

# Redbank Plains Community Centre

Measuring the Social Impact:  
36-Month Study Results

## FINAL REPORT







**Redbank Plains Community Centre: Measuring the Social Impact - 36-Month Study Results - Final Report**

Developed in partnership with Multicultural Australia

November 2021

Community Development Section

Community, Cultural and Economic Development Department.

**Acknowledgement of Country**

Ipswich City Council respectfully acknowledges the Traditional Owners as custodians of the land, winds and water we share.

We pay our respects to their elders, past, present and emerging, as the keepers of the traditions, cultures and stories of a proud people.

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## ACKNOWLEDGEMENTS

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- Multicultural Australia's Centre Development Manager; Jeril Thomas, and volunteers at the Redbank Plains Community Centre, for their support with drafting and distributing the survey, support and co-facilitation at the focus group and ongoing feedback
- The many people of Redbank Plains community who provided their insights, knowledge and expertise via surveys and focus groups.

# INTRODUCTION

In 2016, Ipswich City Council (council) engaged in a three-month long community assessment of the Redbank Plains community, in response to a number of social changes happening in the area.

The assessment found that the community was fragmented and lacking in social connections, in part as a result of fragmented urban development, major roads splitting the community and rapid population growth.

Socio-economic conditions, including the lack of local jobs, lack of transport, lack of activities for youth and a lack of specialist services were also noted.

Rapid growth in high density new housing developments, including homes with affordable rents, had attracted large numbers of low to middle income families to the area, including migrant families.

Tensions between new and old residents had emerged. However, opportunities for community development were also noted, given the presence of community leadership, active residents and two new primary schools.

The assessment identified a community centre as an option to facilitate informal social gatherings and place-based community building.

The Redbank Plains Community Centre (the Community Centre or the Centre) opened in May 2018.

In line with council's Community Centre Operating Model Policy, council has partnered with Multicultural Australia who manage the daily operations of the Community Centre.

Council, in partnership with Multicultural Australia, has been conducting a multi-year social impact assessment, to track the impact of the Community Centre over time.

The purpose of this study has been to not only track the impact of the Community Centre, but to feed into centre planning and programming, and to provide an evidence base for the establishment of future community centres.

A baseline study was conducted in June 2018, followed by an interim study after six months, in December 2018, that was repeated at 12-months, in July 2019, and again at 24-months in July 2020. Three years since the Community Centre opened, this report documents the results of a 36-month survey conducted in July 2021, and as the study's final report, provides a synthesis with the previous four collections.

Indications suggest that the Community Centre, as a relative newcomer, has established itself as a place of social connection and support, responsive to community needs, where inroads have been made across all five domains that impact has been tracked by:

1. social cohesion and social capital
2. community capacity
3. community needs: health, nutrition and wellbeing
4. community needs: local economic development
5. place-based community development.

For community members engaged with the Centre, whether through volunteering, participation in activities and programs or attending services, there is confidence that the Centre is contributing to positive impacts in the local community, particularly in terms of **strengthening social cohesion, building social capital and community capacity**. Many reported benefits from their engagement with the Centre that include improvement to their **health and wellbeing**.

# SOCIAL IMPACT ASSESSMENT

Drawing on community development literature (see Ipswich City Council, 2018), this assessment focuses on the following key impacts and associated indicators:

Impact	Indicators
<b>Social cohesion and social capital</b>	<ul style="list-style-type: none"> <li>People from different demographics are engaging with centre activities</li> <li>Self-assessments of improved cross-cultural linkages</li> <li>Centre is considered culturally safe</li> <li>Community is considered safe</li> <li>Centre is accessible to all</li> <li>Collaboration between community groups is fostered</li> </ul>
<b>Community capacity</b>	<ul style="list-style-type: none"> <li>Education, employment, skills, literacy improve</li> <li>Community is organising events</li> <li>The Community Centre is linking with community organisations and providing facilities for organisations</li> <li>Rates of volunteering and volunteering opportunities improve</li> </ul>
<b>Community needs: health, nutrition and wellbeing</b>	<ul style="list-style-type: none"> <li>Quantification of activities</li> <li>Health services considered valuable</li> <li>Self-assessments of health and wellbeing</li> <li>Centre is considered a safe place to access health services</li> </ul>
<b>Community needs: local economic development</b>	<ul style="list-style-type: none"> <li>Centre contributes to local economy</li> <li>Centre provides opportunities for businesses</li> <li>Increased opportunities for employment and income</li> </ul>
<b>Place-based community development</b>	<ul style="list-style-type: none"> <li>Community Centre recognised as a community hub</li> <li>Community has the capacity to self-organise</li> <li>Greater sense of safety</li> <li>Connections with traditional owners</li> <li>Community Centre as a 'third place'</li> <li>Centre considered a safe place to organise collectively.</li> </ul>



## Thirty-six-month study methodology

The above key indicators have been integrated into the design of the overall social impact assessment. The key methods used for the 36-month study included:

- **A community survey** which engaged 118 community members (see Appendix A). This survey included questions about:
  - key demographics
  - community strengths
  - community challenges
  - perceptions on safety and community cohesion
  - experiences of the Community Centre
  - engagement with the Community Centre during COVID-19 restrictions
  - perceptions on the impact of the Centre since it opened in the local community.
- An in-person **focus group** with six community members. The focus group gathered feedback on:
  - survey findings
  - elaboration on key findings
  - key strengths and challenges
  - Centre programming and
  - the overall impact of the Centre since it opened in the local community.
- **Tracking of visits to the Community Centre** by Multicultural Australia.

The same suite of methods has been used at each interval in the overall study.

In 2020, more online options to engage with the study were offered with regard for COVID-19 public safety restrictions. At the same time a survey question was introduced to gauge possible effects of the pandemic. The same approach was applied to the 2021 data collection.

Across the overall 36-month reporting period of this study, 20-months took place pre-COVID-19 pandemic and 16-months during the pandemic. Whilst some outcomes during the study may reasonably be attributed to the pandemic's effect, for instance Centre visitations due to temporary closures and lockdowns, the extent of its influence on survey responses and overall results is unclear and has implications for comparability between report years.

This final report presents results of the 36-month data collection and a synthesis with the previous four collections.



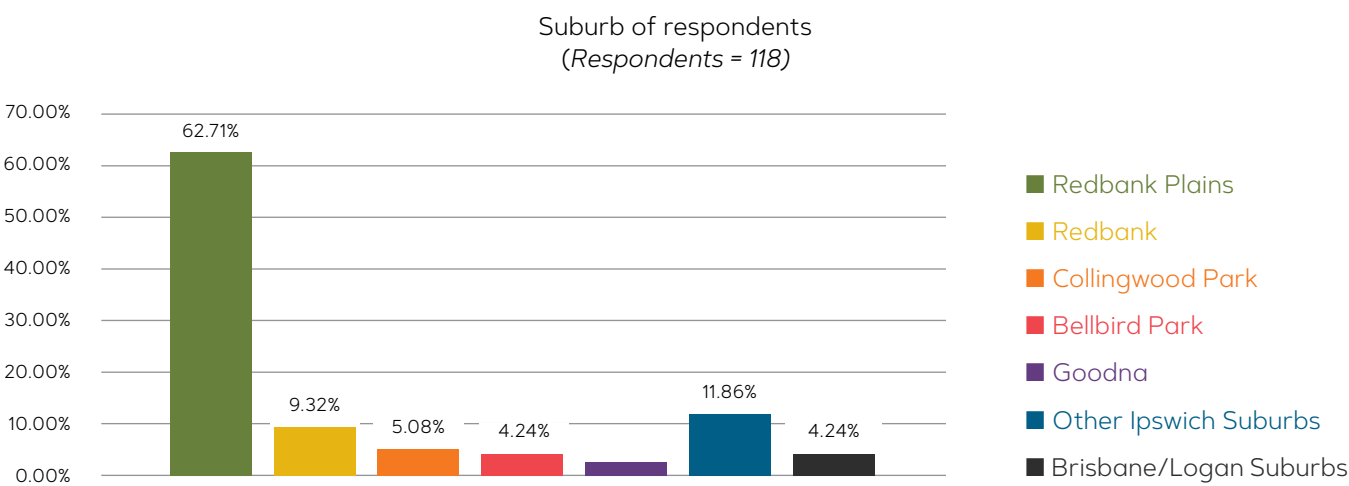
# SURVEY RESPONDENTS

The following section outlines demographics data for third-year survey respondents. As with previous respondent groups, while the survey aimed to include the voices of as many Redbank Plains residents as possible, the respondent group is not statistically representative of the Redbank Plains community.

This section includes some comparison between Australian Bureau of Statistics (ABS) Census and survey demographics where appropriate. For privacy, numeric results for small numbers of people have not been included.

## Suburb of residence

The majority of people who responded to the survey were residents of Redbank Plains and surrounding suburbs (around 84%). A further 11.86% of respondents were from other Ipswich suburbs, while 4.24% were from Brisbane or Logan suburbs.



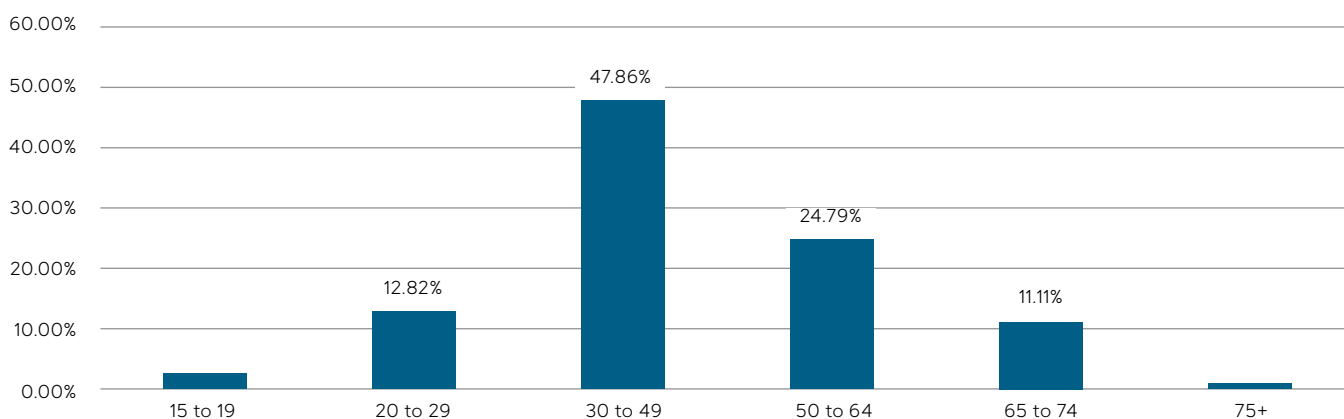


## Age

The majority of survey respondents were between 30 and 64 years of age. Just under half of the respondents (47.86%) were aged between 30 to 49 years and approximately one quarter of respondents (24.79%) were aged between 50 and 64 years.

According to 2016 ABS Census data, Redbank Plains has a higher proportion of people in younger age groups (0 to 17 years) and a lower proportion of people in older age groups (60+ years) when compared with the broader Ipswich community. In 2016, 34% of Redbank Plains' population was aged between 0 and 17 years, and 8.7% were aged 60 years and over, compared with 27.9% and 15.3% respectively for the Ipswich local government area (LGA) (.id profile, 2021). At the same time, the median age in Redbank Plains was 27 years of age, compared with 32 across Ipswich LGA and 37 across South East Queensland and the state.

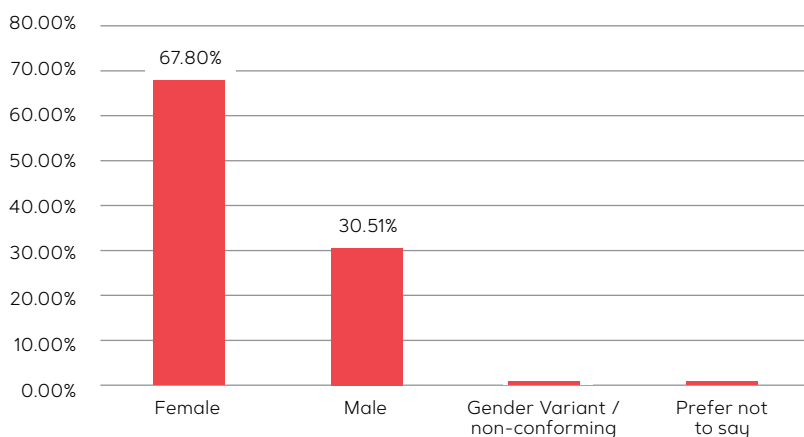
Age of respondents  
(Respondents = 118)



## Gender

Approximately two-thirds of survey respondents were women (67.80%) and just under a third of respondents were men (30.51%).

Gender of respondents  
(Respondents = 118)

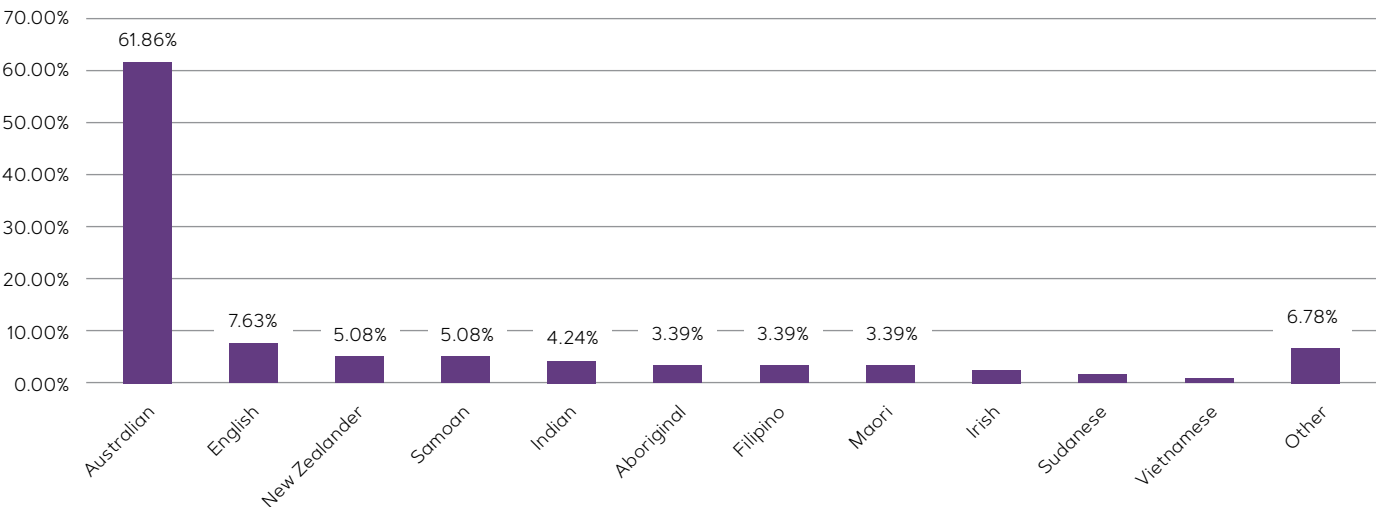


## Cultural background

Redbank Plains is a diverse and multicultural neighbourhood. Drawing on 2016 ABS census data, 30.5% of Redbank Plains residents are born overseas, in comparison to 20.1% of the broader Ipswich community, and 21.6% of the overall Queensland population (.id profile, 2021). 4.2% of the Redbank Plains community identify as being Aboriginal and/or Torres Strait Islander (ABS, 2016). Other than English, the top languages spoken at home are Samoan (6.7%), Dinka (1.9%), Vietnamese (1.2%), Swahili (1.2%) and Hindi (0.8%) (.id profile, 2021).

Survey respondents similarly reflect this diversity, with 41.60% of responses indicating a cultural background other than Australian. Other cultural backgrounds that respondents identified with included Burundian, Democratic Republic of Congo, Ethiopian, Ghanaian, Italian, Myanmarese and Taiwanese.

Cultural background of respondents  
(Respondents = 118, note that some respondents selected more than one option)

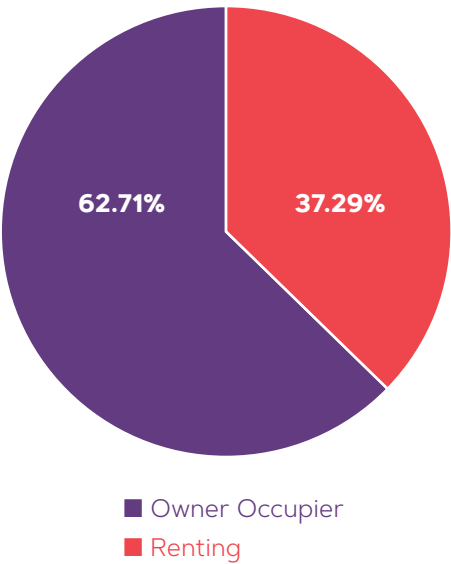


## Housing

The majority of survey respondents (62.71%) indicated that they were paying a mortgage or owned the homes they live in, and 37.29% of respondents indicated that they were renting.

At the time of the 2016 ABS Census, 40% of households in Redbank Plains were purchasing or fully owned their home, and 48.7% rented privately (.id profile, 2021).

Housing status of respondents  
(Respondents = 118)



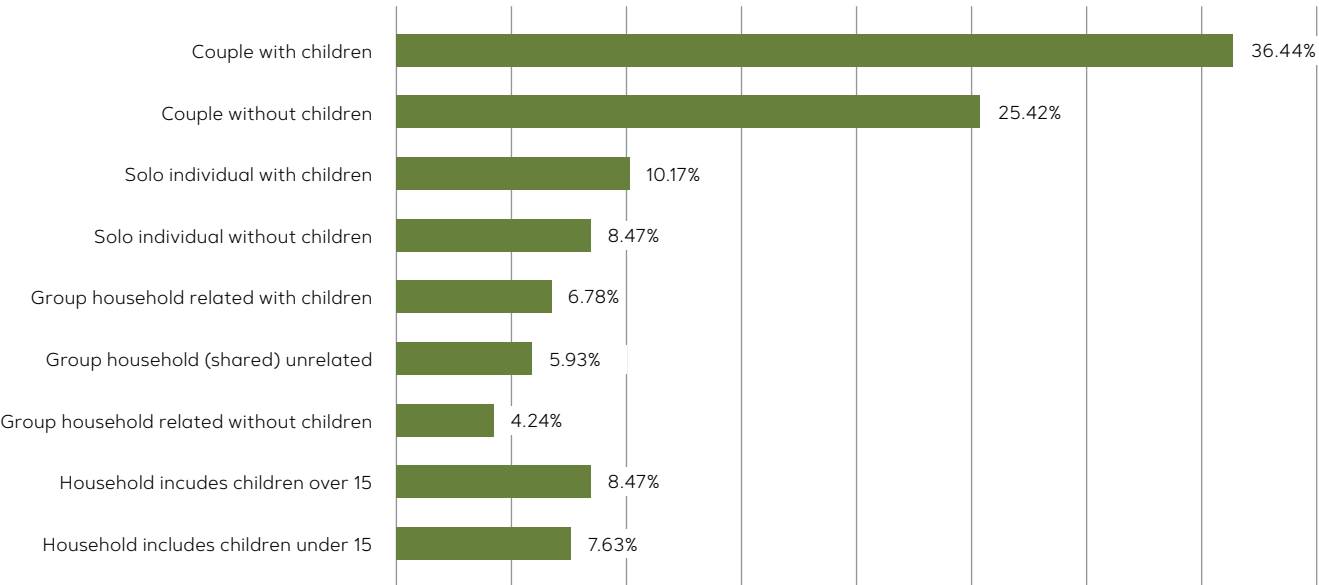


## Household

46.61% of survey respondents were from couple or solo individual households with children.

