



STRENGTHENING COMMUNITY ENGAGEMENT FINDINGS

FINAL DRAFT

Informing Council's
Social Recovery
and Building a Case
for Service Advocacy

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CONTENTS

1. EXECUTIVE SUMMARY	3
2. WHAT THIS REPORT INFORMS	4
3. BACKGROUND	4
4. BROAD ENGAGEMENT METHODS	5
4.1. WHO WAS ENGAGED FOR PHASE 1?	6
5. FINDINGS HIGHLIGHT VULNERABILITY AMONG POOR	6
5.1. CONNECTIONS BETWEEN IDENTIFIED ISSUES	8
6. FINDINGS BASED ON LOCAL AREAS	9
6.1. KEY PROFILE OF DIVISIONS:	12
6.2. CONSISTENT THEMES WITH PHASE 1:	13
7. SOCIAL IMPLICATIONS IF DISADVANTAGE PERSISTS	13
8. MAXIMISING STRENGTHS, MINIMISING CHALLENGES	15
9. WHAT FINDINGS INFORM:	17
9.1. COUNCIL'S ROLE IN COMMUNITY RECOVERY	17
9.2. ANTICIPATED SERVICE DEMAND	17
10. APPENDIX	20
10.1. PHASE 1- TOP CHALLENGES AND IMPACTS	20
10.2. PHASE 1- TOP WAYS OF ADAPTING TO COVID-19	23
11. SOCIO-ECONOMIC PERFORMANCE OF LOCAL AREAS	24
12. KEY ATTACHMENTS	26

1. EXECUTIVE SUMMARY

Change remains, and will continue to be, a consistent theme for the City. Ipswich's growth over the last decade, exemplifies this change. Covid-19 is another significant event for Ipswich.

The report indicates that Ipswich has a level of local resilience enabling residents to adapt to the negative impacts to Covid-19. However, the pandemic has further exacerbated socio-economic disparity among Ipswich's most vulnerable. It is anticipated that the socio-economic impacts are likely to long-term.

The lessons from Covid-19 highlight that it will be about fostering the right building blocks that enhances resilience to better mitigate and adapt against the unintended consequences to change, now and in the coming years. In other words, it will be about looking for current strategic opportunities that better position the City for the future.



The report's key lessons highlight:

- i) The City will be challenged to respond to both growth and socio-economic disparity, if the disconnect continues across enablers to liveability such as investments to infrastructure, services and jobs, in light of demand.
- ii) Ipswich's people are its wealth, and it will need to be about fostering as many job opportunities as possible to ensure gainful employment. Covid-19 highlighted job losses due to vulnerabilities of being a casual worker, being a low income earner etc.
- iii) As a young City, Ipswich will continue to have a pipeline of a younger workforce. However, it is going to be the strong training focus on STEM and other digital technological advances during schooling, that enable Ipswich to 'future proof' against technological changes or shocks to industry performance.
- iv) Lifelong learning and narrowing the gap between training offered and shifts in labour force help ensure Ipswich's workforce remains agile and employable as change occurs.
- v) At present, there is a digital divide among the City's poorest households, and the Covid-19 lockdown brought this to the fore. The disruptions to learning were more pronounced among disadvantaged young people due to the lack of school resources (technology and sufficient Internet data).
- vi) Fostering social cohesion, in tandem with socio-economic opportunities, will be important as Ipswich changes. Having social connections in a community is key to fostering a strong community. At present, residents who have lived longer in Ipswich, demonstrated community spirit in their local neighbourhoods. Checking on their neighbours during the Covid-19 pandemic was one key way.
- vii) Underlying issues such as inadequate transport connectivity, will continue to be a reoccurring theme, not only in Ipswich, but across the West Moreton region. Good public transport connectivity within the City is an important enabler to social, economic and other wellbeing outcomes.
- viii) A regional view on service advocacy may be required, as Ipswich plays a strategic role as service hub in the West Moreton region. Ipswich may have a higher demand for support services than its counterparts. However, Ipswich's social issues may not be contained within the LGA, as the most disadvantaged tend to migrate out (e.g. Lowood) for cheaper rent.

2. WHAT THIS REPORT INFORMS

This report aims to provide the ‘what’ and ‘why’ issues are occurring in Ipswich as a result of Covid-19. The impacts to the pandemic are inevitably negative and will remain potentially long-term. However, a sound grasp of what is emerging and the underlying causes, provide Council with a more robust picture from which to formulate effective action. It is also near impossible to inform effective action without consulting with the community, whose lived experiences inform what is and may likely continue to occur.



The findings from this report inform:

-  Council’s role in community recovery in light of other community recovery activities across the City;
-  Council’s role as advocate, with the likely increased need for support services due to negative impacts to community wellbeing.

The report has been developed in light of a potential second wave of the pandemic, which could potentially set back Ipswich’s recovery process.

3. BACKGROUND

Council’s Social and Economic Recovery Working Group endorsed a Social Response Framework that outlined Council’s response to Covid-19. The Framework closely linked emergency management principles with service advocacy, a key step that is often not well embedded as part of community recovery. The Framework outlined Council’s response through:

-  Building a local needs assessment through this community engagement to accurately assess the socio-economic and wellbeing consequences to Covid-19;
-  Distinguishing the different roles that Council could play in community recovery.
For example, one direct role which aligns with Council’s core business includes community development work, required to contribute grassroots community rebuilding.
An indirect, but strategic role, would be advocating for Ipswich’s service needs to other levels of government.



As one essential ‘soft’ infrastructure¹, services play an important role in building and protecting the wellbeing of communities, across an individual’s lifespan (from early childhood to aging), and during a crisis. Social services tend to be funded to respond to crisis or those in most need. Leveraging this community consultation as a local needs assessment, is Council’s proactive approach to seeking early government funding and intervention, prior to issues becoming more significant. Therefore, based on this endorsed Framework, a robust Community Engagement Plan was developed in order to help plan and design the delivery of key methods required to undertake this community engagement process.

¹ Social infrastructure includes 3 key elements aligning with the State’s definition, which involve: facilities, services and social networks. All key ingredients that contribute to community wellbeing. This implies that for communities to be well-functioning, they need a combination of ‘hard’ (facilities) and ‘soft’ (social capital and services) infrastructure to contribute to community wellbeing.

*Please note a concurrent Covid-19 engagement process occurred alongside the Strengthening Communities Engagement project, with stakeholders from the Arts sector. In order not to over consult, the engagement data from the Ipswich and Arts consultation have been used to inform this report.

