

A woman with long dark hair in a teal shirt is leaning over a young girl. The girl, wearing a red and white patterned shirt and leopard print leggings, is painting a blue handprint on a white board. The board is on the grass. Other boards with yellow and orange handprints are visible. In the background, there are metal chairs and a building under a blue sky.

Redbank Plains Community Centre:

Measuring the Social Impact – Six-Month Study Results

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- Multicultural Australia Ltd's Centre Development Manager Rose Dash, for her support with drafting and distributing the survey, support at the focus group and ongoing feedback; and
- The many people of Redbank Plains, who provided their insights, knowledge and expertise via surveys and a focus group.

BACKGROUND

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) opened in May 2018. In line with Council's Community Centre Operating Model Policy, Council has partnered with Multicultural Australia Ltd who manage the daily operations of the Community Centre.

Council, in partnership with Multicultural Australia Ltd, is engaged in a multi-year social impact assessment, to track the impact of the Community Centre over time. A baseline study was conducted in June 2018. The first report in this project series included detailed information on the social impact assessment methodology, background literature and baseline data (Ipswich City Council, 2018).

This report builds on the baseline study, discussing outcomes of a survey and focus group held six-months after the Community Centre opened. While it would not be expected that significant change has occurred within the six months since the Community Centre opened, this document includes some comparison to the baseline study results, and builds on existing evidence and data regarding community strengths and challenges. In addition, the six-month study includes data regarding peoples' experiences of the Community Centre, and the benefits of the Community Centre to themselves, and the community. This builds on the baseline study, and provides a benchmark for ongoing surveys and community engagement.



SOCIAL IMPACT ASSESSMENT

The social impact assessment focuses on the following key impacts and associated indicators¹:

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

¹ Background literature and rationale for these indicators are included in the baseline study results (Ipswich City Council, 2018)

SIX-MONTH STUDY METHODOLOGY

In order to track progress on the above indicators, this iteration of the impact assessment has consisted of:

- **A community survey** (see Appendix A), engaged 125 people between November 2018 and January 2019 (note that response numbers to individual questions vary). Responses were gathered online and in-person, using a range of methods, including approaching people at the Community Centre, sharing flyers via letterboxes, on social media and emails. This survey included questions on:
 - Key demographics
 - Community strengths
 - Community challenges
 - Perceptions on safety and community cohesion
 - Experiences of the Community Centre
- **A focus group** involving 8 community members and two MDA staff, held in March 2019. The focus group gathered feedback on:
 - Survey findings
 - Elaboration on key findings
 - Feedback on key strengths and challenges

This builds on a survey and focus group held in June 2018 when the Community Centre opened (Ipswich City Council, 2018). The six-month survey replicated many of the questions asked in the baseline study,

with a few changes: the baseline survey also asked respondents to consider what community means to them, as a visioning exercise; a question on small business ownership has not been included; questions regarding visions for the Community Centre have been removed.

The ongoing social impact assessment will include:

- Ongoing surveying and focus groups at 12 months, 2 years and 3 years; and
- Ongoing tracking of activity and attendance at the Community Centre by Multicultural Australia Ltd.

The survey results reported here include comparisons between baseline survey respondents and six-month survey respondents. It should be noted that these two groups consist of mostly different people, and comparisons should be viewed as indicative representations of community sentiment, rather than definitive statistics. Some questions also include comparison between those survey participants who have visited the Community Centre and those who have not. Given that the Community Centre has only been open for six months, the comparisons between these groups and time frames are, at this stage, minimal. However, we anticipate that comparisons may offer more useful insights in later survey iterations.

In addition, the broad consistency between the baseline and six-month results also help to confirm the baseline findings.



SURVEY RESPONDENTS

The following section outlines demographics data for survey respondents. Please note that while the survey aimed to include the voices of as many Redbank Plains residents as possible, the survey respondents are not statistically representative of the Redbank Plains community. This section includes some comparison to ABS 2016 census data (profile.id, 2019) where appropriate.

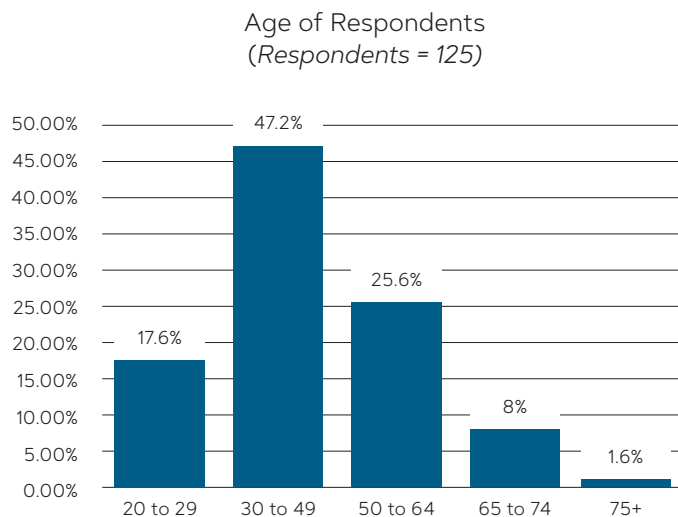
SUBURB OF RESIDENCE

The majority of respondents (76.42%) resided in Redbank Plains.

Suburb of Residence	Percentage
Redbank Plains	76.42%
Collingwood Park	9.76%
Goodna	2.44%
Bellbird Park	1.63%
Other Ipswich Suburbs	8.10%
Outside of Ipswich	1.63%

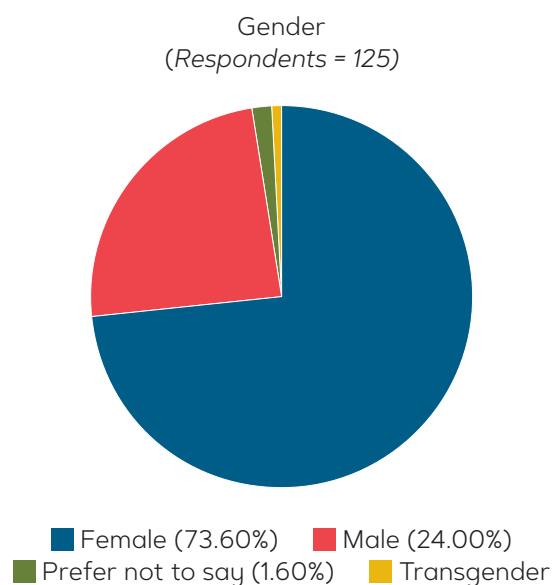
AGE OF RESPONDENTS

Many respondents (47.20%) were aged between 30 and 49. Census data reflects that Redbank Plains is a young community – 64% of residents in Redbank Plains are aged 34 or younger, compared to 53% for Ipswich (profile.id, 2019).



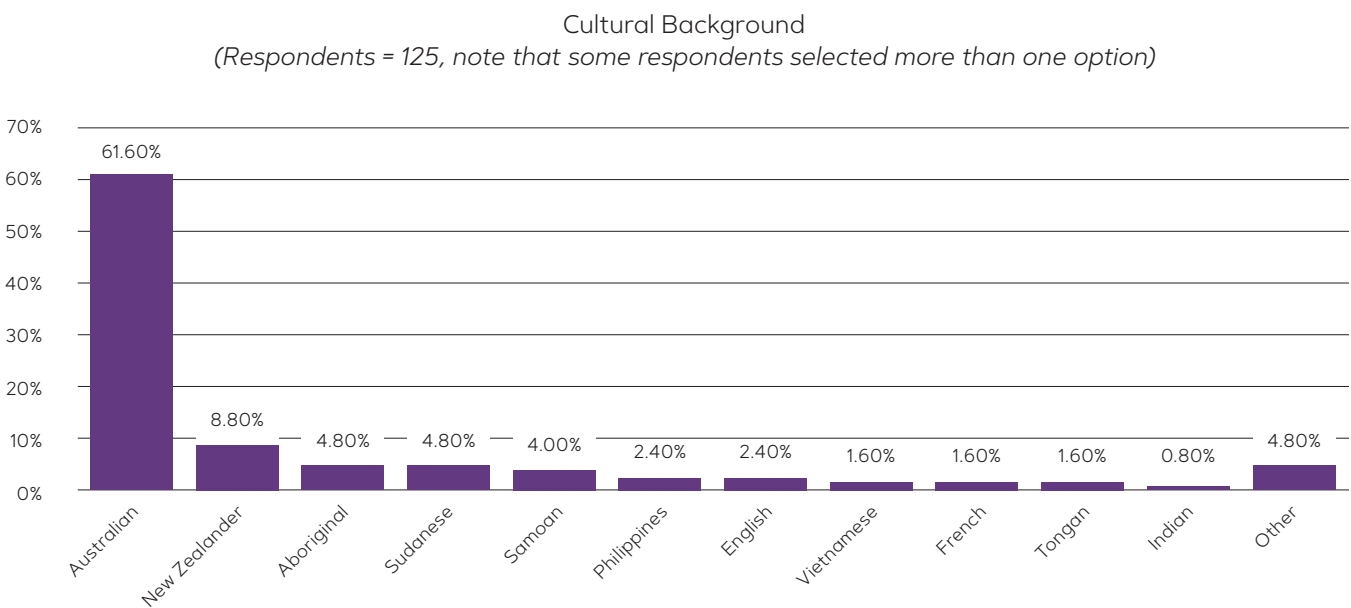
GENDER OF RESPONDENTS

The majority of survey respondents (73.60%) identified as female. Census data indicates that 50.7% of people in Redbank Plains are women (profile.id, 2019).



