultures, genders, languages, religions, sexualities and socio-economic groups.
- Apply best practice principles to encourage diverse input and participation.

Transport was raised as a barrier to participation, the group asked how can you participate if you can't get places. Finances and affordability of activities and events were raised as an issue, not all can afford to participate.

What's missing:

- Increase knowledge of demographic
- Impact of increased cost of living on people's ability to participate (free and low cost activity)
- Impact of loss of service, eg buses, banks, Centrelink etc.
- Transport
- Finances/ poverty can be an issue for participating in events

Ideas:

- Free or low-cost activities and diverse community events, fun days, better playgrounds, exercise classes.
- Rather than say 'this is what you need & how can we help,' ask 'what do you need & how can we help you'.
- Ensure a preamble establishes whom "community" is / priority groups - eg. disability, seniors.
- Education around participation + inclusion

Resilience

To find out how the themes and priorities are shaping up participants were given the following information and asked what's missing and what ideas they had to address the priorities.

RESILIENCE

Building the skills and networks in the community to ensure our community can adapt, survive and thrive in times of change.

Priorities

- Create opportunities for our community to connect with each other.
- Support our most vulnerable residents to grow their capacity.
- Support our community networks to work together on key community priorities.

There was talk about the theme title 'resilience' it didn't sit well with the group and suggestions were to change to community connections or community empowerment and that resilience was an outdated term that didn't suit current context. The priority above about 'grow their capacity' was deemed as condescending as you can only grow so much without support.

What's missing:

- Supporting providers
- Local emergencies and incidence
- Natural disasters
- Postvention (meaning: interventions for bereaved survivors, community members, caregivers, and health care providers to destigmatise suicide)

Ideas:

- Promotion of community resources
- Advocacy to increase resources

After the theme priorities activity we asked each group to share their feedback with the rest of the groups, the following are notes taken in isolation to the themes.

- Community guided approach – in terms of building relationships leading to trust and to guide autonomy and provide community with dignity
- Person centred approach
- Many living under the poverty line in the area
- Need more communication about services available like a community directory (which PSC does have)
- Need clear outcomes for what is going to be achieved

Community Drop-in Sessions

The community were asked to share what wellbeing means to them and what impacts their wellbeing positively and negatively. The community drop-in session details are below:

- Tilligerry Habitat walk and talk 1 to 2pm 26 July 2023
- Raymond Terrace Festival w/ drop-in weaving session 10am to 2pm 29 July 2023
- Two-hour drop-in session with two 30-minute intro to yoga session 9am to 11am at Appex Park, Nelson Bay 30 July 2023

Key findings

What does Wellbeing mean to you?

The most frequent answers were:

- being healthy
- having a positive and happy mindset and
- being in nature.

Example comments:

“Wellbeing means being healthy + happy spiritually, mentally + physically”

“Taking in whats around you eg. Sitting on a rock and admiring the sky /trees/ breeze”

“Fresh air, clean environment, trees - green spaces, great outdoor facilities - for all.”

What impacts your Wellbeing positively?

- Family
- Community

What impacts your Wellbeing negatively?

- Poor behaviour from others:
 - racism
 - rude people
 - being judgmental
 - being disrespectful

Future engagement recommendations

To engage with the interagency to develop actions for the Wellbeing Strategy. They were very keen to be involved.

Update themes to be more fitting to the current circumstances in 2023 and that will remain more timeless.

Update themes to be more inclusive but without singling out groups for instance – referring to all people rather than sectors e.g. Disability, LGBTIQ+, young people, aged etc.

Update priorities to reflect feedback and develop actions and principles.

Appendices

Appendix - Community Drop-in Sessions

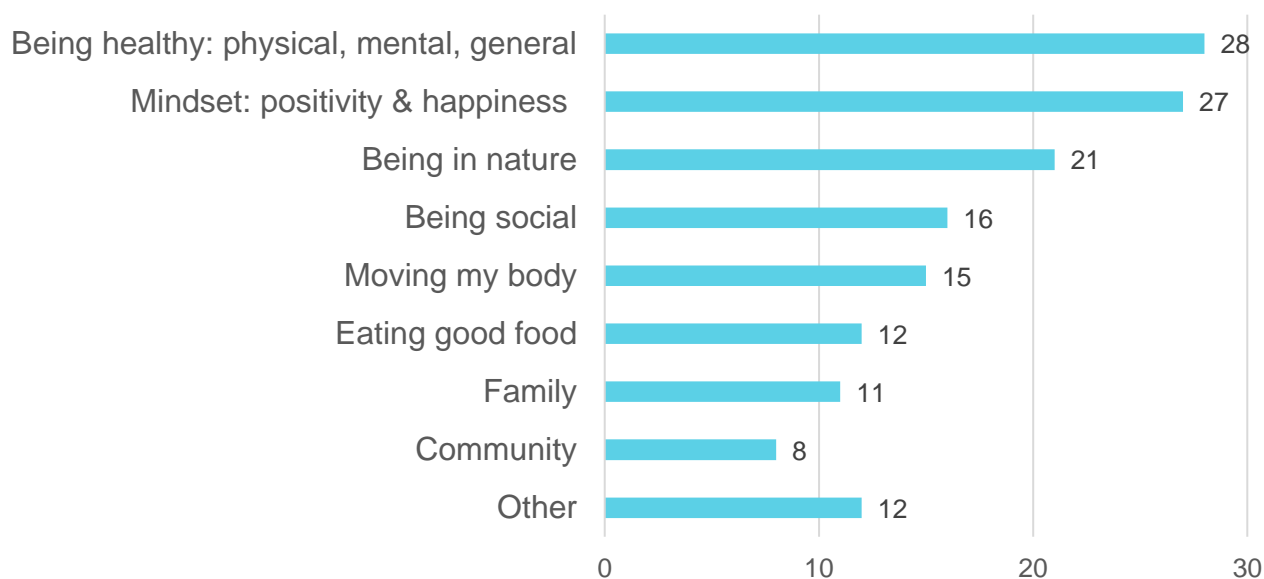
To promote wellbeing and to decrease feedback fatigue we encouraged engagement by having activity-based engagement sessions. Three community sessions took place across the three wards of Port Stephens.