4. BROAD ENGAGEMENT METHODS

Phase 1: Two methods were used to engage the community for Phase 1. The engagement occurred at the beginning of Stage 2 of the Covid-19 lockdown, at the end of May. Council utilised its Facebook and other social media campaigns (e.g. Ipswich First), to promote engagement.

-  Method 1: broad invitation to the community to participate on Shape Your Ipswich's Strengthening Community's page;
-  Method 2: targeted semi-structured interviews with stakeholders across a wide cross-section of community organisations (*see section 4.1*).

Phase 2: Market Research was utilised as an engagement method for local areas. The telephone surveys resumed 20 August and were completed by 7 September. The surveys achieved 400 completed calls across each of Ipswich's 4 Divisions. The sample size of 400 was considered statistically significant for the total population. Most importantly, the telephone surveys were based on random sampling across the 4 Divisions. This was the best method, so as not to skew the information based on a particular demographic concentrated in particular areas (e.g. older areas, disadvantaged etc.).

The purpose for Phase 2 was to ascertain the following:

- possible issues, if any relating to local areas
- stated barriers to accessing support services
- understand level of local resilience

The findings from Phase 1, paint a consistent picture of key issues that would be common across the City. The implication then being that some recovery work may have a City-wide with a common concern of e.g. rebuilding social connections.

However, it is likely that different areas may require different community recovery strategies and the findings from Phase 2 will help ascertain and prioritise which areas have the most need based and what Council tailored response would look like, in local areas.

The other reason in seeking to understand a community's level of resilience, is while a distressed community is likely to require support services to address need, it is also about a community's ability to adapt to external shocks. The existence of social networks, local leadership and community cohesion are key ingredients to building community resilience. Phase 2 aimed to understand whether areas had a level of resilience from which Council's community recovery could build on, particularly from a place-based recovery approach.

4.1. WHO WAS ENGAGED FOR PHASE 1?

A broad cross-section of stakeholders and residents were invited to respond to key questions relating to the challenges, impacts and ways that the community has been adapting to the pandemic.

Other local government areas within the Ipswich West Moreton region were also engaged to get a regional perspective on the impacts to Covid-19. This is because often, social issues, and population mobility go hand in hand. For example and as anecdotally known, disadvantaged Ipswich residents tend to migrate further out, and seeking affordable rentals in areas such as Lowood.

Overall findings in Phase 1 (see Section 5) provided a depth of information due to the targeted nature of conversations across a range of sectors as indicated in the diagram below.



5. FINDINGS HIGHLIGHT VULNERABILITY AMONG POOR

Phase 1's community conversations highlight a layered and complex story (see section 6.1), given the *breadth* and *depth* of conversations across the community. **Sections 9.1 and 9.2** in the Appendix further provide key insights on challenges and adaptations to Covid-19 across the various cross-sections of the community.

The key findings however, consistently confirm the following:

- ✚ Covid-19 has compounded existing socio-economic disadvantage in Ipswich;
- ✚ It is the most vulnerable who are most impacted. These vulnerable groups include poor families and households, young people, those homeless or at risk of homelessness, and other residents unable to access social security benefits e.g. New Zealand born.
- ✚ Job insecurity, job loss and financial stress are major drivers of socio-economic and wellbeing issues.
- ✚ The findings indicate the potential to see long-term disparity in Ipswich.

- ✚ Increasing social connections is a key building block to increasing community resilience to future external shocks, including to creating social cohesion as Ipswich's identity continues to change with growth. While vital, support services on its own is insufficient without regard for positive social networks and local leadership required in building community resilience.
- ✚ The findings also highlight that there is some resilience across the City with people using online means to stay connected and reach out.

The top issues and impacts including ways that the Ipswich community were adapting are highlighted in the table below.

TOP ISSUES DUE TO/COMPOUNDED BY COVID-19	WHO'S MOST IMPACTED?
Job loss/reduced income	<p>The engagement highlighted that it was those with casual jobs, including small business owners or small not for profits dependent on membership fees (e.g. sport clubs), most impacted due to Covid-19 lockdowns.</p> <p>In addition those of New Zealand background were most vulnerable as they are unable to seek social security benefits as a result of job loss.</p>
Not able to afford basic needs e.g. food, rent etc.	<p>Those from existing poor disadvantaged households who may have experienced loss of income due to Covid-19.</p> <p>The reduction in jobseeker payments will impact those who've been able to temporarily secure housing in private rentals during Covid-19. This has implications for the demand for social housing, as those disadvantaged are locked out as a result of reduced benefits.</p>
Digital divide among poorest households	<p>The Covid-19 lockdown highlighted the existing digital divide among households with inadequate resources.</p> <p>Young people living in disadvantaged households experienced greater learning disruptions due to lack of access to resources (e.g. computers at home) and inadequate Internet data.</p>
Mental health & financial stress	<p>Young people, people with complex needs including mental ill-health, poor families, etc. Ipswich already has existing issues with mental health and wellbeing concerns. However, the isolation felt by those most vulnerable were compounded due to the lockdown.</p>
Increase in family violence	<p>Some services reported an increase in domestic and family violence, compounded due to the impacts with Covid-19. These services highlighted an increase in unsafe environments for children and young people.</p>
Social isolation/disruption to social connections	<p>Overall most people in the community expressed concern with social isolation due to lock-down.</p> <p>However, those with existing vulnerabilities e.g. young people, seniors living alone, and those with complex needs, social isolation was of greater concern.</p>
Disruption to support services/ referrals to other services	<p>Some services completely shut their doors to adhere to Covid-19 restrictions during the March to June period. This created an increased load for others that had not closed, to pick up on this surplus numbers. Due to the lockdown, some referrals were disrupted.</p> <p>The uptake for tele-health or online/phone services varied among service recipients. Young people and others with complex needs for example, required face-to-face engagement to continue intensive support.</p>