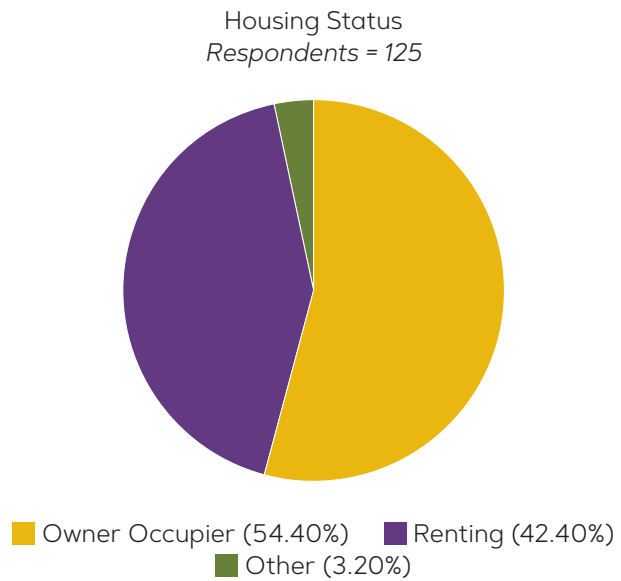
CULTURAL BACKGROUND OF RESPONDENTS

While 70% of the Redbank Plains population are born in Australia, 30% of the Redbank Plains community are born overseas. There are large Aboriginal and Torres Strait Islander (4.2%), Samoan (3.2%), Sudanese (1.8%) and New Zealand (10.9%) communities. Survey respondents are broadly reflective of the Redbank Plains community (note that some respondents selected more than one cultural background). Survey respondents predominantly identified as Australian (61.60%) followed by New Zealander (8.80%), Aboriginal (4.80%), Sudanese (4.80%) and Samoan (4.00%).



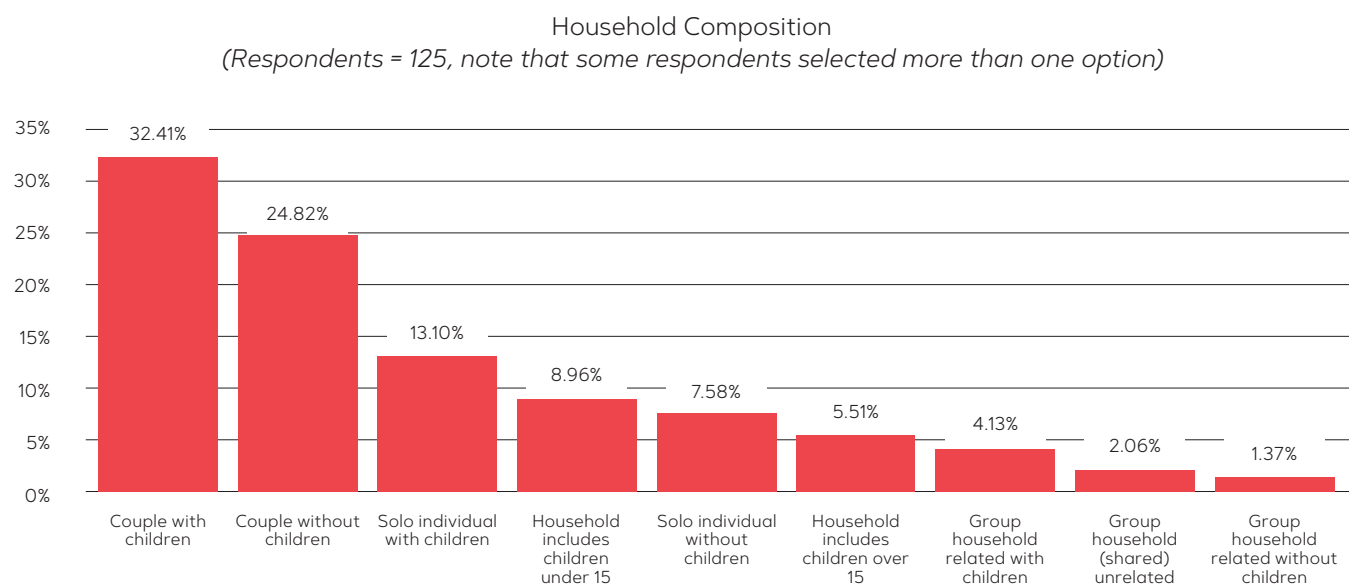
HOUSING STATUS OF RESPONDENTS

Home-owners were over-represented in the six-month survey – while 54.40% of respondents indicated that they are owner-occupiers, only 39% of people in Redbank Plains are home-owners. 51.7% of people in Redbank Plains are renting (profile.id, 2019).



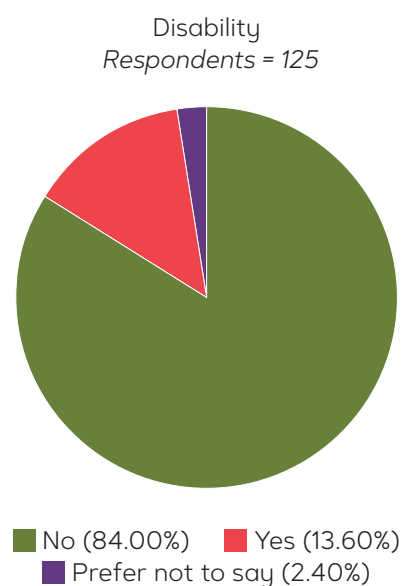
HOUSEHOLD COMPOSITION OF RESPONDENTS

Survey respondents were mostly from households that included a mix of adults and children, again reflective of the young age profile in the area.



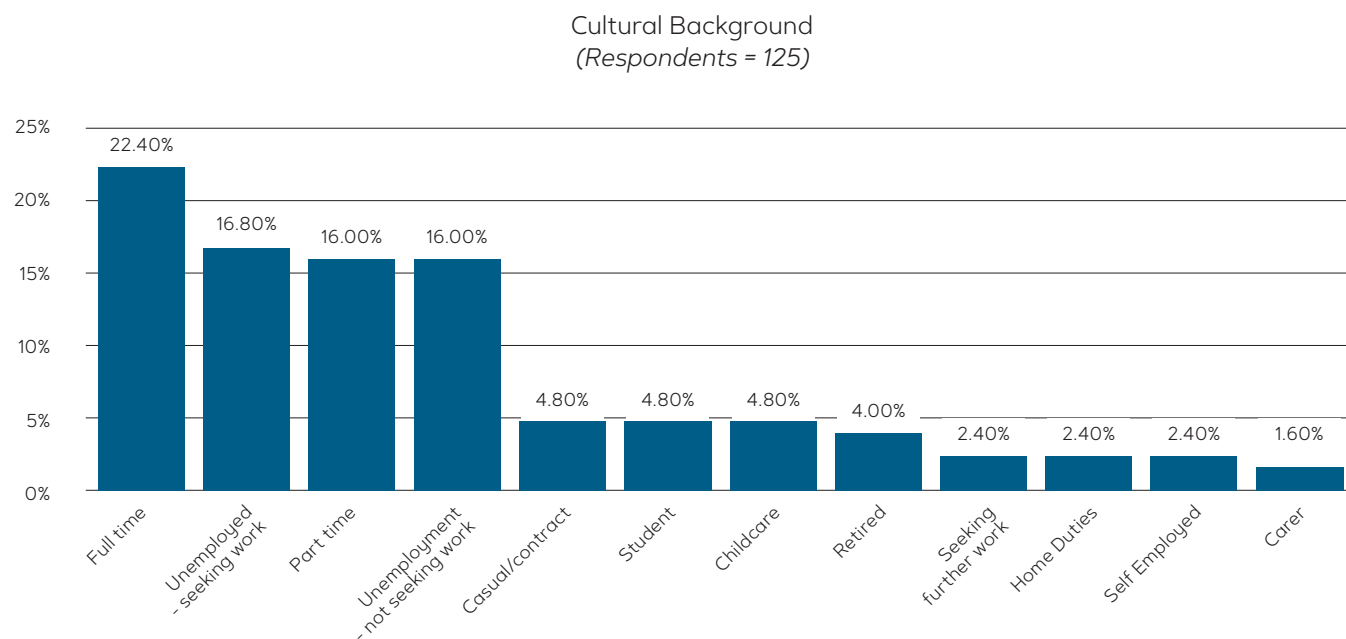
DISABILITY STATUS OF RESPONDENTS

The majority of respondents (84%) did not identify as having a disability. Census data indicates that 4.40% of people in Redbank Plains need assistance with core activities (profile.id, 2019).



EMPLOYMENT STATUS OF RESPONDENTS

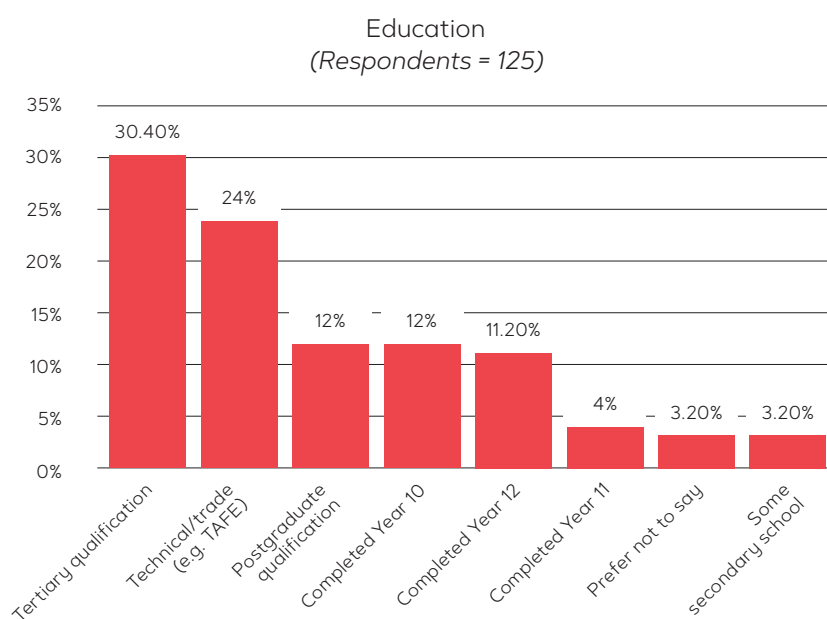
While 45.60% of respondents indicated that they were engaged in some kind of employment (full time, part time, contract, self-employed), 19.20% indicated that they were seeking work, or seeking further work. Note that some respondents selected more than one option. 2018 December quarter data reported unemployment in Redbank Plains at 10.3%, in comparison to the broader Ipswich rate of 7.7% (Dept. of Jobs and Small Business, 2018).