- 26 July 2023 1-2pm walk and talk in Tanilba Bay (Two attendees)
- 29 July 2023 10-2pm learn how to weave session, Raymond Terrace Festival in Raymond Terrace (spoke to 200 people with 53 participants)
- 30 July 2023 9-11am beginner yoga session in Nelsons Bay (spoke to 50 with 20 participants)

What does Wellbeing mean to you?

We asked the community what well-being means to them, the most frequent answers were being healthy (28), having a positive and happy mindset (27) and being in nature (21). See table below for further detail.

Figure 2: What does well-being mean to you?



N= number of participants (73)

Example of comments received:

“Wellbeing means being healthy + happy spiritually, mentally + physically”

“Taking in whats around you eg. Sitting on a rock and admiring the sky /trees/ breeze”

“Fresh air, clean environment, trees - green spaces, great outdoor facilities - for all.”

Figure 3 below shows a word cloud containing keywords from the results.

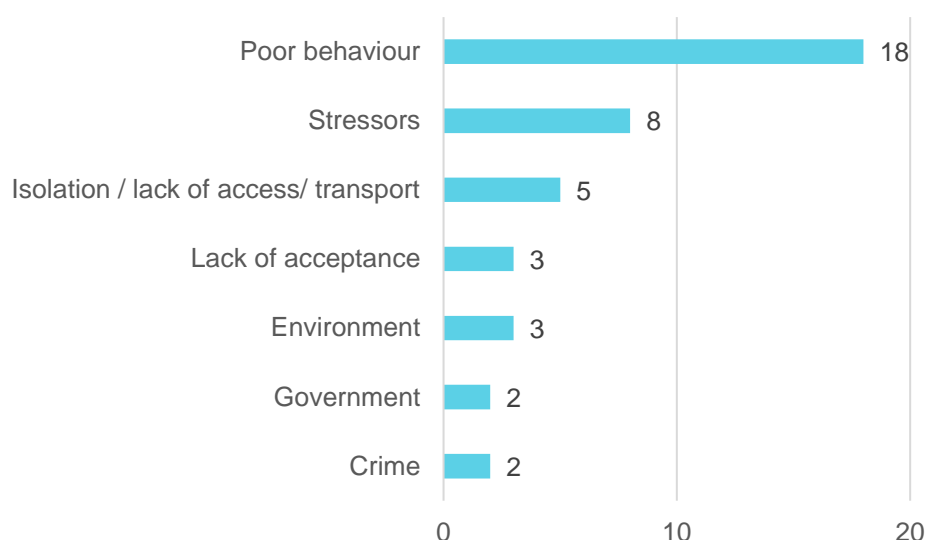
Figure 1 Word cloud: What does Well-being mean to me?



What impacts your Wellbeing negatively?

We asked the question “what impacts your wellbeing negatively?” the most common responses were about poor behaviour from others (racism, rude people, judging, disrespect) and stressors (bills, social media, stress, pressure).

Figure 2: What impacts your well-being negatively?



N= number of participants (42)

Through conversations with community members some ideas were captured, see table below.

Community conversations

We need a wellbeing hub - to get support

Education is needed for late teens about where to get support

Need programs to get old people out after isolation. Senior hub support is needed.

Encourages mental stimulation and weekly physio- council need to show up.

Raymond Terrace main street needs to be shut off from traffic and tree planting and gardens and seating. More natural environment. Underplanting under seating in local areas. More tranquillity with all the new buildings and place to catch up with friends

Need to better inform/engage about activities like illuminate Karuah & others. There is poor communication e.g. Summer of music

Need more mental health services at Tiligerry

Drop - in for Jupiter

Need support for localised neighbourhood centre

More walking tracks and big open spaces planted with trees and gardens

Cultural hub - activities and workshops

Start a Farmers market in Nelsons Bay

Limitations to participate based on dietary requirements eg food allergies - leads to exclusion.

Need at least neighbourhood watch to address lack of Police presence.

Invest in community gardens Bush tucker community garden

How to communicate with us - letterbox drops and poster/signage - directional signs and information and we need notice boards

Address transport issues! We could use a mini/shuttle bus to access services

View the 5 ways to wellbeing website <https://www.5waystowellbeing.org.au/>

We need a wellbeing hub - to get support

Education is needed for late teens about where to get support

Need programs to get old people out after isolation. Senior hub support is needed.

Encourages mental stimulation and weekly physio- council need to show up.

Figure 3: Raymond Terrace Festival: Picture of feedback





Figure 6: Yoga in Apex Park community session



Figure 4 Raymond Terrace Festival: Weavers

Appendix II Community Wellbeing Survey Results

Phase 2 consisted of a survey to determine whether the draft themes and priorities were on the right track. Participants were presented with four theme areas Accessibility, Security and Safety, Participation and Inclusion and Resilience. Participants were then asked to provide their level of support for each themes priorities, identify what was missing and suggest any ideas they had to achieve the priorities. Hard copy surveys were available at Council run facilities.

The survey received 46 responses. Due to small sample size caution is advised when interpreting the results.