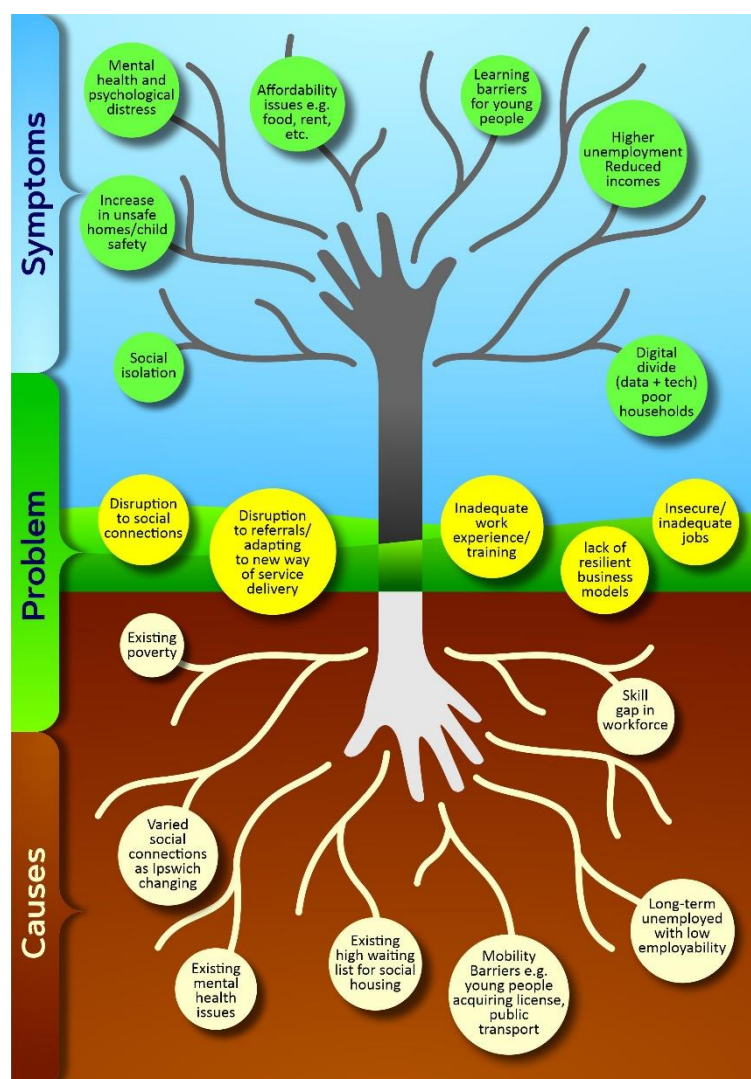
TOP WAYS OF ADAPTION	TOP WAYS OF ADAPTION
Maintaining connections online between friends & family	Overall most people noted reaching out, or checking in with family and friends using online and telephone, in spite of disruptions to day to day living during the lockdown.
Services checking in with clients	Some services adapted via tele-health or telephone to ensure continuity, where possible. This has also created opportunities to consider hybrid service delivery models (e.g. a blend of face-to-face and remote services) as part of service adaptation.
Tailoring businesses online	Businesses that traditionally relied on face-to-face business transactions, have had to adapt to online business models e.g. local arts etc.
Providing/communicating useful information online	It was inevitable that the nature of information was fluid, given the unprecedented nature of Covid-19. Some residents reported that conflicting information was out there in the community. Overall, residents reported on providing useful where available to others in order to support others to be kept informed.

5.1. CONNECTIONS BETWEEN IDENTIFIED ISSUES

As indicated, community conversations indicated a layered and complex story, given consultations cut across a wide cross-section of the community. The Problem Tree analogy (*see diagram on the right hand side*) was used to unpack *why* some issues were evident as a result of, or compounded due to Covid-19. Most importantly, this method assists in looking for opportunities where Council can make the most impact, either in terms of its own recovery work or with strategic advocacy.

The key findings noted in the Problem Tree, could be considered either as:

- SYMPTOMS:** using the analogy for leaves, the issues sit at the top, suggesting that these are some of the symptoms or consequences seen as a result of Covid-19.
- PROBLEM:** identified as the tree trunk, where these core issues cut across a wide cross-section of the community.
- CAUSES:** an analogy for the roots of a tree, these issues pre-exist and are possible 'drivers' that exacerbate what's seen as symptoms or core issues.



An example of an underlying cause was the existing skills gap identified in Ipswich, which exacerbated a core problem of insecure jobs e.g. casual jobs. As a consequence, what is seen on top are higher unemployment rates, accentuated due to lockdowns across impacted industries.

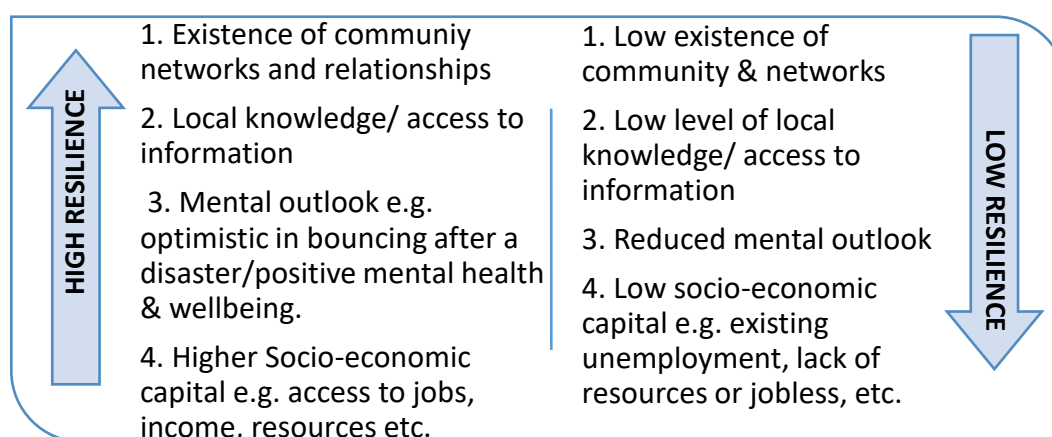
Another example of an underlying cause is with Ipswich's varied social connections. As Ipswich changes and grows, the City will need to continue to foster social connections (or social capital) in order to build a strong community. The Covid-19 lockdown created disruptions to the social connections (core problem), which increased some residents' sense of social isolation (symptom). However the underlying causes were likely due to the varied strength of social networks across Ipswich's old and emerging communities, including residents (e.g. seniors) who may live alone.

6. FINDINGS BASED ON LOCAL AREAS

Covid-19 remains an evolving issue and Market Research was conducted (20 Aug to 7 Sept) around the period where a few additional Covid-19 cases were reported. Notwithstanding, the overall data indicated a mixed level of wellbeing and socio-economic resilience exist across Ipswich's different areas (see *Key Attachments*).

The same questions were used based on Phase 1 on the challenges/ impacts and adaptations. Specific questions relating to community-level resilience were introduced in this phase, as it related to understanding community-level resilience (see *Key Attachments*).