According to 2016 ABS Census data, 56.2% of Redbank Plains households are home to children, in comparison to 48.1% of Ipswich local government area and 39.4% of Queensland households (.id profile, 2021).

Household composition of respondents  
(Respondents = 118, note multiple response option)



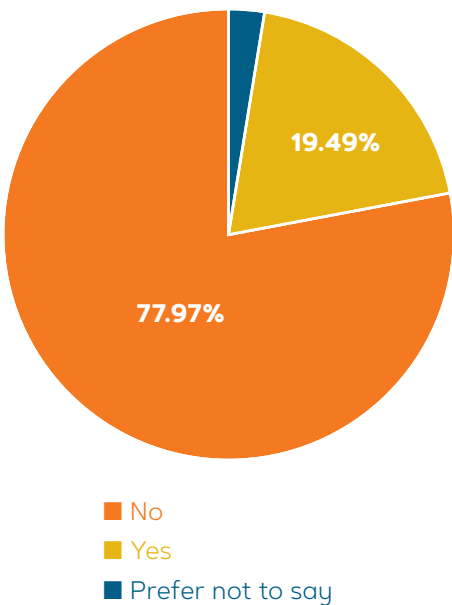
## Disability

One-fifth (19.49%) of survey respondents indicated that they identify as having a disability.

In the 2016 census, there were 11,044 people in the Ipswich LGA (or 5.7% of the city's population) that reported needing help in their day-to-day lives due to disability. There were also 17,162 carers (11.6% of persons aged 15 years and over) providing unpaid assistance to a person with a disability, long term illness or old age.

At the same time, 842 people or 4.4% of the Redbank Plains community needed help in their day-to-day lives due to disability. Around 11.1% (1,512) people 15 years and over in Redbank Plains also provided unpaid assistance to a person with a disability, long term illness or old age (.id profile, 2021).

Disability status of respondents  
(Respondents = 118)

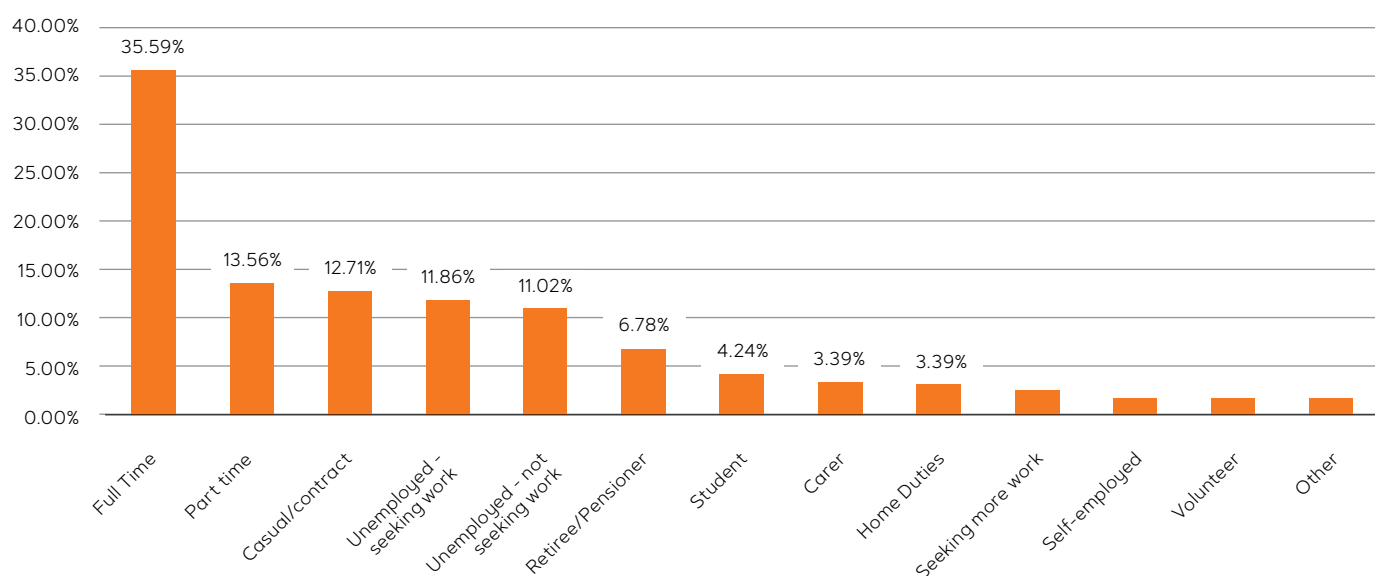


## Employment

Around 36% of respondents indicated that they were engaged in full-time work, 13.56% said they worked part-time and another 12.71% of respondents had casual or contract work. 11.86% of respondents indicated they were unemployed and seeking work.

June 2021 quarter data reported unemployment in Redbank Plains to be at 13.1%, in comparison to the broader Ipswich LGA rate of 9.0% (National Skills Commission, Small Area Labour Markets, 2021).

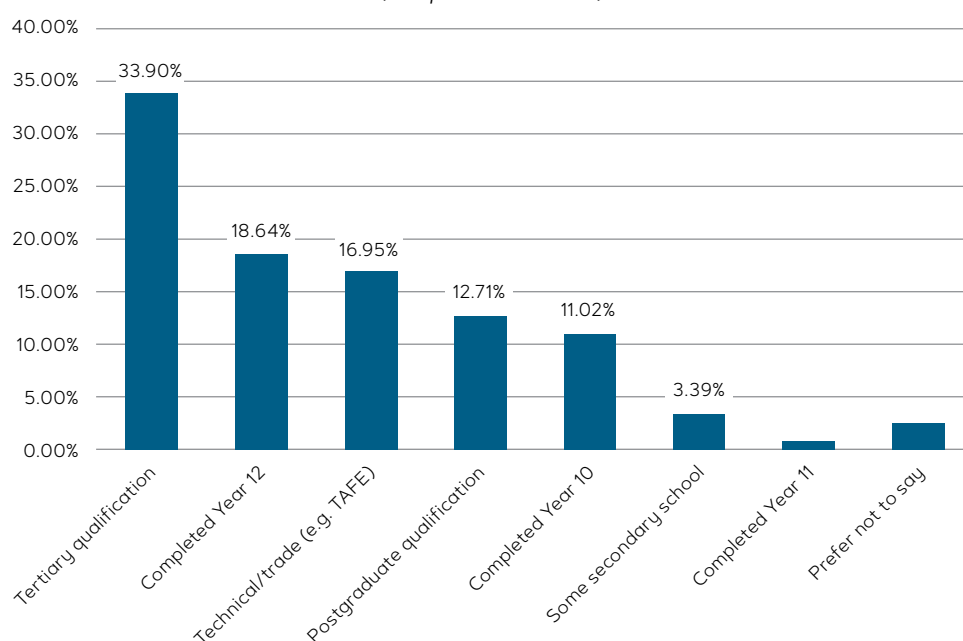
Employment status of respondents  
(Respondents = 118, note multiple response option)



## Education

Most survey respondents indicated their highest level of education was either a tertiary qualification (33.90%), a technical/trade qualification (16.95%) or secondary school completion (18.64%).

Education status of respondents  
(Respondents = 118)





# THIRTY-SIX-MONTH SURVEY RESULTS

The following section outlines community feedback on key indicators regarding social cohesion, community capacity, community needs and place-based community development.

It should be noted across the three years of this study that the proportion of survey respondents who had and had not visited the Community Centre varied between research rounds. For instance, the 12 and 24-month community surveys engaged larger proportions of people who had visited the Community Centre (75% and 65% respectively).

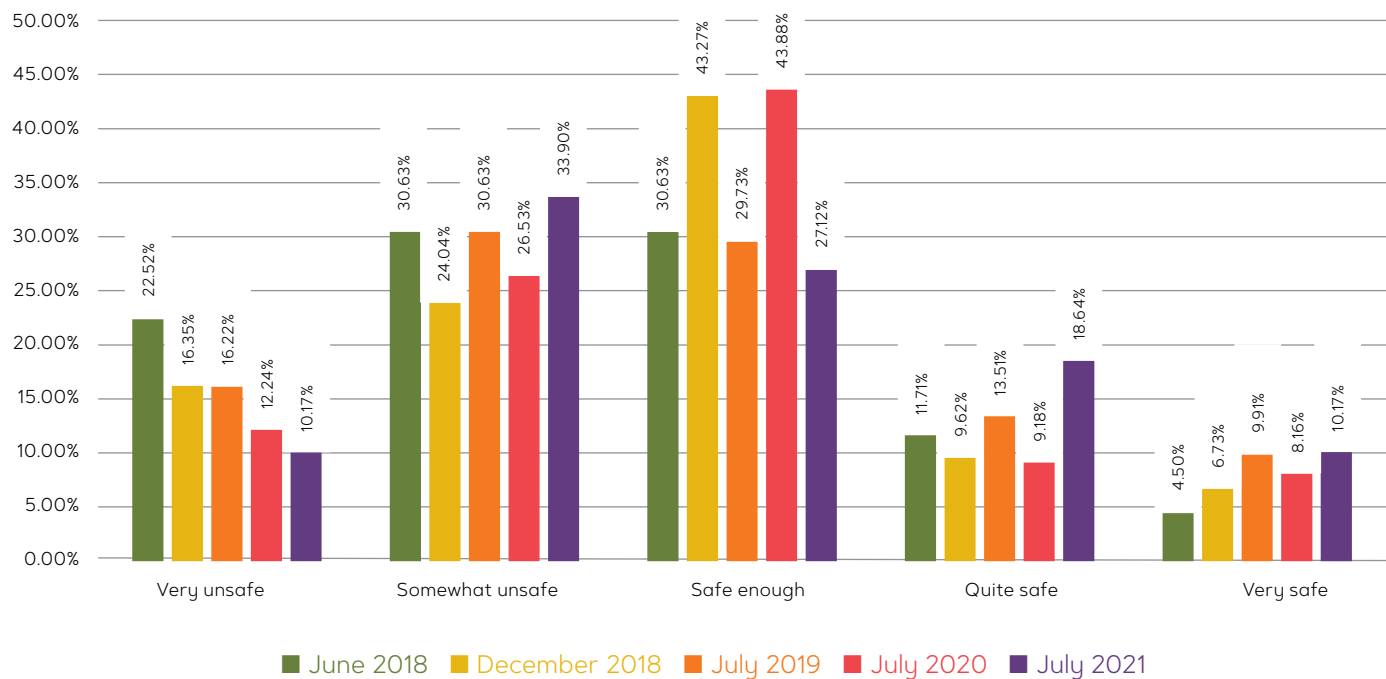
Whilst respondents to the six-month and 36-month surveys were fairly evenly split, respectively between people who had (48.40%, 49.15%) and had not (51.20%, 50.85%) visited the Centre, the overall results are likely to be somewhat skewed.

For comparison some results have been disaggregated into two groups; those who had visited the Community Centre, and those who had not. In broad terms and consistent with all previous follow-up surveys, those who had visited the Community Centre reported higher levels of engagement, cohesion, community connections, and more positive attitudes towards diversity.

## Perceptions of safety

As a measure of community cohesion, survey respondents were asked 'how safe do you feel walking alone in Redbank Plains?' In response to the 36-month survey 28.81% of respondents indicated that they felt 'quite' or 'very' safe. This result reflects an 11.47% increase in perceptions of safety when compared with the previous year. However, a greater proportion (44.07%) of respondents also indicated that they felt either 'somewhat' or 'very' unsafe. A consistent trend across all five surveys has been that a greater proportion of respondents indicated feeling unsafe (between 39% and 53%) than safe (between 16% and 29%). For comparison, a nationwide report found that generally 59% of people felt 'very safe' or 'safe' walking alone at night in their local area (Scanlon Foundation, 2021).

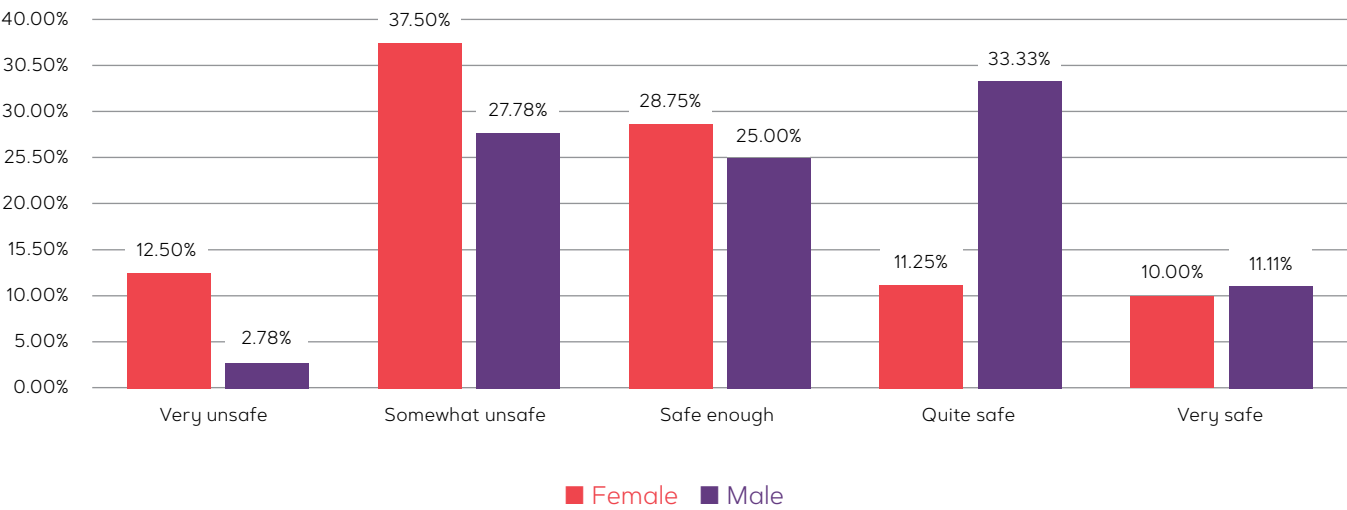
How safe do you feel walking alone in Redbank Plains?  
(Respondents: Jun '18 = 111, Dec '18 = 104, Jul '19 = 111, Jul '20 = 98, Jul '21 = 118)



As with previous research rounds, survey and focus group participants alike drew attention to hooning, crime, and the upkeep and lighting of public areas as factors connected to perceptions of safety in the suburb (see Community Challenges page 23).

Similar to previous analyses, results of the 36-month survey again reflected differences between male and female perceptions around safety, with 50% of female respondents indicating that they felt 'very' or 'somewhat' unsafe, compared to 30.56% of male respondents.

Perceptions of safety by gender  
(Respondents = 116, including only respondents who identify as male or female)





## Engagement in community meetings

Community capacity describes the skills, knowledge and strengths of a community, which help communities to solve collective problems (Lohar et al., 2013). In this social impact assessment, capacity is measured via:

- Education, employment, skills, literacy
- Community capacity to organise events
- The Community Centre linking with community organisations and providing facilities for organisations
- Rates of volunteering and volunteering opportunities.

As a measure of community capacity and cohesion, respondents were asked if they had taken part in community meetings in the past 12-months. Although previous survey results reflected a steady increase in the number of respondents who had taken part in community meetings, both at the Centre and elsewhere, for the first time responses indicated a decline in trend when compared with previous survey results. On the other hand, Centre records indicated community meetings were one of the top reasons people visited the Centre (see Engagement with the Community Centre page 29).

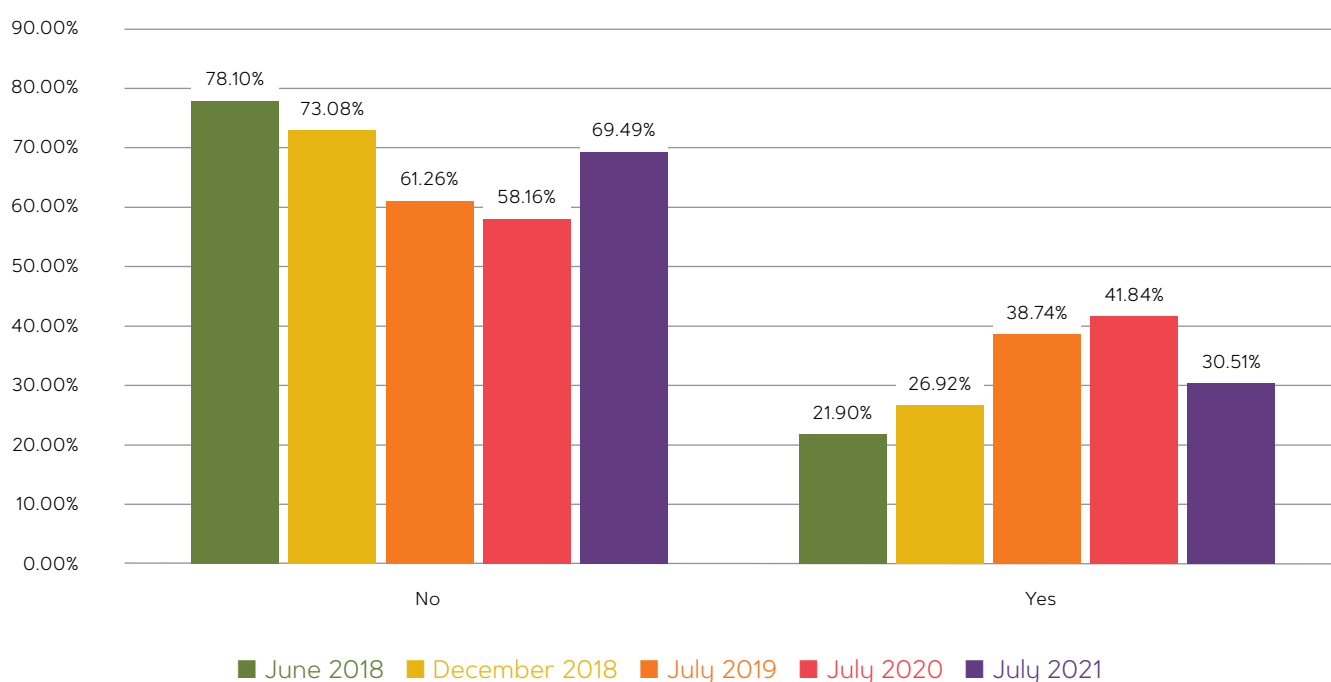
Nearly a third of survey respondents reported they had taken part in community meetings hosted at the Community Centre, including:

- Morning teas including meetings with councillors (4)
- Conversational English classes (3)
- Women's group (3)
- FutureFIT program
- Redbank Plains Neighbourhood Watch
- Knitting group
- Photography group
- Volunteer meeting.