Key findings

Overall support

The table below shows the levels of support for each draft themes priorities, overall participants were supportive of the priorities (highlighted in shades of green in table below). See further detail under separate themes.

Table 1 Overall support for theme priorities

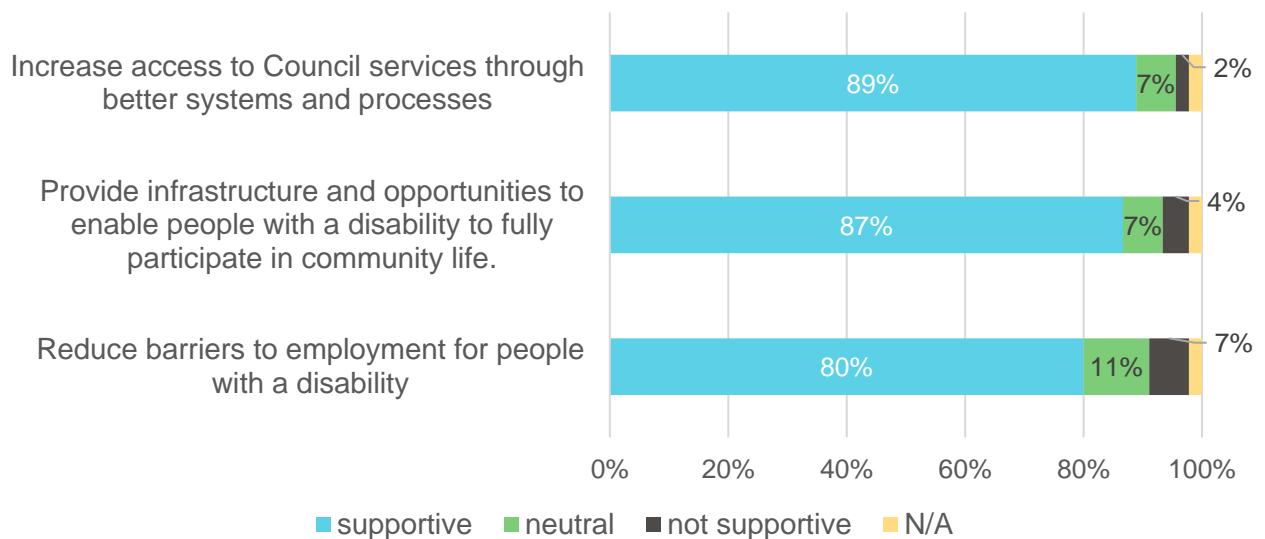
Theme	Priority	Supportive	Neutral	Not supportive	N/A
Accessibility	Increase access to Council services through better systems and processes	89%	7%	2%	2%
	Provide infrastructure and opportunities to enable people with a disability to fully participate in community life.	87%	7%	4%	2%
	Reduce barriers to employment for people with a disability	80%	11%	7%	2%
Security and safety Priorities	Work with communities to build resilience in emergencies.	93%	5%	2%	0%
	Identify and support initiatives that grow connections with our town centres to build community pride and sense of place.	88%	7%	5%	0%
	Support initiatives to reduce the impacts of homelessness.	83%	7%	7%	2%
Participation and inclusion Priorities	Apply best practice principles to encourage diverse input and participation.	88%	5%	5%	2%
	Develop and improve positive attitudes of the wider community towards people with disability.	81%	12%	7%	0%
	Promote and create opportunities for equity across all abilities, ages, cultures, genders, languages, religions, sexualities and socio-economic groups.	81%	12%	7%	0%
Resilience Priorities	Support our community networks to work together on key community priorities.	93%	2%	2%	2%
	Create opportunities for our community to connect with each other.	88%	5%	7%	0%
	Support our most vulnerable residents to grow their capacity.	78%	10%	10%	2%

Accessibility Priorities

Participants were asked how supportive they were of the draft priorities for accessibility. Participants were supportive of all accessibility priorities.

Intro to question: Accessibility - Wellbeing can only be achieved in a place that is inclusive and accessible for people of all abilities and backgrounds. Accessibility could include things like community attitudes, access and movement around public places, barriers to employment and addressing barriers to participation.

Figure 5 Accessibility Priorities



n=45

- Increase access to Council services through better systems and processes.
89% supportive, 7% neutral, 2% not supportive
- Provide infrastructure and opportunities to enable people with a disability to fully participate in community life.
87% supportive, 7% neutral, 4.5% not supportive
- Reduce barriers to employment for people with a disability.
80% supportive, 11% neutral, 7% not supportive

Are there any priorities you think are missing? (20 comments)

The feedback received consisted of the following:

- Public transport - Safe, affordable and accessible
- Disability access - parking, public bathrooms, employment, access to public areas
- Council – improve publication of Council services, focus on core responsibilities
- Facilities – pathways and footpaths (multi use pathways, sidewalks), health and wellbeing venues, open green space.

The verbatim responses are provided below.