Given, Ipswich's varied socio-economic performance across the City, the concept of resilience was used to understand which areas were adapting and potentially able to bounce back from Covid-19. Resilience is a composite of more than one building block or element and this means that no one building block is assessed on its own to determine the level of community resilience. When a community has a majority of these building blocks then a community is likely to be more resilient. Alternative, if a community does not have these building blocks, then it is likely to mean that an area has a low level of resilience. The Market Research findings were analysed using this concept².



² Concept based on the 2017 systematic literature review on concept of resilience. This has informed the inclusion of a few of the survey questions to determine a measure of community-level resilience.

<http://currents.plos.org/disasters/index.html%3Fp=28783.html>

The key findings indicate that Division 3 had the most the most vulnerability relating to socio-economic and wellbeing concerns. This is in spite of the socio-economic and demographic variations across the 4 Divisions (see section 6.1 and Appendix 11). The findings indicate that Division 3's vulnerabilities and low resilience can be attributed to a large clustering of existing disadvantaged areas in Division 3 (see Appendix 11). This notwithstanding some disadvantaged areas also exist within other Divisions such as Divisions 1 and 2 as indicated in Appendix 11. This means that specific areas which have been most impacted, will need to be supported through place-based approaches. See summary table below, and attachment for more information.

1. Areas most impacted in terms of:	1.1. Feeling socially isolated	Division 3: 26% (concerned) & 9% (extremely concerned)	Other comments: Division 3 has established areas, with high proportions of areas ³ on jobseeker & Youth Allowance payments, compared to other parts of the City.
	1.2. Losing income/job	Division 3: 10% (extremely concerned)	
	1.3. Not able to afford basic costs e.g. rent, food, utilities	Division 3- 6% (extremely concerned)	
	1.4. Concerned with maintaining emotional wellbeing	Division 3- 7% (extremely concerned)	
2. Areas most resilient⁴	Before Covid-19	Division 4: <ul style="list-style-type: none"> • Check if neighbours were ok: 82% • Provide useful info online: 58% • Local community centre active: 57% • Have various community groups: 58% Division 2: Provide useful info online: 63%	Other comments: Provision of information, the existence of social networks, and a community's stated ways of supporting each other during a crisis aligns with community resilience. *A high percentage (79%) of Division 4 and Division 2 (68%) respondents indicated as having lived in their area for 10 years & over. Likely contributing to a sense of adaption and community support across both Divisions.
	After Covid-19	Findings as above, with slight differences in percentages reported.	

³ Profile ID 2020 'Jobseeker and Youth Allowance recipients'. <https://profile.id.com.au/ipswich/job-seeker?BMID=270>. Areas within Division 3 on Centrelink benefits include: Ipswich Central SA2, Ipswich East SA2, Redbank-Collingwood SA2, Bundamba SA2, Leichhardt-One Mile SA2, and Riverview SA2.

⁴ One building block identified in defining resilience include 'community networks and relationships' based on the 2017 systematic literature review on concept of resilience. This has informed the inclusion of a few of the survey questions to determine a measure of community-level resilience. <http://currents.plos.org/disasters/index.html%3Fp=28783.html>

3.Areas least resilient	<i>Before Covid-19</i>	Division 3- 34%	Other comments: Stated as 'Nothing' that their community did nothing to support each other. While 83% of Division 3 respondents indicated living in the same area for 10 years & over, length of residence on its own is not an indication of resilience, without considering the socio-economic performance of areas.
	<i>After Covid-19</i>	Division 3- 38%	
3. Barriers to getting support in terms of: ⁵	<i>No knowledge of what support is out there</i>	Division 1- 23% However, 53% of those who performed home duties, mentioned they received help from govt & non-govt services. Division 3- 18%	Many service directories exist, and other residents may receiving service support. It is still likely however, that residents still miss out on getting the right information, at the required time.
	<i>Not meeting criteria to receive any support</i>	Division 3- 14%	Phase 1 engagement noted those of New Zealand background could not access social security benefits. The 2016 Census indicated that Division 3 had a large share of New Zealand born residents. ⁶

⁵ This option was put in the questionnaire to know which respondents/households were likely to have barriers in accessing support services.

⁶ Division 3: 2016 Census Snapshot. https://www.ipswich.qld.gov.au/__data/assets/pdf_file/0004/125194/City-of-Ipswich-Division-3-Profile.pdf

6.1. KEY PROFILE OF DIVISIONS:

Some key profile of respondents (and their households) ⁷across the 4 Divisions highlight demographic and socio-economic variations across households and in each Division:

Division 1	<ul style="list-style-type: none"> ✓ Higher percentage of respondents stated renters (54%), compared to other Divisions. ✓ Higher percentage (27%) of respondents stated 'Home duties⁸' as their work status, compared to other Divisions. ✓ At the same time, Division 1 also had respondents who worked full-time (29%), and part-time (18%). ✓ Higher percentage (29% and 25%) of respondents who lived in Division 1, between 5 to 10 years, and 1 to 5 years respectively, compared to other Divisions.
Division 2	<ul style="list-style-type: none"> ✓ High percentage of respondents stated as homeowners (88%), second to Division 4, and compared to other Divisions. ✓ Higher percentage of respondents stated as working full-time (37%) compared to other Divisions. ✓ High percentage of respondents, second to Division 4, who have lived in Division 2, 10 years and over.
Division 3	<ul style="list-style-type: none"> ✓ High percentage of respondents stated as homeowners (82%), third to Division 2. Followed by second highest percentage of respondents who are renters, with the highest percentage of renters in Division 1. ✓ Highest percentage of respondents were unemployed (11%), compared to the other Divisions. ✓ At the same time, Division 3 has the highest percentage (31%) of respondents who worked part-time, compared to the other Divisions. ✓ Higher percentage of respondents (83%), compared to other Divisions, who have lived 10 years and over in Division 3.
Division 4	<ul style="list-style-type: none"> ✓ Higher percent of respondents stated as home owners (95%), compared to other Divisions. ✓ Highest percentage of respondents stated as retirees (44%), compared to other Divisions. ✓ At the same time, Division 4 also had respondents who worked full-time (24%) and part-time (17%), among other working arrangements. ✓ Predominant percentage of Division 4 respondents, 79%, stated they've lived in the same area, 10 years and over.

⁷ Please note demographic questions on age, gender, occupation and work status are specific to the survey respondent. Other demographic data e.g. household composition, renter/homeowner etc. relate to the respondents' household situation.

⁸ Includes everyday household tasks, primarily by stay-at-home parent or individual.