Other meetings in the broader community included:

- Redbank Plains Youth Hub (4)
- Community 'champions' meeting
- Cultural group meeting
- Goodna Ipswich Youth Interagency meeting.

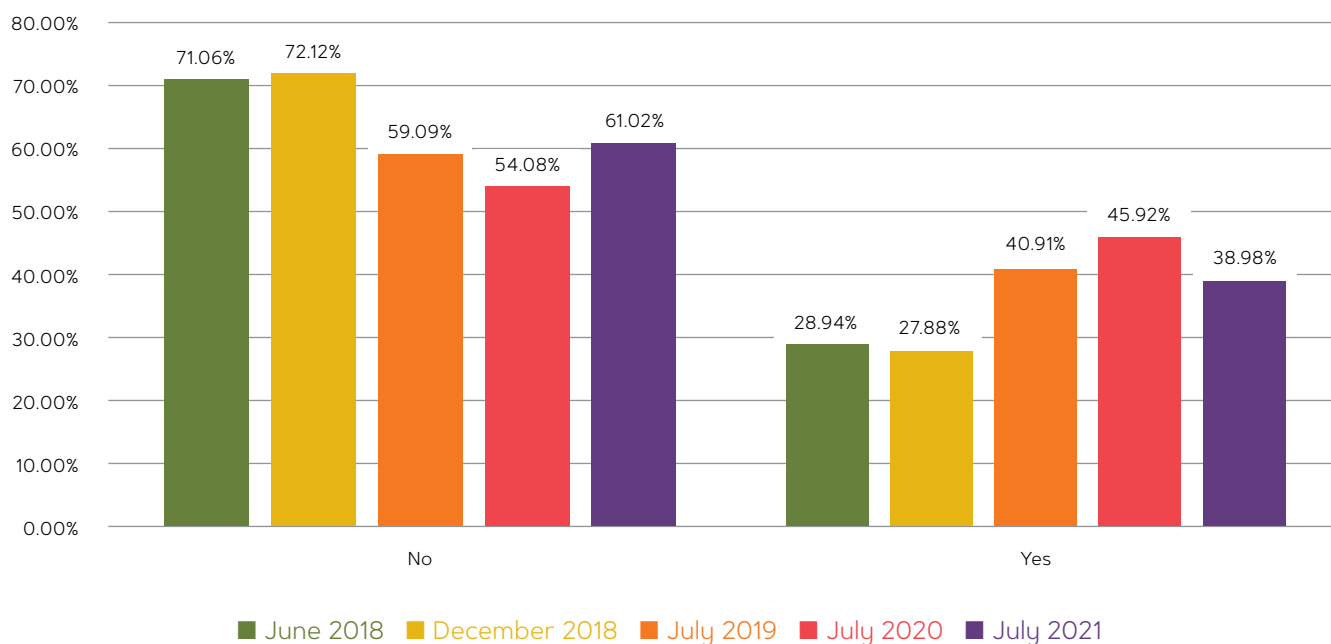
Have you taken part in any community meetings in the past 12 months?  
(Respondents: Jun '18 = 113, Dec '18 = 104, Jul '19 = 111, Jul '20 = 98, Jul '21 = 118)



## Volunteering

As a further measure of community capacity, respondents were asked if they had volunteered or assisted with any community groups in the past 12-months. 38.98% of respondents indicated that they had recently volunteered in the community. Despite this result reflecting a slight decrease (by 6.94%) compared with previous survey results, more than a third of survey respondents had volunteered in the past 12-months.

Have you volunteered in the community or assisted with community groups in the past 12 months?  
(Respondents: Jun '18 = 113, Dec '18 = 104, Jul '19 = 110, Jul '20 = 98, Jul '21 = 118)



Volunteering opportunities that survey respondents were engaged in at the Community Centre included:

- Project Nourish (4)
- General volunteering at the Community Centre (3)
- Balance Project
- FutureFIT program
- Photography group
- Playgroup
- Walking group
- Women's group
- Conversational English
- Link & Launch school leavers program
- Men's group
- Morning tea
- PCYC Braking the Cycle Driving program
- yourtown Get Set for Work program

Other volunteering that respondents were engaged in included:

- Charity organisations e.g. Salvation Army, RSPCA, Heart Foundation (3)
- Church groups (3)
- Redbank Plains Youth Hub (3)
- Hobby and recreation groups/events
- Scouts
- Tutoring at TAFE / school
- Disability group
- Family groups
- Safe School Travel program
- School's Out event.

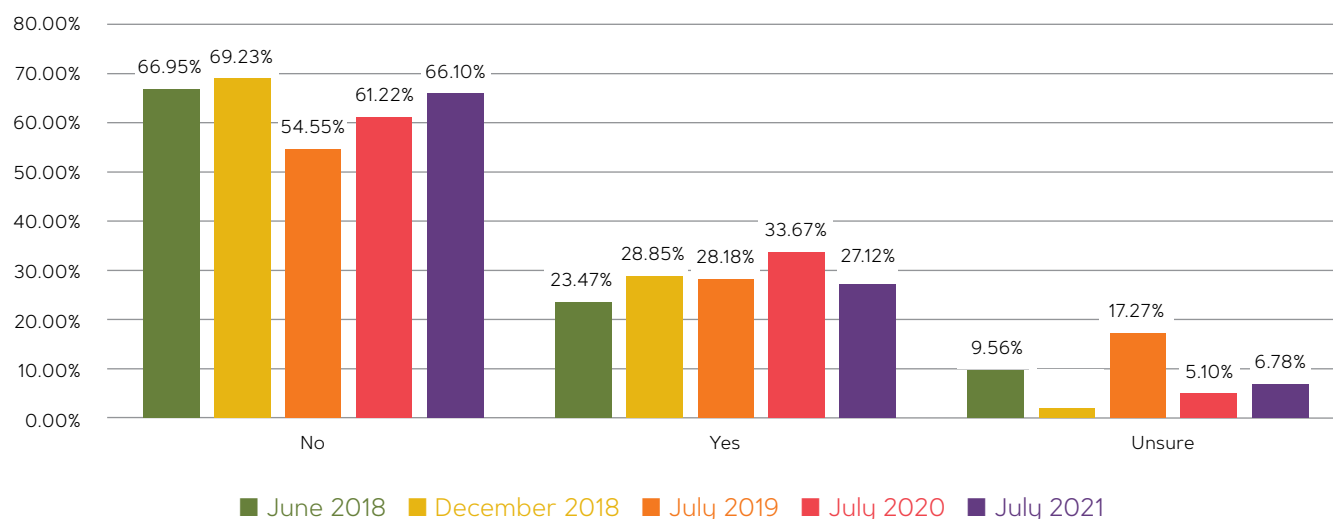
## Connections between cultural groups

Community cohesion can be defined as a process of co-operation and shared responsibilities, based on mutual respect, values, aspirations and identity (Moreland City Council, 2018). In this social impact assessment, community cohesion is measured via:

- people from different demographics engaging with Community Centre activities
- improved cross-cultural linkages
- the Community Centre is considered culturally safe
- the broader community is considered safe
- the Community Centre is accessible to all.

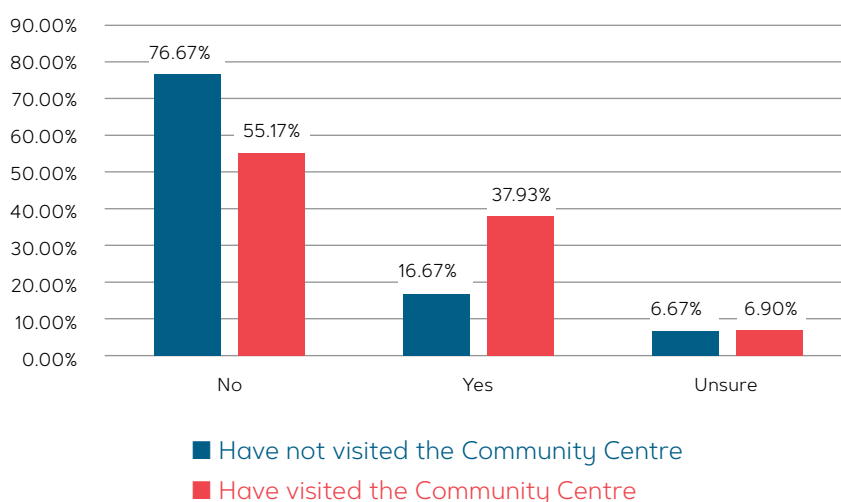
As a measure of community cohesion respondents were asked, 'Do you have any connections to cultural groups or communities other than your own in the Redbank Plains area?'. The proportion of respondents who indicated 'yes' decreased slightly (by 6.55%) on previous results.

Do you have any connections to cultural groups or communities other than your own in the Redbank Plains area?  
(Respondents: Jun '18 = 115, Dec '18 = 104, Jul '19 = 110, Jul '20 = 98, Jul '21 = 118)



Notably, those respondents who visited the Community Centre were more likely to indicate that they had connections to cultural groups and communities other than their own. 37.93% of people who had visited the Community Centre had connections to cultural groups other than their own, in comparison to 16.67% of people who had not visited the Community Centre.

Do you have any connections to cultural groups or communities other than your own in the Redbank Plains area?  
(Have not visited RPCC = 60, Have visited RPCC = 58)

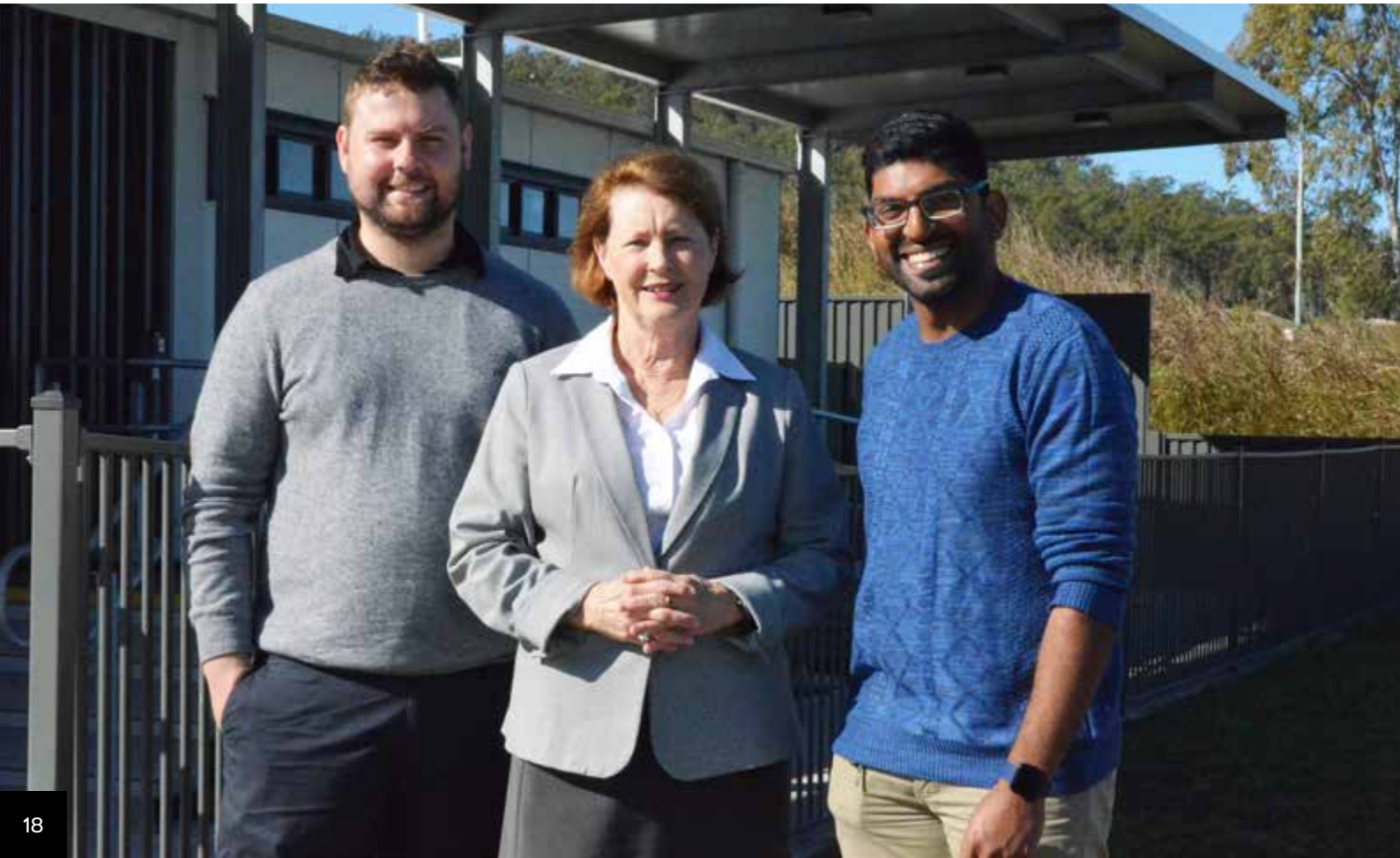
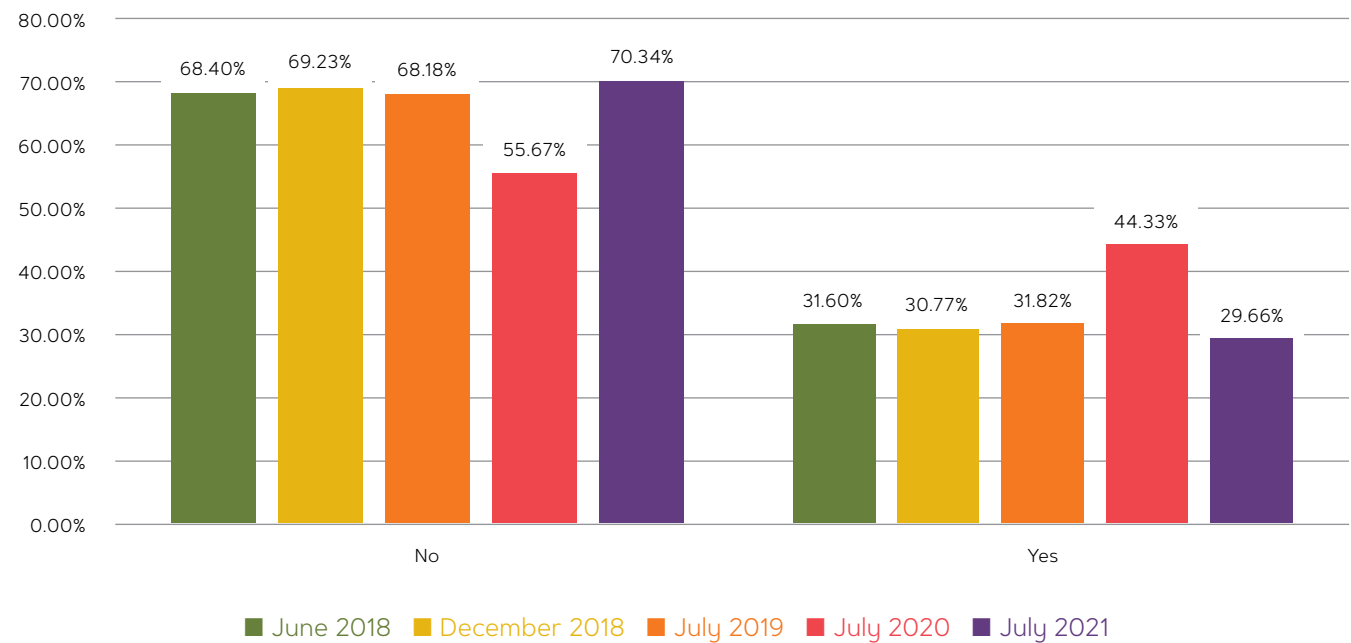




# Involvement in community groups

As a further measure of community cohesion respondents were asked 'are you a member of any community groups?'. 29.66% of respondents conveyed their membership with community groups. This represented a notable 14.67% decrease on the previous survey responses in 2020 to this question.