Table 2 Accessibility: missing priorities

Are there any accessibility priorities you think we are missing?
Multi use pathways are non existent in many PSC areas e.g. Soldiers Point; Taylor's Beach; Sandy Point Road area. This is a safety issue, and a significant disincentive and for both disabled people, and those wishing to exercise by cycling.
In Magnus Street Nelson Bay we have a 7 metre footpath where about 1 metre is available to pedestrian traffic - this is usually about 1.5 metres from shop fronts and I feel this is bad for the visually impaired
More handicapped access to public areas
A decent indoor aquatic centre with heated hydrotherapy pool ! Have a look at what this town has done for the entire community! https://grac.ymca.org.au/?utm_source=google&utm_medium=organic&utm_campaign=gmb-listing
Yes - accessibility to health and well-being venues (we need more) ie: yoga, meditation, relaxation venues, gyms, open green spaces, parks etc. Less access to alcohol providers.
Many shopfronts have a step that makes access challenging for many people.
Perhaps greater publication of the services Council are providing specifically to those with a disability. Sometimes people are just not aware of what's available.
Sports amenities
Changing Places accessible public bathrooms with adult change table and ceiling hoist, MLAK key access only
Yes, as a person with a disability and employment. It is either low pay or crap job never a good job at higher pay.
Further disabled parking
no
Affordable community transport. More community housing.
Sidewalks. I live in a busy street and you can not access a walkway with a prom, wheelchair or bike. We are close to a school so we should be encouraging kids to ride to school but it's too dangerous
It's not councils job to worry about jobs for the disabled. Someone else gets paid to do that.
more accessible public transport

For the vulnerable and disadvantaged, with the right program have support to guide and teach them how to shop, eat & cook a well balanced meal at least once a day

No

Need to balance priorities so that all the community benefits and doesn't miss out due to a tick box exercise

1) Safe Public transport access remains abysmal across Port Stephens. Many bus stops are difficult or unsafe to get to (e.g where I live in Heatherbrae there's a 'choice' of walking 1.2km up a narrow rocky path I often stumble on, running across the Pacific Highway in full traffic which is particularly hard with reduced mobility, or walking on the side of the HWY for 25 minutes more than 1.5km away on unstable legs in all kind of weather to get to the only crossing. The bus stops in my area are highly inaccessible and it reduces my social and employment participation and wellbeing.

2) There need to be more bus services between parts of Port Stephens. I socialise and spend most of my spare time and money in Newcastle because it's easier to get to. I've felt excluded when I haven't been able to attend events in Nelson Bay because of limited weekend bus service. I've missed out on jobs I'm well qualified for because of the limited bus service. I'm not the only one.

Do you have any great ideas for actions to achieve these priorities?

(17 comments)

Table 3 Accessibility: ideas

Do you have any great ideas for actions to achieve these priorities? Please list them below.
Action as a priority PSC pathways plan of 2015.
Council Staff to do their jobs and carry out compliance checks
Improve pathways along Fingal Bay parkrun so there is less chance of trips.
As mentioned above build a facility like this so the whole community can benefit https://grac.ymca.org.au/?utm_source=google&utm_medium=organic&utm_campaign=gmb-listing
Yes - fund a private provider to open health and well being venues.
Meet with and talk to people with disabilities to find out their needs.
Open Days, Special Event Days, Have A Go Days. All involving activities suited to people with disabilities but also open to others who can come along and assist / participate as well.
I am looking
Council funds
Is the managers, business owners need to be educated on the benefits.
no
You have increased your rates from the local community so you should be able to fund these initiatives. Start with areas near schools as a priority
transport connectivity, frequency and affordability

Run a program once a month to educate about the importance of eating healthy balanced diet & empower the more vulnerable in our community eg disabled, elderly, unemployed or single mums on how to shop for seasonal ingredients then how to cook a well balanced meal within a tight budget

The health and well being program or lack thereof for the community requires review. The council makes it difficult for ppl to engage with the community to run council supported events eg. Yoga in the park. I moved here 2 years ago, love the area but would love to participate in programs run for all ages etc.
<https://www.goldcoast.qld.gov.au/Things-to-do/Active-Healthy-program/Active-Healthy-calendar>

Fix roads as No.1 priority as this impacts ALL residents, including those with a disability. Be sure to include this in reporting to Council and the community about assisting people with a disability (i.e - roads fixed, therefore better access and transportation experience for those with a disability.)

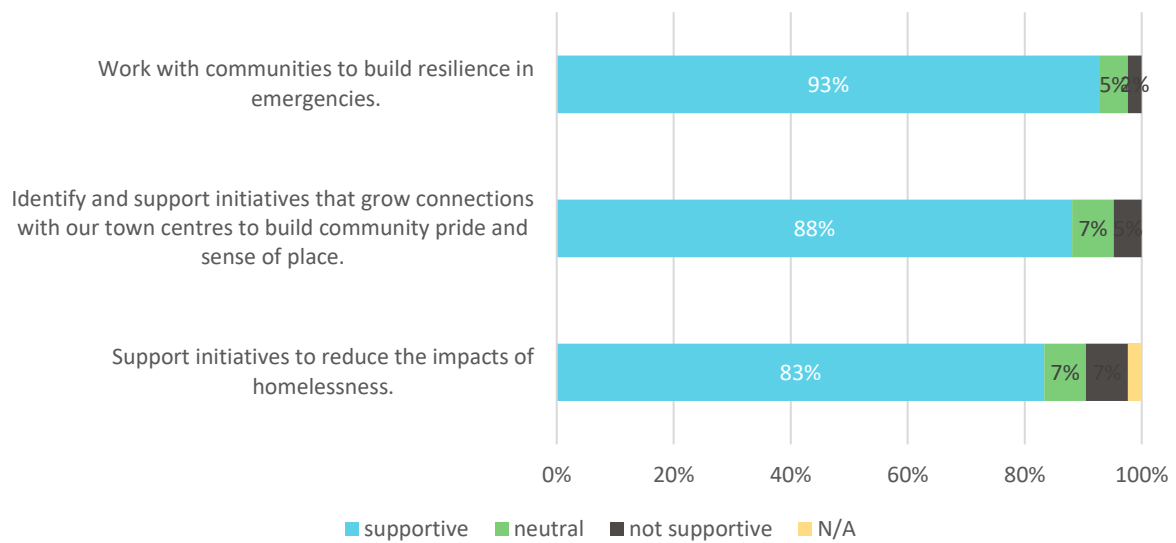
organise sincere not tokenistic focus groups with directly affected people not unaffected disability agency reps. This will help you understand how serious these issues are and the profound impact they have on disabled people particularly those of us who do not have disability funding to support alternative transport. Please listen to and acknowledge people when they tell you about the serious impact these issues have on reducing their participation and independence. Use funds from crossing grants for places where crossings are actually needed by pedestrians including disabled people, and not putting them in areas simply to slow down cars.