6.2. CONSISTENT THEMES WITH PHASE 1:

Some consistent themes that cut across both consultation phases include:

- + Concerned with maintaining emotional wellbeing or stress with mental health
- + Losing an income or job
- + Feeling socially isolated (rated highly for vulnerable groups and across most during Phase 2 lockdown)
- + There were specific concerns relating to Covid-19, such as worries over others not social distancing and lack of adequate information.
- + Some level of resilience with people using online means to stay connected, reaching out or checking on their neighbours.

Some differences comparing both consultations phases include:

- + Generally seniors (65 years and over) expressed they were doing ok, compared to those engaged in Phase1. This was indicative of the wide representation of key service sector input in Phase 1, which primarily highlighted vulnerable residents across different age group, including seniors (see Section 9.1).

7. SOCIAL IMPLICATIONS IF DISADVANTAGE PERSISTS

The previous sections highlight that Ipswich has a number of socio-economic issues that impact on community wellbeing, with a mixed level of resilience across the City. Section 5.1 highlight that it is the compounded nature of issues (i.e. multiple issues occurring at once), which increases the vulnerability of groups and individuals from disadvantaged backgrounds. In addition, job insecurity, job loss and financial stress are major drivers of socio-economic and wellbeing issues.

The identified issues in this report have been turned into scenarios (see table below), to indicate that if interventions do not occur to minimise these issues, then a number of flow-on effects can be expected to continue in Ipswich.

The scenarios and their flow on effects are explained in 'if', 'then' descriptions below. They show that as issues continue, they have a multiplier effect of increasing complex needs, with increased length in time. The anticipated flow-on impacts (in the table below) are on widely known patterns for distressed communities, locational disadvantaged areas with persistent and complex issues.

[A] SCENARIOS OF PROLONGED DISADVANTAGE BASED ON FINDINGS	[B] LIKELY FLOW ON EFFECTS
Scenario 1: If prolonged unemployment continues, then...	<ul style="list-style-type: none"> • This is likely to decrease employability, as the demand for skills and labour market continue to change, further increasing a pool of those who cannot compete in a competitive labour market. Due to their lack of work experience, young people are also most likely to be disadvantaged in competing for jobs when the job market is tighter. • In addition, insecure housing, or risk of homelessness (including overcrowding) will continue to be a natural consequence for those unemployed or underemployed. There is also a strong likelihood for an increase in crime rates, drug and alcohol use and reduction in liveable areas. • Service implications: community safety and crime prevention will be required to minimise crime rates and lower anticipated high perceptions of unsafe areas. In addition, training that not only narrows that gap between what is required in the labour market and qualifications received. The need for social housing will continue to grow, for those who won't be able to rent in the private market.
Scenario 2: If households continue to be financially distressed, then...	<ul style="list-style-type: none"> • It is anticipated that mental health and wellbeing issues will increase due to household stress, including an increased likelihood of family breakdown. • Some of the social services in the Strengthening Community Engagement have reported that some existing households (that have complex needs), had become unsafe for children and young people, likely compounded due to financial stress. • A lack of stable home environment impedes good life transitions from childhood to adolescence. The likelihood of interruptions to learning, and disengagement to all aspects of life participation increases, including youth delinquency, if young people remain disengaged over a longer period of time. • Service implications: child, youth and family early intervention services will be key to minimising needs prior to becoming more complex. Continued support for soft entry local activities (e.g. playgroups etc.) that attract participation, and building trust with hard-to-reach families, are likely key service interventions required in Ipswich.
Scenario 3: If individuals, vulnerable groups and a community undergo prolonged stress then...	<ul style="list-style-type: none"> • The incidence of mental ill-health is likely to continue to increase. The Strengthening Community Engagement data confirms that mental health rated as a key issue in Ipswich. For example, there remained a disconnect between the uptake of NDIS support among families and NDIS funding to assist school-aged children living with disability. Implying there are service access issues. • Known relationships between mental health, alcohol and drug-use also are likely to increase in Ipswich. It is also anticipated that Ipswich will continue to have a concentration of disadvantaged households continue to live in poorer Ipswich suburbs, further accentuating socio-economic clusters of disadvantage across the City. • Service implications: place-based services that offer localised support to assist in minimising issues and social activities that foster the wellbeing of the community will be key in minimising poor mental wellbeing outcomes. The Strengthening Community Engagement data also noted that peer to peer support models were likely key approaches to addressing service access issues. For example, the consultation data noted that while Certificate 4 training in mental community health support would provide job opportunities, this support model would assist individuals and families to better navigate the development of their NDIS plans.

8. MAXIMISING STRENGTHS, MINIMISING CHALLENGES

While the findings highlight challenges of disparity, and varied levels of resilience, Ipswich has an opportunity to maximise its existing strengths, while proactively address and minimise its challenges.

In order to look for opportunities for change as the diagram below points to, Ipswich's strengths have been identified as a green 'plus', whereas challenges have been indicated in a 'minus' sign. This diagram aims to provide a similar analogy to a cost benefit analysis tool. Rather than start with issues or needs, the cost benefits analogy intentionally starts with a focus on Ipswich's strengths first. This is in order to highlight that maximising Ipswich's strengths is key to increasing resilience as the City continues to change in the coming years.

MAXIMISE IPSWICH'S STRENGTHS...



GROWING COMMUNITY & DIVERSITY

In addition, Ipswich continues to provide an attractive lifestyle for its newer residents.

As growth is likely to present the City with opportunities in creating a diverse and growing mix of young, old and cultural diversity who call Ipswich home.

The Phase 2 findings highlight the existence of strong networks among Ipswich's longer-term residents, with residents supporting each other during Covid-19. Social bonds exist within neighbourhoods.



OUR CITY HAS UNIQUE COMMUNITIES

Ipswich is not a homogenous city, but a community of communities. The City offers a variety of lifestyle choices, ranging from semi-rural places that allow for lifestyle changes, to highly urbanised areas.

TO MINIMISE POTENTIAL CHALLENGES



BRIDGING POTENTIAL DIVIDE AMONG NEW & OLDER AREAS

New residential communities will continue to emerge either in greenfield or brownfield areas. This means that there will be new residents and new social networks that will be established as a community emerges. Residents may form their own social bonds with neighbours and their community.

However, there is a need to foster new community connections that bridge across different groups, established areas, in order to build on Ipswich's changing identity.



INCREASE IN LOCATIONAL DISADVANTAGE

The increasing cluster of socio-economic disadvantage by areas has continued to occur, largely due to cheaper rent and existing social housing stock.