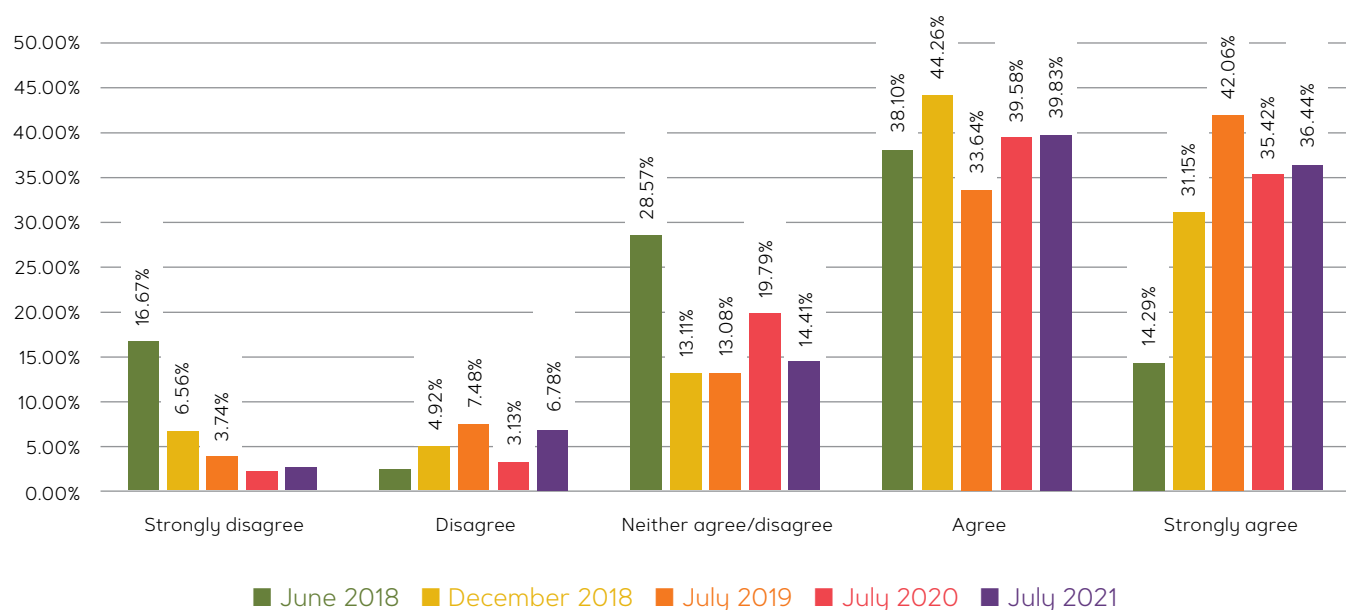
Are you a member of any community groups?  
(Respondents: Jun '18 = 114, Dec '18 = 104, Jul '19 = 110, Jul '20 = 97, Jul '21 = 118)



## Valuing diversity

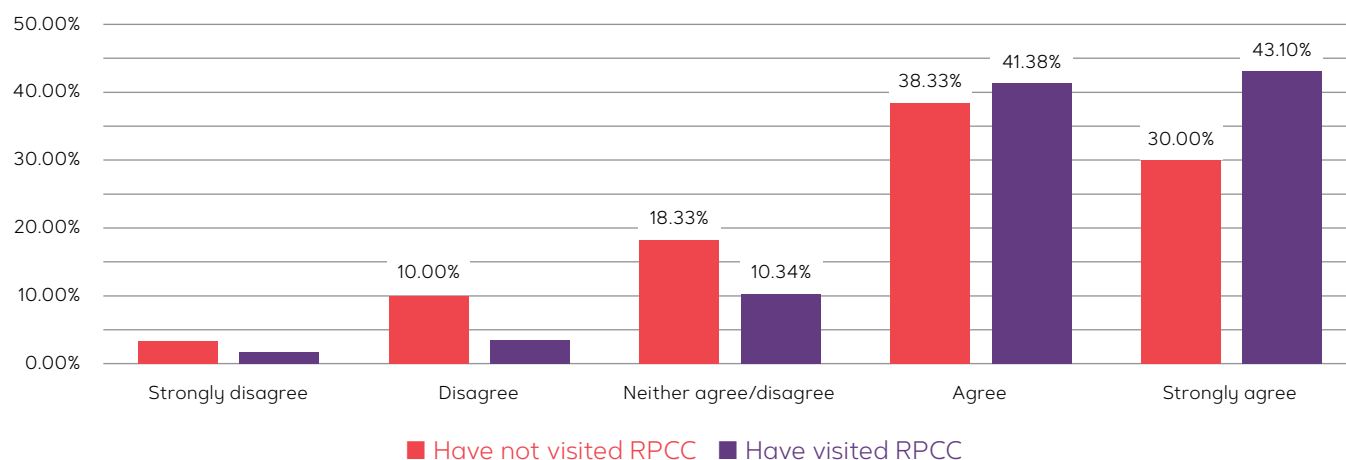
As a measure of community cohesion, community members were asked to indicate to what degree they agreed with the statement, 'It is a good thing for our community to be made up of people from different cultures'. As with previous survey results, most respondents to the 36-month survey (76.27%) either agreed or strongly agreed with the value of diversity.

It is a good thing for our community to be made up of people from different cultures  
(Respondents: Jun '18 = 114, Dec '18 = 104, Jul '19 = 107, Jul '20 = 96, Jul '21 = 118)



Those respondents who had visited the Community Centre were more likely to feel positive about diversity – 84.48% of people who had visited the Community Centre felt positively about diversity, compared to 68.33% of people who had not visited. Compared with 24-month survey results, a greater proportion (16.82%) of respondents who had not visited the Centre agreed that diversity is good for the community (Ipswich City Council, 2020).

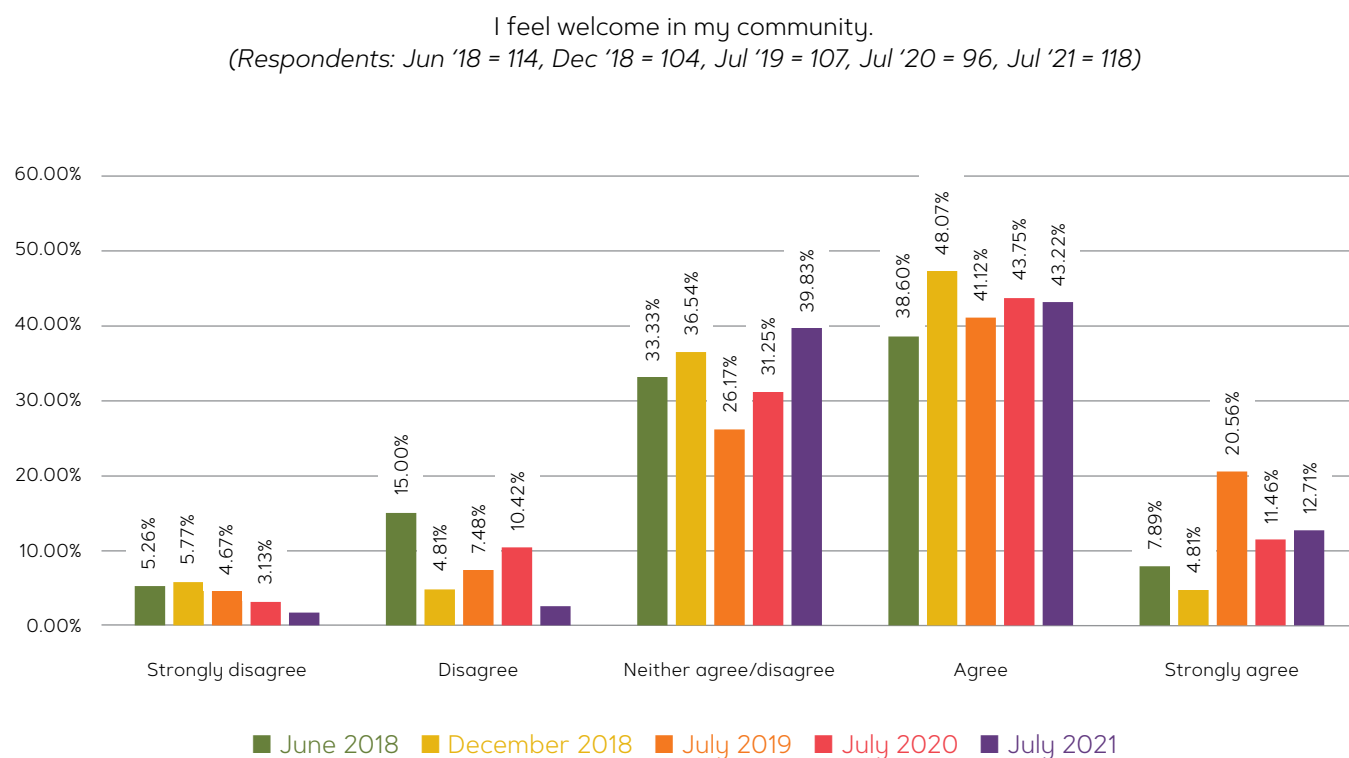
It is a good thing for our community to be made up of people from different cultures  
(Have not visited RPCC = 60, Have visited RPCC = 58)



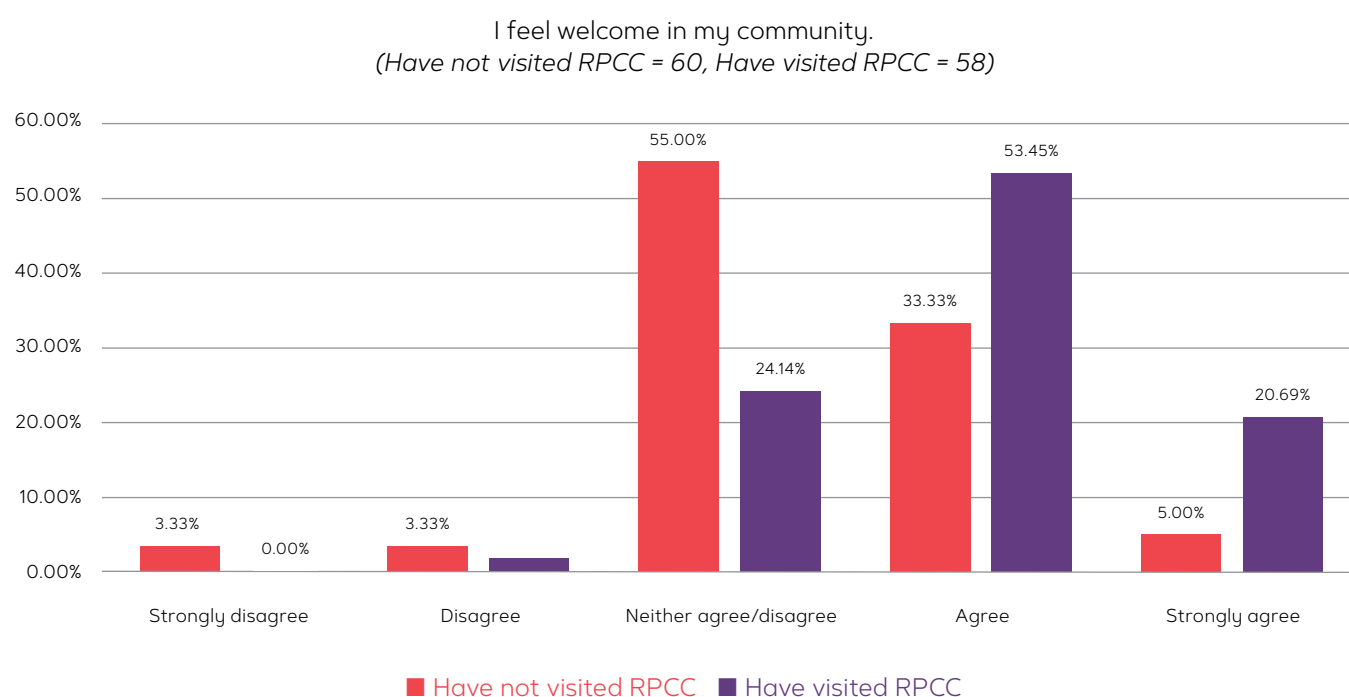
Nationwide, the Australian Bureau of Statistics reports that 85% of General Social Survey respondents agreed it is 'a good thing for a society to be made up of people from different cultures' (ABS, 2021). Similarly, the Scanlon Foundation report found that 84% of people agreed that 'multiculturalism has been good for Australia', while 62% of people felt that levels of migration are 'about right' or 'too low' (Scanlon Foundation, 2021). Attitudes towards migration are often closely linked to employment levels, suggesting that a core factor in community cohesion is economic wellbeing.

## Sense of welcome

As a measure of community cohesion, community members were asked to indicate to what degree they agreed with the statement, 'I feel welcome in my community'. Just under 56% of respondents agreed or strongly agreed that they felt welcome in their community. This is similar to results from the 2020 survey.



Respondents to the recent 36-month survey who had visited the Community Centre in the past 12-months were more likely to feel welcome in their community. This is consistent with previous survey results.

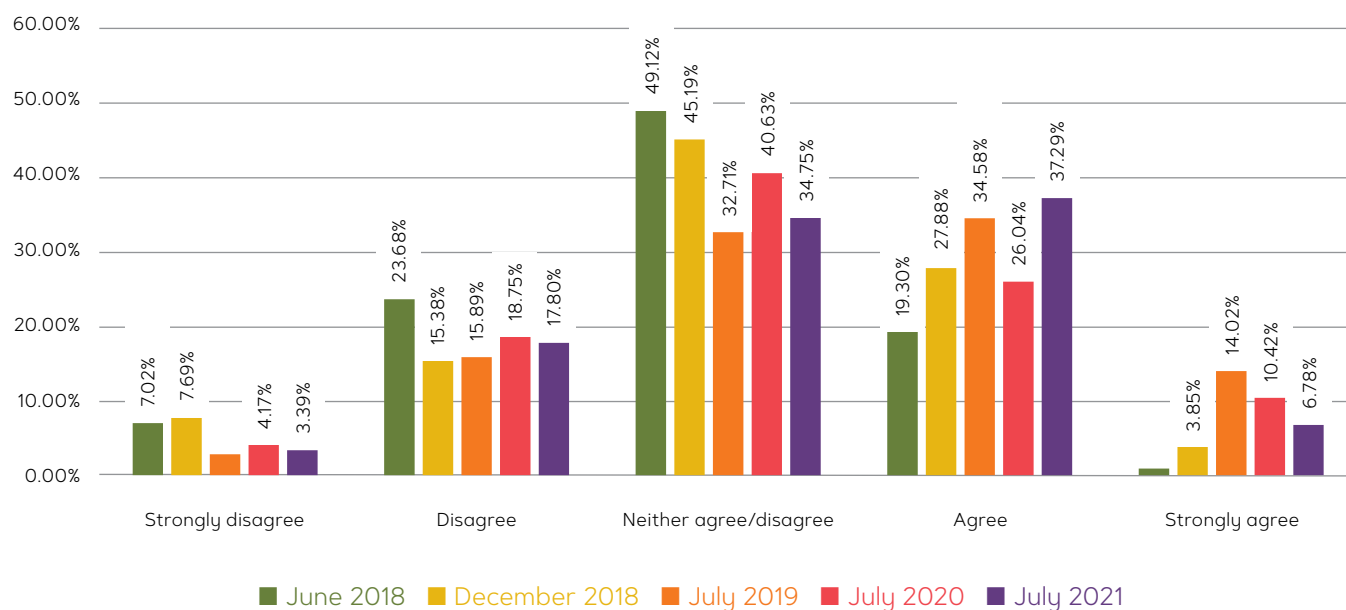




## Sense of community

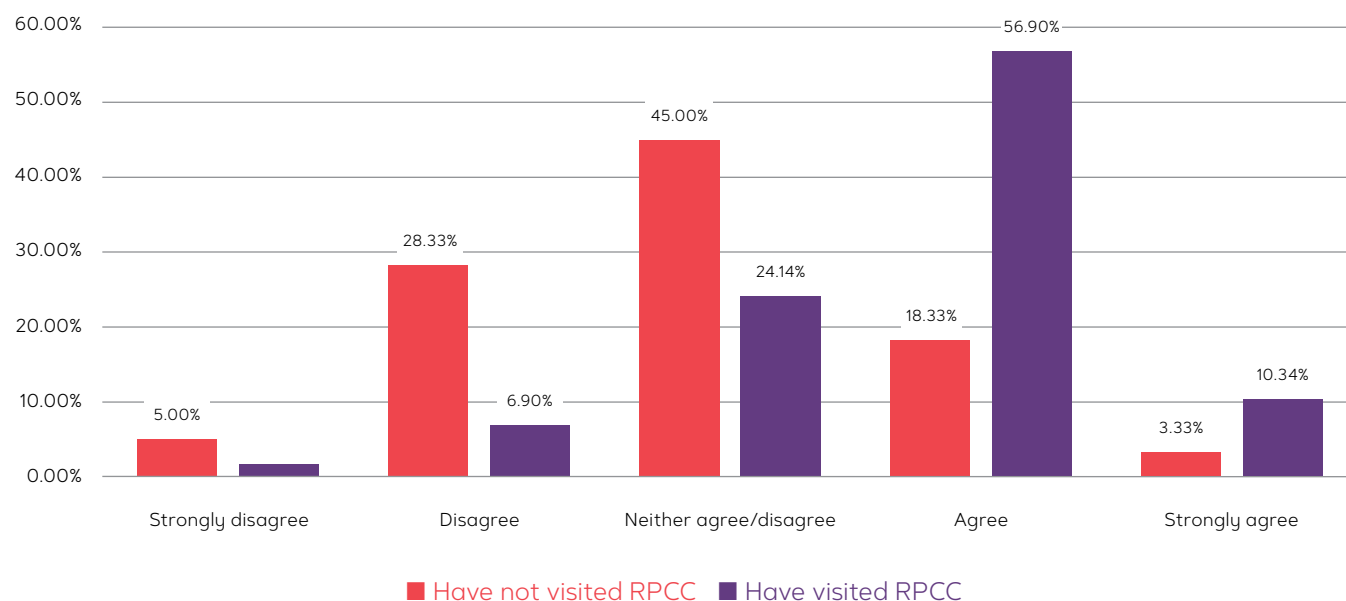
As a measure of community cohesion, community members were asked to indicate to what degree they agreed with the statement, 'There is a strong sense of community in my local area'. 44.07% of survey respondents 'agreed' or 'strongly agreed' that there is a strong sense of community in their local area. Whilst responses to this question have fluctuated somewhat survey-to-survey, this result also represents slightly (7.61%) more agreement than was previously indicated by community members who responded to the 24-month survey.

There is a strong sense of community in my local area.  
(Respondents: Jun '18 = 114, Dec '18 = 104, Jul '19 = 107, Jul '20 = 96, Jul '21 = 118)



As with respondents to the 12 and 24 month surveys, respondents to the 36-month survey who had visited the Community Centre were also more likely to feel that there was a strong sense of community in their local area.

There is a strong sense of community in my local area.  
(Have not visited RPCC = 60, Have visited RPCC = 58)



## Community strengths

As a measure of community capacity, cohesion and social capital, community members were asked to identify strengths of the Redbank Plains community. Response themes are presented in the table below, along with representative quotes.

Response results from the 36-month survey identified Redbank Plains' key strengths as including a sense of community, diversity in residents' cultures

and backgrounds, access especially to shops, essential services, outdoor sports and recreation spaces along with perceived benefits of living in a growing community and developing place.

Coupled with affordable housing these themes have repeatedly featured in the top responses across all five surveys. Over that time Redbank Plains' sense of community and diversity have most frequently been reported by respondents as community strengths.

Theme	Instances	Representative Quote
<b>Sense of community</b>	23	<i>"Friendly people, kind as a community"</i> <i>"Community minded people"</i> <i>"The community can band together when required"</i> <i>"There is a strong community spirit"</i>
<b>Value of diversity</b>	18	<i>"Being able to connect with people from different cultures and backgrounds"</i> <i>"Its growing multiculturalism makes it a vibrant and changing place to live"</i> <i>"Diversity of cultures and age groups"</i> <i>"Very diverse community with people from many different backgrounds"</i>
<b>Access to shops, services and facilities</b>	11	<i>"Lots of shops"</i> <i>"Great shopping centre at town square"</i> <i>"It has a Community Centre"</i> <i>"Good essential services for families"</i> <i>"Good access to necessities and shopping"</i> <i>"Lots of food options"</i>
<b>Growing community</b>	8	<i>"Growth"</i> <i>"A growing community"</i> <i>"New development in the area"</i> <i>"Public transport infrastructure and more planned"</i>
<b>Outdoors sports and recreation spaces</b>	5	<i>"The nature component, proximity to parks etc"</i> <i>"Lots of parks around"</i>
<b>Proximity to other urban centres</b>	5	<i>"Close to Ipswich Central and Springfield Central"</i> <i>"It sits comfortably between Greater Springfield and Ipswich and the right distance from Brisbane City"</i>
<b>Affordable housing</b>	4	<i>"Cheap housing"</i> <i>"Affordability"</i>
<b>Community groups, activities</b>	2	<i>"Neighbourhood watch"</i> <i>"Lots of local activities"</i>

## Community challenges

As a measure of community need, community members were asked to identify the key challenges facing the local community. Response themes are presented in the table below, along with demonstrative quotes.