EDUCATION OF RESPONDENTS

The majority of respondents (66.40%) reported having either technical or trade qualifications, or tertiary qualifications.

Census data indicates that 41.0% of the Redbank Plains population aged 15 and over hold educational qualifications, and 49.1% had no qualifications, compared with 45.0% and 44.9% respectively for City of Ipswich. However, the Redbank Plains community has also seen an increase in the number of people with technical qualifications, and an increase in the number of people who have attended university (profile.id, 2019).

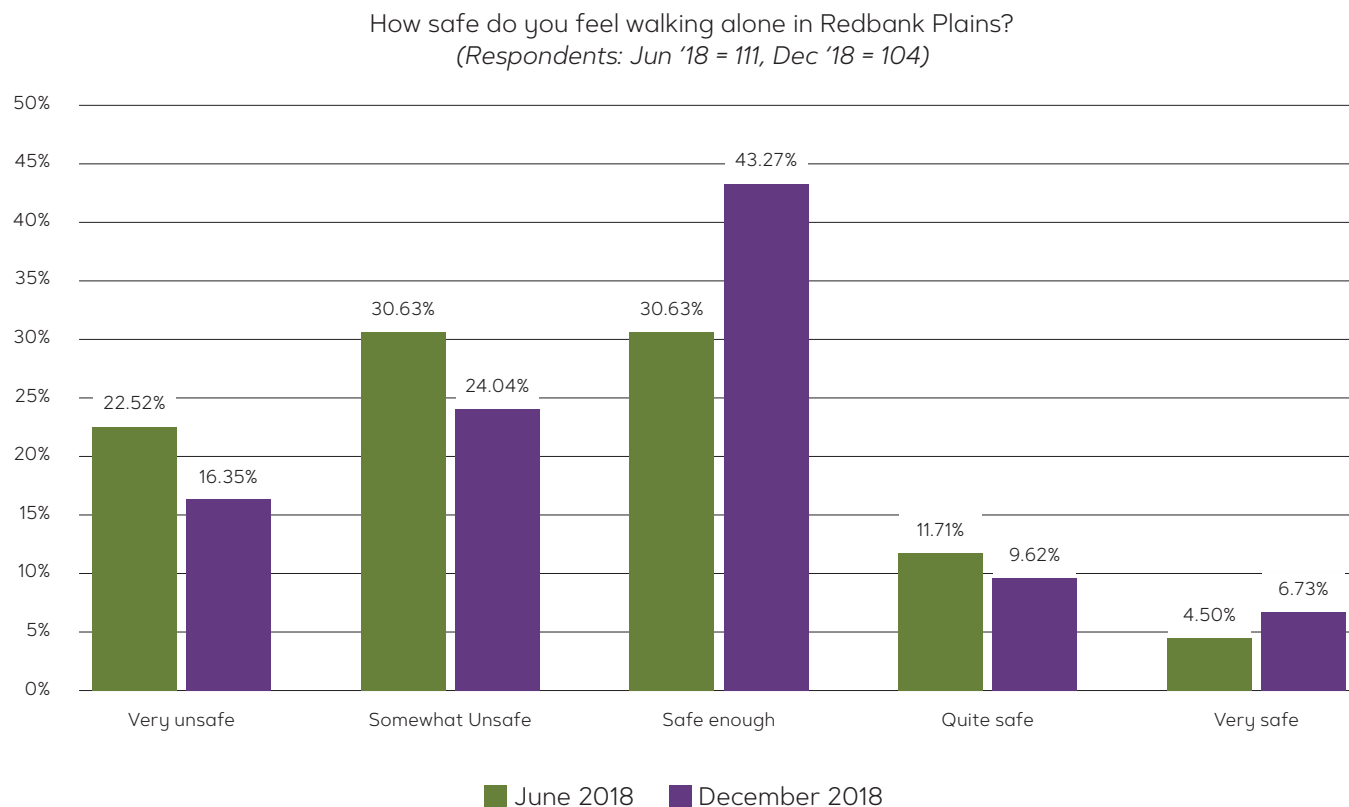


SIX-MONTH SURVEY RESULTS

The following section outlines community feedback on key indicators regarding social cohesion, community capacity, community needs and place-based community development, drawing on a community survey and a community focus group. The survey results includes comparisons between baseline survey respondents and six-month survey respondents, as well as some comparison between those survey participants who have visited the Community Centre and those who have not.

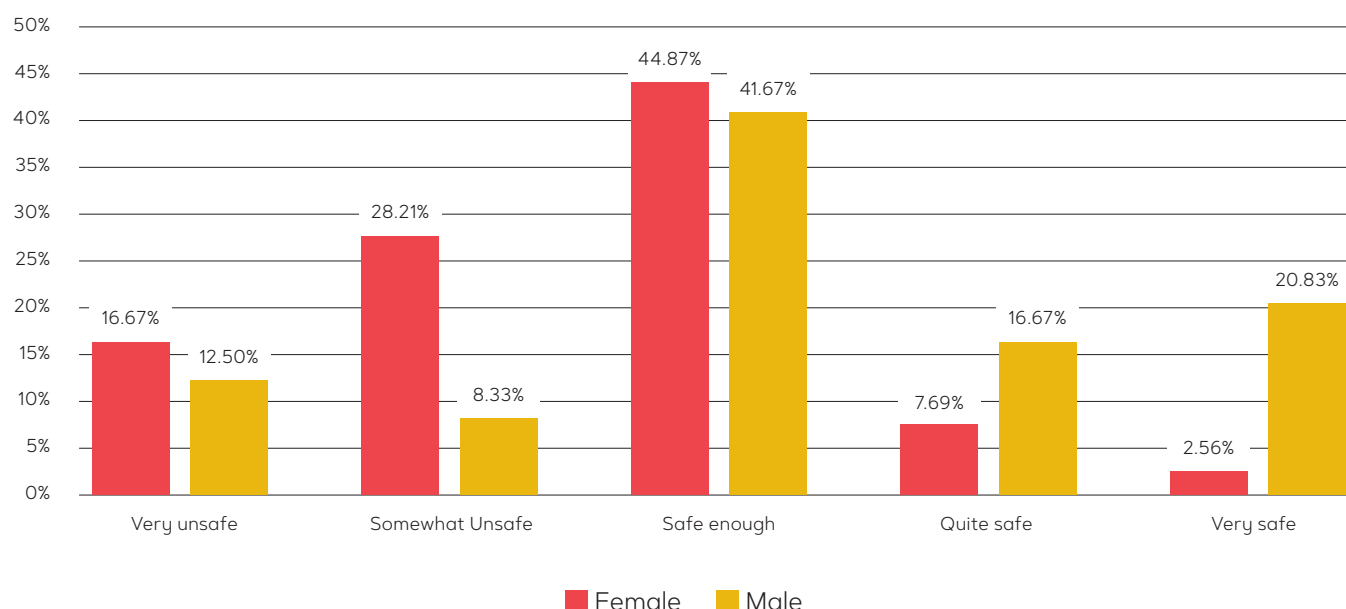
PERCEPTIONS OF SAFETY

As a measure of community cohesion, survey respondents were asked to indicate their perceptions of safety when walking around the neighbourhood alone. Around 40% of respondents indicated that they felt somewhat unsafe or very unsafe walking alone in Redbank Plains (this is slightly less than baseline survey responses, at around 53%). Focus group participants re-iterated concerns around crime and safety, and felt that survey data under-represented legitimate safety concerns (see further discussion in the following section with regards to crime and safety).



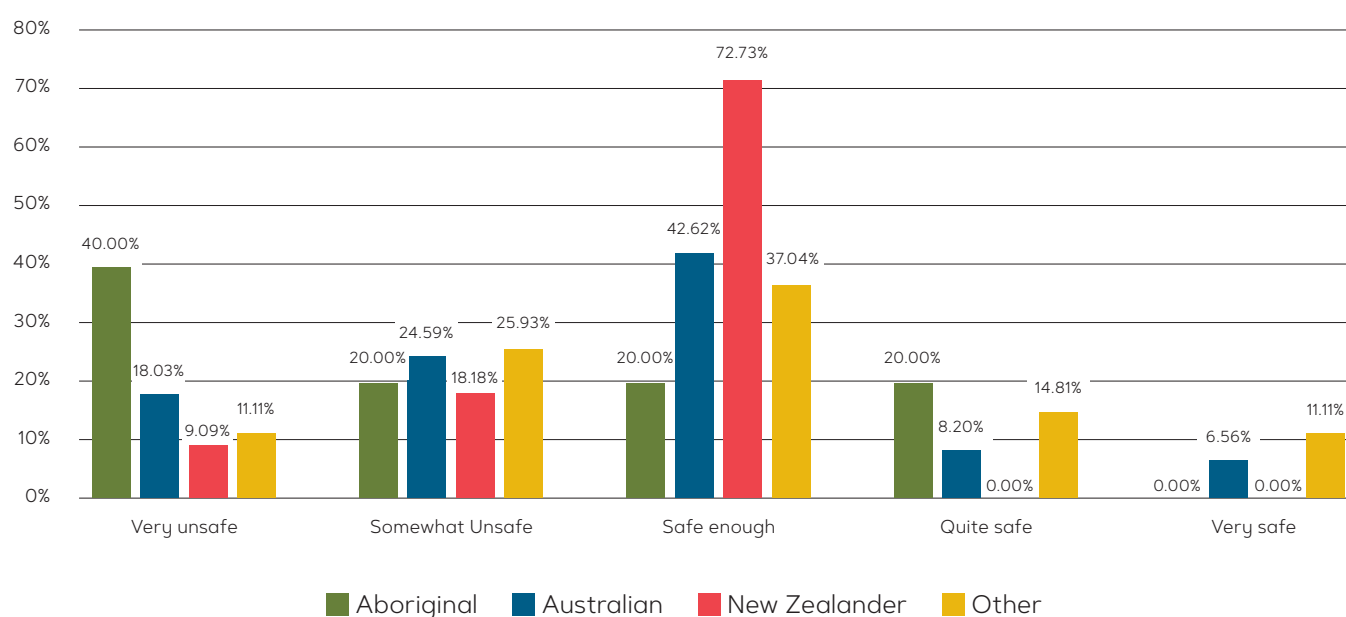
Disaggregated data by gender and cultural background may also indicate persistent issues around discrimination and inequality. The below graph indicates that perceptions of safety were worse for female respondents. Only 10.25% of female respondents feel quite safe or very safe, in comparison to 37.50% of male respondents.