Place-based services that offer localised service reach, and minimise barriers to service access will be key in some of Ipswich's disadvantaged areas.



SCHOOLS ARE ANCHORS IN OUR LOCAL COMMUNITY

Schools are important places for childhood development and learning. They can also be considered as local hubs, because of their connection to families and potential to play a larger role in their local areas.

In locationally disadvantaged areas, schools have played a vital role in bringing resources to support disadvantaged students e.g. breakfast clubs, funding for verifications, onsite services etc.

LIKELY PRESSURE ON SCHOOLS IF FAMILY DISADVANTAGE INCREASES:

If disparity increases, then it is anticipated that some Ipswich schools will further feel pressure to provide additional support to address socio-economic issues in addition to inevitable learning barriers.

The demand for extra support, could potentially detract from schools' ability to solely focus on improving students' learning outcomes.

Some schools such as Fernbrooke state school, Riverview state school, Woodlinks state school etc. have federally funded hubs program. The hubs program co-locate services and programs that engage hard to reach parents and provide additional support to students.

Here is an to advocate for increased funding for community hubs models in schools that are in locationally disadvantaged areas or in areas with significant emerging needs.



WE HAVE A YOUNGER WORKFORCE

Ipswich's people are its wealth. Ipswich is not an aging City, though some areas will get continue to get older. Its strengths include a growing pipeline of a young people anticipated to join the workforce in the coming years.

SKILL-JOBS MIS-MATCH

Ipswich continues to have a higher proportion of certificate level qualifications, including residents (15 years and over) that do not have any formal qualifications*.

Covid-19 was an external shock that tested Ipswich's local economic resilience, with varied impacts to industry sectors (e.g. retail).

The type of qualifications and skills gained will need to reflect a workforce that is able to remain agile to change.

Fostering lifelong learning across Ipswich's age groups will be key for residents remaining productive in all aspects of socioeconomic, and community life. A strong training focus on STEM and other digital technology in during schooling, remains a key way that Ipswich could 'future proof' against industrial changes.



* Profile ID. Comparing 2016 and 2011 'Highest qualifications achieved'.
<https://profile.id.com.au/ipswich/qualifications?BMID=40>

9. WHAT FINDINGS INFORM:

9.1. COUNCIL'S ROLE IN COMMUNITY RECOVERY

The next step once undertaking the preliminary analysis for the Strengthening Community Engagement was reporting back findings to highlight possible roles in *social* recovery. While parts of Council were already in the recovery phase (e.g. Office of Economic Development), it was anticipated that some of the Strengthening Community findings would either clarify and/or refine Council's role and response to social needs.

Staff representatives from several branches such as Economic and Community Development, Community and Cultural Services including City Design attended an online planning session on 25 August. Findings from the Strengthening Community Engagement, including the hard data in the Covid-19 Monitoring report, were presented in the workshop. The Social and Economic Recovery Working Group met on 11 February to collate cross-departmental actions (current, ongoing and new) against some of the identified priorities to inform the Working Group's Recovery Action Plan.

9.2. ANTICIPATED SERVICE DEMAND

Continued check-ins with the service sector will need to occur, noting evolving nature of Covid-19 and potential impacts to the service sector. The wide community and stakeholder engagement highlight socio-economic and wellbeing impacts are likely to continue, if an adequate supply of jobs are not created to minimise disparity.

Given vulnerability has increased due to Covid-19, the demand for services is expected to increase, and become more complex, if the identified issues continue, as highlighted in Section 7.

The type of services required for service advocacy to help minimise the flow-on socio-economic impacts compounded due to Covid-19 include the following:

- ☐ tertiary-level social services, which deal with most disadvantaged e.g. social housing will be required to respond to increase in complex needs.
- ☐ early intervention services that respond to issues early e.g. crime prevention/community safety, including child, youth and family interventions (proposed as likely effective as outreach in school hubs) with increase in stress in family households.
- ☐ service outreach models such as schools hubs and peer to peer service models, including place-based services that increase reach and accessibility for individuals and disadvantaged areas. This is so as to minimise, prevent or provide early intervention, prior to needs becoming more complex. With services adapting to blended approach to service delivery with tele-health and face-to-face engagement approaches, the engagement findings show that more than one service delivery or outreach models will be required to increase service reach. See table on pages 18-19.

TYPE OF SERVICES REQUIRED IN IPSWICH REGION	KEY DESCRIPTION/RATIONALE
SOCIAL HOUSING	<ul style="list-style-type: none"> <input type="checkbox"/> Some who are homeless have been permanently placed in shelters due to Covid-19. However, those disadvantaged individuals/households, who normally are unable to access private rent, may be at risk of homelessness or housing insecurity, once job seeker payments are reduced. The demand for social housing will increase. <input type="checkbox"/> There is a current high waiting list for social housing- which is also widely known across the State. This means that there is insufficient social housing stock to meet future demands. <input type="checkbox"/> Advocacy is required to fund additional social housing stock in Ipswich.
EMPLOYMENT & TRAINING MODELS THAT INCREASES JOB READY SKILLS:	<ul style="list-style-type: none"> <input type="checkbox"/> While the engagement data highlights that inadequate work experience opportunities is one part of the equation for job outcomes, current training services have not generated the right qualifications to match the job market needs. Training that better links job seekers to job outcomes is required. This will mean the need for tailor-made support for jobseekers to increase employment outcomes, so residents are able to compete in the job market within or outside of the City. <input type="checkbox"/> Increase in Back to Work training including consideration for Your Town's Your Job, Your Way models in Ipswich. <input type="checkbox"/> <i>Your Job, Your Way</i> for example, is an evidence based and evaluated training model for long-term unemployment young people. The model connects with local employers to understand market needs and individual job requirements, where Your Town then tailor training to support the individual. https://www.yourtown.com.au/our-services/your-job-your-way <input type="checkbox"/> Funding similar models such as Your Job, Your Way model for other age groups would also be ideal.
INFRASTRUCTURE STIMULUS FUNDING	<p>To generate more jobs required to minimise socio-economic disadvantage. Funding for Green Army and other infrastructure stimulus funding is required to increase local employment opportunities.</p>
MENTAL HEALTH SERVICES	<ul style="list-style-type: none"> <input type="checkbox"/> Anticipate large demand for mental health services, as noted with service sector engaged including potential large waiting lists with existing mental health services. Current acute hospital care may be responding to severe mental health issues, however, prevention and early response for low to <input type="checkbox"/> Peer to peer support models may be effective models that increase service access, where individuals can navigate/access services better. <input type="checkbox"/> Seeking more funding on peer to peer models such as the mental health peer support worker (Certificate 4 qualification), is likely to offer jobseekers increased employment opportunities, due to current demand for mental health support. <input type="checkbox"/> However, this service model is likely to facilitate service access, as peer support workers will come from similar background to the individual requiring support (adult male, Aboriginal Torres Strait Islander, CALD etc.)