The key challenges identified by respondents in the most recent round of research were: crime, pressures of rapid growth (including road traffic), upkeep

and safety of public areas, limited public transport, racism, interpersonal conflict, and support for young people. Compared with previous survey results, there was substantially more feedback about the pressures of rapid growth that included issues related to road traffic and, as previous participant cohorts had expressed, inter-related concerns around local safety and the upkeep of public areas. On the other hand, unlike responses to the 24-month survey, there was less feedback at 36-months about challenges related to the COVID-19 pandemic.

Theme	Instances	Representative Quote
Crime	24	<i>"Police accessibility", "Extra police presence needed", "A lot of petty crimes", "Car theft and break ins", "Vandalism, stealing".</i>
Pressure of rapid growth	14	<i>"More houses more population", "Lack of proper infrastructure to keep up with developments", "Over development", "Density", "It's rapid growth and changing cultural demographics present both practical infrastructure and socio-cultural problems".</i>
Upkeep of public areas	12	<i>"Lots of rubbish from people littering", "Littering, weeds everywhere! But council seems to have improved a lot over last month or so. Not sure if it's temporary", "Misuse of parks or the delayed mowing of parks", "Public parks/walkways not being mowed", "The park on the corner of ... School Road and Cashmere Street is disgraceful and needs to be improved".</i>
Limited public transport	11	<i>"Public transport accessibility and regularity of better time schedules", "Public transport is disgraceful. Lack of connection to train lines and Ipswich City", "Public transport nonexistent, buses not on time!", "Bus service ineffective and not enough buses running".</i>
Racism	10	<i>"The community does not communicate much to a migrant like me who comes from a non-English speaking background.", "There is still a perception of racism in this community...giving others cold shoulder when they look a bit different...".</i>
Safety	10	<i>"High unmowed grass on public footpaths, affecting walking and visibility when driving and turning corners", "Traffic speeding down side streets to avoid traffic lights", "Poor main road quality", "Lack of street lighting near Edens Crossing", "Neglect of streets including pot holes", "Some areas need lighting".</i>
Interpersonal conflict	9	<i>"Inter racial disputes", "Disconnectedness between different cultural groups".</i>
Road traffic	9	<i>"Traffic issues", "Needs more traffic control", "Have you seen the traffic trying to get onto School Road during peak periods coming from Ipswich way. It can take several rounds of the lights changing to get onto that road", "Getting out of the area via Centenary or thru Goodna is a joke, it can take me 30 minutes some days to get to the Logan Motorway", "Cars everywhere and these streets are way too small!", "Update the older roads ... before building more houses"</i>
Support for young people	8	<i>"Lack of youth engagement. Parks are good and libraries are great but they seem to lack entertainment", "Increase in troubled youth", "Not enough for youth to do", "At-risk youth".</i>
Financial pressures	7	<i>"Rent", "Less employment opportunities", "Unemployment".</i>
Access to support services and social infrastructure	6	<i>"Not enough playgrounds for kids", "Hospitals are too far away", "Lack of quality highschools for volume of kids", "Not enough social services to bring different peoples together", "Lack of information accessible regarding things like healthcare, recycling, education and mental health", "Access to mental health services that are provided locally".</i>



Theme	Instances	Representative Quote
Odour pollution	6	"The smell from the industrial estate", "The fertiliser smell the comes from the wood mulching company", "Have to close all the windows because of the horrid smell", "The smell!!! The incinerator!!", "Putrid odour from the Swanbank tip".
Hooning	6	"Dirtbike racing", "Hoons on our roads", "Kids riding their motorcycles on the roads and running red lights", "Hoons along School Road area".
Awareness of the Redbank Plains Community Centre	3	"The Community Centre is not located in the bus route and is isolated from a great proportion of the community. The community also doesn't know that it exists.", "Not many people are aware of the RPCC use".
Noise pollution	3	"Noisy music from residences", "Loud neighbours".
Drug use	2	"Drug use", "Drug related issues".
Animals loose	2	"Dogs roaming the streets", "Cats loose in neighbourhood constantly entering other yards".



During the focus group session there was some discussion that this study was in its final phase. Whilst there was recognition for how this research has to date been used to inform initiatives aligned with community need e.g. Centre programming (such as a volunteer led women's walking group introduced in response to community safety concerns) participants also expressed frustration with the pace at which feedback was acted on and that local issues were addressed.

From the group's review of the survey results around local challenges participants suggested the development of a matrix that cross matches identified local challenges with key stakeholders important to potential advocacy initiatives, and advancement towards collective local area

solutions. The group discussed key stakeholders as likely to include different levels of government (local, state and federal) and authoritative agencies in particular sectors.

Throughout this study, different respondent cohorts have consistently identified crime, limited public transport, financial pressures, racism and pressures of rapid growth amongst the top five local community challenges. Population estimates suggest that in the ten years 2011 to 2020, on average 1,024 new residents (or dependent on year, between 762 and 1,450 new residents) have moved into the suburb each year (.id profile, 2021). Crime and limited public transport have been most reported as local concerns that the following data places in further context.



## Crime

Discussion in the most recent focus group session elaborated on survey results and conveyed a perceived disparity between the suburb's population size (estimated at 24,166 residents at 30 June 2020, .id profile, 2021) and local access to particular services or quick response mechanisms. In particular, access to a dedicated police station was suggested to be disproportionately lacking in the local area.

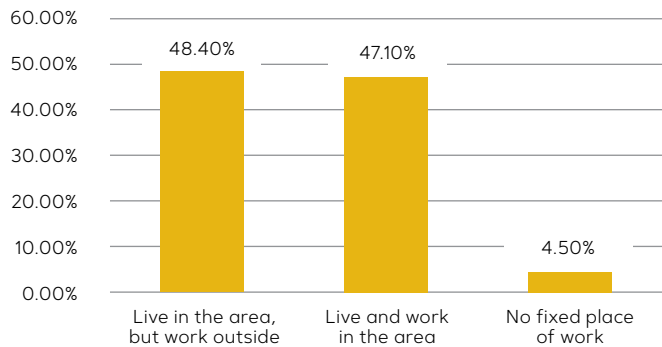
Queensland Police Service data indicates that the total rate of reported offences for the 2020–2021 financial year was higher in Redbank Plains compared with the Ipswich local government area and Queensland (respectively total rates of 9,740, 9,690 and 9,154 per 100,000 persons). In Redbank Plains, of the total rate of reported offences, offences against 'person' and 'property' were higher, whilst 'other' offences were lower, than Ipswich and Queensland (QGSO 2021).

## Public transport and employment

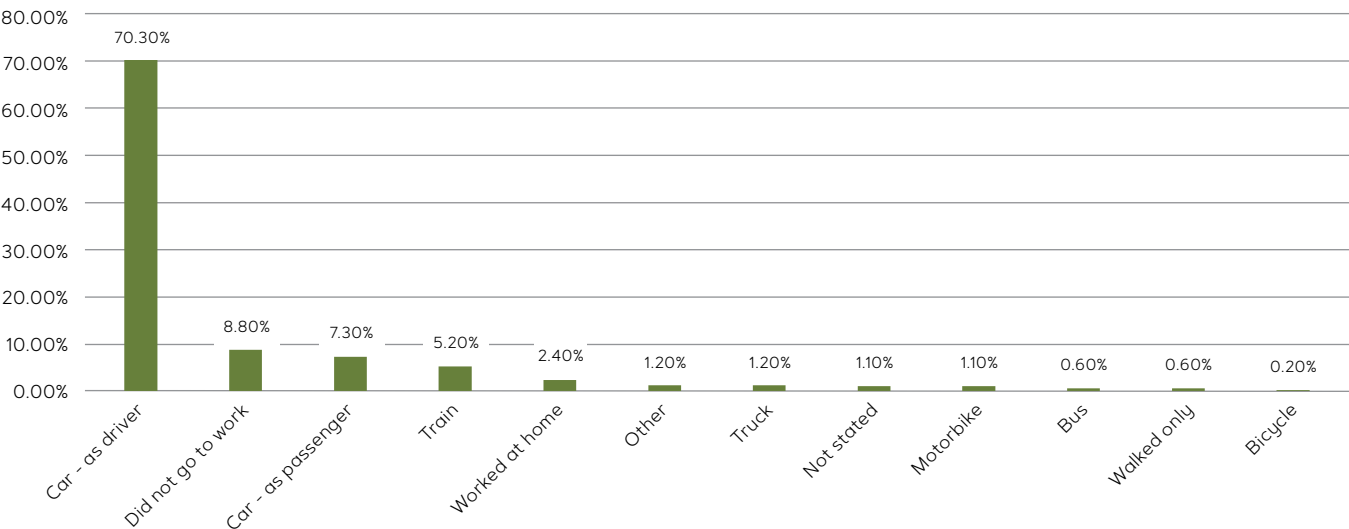
Of all working residents in the Ipswich local government area 48.4% work outside the city, with the majority of these people commuting to Brisbane.

Most (70.3%) working residents of Redbank Plains travel by car as a driver to get to work, while just 0.6% and 5.2% respectively catch a bus or train to work.

Employment location of Ipswich resident workers  
(Source: ABS, 2016, via .id profile, 2021)



Method of travel to work for employed residents of Redbank Plains  
(Source: ABS, 2016, via .id profile, 2021)



Recent focus group participants described public transport limitations as a compounding challenge for 1. connecting residents with transport interchange stations and employment outside Redbank Plains, and 2. accessing services. In this way participants made the point that the suburb may at times be experienced as ‘geographically far’ or isolated, and especially on occasions when support was sought in crisis situations (for instance those related to mental health and homelessness). On this point Centre management qualified there had been an increase in crisis support presentations at the Centre in the latter part of this report period.

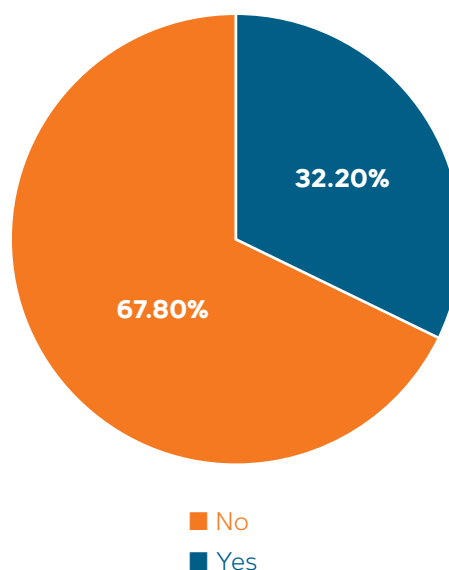


## Challenges accessing services

As with previous survey rounds, respondents were asked, 'Have you experienced any problems accessing services or supports in the last 12-months?'. Responses to this question suggest access challenges have increased over the past two years. For instance, 18.69% of respondents indicated 'yes' in 2019, 23.96% in 2020 and 32.20% in 2021. Whilst COVID-19 related access challenges were identified at 24-months, there was less indication of this from survey respondents at 36-months. Key access challenges in the current period included:

- health services (e.g. GPs, medical centres) (13)
- dental services (6)
- mental health services (5)
- hospitals, ambulance (3)
- specialist services (3)
- legal support
- referrals to community services
- youth services.

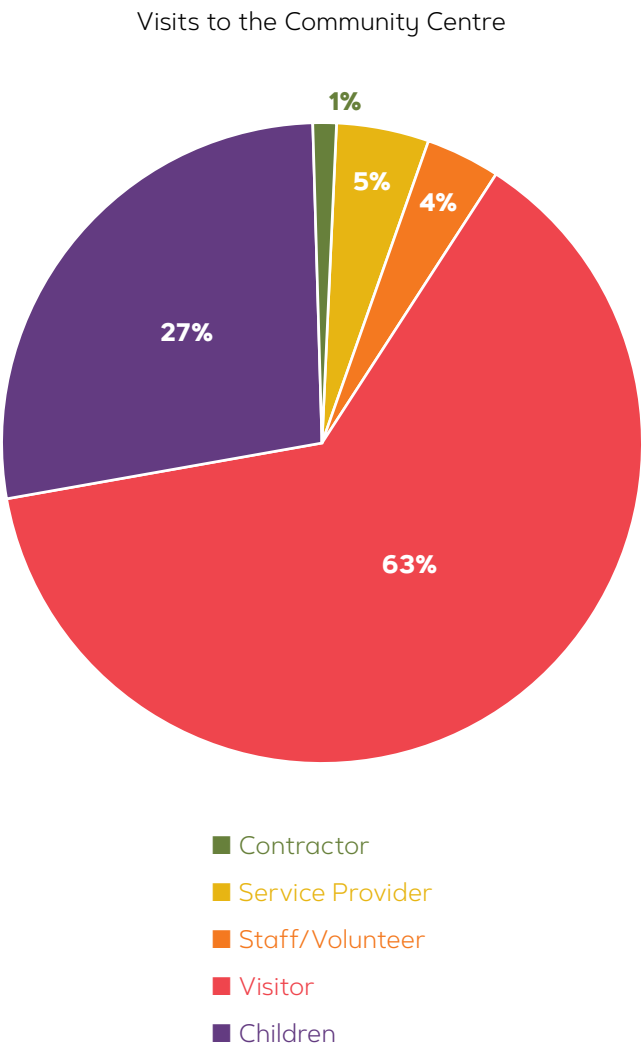
Challenges accessing services  
(Respondents = 118)



# ENGAGEMENT WITH THE COMMUNITY CENTRE

The following section examines Community Centre records regarding community members’ engagement with the Community Centre, and includes feedback on patronage, along with community and individual benefits from survey respondents.

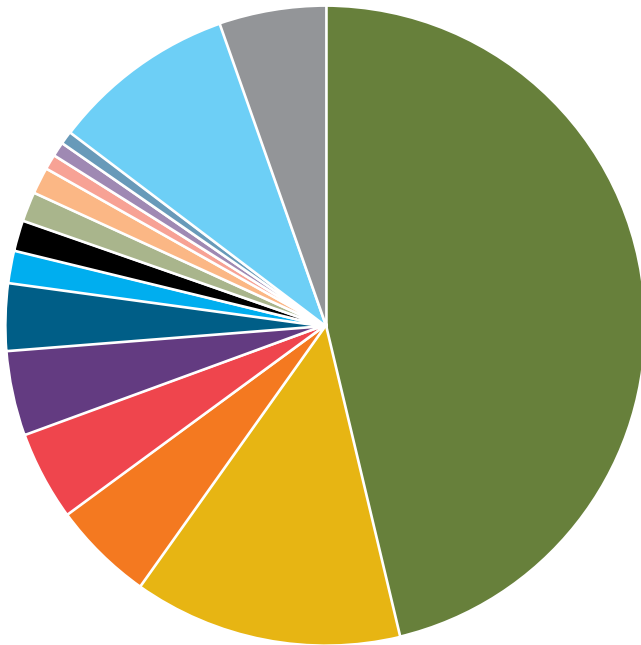
Between July 2020 and June 2021, there were 7,597 visits to the Community Centre, collected via electronic registration at the welcome desk (note that this includes return visits by individuals). Of these visits, 27% were visiting children.



The majority of visitors to the Community Centre were from Australia, New Zealand, Samoa, DR Congo, South Sudan, India, Sudan, Myanmar, Philippines and the United Kingdom.

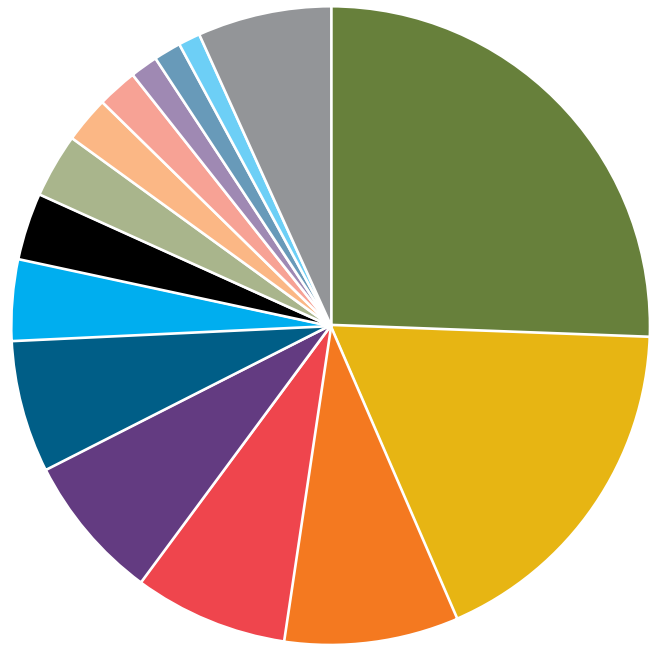
Many visitors came to the Community Centre to access the Midwifery Clinic (25.59%), community meetings (17.94%), Youth Hub (8.82%), Volunteering (7.78%) and Project Nourish (7.42%).