Security and Safety priorities

Participants were asked how supportive they were of the draft priorities for security and safety. Participants were supportive of all priorities.

Intro to question: Security and safety - Safety and even a perception of safety can affect how we go about our lives. Safety applies to our public space (safer design, cleanliness, activity and lighting) and also to our personal safety (family violence, child safety). Food and housing safety are also crucial aspects that underpin our wellbeing.

Figure 6 Security and safety priorities



n=42

- Work with communities to build resilience in emergencies.
 - 93% supportive, 5% neutral, 2% not supportive
- Identify and support initiatives that grow connections with our town centres to build community pride and sense of place.
 - 88% supportive, 7% neutral, 5% not supportive
- Support initiatives to reduce the impacts of homelessness.
 - 83% supportive, 7% neutral, 7% not supportive

Are there any priorities you think are missing? (19 comments)

The feedback received consisted of the following:

- Council - focus on core responsibilities, address antisocial behaviours
- Safety - improve safety after dark, lighting, bushfire plans,
- Policing - increase presence of police
- Housing - more housing
- Community - inclusive LGBTQI, First Nations, elderly (social visits)

The verbatim responses are provided below.

Table 4 Security and safety: missing priorities

Are there any security and safety priorities you think we are missing?
Stick with your priorities - roads and infrastructure
Provide more for the youth like high quality pump tracks skate parks mountain bike tracks ! This will get them outdoors and out of trouble
Yes - provide flood and bushfire plans to locals
Lighting in some areas needs improvement.
Safety in places like Apex Park in Nelson Bay after dark.
Policing of car hooks at night.
Help the police to continue to make Port Stephens safe.
None
There needs to be more initiatives for people to invest in housing to be able to supply rental properties. Instead of having two shopping centres, the centro should be a medical and post office area. Market place should be purely a shopping centre. I feel having 2 shopping centres, people walking around create opportunities.
no
More staff at the local hospital. (Doctors) More active police on duty.
Again the lack of access for push bikes near the local schools with adequate lighting. It would also support an active community
Someone else's job to sort out homelessness
LGBTQI inclusivity and First Nations recognition
There's a vacant/abandoned two story housing commission bld on Fingal? That's been empty for at least 3 years. Why aren't two families living in there? Who should fix that up.
I'm hearing far too often the elderly in our community have no one checking up on their well being to see if they need anything including a social visit
Permanent police presence in Nelson Bay
Council working closely with police to deal with anti-social behaviour impacting communities (especially due to slow or non-existent police response).
Poor lighting at night time in areas outside of town centres, poor public transport access, pedestrian crossings required in more strategic places.

Do you have any great ideas for actions to achieve these priorities? (14 comments)

Table 5 Security and safety: ideas

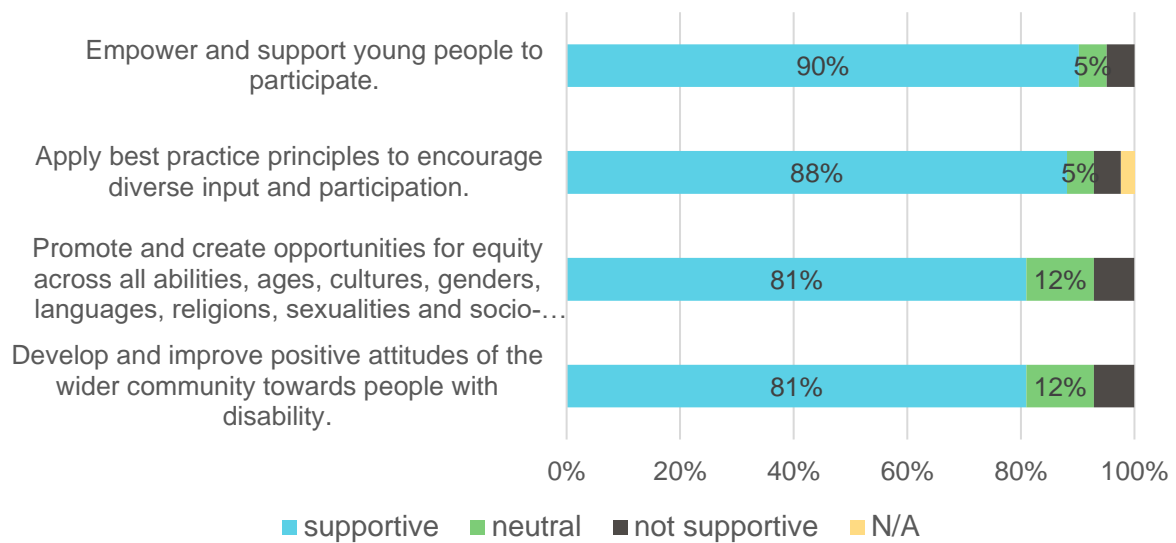
Do you have any great ideas for actions to achieve these priorities? Please list them below.
As above build so simple infrastructure to engage the youth ! Look at https://www.woopimtb.com/ A lot of this was done involving local schools participation and help bring trade to local business similar to what Dungog has experienced
Email or post these to council rate payers
On foot security or police patrols on certain nights, especially Saturday.
Reduce the number of alcohol outlets
Roving well-trained security to rove areas that Police identify as in need.
None
Low investment interest for first time inverters. Simplified tax system. Re-Pay as you go for refunds for emergency repairs. Need cctv for security and police or guards walking around.
no
Solar lighting along pathways Pathways around schools
Create and promote safe spaces e.g. Acons safe spaces program, host First Nations programs
Create a sense of community (like the good old days) where people cared for one another. Create a safe group of people where once a week they pay a visit to an elderly person that just needs someone to talk to or have a cuppa with
Have the police station manned 24/7 in Nelson Bay
More Ranger presence on beaches during peak times and tourist season to reduce impact of unleashed dogs (safety and environmental impacts).
Again focus groups that include the people who are actually affected not just agency reps. E.g. vulnerable people including homeless, elderly, disabled, low income and unemployed people, teenagers.