Perceptions of Safety by Gender, Dec 2018
(Respondents = 102, including only male and female)



The below graph also indicates that perceptions of safety were generally better among people who identify as Australian. Around 43% of people who identify as Australians feel very unsafe or somewhat unsafe, compared to 60% of people who identify as Aboriginal. While 6.56% of people who identify as Australian indicated feeling very safe, no people who identify as Aboriginal or New Zealander feel very safe.

Perceptions of Safety by Cultural Background
(Respondents = 104)



ENGAGEMENT IN COMMUNITY MEETINGS

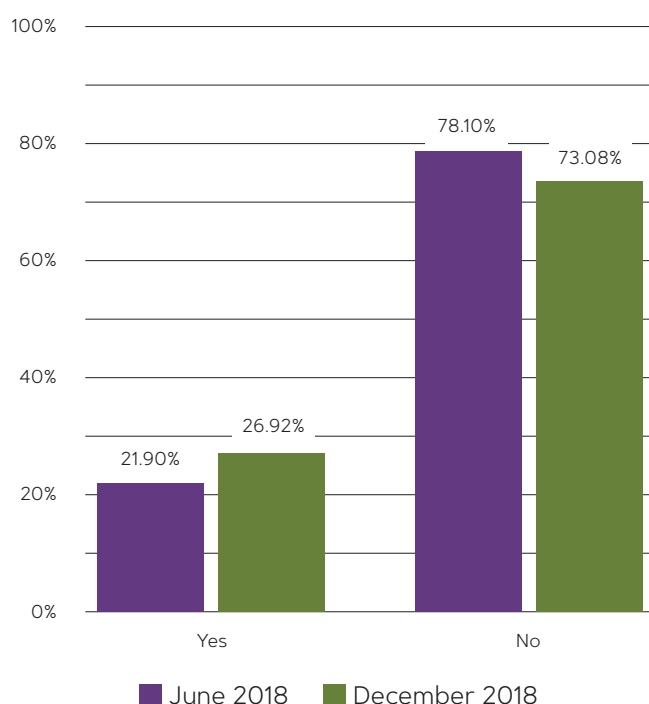
As a measure of community capacity, respondents were asked if they had taken part in any community meetings in the past 12 months. 26.92% of respondents who responded to this question indicated that they had been involved with community meetings. Groups that people were engaging with included:

- Neighbourhood Watch
- Council meetings
- Music groups
- NDIS info sessions
- Groups and meetings held at the Redbank Plains Community Centre (eg, Sisterhood Empowerment, Man Up)

In the March 2019 focus group, participants noted the links between engagement in community activities, and a sense of welcome and cohesion in the community. Focus group participants talked at length about the challenges in communication and information sharing across the neighbourhood, and noted this as a barrier to getting more people engaged in community activities.

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

(Respondents: Jun 2018 = 113, Dec 2018 = 104)



VOLUNTEERING

As a measure of community capacity, respondents were asked if they had volunteered or assisted with any community groups in the past 12 months. Levels of volunteering among respondents was at around 28%. This level of engagement is higher than that reflected in ABS data - 14% of people in Redbank Plains engage in volunteer work, in comparison to 16.3% for Ipswich (profile.id, 2019).

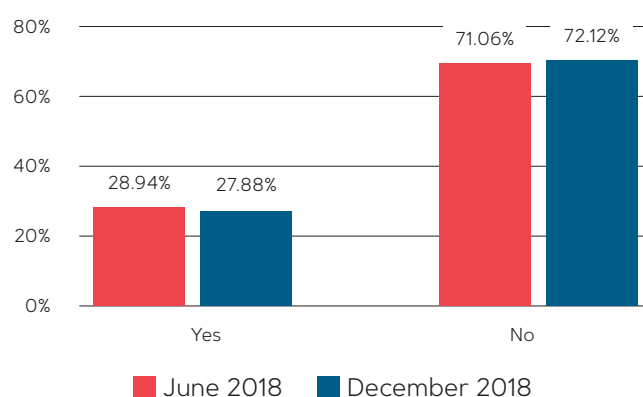
For those community members who indicated that they had volunteered in the past 12 months, organisations included:

- Salvation Army
- RSPCA
- Church groups
- Community Gardens
- Lifeline
- Neighbourhood Watch
- Refugee Connect
- Local schools
- Sports groups
- Music Groups
- Redbank Plains Community Centre Activities (Project Nourish, Youth Space, Sisterhood Empowerment)

The Community Centre itself welcomes volunteers. As of April 2019, there were 15 active volunteers at the Community Centre, representing many of the demographics of the Redbank Plains community, including volunteers from Australia (both Indigenous and Caucasian), New Zealand, Samoa, Philippines, Democratic Republic of Congo, South Sudan, Rwanda, Chile and Argentina. Volunteers range in age from 25 years old to 70 years old.

Have you volunteered in the community or assisted with community groups in the past 12 months?

(Respondents: Jun 2018 = 114, Dec 2018 = 104)

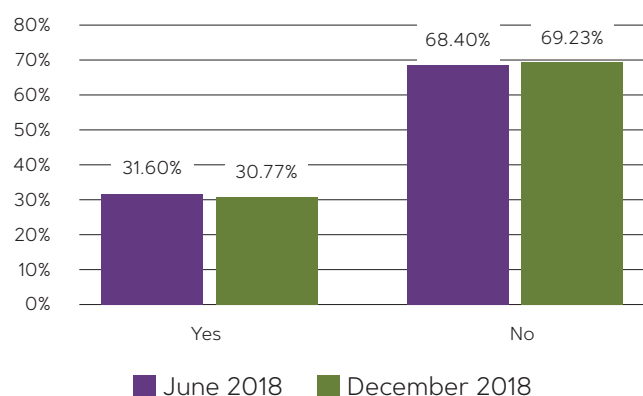


INVOLVEMENT IN COMMUNITY GROUPS

In order to gauge existing levels of community engagement and cohesion, respondents were asked if they were members in community groups. This was interpreted broadly by respondents to also include community facebook groups. Just over 30% of respondents indicated that they were involved in community groups. These groups included:

- Church Groups
- Neighbourhood facebook groups
- Art groups
- Community Hubs at schools
- Parent's groups
- Photography groups
- Sports and exercise groups
- Dance groups
- Community gardens
- Seniors' Groups
- Music Groups
- Cultural groups

Are you a member of any community groups?
(Respondents: Jun 2018 = 114, Dec 2018 = 104)



CONNECTIONS BETWEEN CULTURAL GROUPS

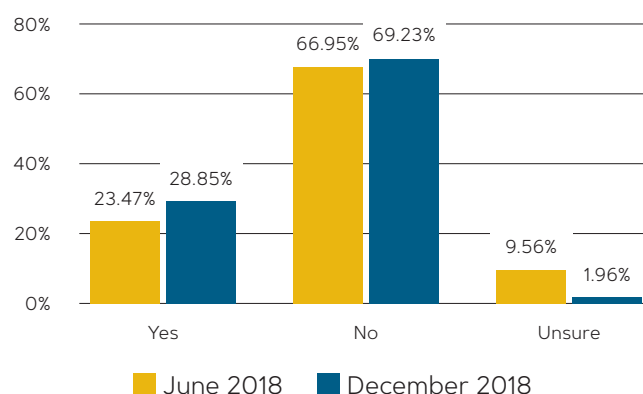
In order to gauge existing levels of community cohesion and social capital, particularly regarding multicultural communities, respondents were asked if they had any connections with cultural groups other than their own. Almost 70% of respondents said they had no connections to cultural groups other than their own.

Feedback in the survey, and in the March 2019 focus group, reflected on the challenges of creating inter-cultural collections. One survey respondent noted that "[There is] not a lot of interaction between [cultural] groups".

Focus group participants reiterated this. They felt that language barriers was one factor in this, and expressed the desire for more English conversation classes to be offered in the neighbourhood. Participants responded positively to the Community Centre being proactive in attracting multilingual volunteers, to help break down barriers. Participants also reiterated the challenges associated in communicating events, meetings and activities with the community, and saw this as a major barrier in trying to build inter-cultural connections.