Country of origin



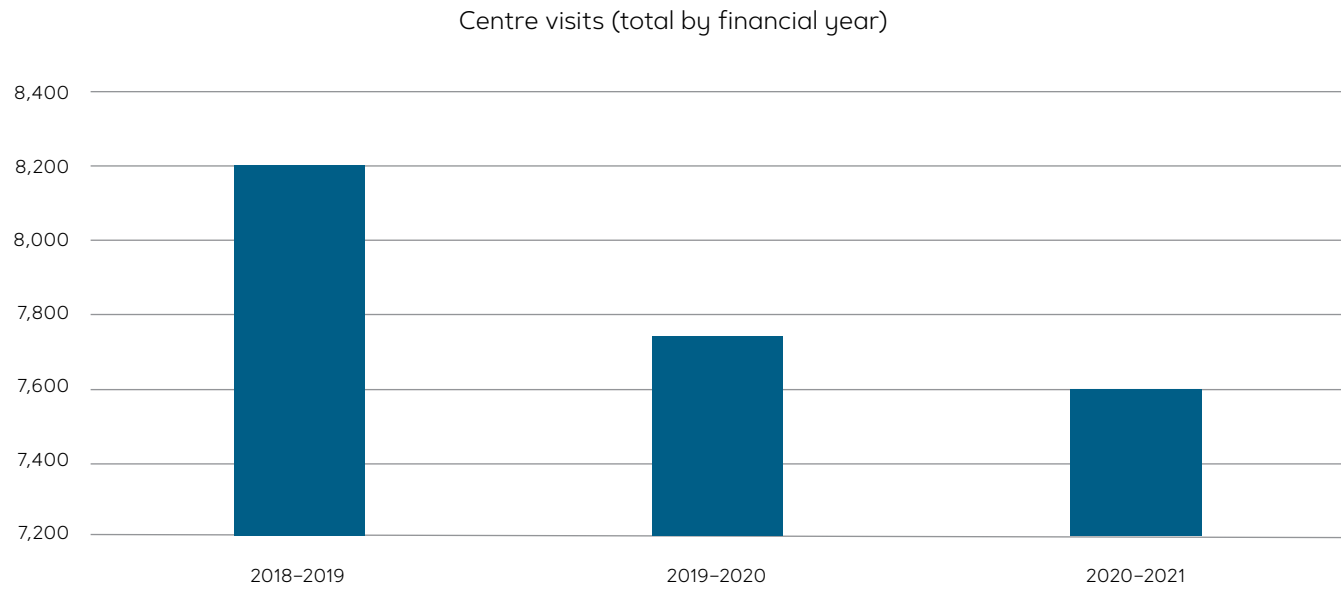
- Australia (46.28%)
- New Zealand (13.55%)
- Samoa (5.12%)
- Democratic Republic of Congo (4.52%)
- South Sudan (4.30%)
- India (3.35%)
- Sudan (1.63%)
- Myanmar (1.55%)
- Philippines (1.50%)
- United Kingdom (1.35%)
- Vietnam (0.77%)
- Sierra Leone (0.73%)
- Tanzania (0.69%)
- Other (9.35%)
- Undisclosed / not provided (5.33%)

Reason for visit

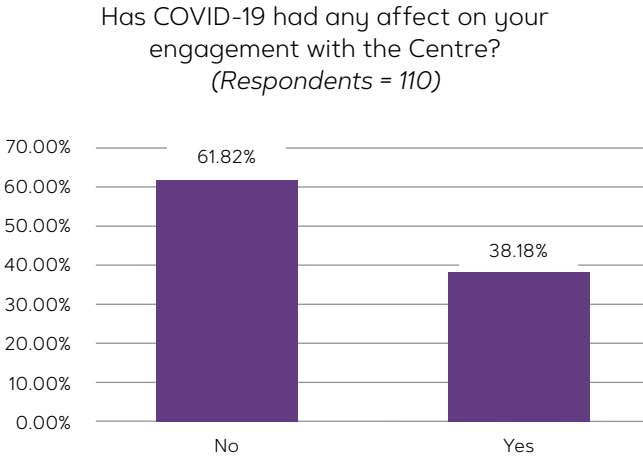


- Midwifery Clinic (25.59%)
- Meeting (17.94%)
- Youth Hub (8.82%)
- Volunteering (7.78%)
- Project Nourish (7.42%)
- DES - Family Services Australia (6.71%)
- PCYC - Braking the Cycle (4.08%)
- Community Morning Tea (3.39%)
- Training (3.24%)
- yourtown (2.35%)
- 3A Playgroup (2.04%)
- English FutureFIT (1.40%)
- Financial Counselling (1.39%)
- St Vincent de Paul QLD - SETS (1.11%)
- Other (6.73%)

Since opening in 2018, 23,589 visitations have been recorded at the Centre. Comparison of visitations between financial years indicates there were 465 less visitations recorded at the Community Centre between 2018-2019 (8,204 total visits) and 2019-2020 (7,739 total visits), and 142 less visitations on the previous year in 2020-2021 (7,597 total visits).



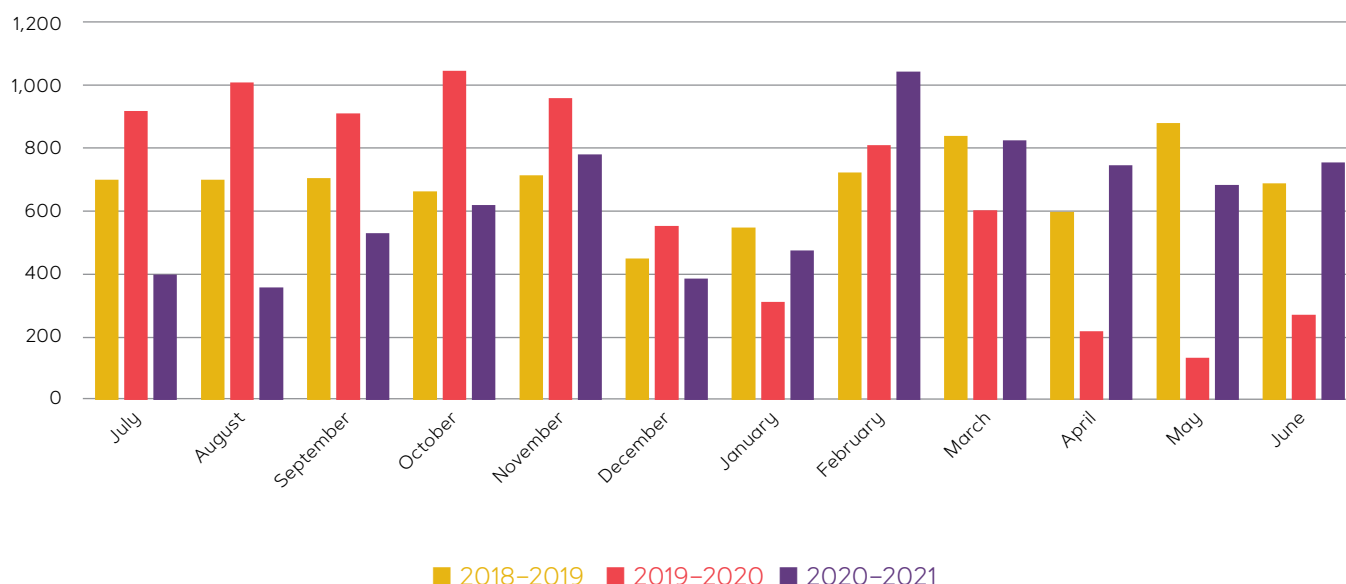
Whilst a reduction in visitations attributable to COVID-19 related public safety restrictions and social distancing practices could be expected, there was comparatively less overall decline in 2020-2021 despite operating in a full 12-months of the pandemic. Comparatively the last four-months of the previous financial year coincided with the start of the pandemic. Similarly, a smaller proportion of survey respondents indicated their engagement with the Community Centre had been affected by the COVID-19 pandemic in this reporting period (38%) than in the previous (56%).



- "Scheduled program has needed to be postponed due to COVID."
- "Not being able to access when closed."
- "Keep missing friendships made."
- "I like to stay home and not associate with people in confined places. The walking group is awesome."
- "I go nowhere unless I absolutely must."

Despite intermittent closures in 2021 (January, March and June) monthly visits at the Centre began to reflect pre-pandemic trends in the last half of the 2020–21 financial year.

Centre visits (monthly trends by financial year)



As Queensland’s peak body for neighbourhood and community centres report, [Community] Centres could not operate at the capacity they do without volunteers from the local community contributing their time to assist others. During the 2020–2021 financial year a dedicated team of Redbank Plains Community Centre Volunteers provided approximately **3,800 or \$163,362** in volunteer hours to the community (QFCA 2020). Additionally, survey respondents across the three years of this study have consistently drawn attention to qualitative aspects of service delivery provided by Centre staff and volunteers, that was again relayed in responses to the 36-month survey:

*“The staff at the Centre are friendly; welcoming and easy to get to know. They are amazing”*

*“Brilliant, dedicated, knowledgeable and supportive Manager. Wonderful and helpful staff, excellent warm atmosphere”*

*“The staff are such beautiful people with amazing sense of humour”*

*“The centre has an amazing team of lovely volunteers always ready and help and give their time.”*

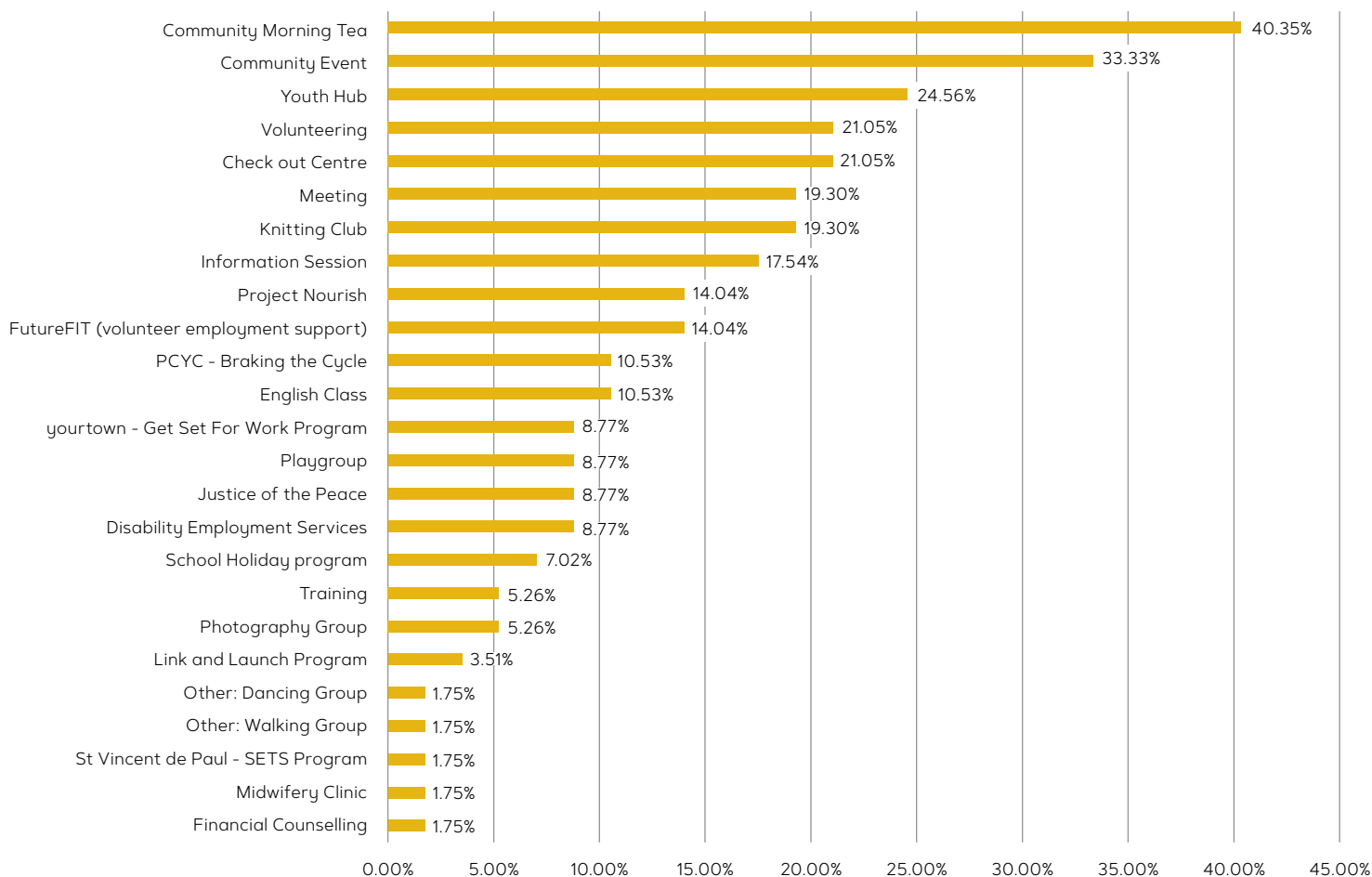
Further to providing a calendar of activities, programs and services, along with bookable meeting spaces, during the 2020–2021 financial year the Centre also facilitated the supply of **838 food hampers** to the local community with Project Nourish partner; OzHarvest Queensland.



## Engagement by respondents in Community Centre programs

Survey respondents who had visited the Community Centre were asked to indicate what programs they had taken part in at the Centre. Many respondents had taken part in community morning teas (40.35%), and community events (33.33%), Youth Hub (24.56%), and volunteering (21.05%), or came to the Centre to 'check it out' (21.05%) and attend meetings (19.30%).

What programs and activities have you taken part in at the Community Centre?  
(Respondents = 57, note multiple response option)



**Community Morning Tea:** back by popular demand, morning teas recommenced at the Centre, COVID-19 restrictions permitting, during the report period. Every Tuesday morning, members of the community are invited to use the Community Centre space to share morning tea and engage in conversation.

**Community Events:** community events are hosted by Redbank Plains Community Centre and external groups and organisations. In the 2020-2021 financial year events have included:

- Outdoor movie night
- Intercultural and intergenerational women's forum
- Acting workshop
- School's Out event
- Mayor's visit
- Yourtown Get Set for Work graduation event.

**Youth Hub:** for ages 12-21 years, from multicultural background and their friends. Support with homework, job readiness, referrals to others services, job search. Come down for some fun activities such as table tennis, cooking, sports, board games, video games, music, and dancing. Programs such as Skill Up, Balance Project, Link & Launch.

**Project Nourish:** food relief program in partnership with OzHarvest.

**FutureFIT Program:** Fostering Independence Together – Volunteer led program supporting Ipswich

community members in building their capacity to write resumes, cover letters, computer literacy, job search, job readiness and English. Book through Centre reception.

**PCYC Braking the Cycle:** volunteer driver mentoring program for youth and former migrants/refugees. For learner drivers who don't have access to a car or someone to assist to reach their 100 hours.

**Conversational English Class:** facilitated by volunteers with Support links. Drop in English group that supports all levels of English.

**yourtown Get Set For Work:** Get Set for Work aims to provide young people aged 15-19 years with nationally recognised training, combined with integrated learning support measures and foundation skills, that will enable them to successfully transition to employment and/or further education and training.

**West Moreton Health Antenatal Clinics:** appointments made by Ipswich Hospital.

**UnitingCare Financial Counselling:** by UnitingCare Community to get support in making a budget, debt support, advocacy, and financial guidance.

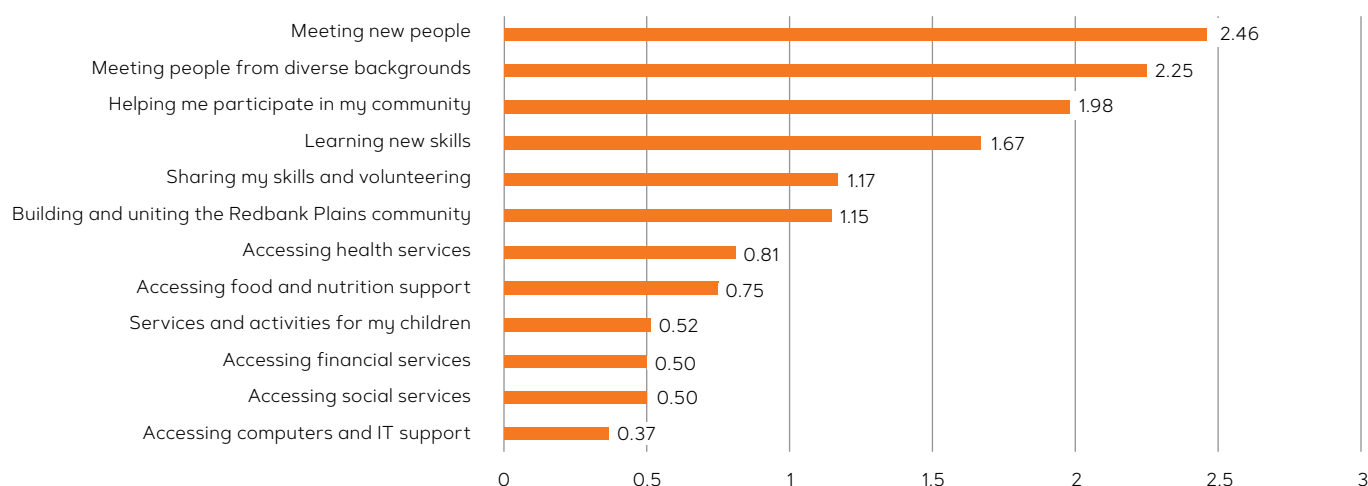
**St Vincent de Paul SETS Program:** case management drop-in for former refugee and migrants living in Australia their first five years. Support with settlement, housing, advocacy, form-filling, family and relationships, etc.



## Most important aspects of the Community Centre

As a way of tracking Community Centre contribution to community capacity, cohesion, and meeting community need, survey respondents who had visited the Community Centre were asked to select the top five most important aspects of the Community Centre. The full set of responses are reflected in the graph below, with scores presented as an average response out of five.

What are the five most important aspects of the Community Centre for you?  
(Respondents = 52, average score out of 5 for each aspect)



The below themes and quotes elaborate further on what respondents selected as most important to them about the Community Centre. These results are generally consistent with previous surveys that at other times have also identified 'services and activities for my children' amongst respondents' top five most important aspects.