Participation and Inclusion priorities

Participants were asked how supportive they were of the draft priorities for participation and inclusion. Participants were supportive of all priorities.

Intro to question: Participation and inclusion - Inclusion means all of our members feel welcome and able to fully participate and contribute regardless of their age, gender, religion, cultural background, sexual orientation, disability, income or geographical location. Inclusive participation is about recognising differences between individuals/groups.

Figure 7 Participation and inclusion priorities



n=42

- Empower and support young people to participate.
90% supportive, 5% neutral, 5% not supportive
- Apply best practice principles to encourage diverse input and participation.
88% supportive, 5% neutral, 5% not supportive
- Promote and create opportunities for equity across all abilities, ages, cultures, genders, languages, religions, sexualities and socio-economic groups.
81% supportive, 12% neutral, 7% not supportive
- Develop and improve positive attitudes of the wider community towards people with disability.
81% supportive, 12% neutral, 7% not supportive.

Are there any priorities you think are missing? (17 comments)

The feedback received consisted of the following:

- Council – focus on core responsibilities, Council should be contributors eg. diverse workforce
- Community - more inclusive and affordable, all inclusive - don't separate the community, community events incl- free exercise classes and cooking healthy on a budget
- Nature – community gardens reinstated

The verbatim responses are provided below.

Table 6 Participation and inclusion: missing

Are there any participation and inclusion priorities you think we are missing?
Some of these things are a wider government, not Council, responsibility. PSC should not be wasting resources by doubling up on government initiatives.
Really putting yourself into the supportive and care giving - keep to your basic responsibilities
More participation of Christian organisations in our community consultation and practice.
No
Not at this time.
No. Looks like everything is covered.
More community events, fun days, better playgrounds, free exercise classes
What are your best practices and principles? Money can be an issue for participating in events. Council libraries etc. More diverse events run by council not event holders like homegrown.
n
Single older women - opportunities- loneliness.
We are one- community, people's, etc. no need to separate
Encourage and welcome people to live, work and visit our area from non/Anglo backgrounds. Hire more diverse council staff
I think the COMMUNITY GARDEN should be reinstated asap...
The Bay is social and cultural void. Too much focus on development and not enough on society in general.
Same as my view on the action educating and demonstrating how to cook & eat a well balanced diet on a low budget
Not really Council's responsibility or priority to promote equity, diversity, rather, be one of the contributors, including jobs at Council.
A lot of what you do is well meaning but ultimately tokenistic. You need to involve all community members more by showing them you'll listen. You need to build trust. That won't happen if you keep giving us patronising fob offs like those I've received when raising issues like bus access or providing a community bus to get people to events. It's good to see events being spread around more across the main centres so I'm hopeful things are changing.

Do you have any great ideas for actions to achieve these priorities? (11 comments)

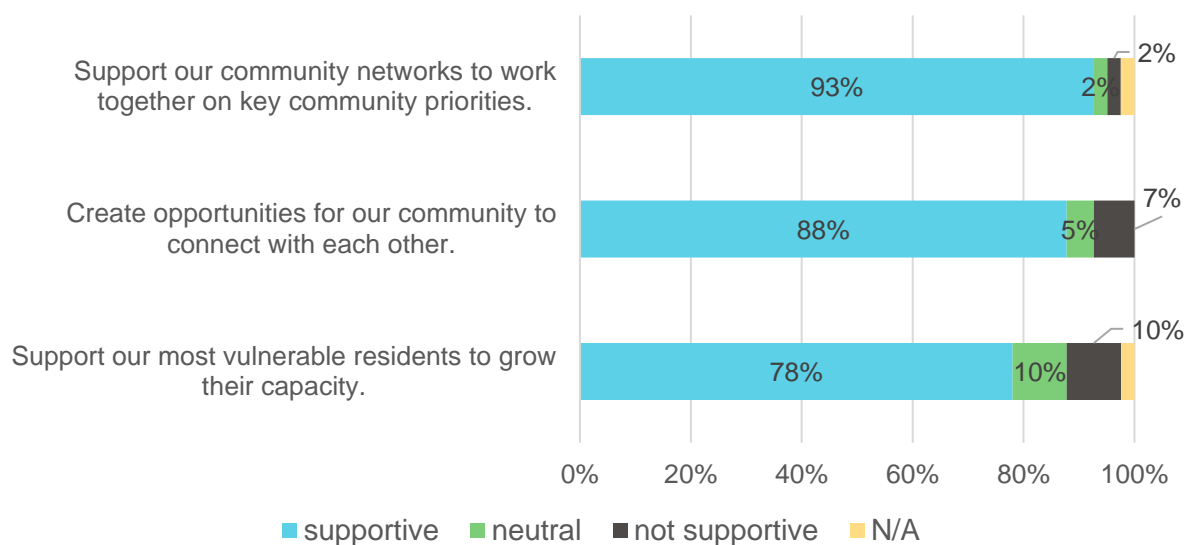
Table 7 Participation and inclusion: ideas