DRUG & ALCOHOL	<input type="checkbox"/> With the stated higher incidence of mental health and wellbeing issues, there will be a likely increase in drug and alcohol use in Ipswich, with an anticipation that the demand for drug and alcohol support services may increase.
TYPE OF SERVICES REQUIRED IN IPSWICH REGION	KEY DESCRIPTION/RATIONALE
COMMUNITY HUB MODELS IN SCHOOLS	To support early child, youth and family interventions that are co-located in schools to increase service access and support prior to issues becoming complex.
MULTICULTURAL OUTREACH	<input type="checkbox"/> While Ipswich has not been a primary refugee migrant settlement site compared to Logan in the past. Ipswich has welcomed residents from previous refugee and migrant background who've lived elsewhere in SE Queensland. <input type="checkbox"/> Ipswich currently has 2 main refugee and migrant services, Access Services and Multicultural Australia. <input type="checkbox"/> As of 15 August, Access Services has let go of a large number of staff, reducing the service capacity to meet the multicultural needs in the community. <input type="checkbox"/> In addition, as of 2 Oct 2020, the Salvation Army Legal Humanitarian Service at Goodna will be closing, further adding to the reduced capacity of the existing sector to meet community need. <input type="checkbox"/> There is a need for additional funding for culturally appropriate services in Ipswich, to continue service reach and supporting CALD residents.
PLACE-BASED RECOVERY SOCIAL PROGRAMS	<input type="checkbox"/> Maximising the roles of community centres, particularly others that are not state funded (department of communities) to play a complementary role to schools in offering place-based services and activities will be key in areas that have information and other barriers to service access (<i>as indicated in Section 6</i>). The delivery of services and community activities in community centres can help increase 'incidental' use of services in local community setting. <input type="checkbox"/> Offering place-based grants that allow for partnership approaches with non-state funded community centres to increase the delivery of a wide range of social activities and place-based services in areas of need.
OUTREACH PROGRAMS FOR YOUTH/HOMELESSNESS	<input type="checkbox"/> There are still gaps in reaching vulnerable members of the community. And there is a need for more outreach services for young people and other vulnerable groups such as people that are homeless. While a schools hub model may be the best approach for youth outreach, there may be disengaged young people that may not be connected to schools to receive additional service support via schools. Other outreach programs and models will be required.
CRIME PREVENTION/COMMUNITY SAFETY	<input type="checkbox"/> Community safety will be paramount in Ipswich. If the City continues to have high unemployment numbers, and by virtue, disengaged young people. <input type="checkbox"/> Then it is anticipated that crime rates may rise in the City. Crime prevention is key to lowering the impacts of crime and maintaining liveability across the City. <input type="checkbox"/> Increasing funding that helps bridge relationships between the community and the police will be key increasing a sense of safety. This also will help increase a collective sense of ownership to public safety.

10. APPENDIX

10.1. PHASE 1- TOP CHALLENGES AND IMPACTS

<p>Residents/community groups</p> <ul style="list-style-type: none"> • Social isolation esp. elderly living alone • Income loss/job insecurity • Emotion & wellbeing stress • Conflicting information • Concern people not social distancing 	<p>Community centres</p> <ul style="list-style-type: none"> • Seeing residents with job uncertainty/job loss • Increase in request support- writing resumes, job searches etc. • Uncertainty with Covid-19 and running activities 	<p>Key implications/insights</p> <ul style="list-style-type: none"> • Some groups have retreated, fear of unknown. • Rebuilding social connections will be key. • Conflicting information indicative of Covid-19 having no precedence • Conflicting information – indicative of varied strength in Ipswich's social networks
<p>Education, Employment & Training</p> <ul style="list-style-type: none"> • Inadequate school resources [funding + tech] • No training/work experience available • Mental & financial distress at home due to job loss/poverty • Inadequate affordable driving lessons for young people • Skills gap in Ipswich • Lack of affordability with acquiring additional training required for work e.g. work, health safety certificates. 	<p>Child, Youth, Family Sector</p> <ul style="list-style-type: none"> • Young people not adapting to zoom/tele-health • Mental & financial distress at home due to job loss • Covid-19 amplified family conflict- unsafe homes for some. • Social isolation hardest for young people with complex needs • Transport barriers for poor families & young people 	<p>Key implications/insights</p> <ul style="list-style-type: none"> • Digital divide- barrier to learning • External pressures on families- impacts children & young people's development • Impacts to life transitions- potential youth disengagement • Transport barrier- impediment to securing a job.

Community services

- Maintaining level of support with remote service
- Digital literacy among clients- not adapting to Zoom/video conferencing.
- Clients with complex needs- preference for face-to-face service engagement
- Job loss/reduced income
- Affording basic needs e.g. food, rent etc.
- New Zealand visa holders- can't access support.

Housing & Homelessness

- Taking on demand with service closures.
- Concern with jobseeker reductions & ability to remain in private rentals
- Addressing support for pre-existing mental health, drug & alcohol support
- Social isolation exacerbated pre-existing mental health issues

Key implications/insights

- Likely high turn-over of renters who may not be afford to stay in an area.
- Housing & Homelessness sector will likely experience an increased demand to meet housing needs.
- Tele-health/remote support service doesn't work for clients with complex needs.

Health Services

- Concern with drop in access to drug support services during restrictions
- Face to face & group support works better for drug support services.
- Social isolation/retreat from seeking help- in spite of bush fires, droughts in West Moreton region.
- With stopping group therapy in other health services, tele-health worked for some clients.

Aboriginal & Torres Strait Islander stakeholders & services

- Disruption in referral pathway with services in lockdown
- Was hard to support clients with chronic illness during service restrictions.
- Digital literacy issues among older people for tele-health support.
- With increased isolation, potential resistance to re-integrate back.
-

Key implications/insights

- Anticipate increase in ill-health with growing socio-economic disparity
- Highlights tele-health as a support service works for low to mid-level needs and with different cohort of population.

Disability Sector

- Carers face increased isolation esp. young carers.
- Participants suspended services due to fear.