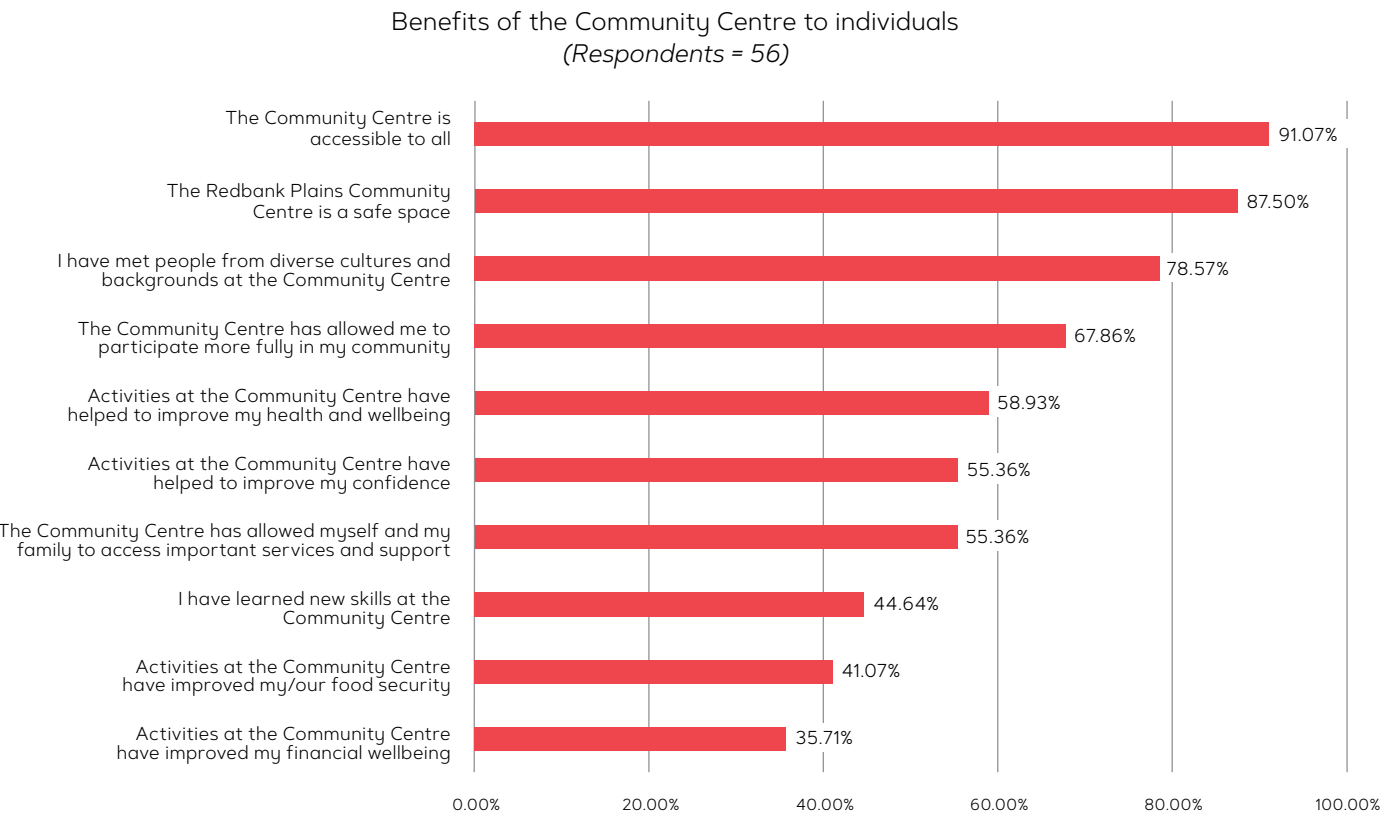
Theme	Representative Quote
Meeting new people	"Best place to meet new friends" "Staff and volunteers are approachable, warm welcoming newcomers"
Meeting people from diverse backgrounds	"A great meeting place for various multicultural groups in a formal or informal way" "Great community meeting place, keep up the good work"
Helping me participate in my community	"Offers food and financial counselling, a women's walking group" "Enjoy attending, great people"
Learning new skills	"Good programs and is available to the community"
Sharing my skills and volunteering	"The ability to support the community"
Building and uniting the Redbank Plains community	"Coming up together and connecting to each other" "Supportive of each other, willing to help, friendly and welcoming" "Inclusive and non-judgemental services"

# Benefits of the Community Centre to individuals

As a way of measuring the ways in which the Community Centre is meeting community need, respondents who had visited the Community Centre were asked to reflect on a series of statements regarding possible benefits. Top responses included:

- 91.07% of people felt that the Community Centre is accessible to all
- 87.50% of people felt the Redbank Plains Community Centre is a safe space
- 78.57% of people responded that they had met people from diverse cultures and backgrounds at the Community Centre
- 67.86% of people felt that the Community Centre had allowed them to participate more fully in the community.

Although priority order has changed between respondent groups, the above top five benefits have remained consistent across the three years of this study. Overall, survey respondents who visited the Centre since it opened report it to be a safe and generally accessible space, where they have met people from diverse cultures and backgrounds, been enabled to participate more fully in the community and that many report has helped improve their health and wellbeing.



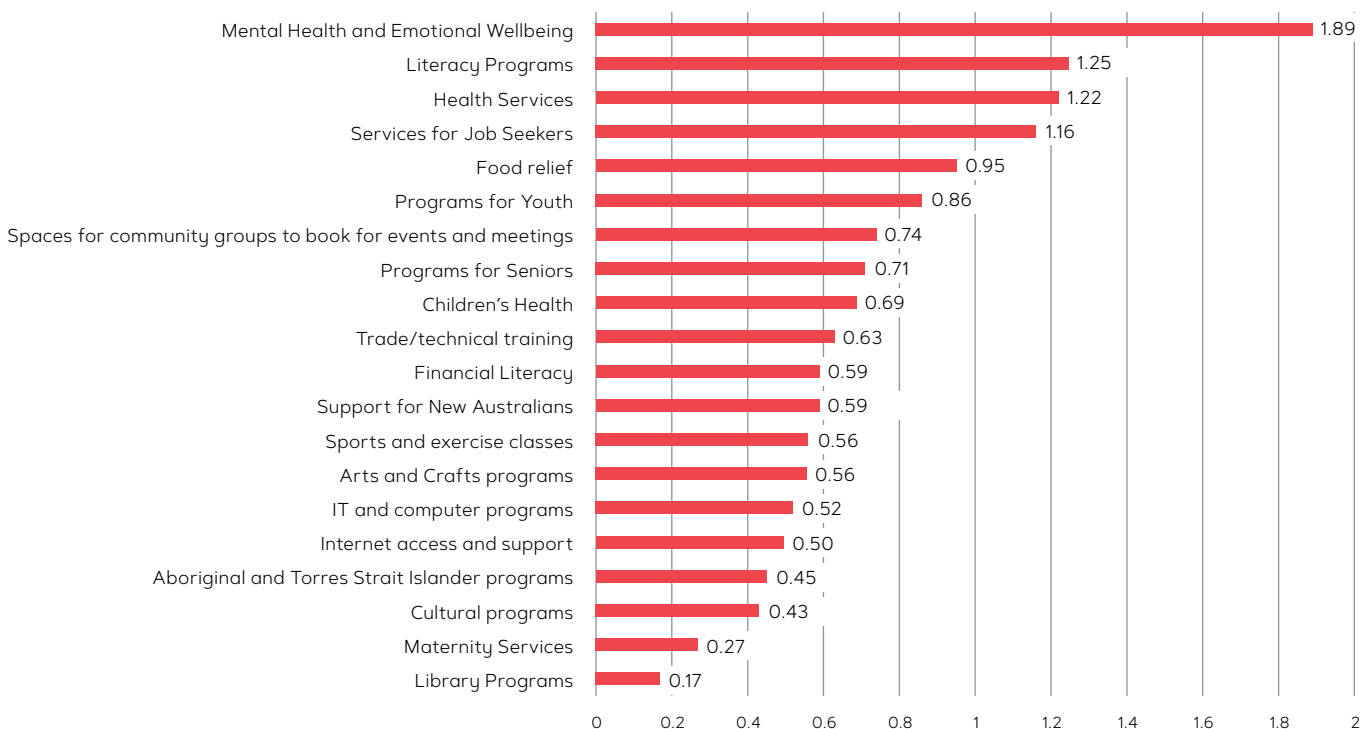
## Community Centre programs and community need

As a measure of community need, and community aspirations for the Community Centre, all survey respondents, whether they had visited the Centre or not, were asked to rank those programs and services that they felt were most important for the Community Centre to offer. These are reflected in the graph below, with scores presented as an average response out of five.

Consistent with previous rounds of research, the most important programs/or services for the Community Centre to make available to the local community were identified as:

- **Mental Health and Emotional Wellbeing** – To address this need the Community Centre has been in touch with services to explore mental health support services to be delivered from the centre. The Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) currently uses the space to conduct their appointments on an ad hoc basis.
- **Literacy Programs** – Serving this need, FutureF.I.T 'Fostering Independence Together' provides free English classes to members of the community in partnership with Supportlinks. The classes are facilitated by volunteers. The Community Centre also refers individuals to the Ipswich Community Hubs English classes.
- **Health Services** – In recognition of a need for health services, West Moreton Health Antenatal Clinics and Liaison Midwives deliver antenatal care to pregnant mothers at the Community Centre. These appointments are arranged through Ipswich Hospital. The clinics are run three times a week for the general, Pasifika and CALD populations.
- **Services for Job Seekers** – In response to this need the Community Centre hosts the FutureF.I.T 'Fostering Independence Together' program every Friday. This program includes resume writing and job application support. The sessions are facilitated by Community Centre volunteers and staff.
- **Food relief** – Addressing this need, a weekly food relief program 'Project Nourish' assists an average of 17 families each week. The Centre provided 838 hampers to the community in this reporting period.
- **Programs for Youth** – Responding to this need through the Youth Hubs programs delivered by Multicultural Australia during the school term both onsite as well as outreach at Redbank Plains State High School on a weekly basis.

Which of these programs/services are most important for the Community Centre to offer?  
(Respondents = 103, average score out of 5 for each program/service)





## Suggestions for activities

Over the three years of this study, survey respondents and focus group participants have regularly been invited to make suggestions to help guide the Centre's work. Over time suggestions for more and new activities and initiatives at the Community Centre have generally covered three themes; programming, raising awareness about and access to the Community Centre. Suggestions from the 36-month feedback round included:

### Programming

- A community garden and market
- Centrelink Liaison Officer
- Men's programs (e.g. Men's Shed)
- Women's programs
- Seniors space and variety of activities
- Youth programs and voice represented in Centre planning
- Employment prospect improvement programs (e.g. drivers licence program, connections with local employers)
- Transport support program
- Activities for school-age children
- Tree planting program
- Crisis counselling, emergency support, relief funding
- Trauma and mental health support groups
- More activities for a greater diversity of cultural groups

- Annual festival that celebrates a local landmark in consultation with Indigenous Elders
- General awareness, skills and interest programs (e.g. safety, English classes, music, dance, tai chi, mindfulness, arts and crafts)
- Weekend activities.

### Awareness

- Raise the profile and community awareness of the Centre
- Increase advertising (e.g. an electronic 'what's on' sign at the front of Centre)
- More readily available information about the Centre (e.g. leaflets at shopping centres).

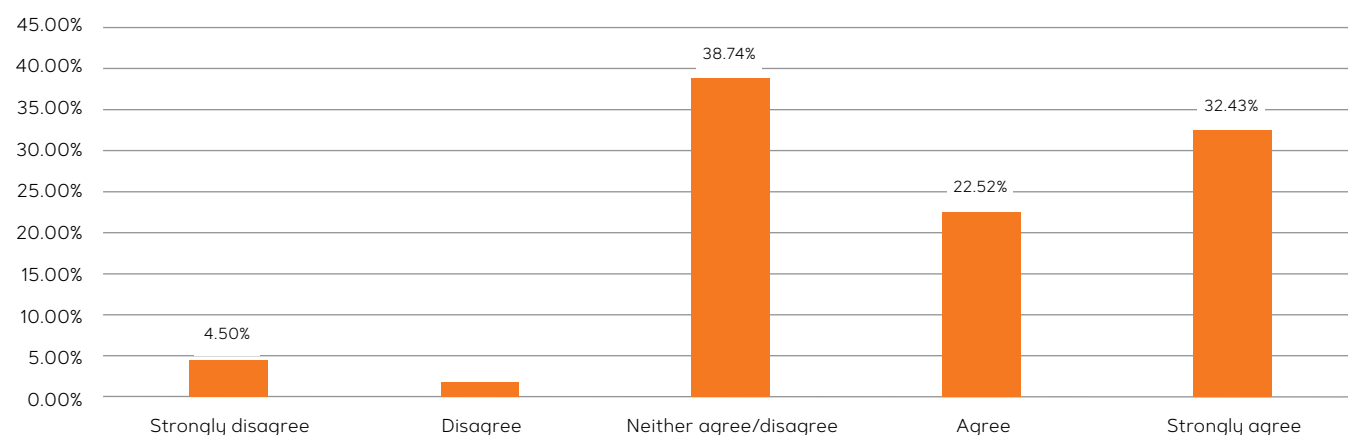
### Access

- More space e.g. for large community functions, storage, parking
- Footpath
- Connectivity with public transport routes
- Easy-to-find/follow booking information and process.

## Impacts of the Centre in the local community

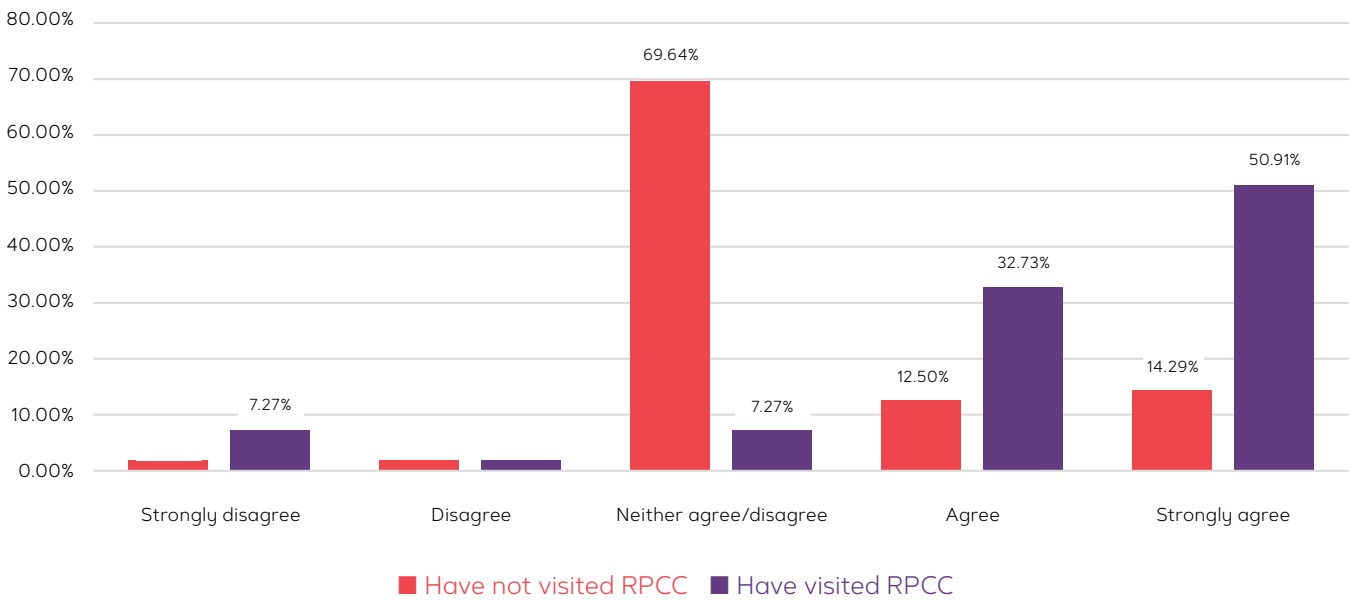
As a way to synthesise results across multiple research rounds all 36-month survey respondents were asked to provide an indication of the Centre's impact in the local community since it had opened. Overall, 55% of respondents indicated they 'agreed/strongly agreed' that the Centre has had a positive impact in the local community.

The Redbank Plains Community Centre has had a positive impact in the local community since it opened.  
(Respondents = 111)



Deeper analysis of responses between those who had and had not visited the Centre revealed distinct differences in their ratings and the reasons behind them.

The Redbank Plains Community Centre has had a positive impact in the local community since it opened.  
(Have not visited RPCC = 56, Have visited RPCC = 55)



For instance, a minority (26.79%) of **non-visitors** ‘agreed/strongly agreed’ the Centre had positively impacted the community. One respondent described the Centre as *“A place that brings the community together through a variety of programs”*, whilst another explained *“I think the Community Centre offers great services. I think it’s great that there’s a place to go within the community to access these services as well as offering support. It’s also a place to meet people and create friendships. Even though I’ve never actually been there myself yet, I feel supported knowing that it’s there if I ever need to”*.

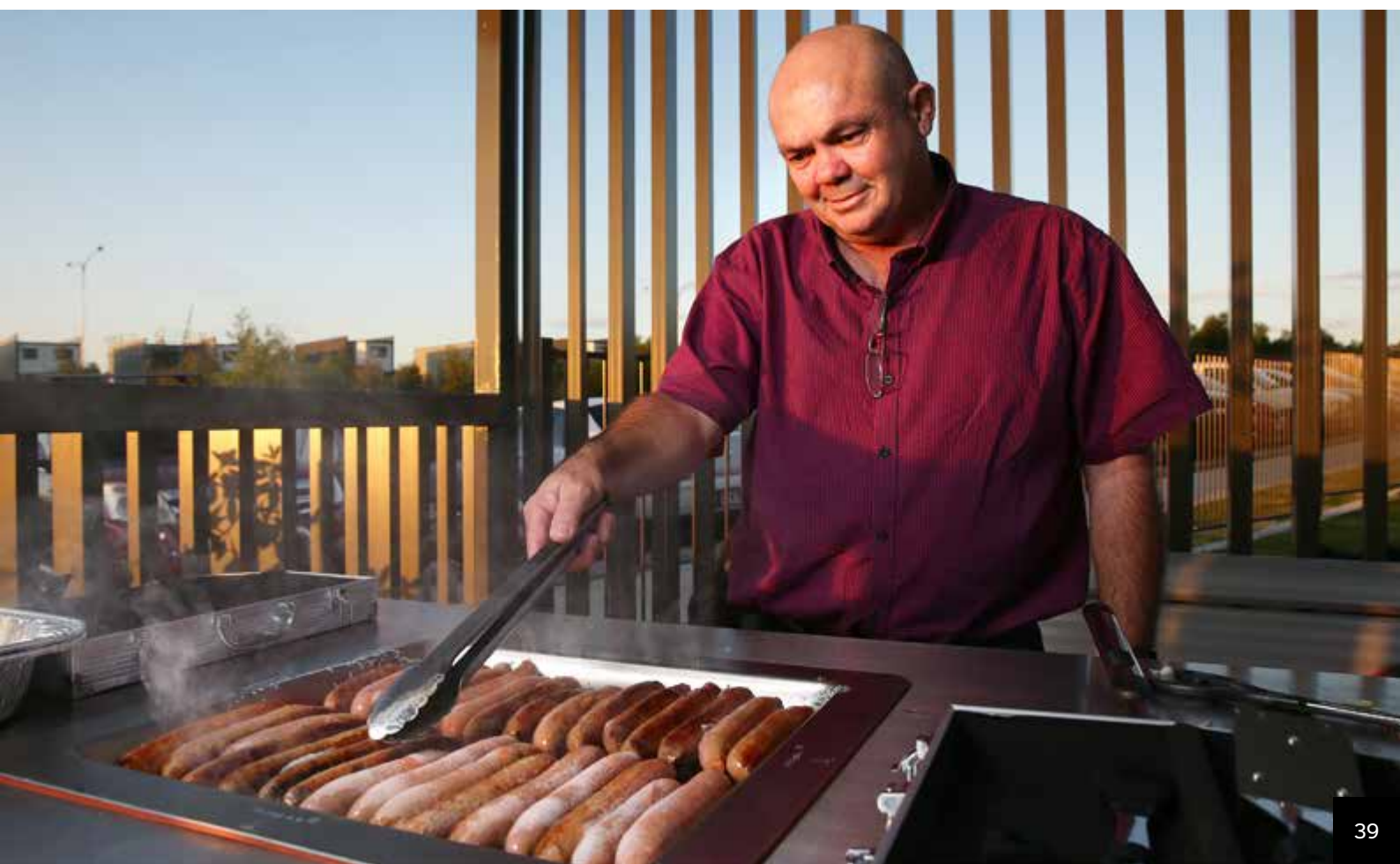
On the other hand, more than two-thirds (69.4%) of non-visitors indicated they ‘neither agreed/ disagreed’ that the Centre has had a positive impact. Reasons provided by respondents for this rating suggested that general awareness about the Centre was low; *“I don’t know much about the Centre”*, *“Wasn’t aware we had one”*, *“I don’t know enough about it to hold an opinion”*, *“Aware of the Community Centre, but not aware of the activities”*.