Do you have any great ideas for actions to achieve these priorities? Please list them below.
Not really because it really hard to change peoples perception on races, genders, local status etc people in port Stephens are a so racist and grumpy.
Just get people talking to and listening to each other.
Look at the QLD model for playgrounds. Amazing.
Promote activities online and in the community newspaper and radio
Celebrate all events in area. Look at what Maitland Council events go. They are supportive to the community.
n
More housing Support groups and access to specialists.
Dual naming in town centres and on all tourism /marketing materials. Create a First Nations arts and cultural centre.
I would love to run such a program in our community if the opportunity were to eventuate. I'm a semi retired Food Technologist that would love to give back to our vulnerable in our society
Approve more affordable housing so that young families can enjoy the area. Far to many "Over 55s" for the infrastructure in the bay. There would be more inclusion if young people could find accomodation and work here. This in turn creates the opportunities you state above.
I think you've made a good start by spreading events across centres and increasing community feedback opportunities. Keep going and really listen to individuals who speak up. Everyone's opinion is valid even if it seems it's in the too hard basket.

Resilience priorities

Participants were asked how supportive they were of the draft priorities for resilience. Participants were supportive of all priorities overall, however '*support our most vulnerable residents to grow their capacity*' had the lowest level of support across all themes.

Intro to question: Resilience - Building the skills and networks in the community to ensure our community can adapt, survive and thrive in times of change.



n=41

- Support our community networks to work together on key community priorities.
93% supportive, 2.5% neutral, 2.5% not supportive
- Create opportunities for our community to connect with each other.
88% supportive, 5% neutral, 7% not supportive
- Support our most vulnerable residents to grow their capacity.
78% supportive, 10% neutral, 10% not supportive

Are there any priorities you think are missing? (16 comments)

The feedback received consisted of the following:

- Community – work together, community hubs, community pantry and garden, opportunities to volunteer
- Homelessness – teenagers
- Climate change – manage and adapt to changes
- Public transport – accessible

The verbatim responses are provided below.

Table 8 Resilience: missing priorities

Are there any resilience priorities you think we are missing?
Refer previous comment
More community working together rather than contributing their individual agendas.
Inclusion is great but not at the expense of the grater community rate payers money should always be prioritised towards important improvements not fluff fix the roads first stop the wind turbines
No
Not at this time.
No. Look okay.
Empathy
A community hub, drop in support services, a community pantry or food co op

Community gardens where vegetables and fruit are grown and given away. Amphitheatre for events in boomerang park.
n
Teenagers Homelessness
Opportunity to volunteer
Ability to manage and adapt to climate change.
As per my previous suggestion. I feel all actions somehow link together
? "Grow their capacity"? for what?
No....but you won't get much traction if public transport access isn't improved. If people don't have access they can't contribute can they?

Do you have any great ideas for actions to achieve these priorities? (9 comments)

Table 9 Resilience: ideas

Do you have any great ideas for actions to achieve these priorities? Please list them below.
No
In times of strife like the Covid pandemic more door to door visits from Social Workers etc to as many homes as possible as sometimes less resilient folks hide behind closed doors.
Council funds to go into a community hub with supports
Already put this to council back in 2010 to mayor BM. From Lake Macquarie Council initiatives but not implemented. Instead told give the ferals another skate park???
Post volunteer opportunities on your Facebook posts so people are aware of how they can support
Training programs to educate residents about emergency and health services - what to do, where to get help and how to cope in emergency situations including extreme weather.
Council funded outdoor activities... yoga in the park, tai chi, art classes... more surveys, gather more information.
Monthly program where people have the opportunity to come to a community hall where they can hear & see how easy it is to eat & cook a well balanced & nutritional meal on such a low budget. Ultimately striving to have people achieve a good mind set about their overall wellbeing both mental health and physical...nourishing their soul through good eating... I'm very passionate about this topic as you can see
Broken record time...increase safe and equitable access to public or alternative transport for people who don't drive. You can't grow capacity without equitable access to community facilities, education/training and employment.

*Grammatical errors and typos have been corrected

Is there anything else you would like to share with us regarding wellbeing in Port Stephens?