Carers

- Social isolation
- Existing burden of caring for people with disability
- With restrictions, no where to connect with others.

Key implications/insights

- Social connections and integration with wider community will be key.

Neighbouring Councils

- Inadequate reach of Ipswich services to surrounding LGAs
- Job loss & financial stress
- Public transport issues
- Young people- social isolation
- Older established areas used to crisis. However, newer areas with fewer stronger bonds may not fare well.

Key implications/insights

- Service funding model doesn't work for remote services.
- Affordable housing a driver for disadvantaged residents to rent in areas such as Lowood.
- Potential for Ipswich's poorest to be pushed out to urban fringes seeking affordable rent.
- Lessons for Ipswich- with a changing identity- increasing social connections, will be key to building community resilience.

10.2. PHASE 1- TOP WAYS OF ADAPTING TO COVID-19

- ❑ Across the board, data show that Ipswich has some level of resilience, but it varies.
- ❑ Top expressed ways that people have been adapting is illustrated in this diagram.



11. SOCIO-ECONOMIC PERFORMANCE OF LOCAL AREAS

Phase 2 Market Research highlight the variations in demographic profile of respondents, including the levels of impact due to Covid-19. The identified cluster of socio-economic and wellbeing impacts based on community sentiments, were reviewed against SEIFA scores and uptake of jobseeker payments by local areas. ABS Socio-economic Index for Areas (SEIFA) scores highlights advantaged & disadvantaged areas, where score of 1000 and above indicates advantaged areas, whereas scores under 1000 as *relatively* disadvantaged, compared to higher scored areas. For example, an area that scores 900 is relatively advantaged than an area that scored 800, but relatively disadvantaged in comparison from an area that scored over 900.

DIVISIONAL AREAS	SUBURBS [BASED ON STATE SUBURBS]	SEIFA SCORES AT 2016 ¹⁰	PROPORTION ON JOBSEEKER + YOUTH ALLOWANCE BY SA2 ¹¹ [AUG 2020] ¹²
DIVISION 1			
	Peak Crossing	1006	10.4% (part of Rosewood SA2)
	Raceview	916	10.4%
	Flinders View	1003	10.4% (part of Raceview SA2)
	Blackstone	939	15.1% * as part of Ipswich East SA2
	Deebling Heights	1076	9% (part of Ripley SA2)
	Grandchester	934	10.9% (part of Rosewood SA2)
	Purga	994	10.4% (part of Rosewood SA2)
	Ripley	1000	9%
	South Ripley	See Ripley	9% (part of Ripley SA2)
	Willowbank	942	10.4% (part of Rosewood SA2)
	Redbank Plains	906	16.9%
DIVISION 2			
	Camira	982	12.0% *as part of Camira-Gailes SA2
	Goodna	868	18.1%
	Springfield	1005	8.9%
	Bellbird Park	963	8.4% (part of Bellbird Pak-Brookwater SA2)
	Redbank	862	14.6% (part of Collingwood Park-Redbank SA2)
	Springfield Lakes	1046	7.9%
	Brookwater	1168	8.4% (part of Bellbird Pak-Brookwater SA2)
	Gailes	838	11% (part of Camira-Gailes SA2)
	Augustine Heights	1093	8.4% (part of Bellbird Pak-Brookwater SA2)
	Springfield Central	1027	7.9% (part of Springfield Lakes SA2)

¹⁰ ABS State Suburb (SSC) Index of Relative Socio-economic Advantage and Disadvantage, 2016

¹¹ ABS Statistical Area 2 or SA2

¹² Profile ID 2020 'Jobseeker and Youth Allowance recipients'. <https://profile.id.com.au/ipswich/job-seeker?BMID=270>.

DIVISIONAL AREAS	SUBURBS	SEIFA SCORES AT 2016	PROPORTION ON JOBSEEKER + YOUTH ALLOWANCE BY SA2 [AUG 2020]
DIVISION 3			
	Silkstone	918	15.1% * as part of Ipswich East SA2
	Ipswich Central	880	17.6%
	Collingwood Park	955	15.4% (part of Collingwood- Redbank SA2)
	Sadliers Crossing	975	17.6% (part of Ipswich Central SA2)
	Eastern Heights	931	15.1% * as part of Ipswich East SA2
	Riverview	798	26.2%
	Woodend	983	17.6% (part of Ipswich Central SA2)
	Booval	853	15.1% * as part of Ipswich East SA2
	Dinmore	808	25.7% (as part of Riverview SA)
	Ebbw Vale	887	17.6% (part of Ipswich Central SA2)
	Newtown	961	15.1% * as part of Ipswich East SA2
	East Ipswich	912	15.1% * as part of Ipswich East SA2
	Leichhardt	802	20.8% (part of Leichhardt-One Mile SA2)
	West Ipswich	905	17.6% (part of Ipswich Central SA2)
	Bundamba	911	15.7%
	North Booval	878	15.1% * as part of Ipswich East SA2
	One Mile	842	20.8% *includes Leichhardt-One Mile SA2
DIVISION 4			
	Brassall	928	13.7%
	Rosewood	892	10.4%
	Karalee	1071	6.3% (part of Karalee-Barellan Point)
	North Ipswich	913	15.7% (part of North Ipswich-Tivoli SA2)
	Walloon	983	10.4% (part of Rosewood SA2)
	Yamanto	987	9.9% (part of Yamanto- Churchill SA2)
	Chuwar	1037	6.7% *Ipswich North SA2
	Tivoli	908	15.7% (part of North Ipswich-Tivoli SA2)
	Ashwell	978	10.4% (part of Rosewood SA2)
	Blacksoil	1037	6.7% *Ipswich North SA2
	Pine Mountain	1048	10.4% (part of Rosewood SA2)
	Tallegalla	1019	10.4% (part of Rosewood SA2)
	Barellan Point	1046	6.3% (part of Karalee-Barellan Point)
	Ironbark	1119	10.4% (part of Rosewood SA2)
	Muirlea	1025	6.7% *Ipswich North SA2
	Wulkuraka	920	20.8% *includes Leichhardt-One Mile SA2
	Amberley	-	-
	Churchill	884	9.5% (part of Yamanto- Churchill SA2)
	Moore's Pocket	880	15.7% (part of North Ipswich-Tivoli SA2)
	Mount Marrow	979	10.4% (part of Rosewood SA2)
	Thagoona	980	10.4% (part of Rosewood SA2)

12. KEY ATTACHMENTS

Phase 2 telephone survey responses



Ipswich City Council
Covid 19 Phone Surve