Do you have any connections to cultural groups or communities other than your own in the Redbank Plains area

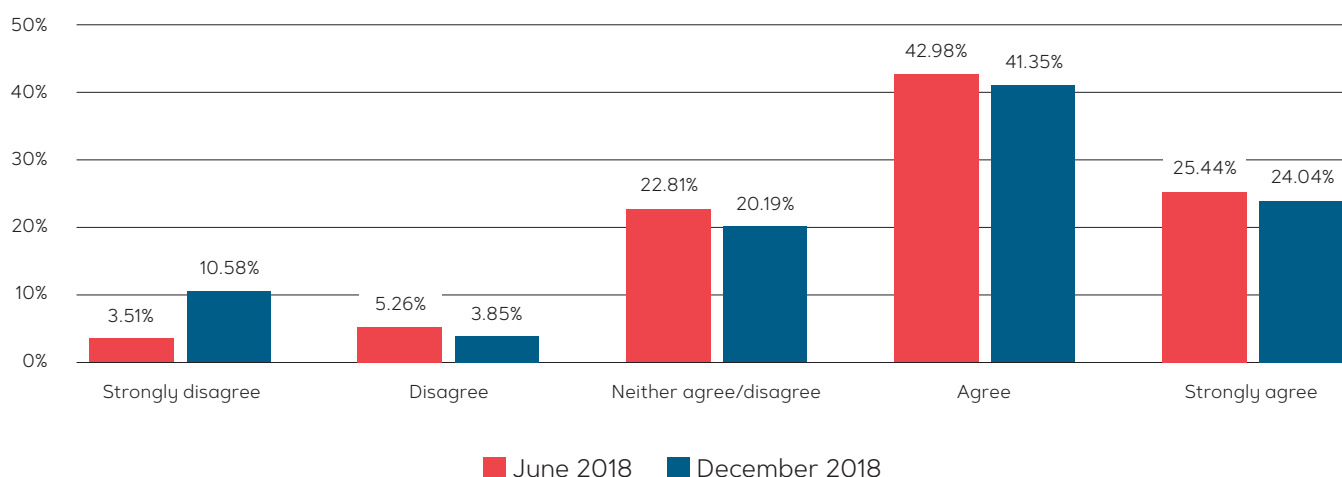
(Respondents: Jun 2018 = 115, Dec 2018 = 104)



VALUING DIVERSITY

Survey respondents were asked to rate their level of agreement with the statement “It is a good thing for our community to be made up of people from different cultures”. Over 65% of respondents agreed or strongly agreed that it is a good thing for the community to be made up of people from different cultures.

It is a good thing for our community to be made up of people from different cultures
(Respondents: June 2018 = 114, Dec 2018 = 104)

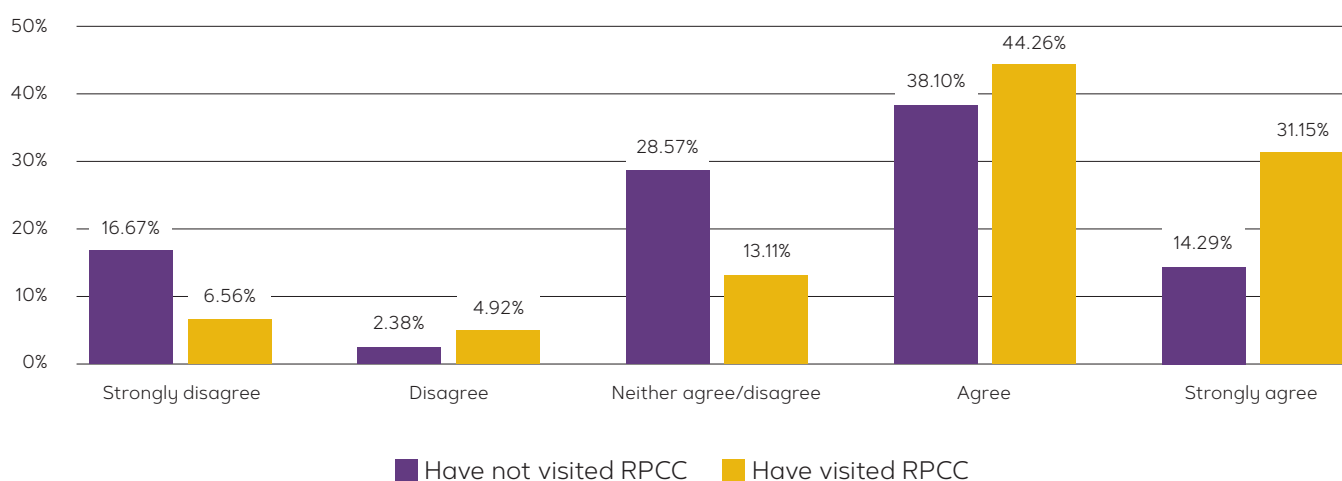


Feedback from survey respondents included:

- “[Redbank Plains] is very multicultural, I love to meet with people from different background and upbringing”
- “The multicultural side of things are uplifting as bringing the different cultural together”
- “[Redbank Plains is a] diverse rich multicultural community that has been my chosen home for 30 years”

Those who had visited the Community Centre were also more supportive of diversity than those who had not visited the Community Centre.

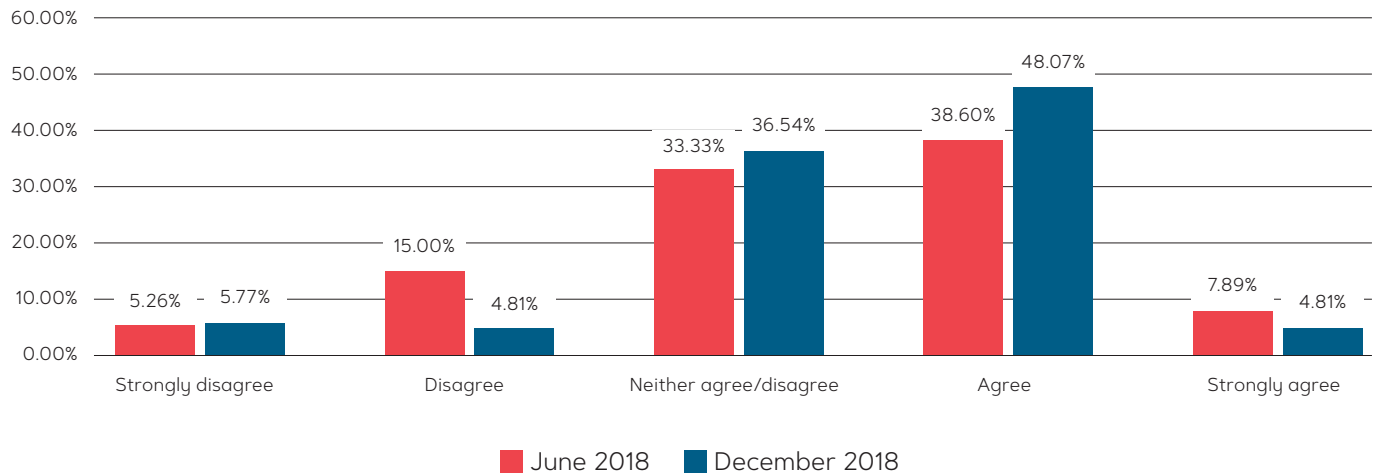
It is a good thing for our community to be made up of people from different cultures
(Have visited RBPCC = 61, Have not visited RPCC = 42) (1 unsure excluded)



SENSE OF WELCOME

Respondents were asked to rate their level of agreement with the statement "I feel welcome in my community". Results were mixed. Around 53% of respondents agreed or strongly agreed that they felt welcome in the community. Around 11% of people disagreed or strongly disagreed.

I feel welcome in my community
(Respondents: June 2018 = 114, Dec 2018 = 104)



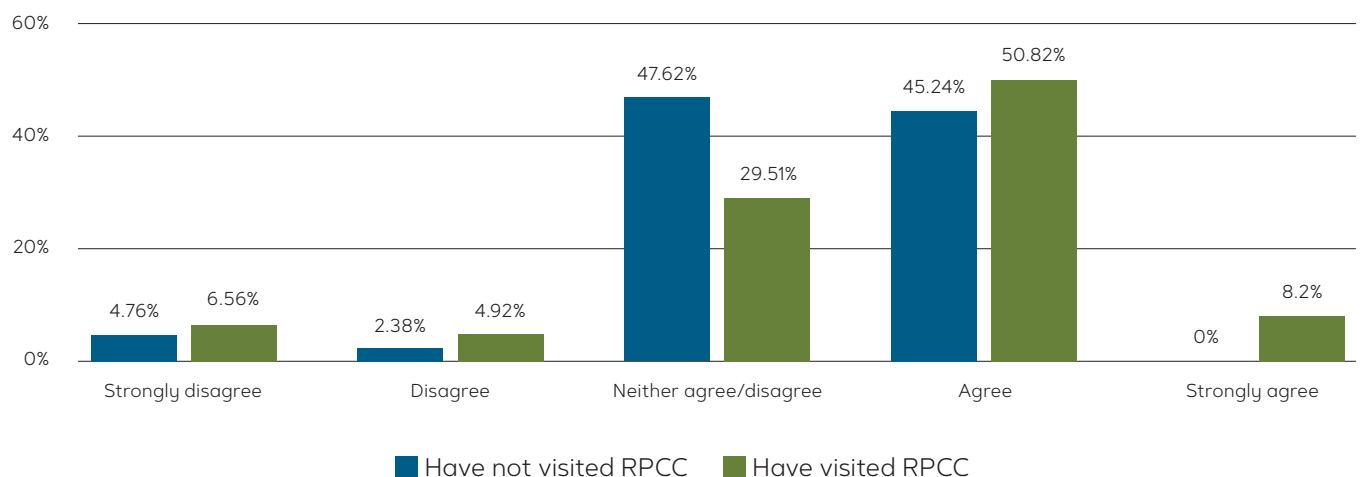
Feedback from survey respondents included:

"Lack of understanding of different cultures"

"Lots of renters, so community atmosphere (talking to neighbours, etc) is very low."