Across both visitors and non-visitors to the Centre, other reasons for ‘neither agree/disagree’ responses included being *“new to the area”* or located *“too far away”*.

Conversely, the majority (83.64%) of **visitors** to the Centre ‘agreed/strongly agreed’ that the Centre has had a positive local impact since opening. For these respondents the Centre has played an important role in providing opportunities to engage in individual pursuits and realise their goals. More generally, the Centre was seen to have contributed to the local community by establishing a place of social connection and support, responsive to community needs. Focus group participants validated these results with examples of their own and elaborated further that the Centre was seen as ideally placed and had at times facilitated solution on particular gaps in local knowledge or in support of addressing local concerns.

Taken together the following table provides representative quotes of visitors responses and focus group discussion themes, mapped to impact domains that have been tracked throughout this study.

Theme	Representative Quote	Impact
<b>A place of "community connection"</b>	<i>"Connectivity"</i> <i>"I have seen a wide range of people come together in friendship and caring"</i> <i>"It's a great place to meet people in our community and the services they have for all ages"</i> <i>"It has helped different cultures to come together"</i> <i>"A place where networking happens and friendships are made"</i> <i>"Offers some a reason to get out of the house"</i>	Social cohesion and social capital
<b>"Opportunities" for achievement</b>	<i>"I attend English classes that help me speak better"</i> <i>"I can volunteer during my free time"</i> <i>"Provides learning opportunities"</i>	Community capacity
<b>Responsive to "community needs"</b>	<i>"All the services that are available here are relevant to community needs"</i> <i>"The centre supports a lot of people within the area through programs run from the centre"</i> <i>"Lots of people get helped from the community programs"</i> <i>"A refuge and lifesaver for many"</i> <i>"Provides food relief"</i> <i>"Raised mental health and wellbeing"</i>	Community needs: health, nutrition and wellbeing
<b>Facilitates local solutions</b>	<i>"Listens to local concerns"</i> <i>"Awareness raising about what is or is not available locally [e.g. ABS engagement with [cultural group] about Census participation]"</i>	Place-based community development



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## CONCLUSIONS

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The purpose of this study has been to understand the needs of the Redbank Plains community, to support work being done by the Redbank Plains Community Centre, and to assess the impact of the Centre in the Redbank Plains community. Conducted as a multi-year study the conclusions presented in this final report are informed by different cohorts of residents and visitors to the Centre since it opened in 2018. The study has throughout reporting instalments incorporated some secondary data to add further context to the feedback provided by survey respondents and focus group participants.

Any reading of the rich local insights presented in these reports, should also consider the limitations of this study. In particular the number of survey responses garnered and that the voices of some groups, namely children and young people, are underrepresented in the findings. Whilst there has been diversity in the feedback received, conclusions have been drawn from feedback that there was most agreement on by respondents and participants. Additionally, the extent of the COVID-19 pandemic's influence on survey responses and overall results is unclear.

What has been made clear, and expressed with pride by respondents and participants, is that the Redbank Plains community has a great number of strengths. Redbank Plains' sense of community and diversity in residents' backgrounds and cultures, have been repeatedly drawn attention to as key strengths of the local area. Additionally, the area's access to shops, services and facilities, outdoor sports and recreation spaces, affordable housing and that the community has been growing, have consistently been called out as key local strengths.

### Community needs and the Centre's work

On the other side of local strengths by way of access to shops, services and facilities, respondents and participants also suggested an increase in problems over time with access to particular services that have included health, dental, mental health, police, Centrelink and employment support services.

So too, crime and limited public transport have been most reported by respondents and participants as persistent local challenges. Like these, other local challenges identified by respondents and participants throughout this study, such as financial pressures, racism, and the pressures of rapid growth have informed the Redbank Plains Community Centre from the outset and in continuously aligning operations and service delivery with community needs.

The most important programs and services consistently identified by both visitors and non-visitors for the Centre to offer the local community are reflected in the Centre's calendar of activities and include mental health and wellbeing programs, health services, services for job seekers, literacy programs, food relief and programs for youth.

### Impact of the Centre in the Community

As a relative newcomer, the Centre's social impact in the local community is of particular interest to this study and has been tracked since it opened in 2018. On the evidence provided by community members who have visited the Centre and those who have not, along with regular review of Centre records, indications suggest inroads have been made across all five impact domains tracked by this study; 1) social cohesion and social capital, 2) community capacity, 3) community needs: health, nutrition and wellbeing, 4) community needs: local economic development, and 5) place-based community development

Additionally, and as could be expected through implementation and establishment phases, the Centre's impact can be understood as varied in strength between domains. Individual outcomes to wider-felt social impacts usually take time to take hold and be realised. Similarly, impacts reported by those who had visited the Centre and those who had not reveal some distinct differences, that may be explained by different levels of awareness about the Centre and familiarity with what it provides. Also noteworthy is that, unlike previous response trends, the most recent round of feedback suggested some decrease in participation in community meetings, groups and volunteering generally within the community, that may at least in part have been related to COVID-19 public health restrictions and social distancing practices.

For community members engaged with the Centre, whether through volunteering, participating in activities and programs or attending services, there is confidence that the Centre is contributing to positive impacts in the local community, particularly in terms of **strengthening social cohesion, building social capital and community capacity.**

As a general observation, those who had visited the Community Centre reported higher levels of engagement, cohesion, community connections, and more positive attitudes towards diversity. From this perspective the Centre is seen to have contributed to the local community by establishing a place of community connection, responsive to community needs.

Overall, survey respondents who visited the Centre since it opened report it to be a safe and generally accessible space, where they have met people from diverse cultures and backgrounds, been enabled to participate more fully in the community and that many report has helped **improve their health and wellbeing**. Similarly, the most important aspects of the Centre reported by visitors have been the opportunities it presents to meet new people, help visitors participate in the community, build and unite the Redbank Plains community, learn new skills and share skills through volunteering.

Whilst indications exist that the Centre has work underway that contributes to **local economic development** and through **place-based community development**, there was less evidence for these

two impact domains in respondent and participant feedback. It also appears the Centre's work in these domains could in future translate into broader local impacts. For instance, some respondents highlighted the important contribution the Centre's programs and services for job seekers make towards the local economy, and Centre records indicate some local business use of bookable spaces at the Centre

Feedback from the most recent round of research indicated that the Centre is seen as ideally placed to, support the community's capacity to self-organise and address local gaps or concerns. Recent examples include Centre initiatives that tailored ABS Census information to particular cultural groups and a volunteer-led women's walking group that responds to local safety concerns.

Whilst some challenges persist, tracking community experiences and aspirations over time has highlighted the important role the Community Centre is playing by providing a place of social connection and support in an environment that has rapidly changed.

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## NEXT STEPS AND RECOMMENDATIONS

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The results of this 36-month research and the study overall will be shared with the community via this final report, in a series of posters at the Community Centre and will be used to help develop ongoing programming at the Community Centre.

The previous four reports (baseline, 6-months, 12-months and 24-months) have been used by the Community Centre in the design of ongoing programming, and as supporting documentation for grants and funding. The previous reports have also been shared with other Community Centres at a number of community development conferences and used by Ipswich City Council and in conversations and advocacy with the Queensland state government.

Whilst this is the final report for this study, two recommendations stem from respondents and participants' feedback.

1. Awareness about the Centre and what it has to offer appears low in the wider community. Efforts to address this may increase wider community participation and strengthen the overall impact of the Centre.
2. Local challenges, such as crime and limited public transport have persisted in feedback over the course of this study. Future initiatives that build on the strengths of the community and bring together local knowledge and other key stakeholders in the collective design of local solutions are recommended.



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## APPENDIX A: COMMUNITY SURVEY

### Redbank Plains Community Centre: Three Year Survey (July 2021)

Now that the Redbank Plains Community Centre has been open for three years, Ipswich City Council and Multicultural Australia Ltd would like to hear from residents and Community Centre visitors. Our purpose in asking for feedback is to understand the needs of the Redbank Plains community, to support work being done by the Redbank Plains Community Centre, and to assess the impact of the Community Centre. Please take a few minutes to fill out this survey by 25th of July.

This survey is for people aged 15 years and over and will take approximately 10 minutes to complete. Your responses are anonymous, however you can provide your details if you would like to take part in a focus group, or be kept up-to-date about activities at the Community Centre.

If you choose to be kept up-to-date regarding the Community Centre, the contact details you provide will be shared with Multicultural Australia Ltd. Your personal information is handled in accordance with council's Privacy Statement and you will not be personally identifiable in any reports that come out of this project. By selecting 'Next' and completing this survey we will consider that you have given us your consent to manage your personal information as described in this collection notice.

If you have any questions regarding this survey, please contact Centre Development Manager, Redbank Plains Community Centre, [JerilT@multiculturalaustralia.org.au](mailto:JerilT@multiculturalaustralia.org.au).

1. How old are you? (please select one of the below)

- ☐ 0 to 14    ☐ 15 to 17    ☐ 18 to 19    ☐ 20 to 29    ☐ 30 to 49    ☐ 50 to 64    ☐ 65 to 74    ☐ 75+  
☐ If you are under 18, do you have parent/guardian permission to complete this survey?

2. What is your gender? (please tick one of the below)

- ☐ Female    ☐ Male    ☐ Transgender    ☐ Gender Variant/non-conforming    ☐ Prefer not to say

3. What is your cultural background? (please tick the cultural background that you most identify with)

- |   |                                   |   |   |
|---|-----------------------------------|---|---|
| <input type="checkbox"/> Aboriginal                                 | <input type="checkbox"/> English  | <input type="checkbox"/> Malaysian      | <input type="checkbox"/> Spanish                |
| <input type="checkbox"/> American                                   | <input type="checkbox"/> Fijian   | <input type="checkbox"/> Maori          | <input type="checkbox"/> Sri Lankan             |
| <input type="checkbox"/> Australian                                 | <input type="checkbox"/> Filipino | <input type="checkbox"/> Melanesian     | <input type="checkbox"/> Sudanese               |
| <input type="checkbox"/> Both Aboriginal and Torres Strait Islander | <input type="checkbox"/> German   | <input type="checkbox"/> New Zealander  | <input type="checkbox"/> Tamil                  |
| <input type="checkbox"/> Chinese                                    | <input type="checkbox"/> Greek    | <input type="checkbox"/> Samoan         | <input type="checkbox"/> Torres Strait Islander |
| <input type="checkbox"/> Congolese                                  | <input type="checkbox"/> Indian   | <input type="checkbox"/> Scottish       | <input type="checkbox"/> Vietnamese             |
| <input type="checkbox"/> Dutch                                      | <input type="checkbox"/> Irish    | <input type="checkbox"/> South African  | <input type="checkbox"/> Other _____            |
|   | <input type="checkbox"/> Italian  | <input type="checkbox"/> South American |   |

4. What suburb do you live in? (please complete) \_\_\_\_\_

5. What is your housing status? (please tick one)

- ☐ Renting    ☐ Owner Occupier    ☐ Other

6. Which of the following best describes your household? (please tick as many as apply to you)

- |   |   |
|---|---|
| <input type="checkbox"/> Solo adult without children        | <input type="checkbox"/> Group household related without children |
| <input type="checkbox"/> Solo adult with children           | <input type="checkbox"/> Group household related with children    |
| <input type="checkbox"/> Couple with children               | <input type="checkbox"/> Household includes children under 15     |
| <input type="checkbox"/> Couple without children            | <input type="checkbox"/> Household includes children over 15      |
| <input type="checkbox"/> Group household (shared) unrelated |   |

7. Do you identify as having a disability? (please tick one)

- ☐ Yes    ☐ No    ☐ Prefer not to say

8. What is your employment status?

- ☐ Full-time   ☐ Part-time   ☐ Casual/contract   ☐ Seeking more work   ☐ Unemployed - seeking work  
☐ Unemployed - not seeking work   ☐ Student   ☐ Other \_\_\_\_\_

9. What is your highest level of formal education you have completed or are completing? (please tick one)

- ☐ No formal schooling   ☐ Primary School   ☐ Some Secondary School   ☐ Year 10   ☐ Year 11   ☐ Year 12  
☐ Technical/Trade (e.g. TAFE)   ☐ Tertiary qualification   ☐ Postgraduate   ☐ Prefer not to say

10. What strengths does the Redbank Plains Community have? (Briefly describe below)

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11. Are there any challenges that the Redbank Plains community is facing? (Briefly describe below)

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12. How safe do you feel walking alone in Redbank Plains? (please circle one of the below)

Very unsafe	Somewhat unsafe	Safe enough	Quite safe	Very safe
1	2	3	4	5

13. Have you taken part in any community meetings in the past 12 months?

- ☐ Yes (please detail) \_\_\_\_\_ ☐ No

14. Have you ever volunteered in the community or assisted with community groups or events in the past 12 months?

- ☐ Yes (please detail) \_\_\_\_\_ ☐ No

15. Do you have connections to cultural groups and communities other than your own in the Redbank Plains area?

- ☐ Yes (please detail) \_\_\_\_\_ ☐ No   ☐ Unsure

16. Are you a member of any community groups?

- ☐ Yes (please detail) \_\_\_\_\_ ☐ No

On a scale of 1 (strongly disagree) to 5 (strongly agree), how much do you agree or disagree with the following statements (please circle one number from each question):

17. There is a strong sense of community in my local area

Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
1	2	3	4	5

18. I feel welcome in the local community

Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
1	2	3	4	5

19. It is a good thing for our community to be made up of people from different cultures

Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
1	2	3	4	5

20. Have you experienced any problems accessing services or supports in the last 12 months?

(eg - health services, dental care, legal services)

- ☐ Yes (please detail) \_\_\_\_\_ ☐ No   ☐ Unsure

21. Have you visited the Redbank Plains Community Centre in the past 12 months?

- ☐ Yes (please go to question 22)    ☐ No (please go to question 25)    ☐ Unsure (please go to question 25)

**These questions (22-24) are for people who have visited the Community Centre**

22. What programs and activities have you taken part in at the Community Centre?

(Please select as many as apply)

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Check out Centre                         | <input type="checkbox"/> ICC Community            | <input type="checkbox"/> Project Nourish                     |
| <input type="checkbox"/> Child Health Clinic                      | <input type="checkbox"/> Immunisation Clinic      | <input type="checkbox"/> School Holiday Program              |
| <input type="checkbox"/> Community Event                          | <input type="checkbox"/> Information Session      | <input type="checkbox"/> St Vincent de Paul – SETS Program   |
| <input type="checkbox"/> Community Morning Tea                    | <input type="checkbox"/> Justice of the Peace     | <input type="checkbox"/> Training                            |
| <input type="checkbox"/> Disability Employment Services           | <input type="checkbox"/> Knitting Club            | <input type="checkbox"/> Volunteering                        |
| <input type="checkbox"/> English Class                            | <input type="checkbox"/> Link and Launch Program  | <input type="checkbox"/> yourtown – Get Set For Work Program |
| <input type="checkbox"/> Financial Counselling                    | <input type="checkbox"/> Meeting                  | <input type="checkbox"/> Youth Hub                           |
| <input type="checkbox"/> FutureFIT (volunteer employment support) | <input type="checkbox"/> Midwifery Clinic         | <input type="checkbox"/> Other _____                         |
| <input type="checkbox"/> Humanitarian Settlement Program          | <input type="checkbox"/> PCYC – Braking the Cycle |  |
|   | <input type="checkbox"/> Photography Group        |  |
|   | <input type="checkbox"/> Playgroup                |  |

23. Do the following statements apply to you?

I have learned new skills at the Community Centre	Yes	No	N/A
I have met people from diverse cultures and backgrounds at the Community Centre			
The Community Centre has allowed myself and my family to access important services and support			
The Community Centre is accessible to all			
Activities at the Community Centre have helped to improve my health and wellbeing			
Activities at the Community Centre have helped to improve my confidence			
The Community Centre has allowed me to participate more fully in my community			
Activities at the Community Centre have improved my financial wellbeing			
Activities at the Community Centre have improved my/our food security			
The Redbank Plains Community Centre is a safe space			

24. What are the five most important aspects of the Community Centre for you?

(Please select your top FIVE aspects)

	Most Important	2nd Most Important	3rd Most Important	4th Most Important	5th Most Important
Meeting new people					
Meeting people from diverse backgrounds					
Learning new skills					
Accessing health services					
Helping me participate in my community					
Accessing financial services					
Building and uniting the Redbank Plains community					
Accessing social services					
Sharing my skills and volunteering					
Services and activities for my children					
Accessing food and nutrition support					
Accessing computers and IT support					



25. Which of these programs/services are most important for the Community Centre to offer?  
(Please select your top FIVE programs/services)

	Most Important	2nd Most Important	3rd Most Important	4th Most Important	5th Most Important
Literacy Programs					
IT and computer programs					
Internet access and support					
Trade/technical training					
Arts and Crafts programs					
Services for Job Seekers					
Health Services					
Children's Health					
Mental Health and Emotional Wellbeing					
Financial Literacy					
Food relief					
Aboriginal and Torres Strait Islander programs					
Support for New Australians					
Cultural programs					
Sports and exercise classes					
Spaces for community groups to book for events and meetings					
Programs for Seniors					
Programs for Youth					
Library Programs					
Maternity Services					
Other suggestion:					

26. Overall, how much do you agree or disagree that the Redbank Plains Community Centre has had a positive impact in the local community since it opened in 2018?

Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
1	2	3	4	5

If you would like to, please let us know the reason for the above rating:

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27. Thinking about the past 12 months, has COVID-19 had any affect on your engagement with the Redbank Plains Community Centre?

☐ Yes (please detail) \_\_\_\_\_ ☐ No ☐ Unsure

28. Is there any other feedback you'd like to provide regarding Redbank Plains and your ideas for the Community Centre?

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29. Would you be interested in taking part in a community focus group, about the Redbank Plains community and the Community Centre, in August/September 2021? (If yes, we will be in touch with details after the survey closes.)

☐ Yes (please provide your details below)

☐ No

30. Would you like to be kept up-to-date about Community Centre activities?

☐ Yes (please provide your details below)

☐ No

This information will be shared with Multicultural Australia:

Name	
Email Address	
Phone Number	

Thank you for taking the time to fill out our survey. We rely on your feedback to help us improve our programs. Your input is greatly appreciated.

To find out about upcoming events at the Community Centre, visit the facebook page:

[Facebook.com/Redbankplainscommunitycentre](https://www.facebook.com/Redbankplainscommunitycentre)





MULTICULTURAL  
AUSTRALIA  
*it's who we are*



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