Table 10 Additional feedback

Is there anything else you would like to share with us regarding Wellbeing in Port Stephens? If so, please use space provided below.
On the whole, PSC does a good job for the community. No matter what is put in place people feel compelled to whinge. I have suggested a water park in Nelson Bay (similar to that in Townsville). ironically, there is even a council water park in Haywards Heath UK. Infrastructure is always at the forefront of people's displeasure. It is a shame that more communication is not disseminated to explain reasoning for decisions made e.g that the consistent level of rain played a huge factor in the pothole situation, and that using a more expensive aggregate has recouping money spent such as an impact on rates etc. I believe there are a few areas that require speed humps - along Salamander Way, Shoal Bay Road and Port Stephens Drive. Roundabouts would be useful at the intersection of Gan Gan Road and Nelson Bay Road, at the sporting complex on Nelson Bay Road and into Tomaree High.
This survey should be emailed to every rate payer ! I should have to stumble across it on social media ! You are talking about inclusion and involvement but something as simple as emailing this out you haven't done ?????????
Yes, teach old people not to be so racist and grumpy and not to judge the people who weren't born and bred in the bay
My own well-being is currently impacted by the closure of the Tilligerry Aquatic Centre at Mallabula for 3 months. This is too long! To swim at the other centres means a 2.5 hour hole in my day, which is difficult with caring responsibilities.
Checking on each other is obviously the key ingredient.
Wellbeing also includes how beautiful and well maintained an area is. I see that Nelson Bay has become less attractive as litter builds up around car parks, side streets, parks etc. The steps from Apex Park down to the marina are very untidy and often littered and weedy. Also the foreshore area at the Dolphin Watch Cafe has been unattractively fenced for years and really needs to be fixed permanently and attractively. The lights on the trees around the town centre are mostly not working. The pots on the covered area on Stockton Street are waterlogged. Carpark behind McGrath real estate is a disgusting mess.
Well being is much greater than these strategies. What about meaning and spirituality
We need to focus on the adolescents in our area. Schools, especially High Schools need support.
Please provide free exercise to all in the the community at different times throughout the day, great organisation called Live Life Get Active is an example of what could benefit community
Spend money on basics like roads. Stop wasting money on bullshit things leading to rate rises.
It's about time Port Stephens council recognized it has rural areas and communities.
Love the new coastal walking tracks and would like to see more. Would like more cafes / restaurants overlooking the water - Crest at Birubi is brilliant.
Doctor shortage/ bulk billing. Activity centres. Mental health support in the local area. Housing properties/ community/FACS Child services. More council workers employed to empty bins, lawns, toilet facilities, etc

Bike lanes and wide footpaths that promote accessibility, well being outcomes and a healthy lifestyle are a fantastic starting point.
& then you'll want to raise the rates again. Seriously- supposed to be able to afford to live here. The hard working as well as those who choose not to work.
Raymond Terrace town centre lacks any sense of community. There's no urban design cohesion and is rapidly looking unwelcoming and outdated. Council need to engage a urban design team with fresh minds to create a place people want to visit. Why isn't First Nations culture promoted and celebrated with an art gallery or cultural centre?
I hope this helps and I look forward to seeing the action plan.
I would love to participate in some of your future programs if an opportunity was to arise
Wellbeing goes hand in hand with safe affordable housing, good infrastructure to support a growing population and supporting small businesses to employ. This empowers the demographic in the questionnaire to live full happy lives. Investment in the bay should with addressing the housing crisis and the lack of GPs. These investments create the well-being you are seeking as the supports required could thrive in the bay. It's the knock on effect.
What about our relationship with the environment and infrastructure that contributes to or impacts our well being? People's wellbeing is impacted directly bad roads, lack of transportation, anti-social behaviour which make people anxious, while clean beaches, bush and tranquility have a positive impact on well-being (and Council can contribute to this).
If you don't sort out transport access you are not going to meet many of your priorities. Too many people are excluded and isolated by this ongoing issue. Many don't have access to education and employment because of it. There is a high level of gambling and alcoholism affecting vulnerable people in Port Stephens. I've done my own observations and a lot of the time it's because many of the clubs have courtesy vans that will drive people to and from their home. People need to socialise and connect with others and clubs are accessible. For already depressed people pokies and drinking are attractive pastimes and often how they connect socially. You should enter reciprocal agreement with clubs to transport their members to community events or other places for them to connect. Also consider that bike and car theft are high in our shire too. How much of that is due to reduced public transport access?

Demographics

Table 11 Demographics: relationship with Port Stephens

Relationship with Port Stephens (select all that apply):	%	n
I live in Port Stephens	92.31	36
I work Port Stephens	33.33	13
I own property in Port Stephens	38.46	15
I own a business in Port Stephens	12.82	5
Prefer not to disclose	2.56	1
Other (please specify)	7.69	3

Other: Community Chaplain, Church and community group participation and membership and visitor.

Table 12 Demographics: age

Which category below includes your age?	%	n
Prefer not to disclose	2.56	1
17 or younger	2.56	1
18-24	0	0
25-34	0	0
35-44	12.82	5
45-54	25.64	10
55-64	25.64	10
65 and over	30.77	12

Table 13 Demographics: gender identity

Please select your gender identity?	%	n
Male	20.51	8
Female	74.36	29
Intersex	2.56	1
Prefer not to disclose	2.56	1
Not listed (please specify)	0	0

Table 14 Demographics: identify as LGBTIQ+

Do you identify as LGBTIQ+?	%	n
Yes	7.89	3
No	81.58	31
Prefer not to disclose	5.26	2
Prefer to provide comment	5.26	2

Provide comment: Does it matter as long as I pay my rates. Stop separating people, I am gender diverse.

Table 15 Demographics: First Nations Aboriginal and Torres Strait Islander

Are you of Aboriginal and/or Torres Strait Islander origin?	%	n
Yes	12.82	5
No	82.05	32
Prefer not to disclose	5.13	2

Table 16 Demographics: language spoken

Which language is most often spoken at home?	%	n
English	94.87	37
Spanish	0	
Chinese	0	
French	0	
Other	5.13	2

Other: Worimi, Armenian.

Table 17 Demographics: personal disability

Do you live with a disability?	%	n
Yes	17.95	7
No	76.92	30
Prefer not to disclose	5.13	2

Table 18 Demographics: live with someone with disability

Does someone you live with have a disability?	%	n
Yes	28.21	11
No	66.67	26
Prefer not to disclose	5.13	2

Table 19 Demographics: carer

Do you care for someone with a disability?	%	n
Yes	23.08	9
No	71.79	28
Prefer not to disclose	5.13	2



PORT STEPHENS
COUNCIL