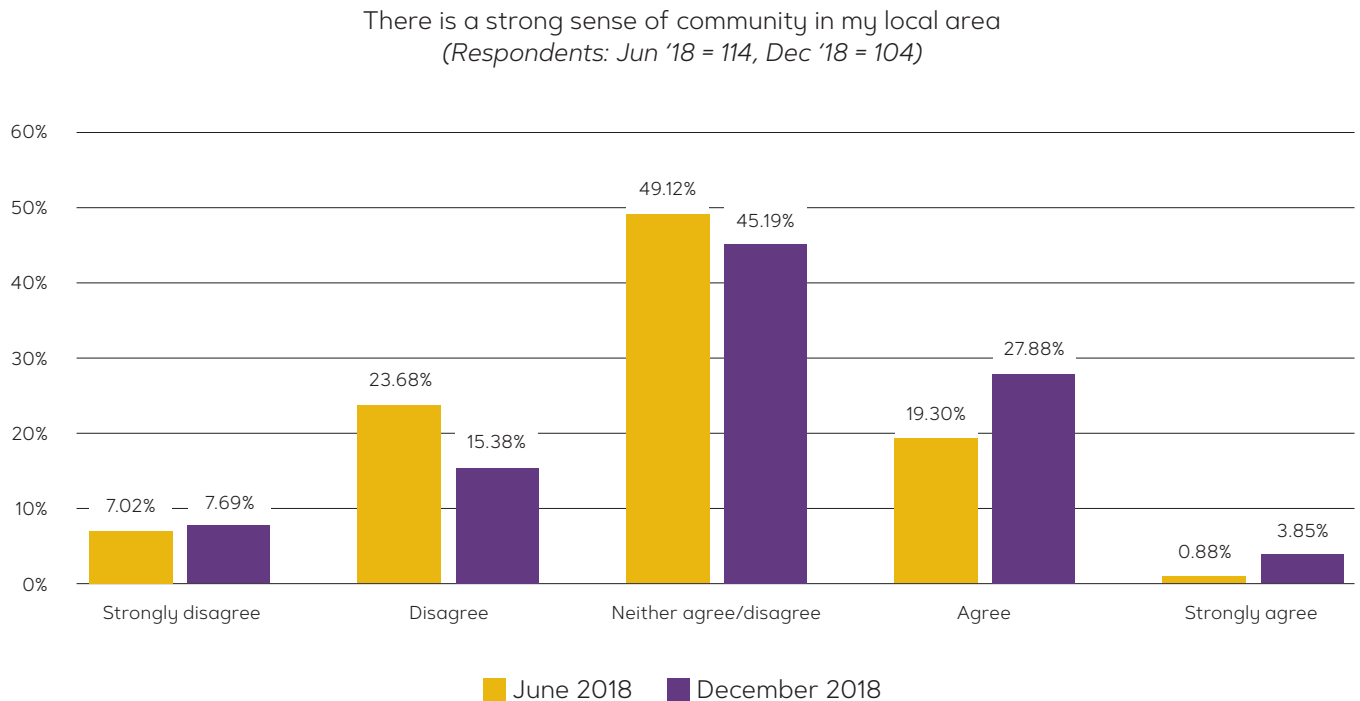
Those who had visited the Community Centre were slightly more likely to express a sense of welcome, than those who had not. Of those who had visited the centre, 59% agreed or strongly agreed that they felt welcome in the community, as opposed to 45.24% of people who had not visited the centre.

I feel welcome in my community
(Have visited RBPCC = 61, Have not visited RPCC = 42) (1 unsure excluded)



SENSE OF COMMUNITY

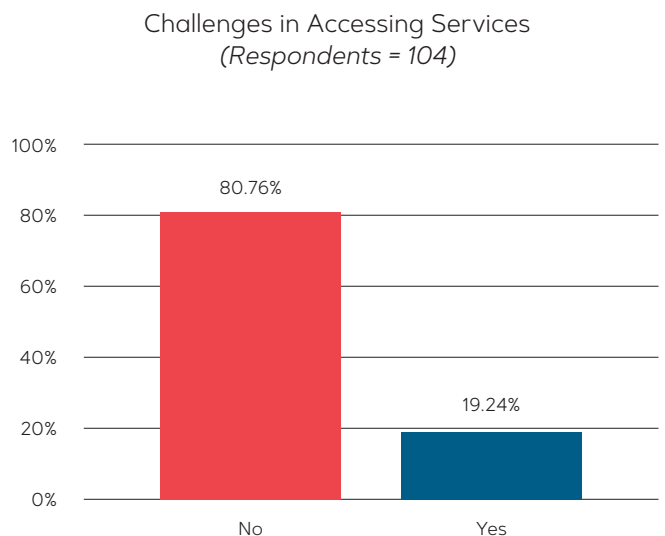
Respondents were asked to rate their level of agreement with the statement “I feel welcome in my community”. Results were mixed, with little difference to the responses to the June 2018 survey. Just over 23% of respondents disagreed that there is a strong sense of community in the local area, while 45% were ambivalent. Only around 32% of people felt that there was a strong sense of community in the area.



CHALLENGES IN ACCESSING SERVICES

Respondents were asked “Have you experienced any problems accessing services or supports in the last 12 months?” Just over 19% of respondents indicated that they were having challenges in accessing services. Key services that people indicated having trouble accessing:

- Affordable dental services
- Disability support
- Mental health services
- Ante-natal support
- Exercise physiologists
- General health services



COMMUNITY STRENGTHS

In order to assess levels of community capacity and cohesion, community members were asked to provide a qualitative response to the question, 'What Strengths Does the Redbank Plains Community have?' Around 48% of respondents responded to this question. Key themes are represented in the diagram, and the below table, along with representative quotes.



Theme	Instances	Representative Quote
Value of Diversity	17	<i>"A chance to share multicultural experiences and proximity to a growing population and interests"</i> <i>"A great mix of people and cultures"</i>
Access to Shops and Services	9	<i>"All basic needs on hand within the suburb. A feeling of space. Easy parking"</i>
Growing Community	6	<i>"It's growing"</i> <i>"Combined interest in improving and upgrading areas of Redbank Plains"</i> <i>"Growth progress"</i>
Sports and Outdoors	4	<i>"Great sports teams"</i> <i>"Outstanding sports grounds, numerous parks"</i>
Friendly people	4	<i>"Generally friendly people, lots of families"</i>
Affordable Housing	4	<i>"Housing development is currently increasing enabling a much increased availability of reasonably priced accommodation for various... groups"</i>
A great place for families	4	<i>"Family orientated"</i>
Sense of Community	3	<i>"A strong sense of community bonding"</i>
Proximity to other Urban Centres	3	<i>"Close to Brisbane and Ipswich cities"</i>
People looking out for each other	2	<i>"Great Neighbourhood watch, with the community looking out and reporting issues related to crime or lost and found via social media"</i>
Great Schools	1	<i>"Schools are important and the community things we do"</i>

COMMUNITY CHALLENGES

In order to gauge community needs, as well as potential challenges regarding community capacity and cohesion, community members and service providers were asked to provide a qualitative response to the question, 'Are there any challenges that the Redbank Plains Community is facing?'. Around 53% of respondents responded to this question. Key themes are represented in the diagram and the below table, along with representative quotes.



Theme	Instances	Representative Quote
Crime and Safety	16	<p>"A lot of drug use in the parks and obviously crime as these go hand in hand"</p> <p>"Crime is on a steady upward climb"</p>
Limited Public Transport	8	<p>"Lack of public transport to the city i.e. train station"</p>
Financial Pressures	8	<p>"High unemployment, financial difficulties"</p> <p>"Largely populated by the working poor (economics)"</p> <p>"Unemployment"</p>
Racism	6	<p>"Not a lot of interaction between racial groups"</p> <p>"Racism"</p>
Support for New Australians	5	<p>"...insufficient support for the migrant population as they resettle"</p>
Upkeep of public areas	5	<p>"People throwing their rubbish on the foot path, furniture, broken things, etc..."</p>
Quality Infrastructure	5	<p>"Needs more shops down this end where I live, be good when they open the highway at the back to get to and from Ipswich and Springfield"</p> <p>"Terrible infrastructure, useless bus service, no train station"</p> <p>"At a time when the community is growing and the largest in the Ipswich council, the council reduces to a tenth the local library"</p>
Support for Young People	4	<p>"Bored teens"</p> <p>"Youth Unemployment"</p>
Traffic Congestion	3	<p>"Increase in traffic volume. Redbank Plains Rd upgrades have introduced many more traffic lights making travel within the suburb more time consuming"</p>
Roads and Access	3	<p>"Poor Quality roads"</p>
Hoarding	3	<p>"I am concerned about hoarding, trail bikes, petty crime"</p>
Odour	2	<p>"We also have problems with the smell from the rubbish dump"</p> <p>However, focus group participants reported that smell in the area had improved in the last six months.</p>

COMMUNITY CHALLENGES cont.

Theme	Instances	Representative Quote
Pressure of rapid development	2	<i>"Too many townhouses being approved and built, no public swimming areas, rates are exorbitant"</i> <i>"Coping with its rapid growth, increased traffic and traffic congestion"</i> <i>"Infrastructure needs to keep up with population growth"</i>
High rates of renting	2	<i>"Lots of renters, so community atmosphere (talking to neighbours, etc) is very low."</i>
Support for Older People	2	<i>"Help for elders who are not able to mix"</i> <i>"Not enough footpaths for mobility scooter in the older areas of Redbank Plains"</i>
Mental Health	1	<i>"Employment and mental health"</i>
Stigma	1	<i>"Current stigma [about the neighbourhood]"</i>

CRIME AND SAFETY

Crime and safety was noted as a key issue in survey responses, and this was confirmed by the focus group. Major safety issues included:

- Theft: *"Lots of break ins. Police chase. Dogs stolen. Vandalism. And groups... of ppl walking at night"*
- Safety on the road around un-licenced drivers
- Drug use: *"A lot of drug use in the parks and obviously crime as these go hand in hand"*
- Unmanaged dogs parks: *"Crappy dog parks and not enough off leash areas in existing parks and recreational reserves"*
- Poor footpaths making the neighbourhood unsafe for pedestrians: *"Not enough footpaths for mobility scooter in the older areas of Redbank Plains"*
- Safety around discarded trash on sidewalks and unkempt gardens: *"fear of safety now [in] areas where aren't kept tidy, mowed enough"*

As mentioned above, focus group participants felt that the data gathered on safety did not reflect the reality of the neighbourhood, which they felt to be more unsafe than survey responses suggested.

When asked why these issues were occurring, focus group participants talked about a lack of policing as a key challenge. They also talked about a lack of pride in the neighbourhood, and a lack of a sense of shared rights and responsibilities to make the neighbourhood safe and liveable. Focus group participants also felt that the lack of council investment and attention in the area was contributing to a general lack of respect for the neighbourhood. However, participants also noted the links between financial pressures facing some in the neighbourhood, and crime, including theft and un-licenced drivers.

FINANCIAL PRESSURES

Financial pressures was noted as a key challenge in the survey, including issues around unemployment and food insecurity. Survey responses included:

- *"High unemployment, financial difficulties"*
- *"Largely populated by the Working Poor (economics)"*

Focus group participants similarly raised economic issues, discussing the links between crime, low socio-economic status, and mental health issues (see the baseline study results for further discussion regarding mental health). The lack of public transport in Redbank Plains was identified as a major employment barrier.

The SEIFA Index of Relative Socio-economic Disadvantage (IRSD) for the Redbank Plains SA2 is 917.8 (see Appendix B). This is well below the Ipswich LGA score of 961.0, and the fourth lowest among the Ipswich SA2 areas. Unemployment levels of Redbank Plains have also been consistently above the Ipswich average for at least the past two years (Dept. of Jobs and Small Business, 2018).

In response, the Community Centre hosts a financial counsellor from UnitingCare Queensland each Tuesday morning, offering free one-hour counselling to assist individuals and families understand and manage their household budget, debt, and financial hardship and consumer rights.

FOOD INSECURITY

Food insecurity emerged as an issue of concern in Redbank Plains. This was reflected strongly in focus group discussion, and in the high proportion of people accessing the Community Centre for food support. Food insecurity is estimated to affect 5.2% of people across Queensland (McCosker, 2017), and is linked to financial challenges in the community and food affordability.

Focus group participants discussed the links between food insecurity, economic pressures, health and nutrition. One focus group participant said, *"I found a good price for beans last week at [local shop], but if people can't afford the food, they don't eat"*. Focus group participants discussed the mental health strain, including stress and anxiety, facing families and individuals experiencing food insecurity and economic pressures. The focus group also discussed the rising rates of diabetes in the community, and the need to support the community to access nutritious, culturally-appropriate food.

The group suggested community gardens as a potential tool for community development. Community gardens were seen as a way to improve food security, a way to build community capacity, a way to provide access to gardens for renters who might not be able to have a garden, and providing opportunities for cultural groups to grow culturally-appropriate food.

In response, the Community Centre has a partnership with OzHarvest, who rescues and delivers donated grocery items from stores such as Aldi, Woolworths and Coles once a week. Each Tuesday morning the centre hosts a volunteer led program named 'Project Nourish'. To ensure that the program is inclusive and accessible, the Community Centre allows participants to select items, with one bag per household, and there is no eligibility criteria. Volunteers host a Community Morning Tea before and during the morning to encourage participants to build local connections, socialise and find out about services and programs in the local community. Project Nourish, since beginning in July 2018, has seen an average of 41.88 households being supported on a weekly basis. Anecdotal feedback from Community Centre staff indicates that there are a range of reasons that people are accessing food support, including households with persistent economic challenges, households facing short-term financial shocks (such as large bills) that might leave them short, or households facing challenges around illness and disability.

LIMITED PUBLIC TRANSPORT

Public transport again emerged as a major area of concern for people in Redbank Plains. Survey responses included:

- *"Transportation seems to be a problem for some. We are okay as have our own car"*
- *"Unless you own a car, getting around is very hard. Public transport here is very unreliable and almost non-existent"*
- *"Lack of public transport to the city i.e train station"*
- *"No proper public transport"*

Focus groups participants discussed public transport in the area as being poor, unreliable, infrequent, not user friendly, with no convenient linkages to other key transport networks. They felt that *"People feel like the area has been forgotten"*. The lack of buses, and the inaccessibility of public transport, was seen as particularly challenging for people with disabilities or other health and mobility issues, who might not be able to drive, or afford regular taxis. The lack of public transport was also seen by focus groups participants as limiting job opportunities for people in Redbank Plains. In addition, focus group participants acknowledged the challenges in accessing the Community Centre itself, with limited connectivity across the suburb.

RACISM

Racism again emerged as a persistent issue in the area, consistent with baseline survey responses and the previous research carried out in the neighbourhood. This included survey respondents and focus group participants concerned with racism being a particular challenge in the community, and a small number of explicitly racist comments made by some survey respondents.

To place this data within a broader context, the Scanlon Foundation annually track nation-wide attitudes towards migration, alongside the condition of the labour market. The 2018 report notes that *"Over the long term, there has been a strong correlation between changes in the level of unemployment and shifts in attitude to immigration..."* (Scanlon Foundation, 2018). This suggests that tackling racism requires both attention to economic concerns – noted as a particular challenge in Redbank Plains – as well as attention on social and cultural cohesion and the broader political climate.



SUPPORT FOR NEW AUSTRALIANS

Focus group participants shared that there is a common sentiment among the community that Redbank Plains, and broader Ipswich, is a settlement location, where the government are supporting new Australians to settle. As a result of this perception, participants queried why there aren't more services and supports available to new Australians and new arrivals to the area. One survey participant said:

- *"Possibly insufficient support for the migrant population as they resettle"*

The focus group were not aware that the significant growth in new cultural groups moving to the area has happened naturally, partly as a result of affordable housing, and not as a result of deliberate government policy.

In response, the Community Centre is facilitating a number of programs to support new Australians. There are 15 active volunteers at the Redbank Plains Community Centre, representing many of the demographics of the community, in order to support multicultural community members.

The centre hosts programs that provide support to newly arrived refugees to Ipswich via the Humanitarian Settlement Program. Ipswich PCYC deliver the Breaking the Cycle program from the centre each Thursday in a pilot program delivering to both youth and former refugees. The Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) also delivers counselling services from the centre where appropriate. The centre has been working with various multicultural community groups to deliver programs open to their community and the wider Australian community. This includes a free high-school age homework club each Saturday morning and computer literacy program for individuals over 55 years old. Through private hire, many multicultural groups from Samoa, New Zealand, Democratic Republic of Congo, South Sudan, Philippines and Niue have hired the centre for community events and faith-based functions. From May 2019, the Community Centre will also be hosting the St Vincent de Paul Society to deliver the Settlement Engagement and Transition Support Program.

PRESSURES OF RAPID DEVELOPMENT

The pressures of rapid housing development were again reflected in this round of research, in line with feedback received in June 2018. Redbank Plains is now home to over 20,000 people, up by nearly 4,000 people since 2012.

One of the key pressures of rapid development identified in the survey, and by focus group participants, was the issues associated with large number of renters in the neighbourhood. Over 51% of households in Redbank Plains are renting, including 2.6 per cent of residents in social housing (profile. id, 2019). Some focus group participants felt that this was having an impact on social cohesion in the neighbourhood, with people moving around

regularly. One survey respondent said: *"[There are] lots of renters, so community atmosphere (talking to neighbours, etc) is very low"*. Others felt there was a strong link between renters moving regularly, and hard rubbish left on the side walk, with one respondent stating *"Higher proportion of rental properties than owner occupied resulting in widespread lack of care of gardens and grounds etc"*. Focus group participants similarly felt that as renters are moving around a lot, they are more likely to leave hard rubbish on the sidewalk. The group also discussed renters not being sent tip vouchers, and the need for more regular kerbside collection across the city.

COUNCIL LEADING BY EXAMPLE

Some community members, both in the survey and focus group, felt that for residents to have pride in their neighbourhood, council and the state government need to similarly be investing in the community, and leading by example. Survey responses included:

- *"Infrastructure needs to keep up with population growth"*

Focus group participants discussed gaps where they felt the community needed more investment, including upkeep of footpaths, watering street trees, weeding medium strips and street sides, and neighbourhood clean-up. Participants said:

- *"The community needs to see that council have some pride in the area, which will encourage the community to do that same – for example, council need to water the dying trees in the neighbourhood. It seems like council does not care. The lack of interest from council flows onto the community. Council also need to weed medium strips and empty lots"*

Other suggestions included signs in parks that promote pride and cleaning, and shared ideas on expectations and contributions from all residents.

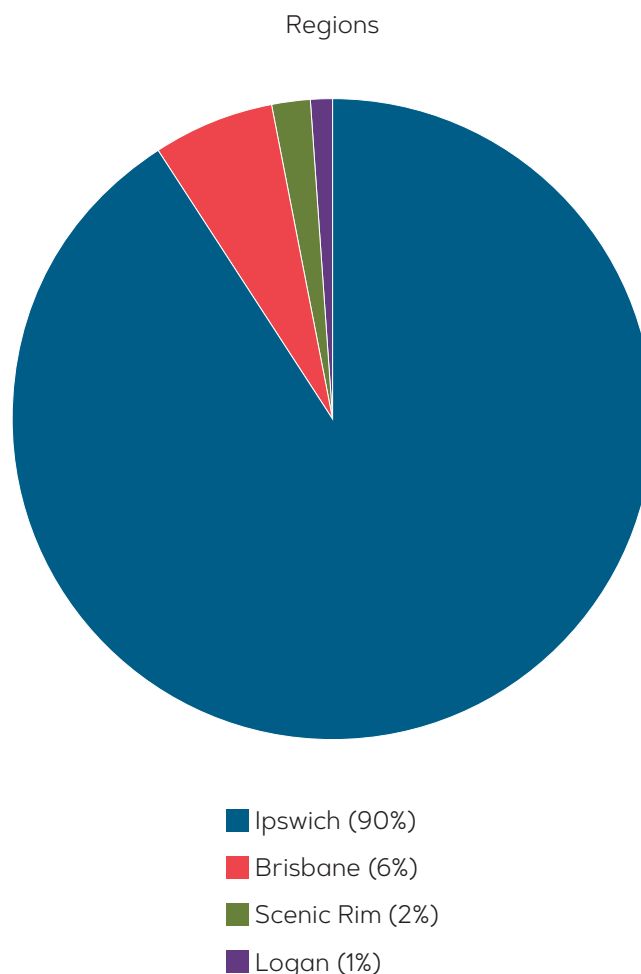


ENGAGEMENT WITH THE COMMUNITY CENTRE

Sixty-one respondents indicated that they had visited the Community Centre. The following section examines feedback from these centre visitors on centre activities and contributions, as well as data from all survey respondents about the kinds of services they feel are needed at the Community Centre.

The Community Centre gathers data from all attendees and has recorded:

- A total of 5155 visits to the centre (from July 2018 to February 2019)
- 72 Identified Countries of Origin are represented, including:
 - Australia (47% of visits)
 - New Zealand (13% of visits)
 - South Sudan (7% of visits)
 - Sudan (4% of visits)
 - Philippines (4% of visits)
 - Samoa (3% of visits)
 - Democratic Republic of Congo (3% of visits)
 - Argentina (2% of visits)
 - the UK (1% of visits)
 - Kenya (1% of visits)
 - Nigeria (1% of visits).
- 90% of visits are by people from Ipswich region, with the remaining from Brisbane, Logan Toowoomba and surrounds (see graph).

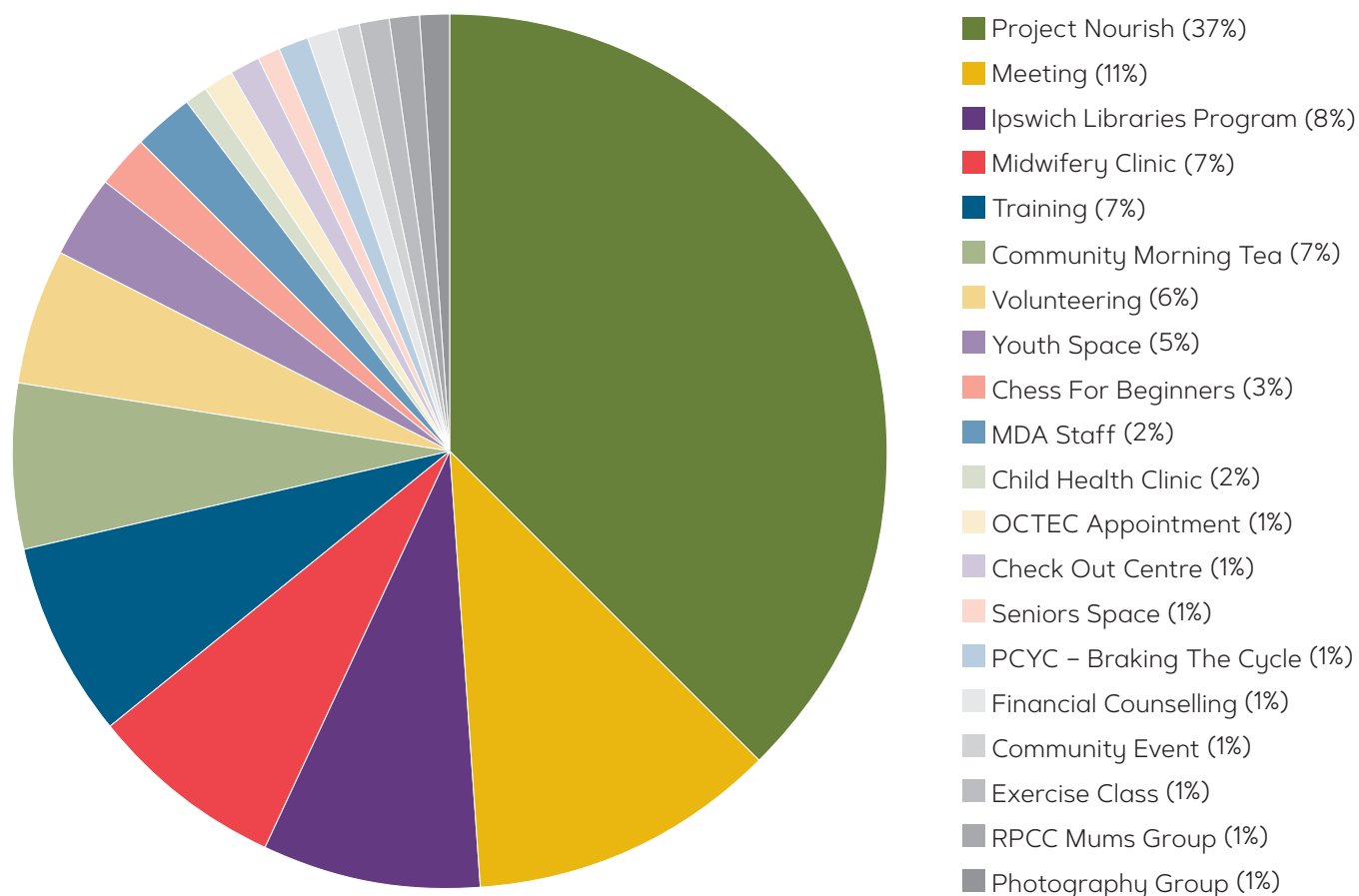


² This data documents centre visits, rather than individual people (as such, individuals may appear more than once in these graphs).

REASONS FOR VISITING THE CENTRE

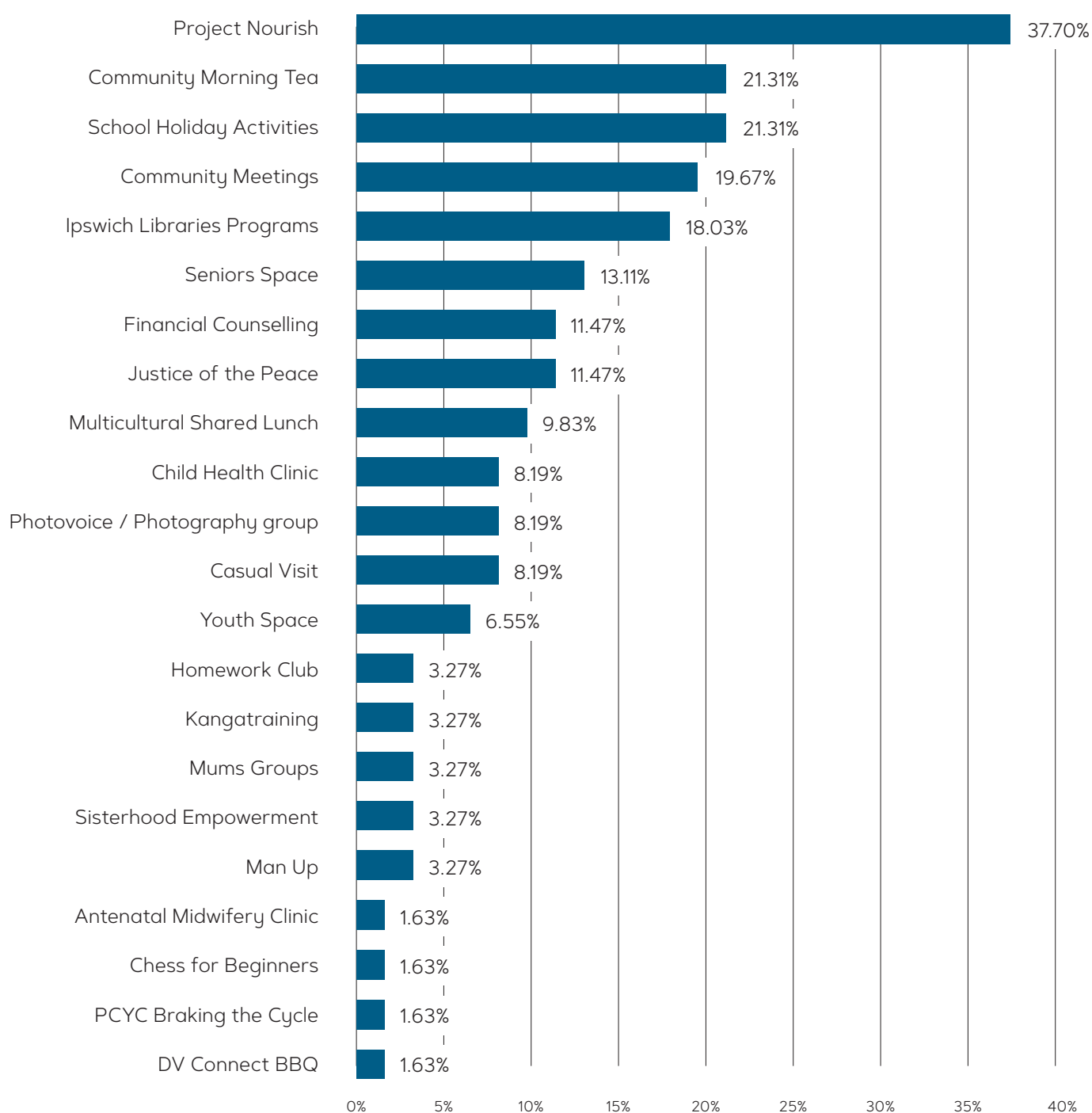
Drawing on Community Centre data, Project Nourish accounts for 37% of visits of visits to the Centre.

Primary Reason for Visiting



Survey respondents who indicated that they had visited the Community Centre, were asked to indicate which activities they had taken part in. Reflecting the above Community Centre data, most participants indicated that they had taken part in Project Nourish, as well as community morning teas, community meetings and school holiday activities.

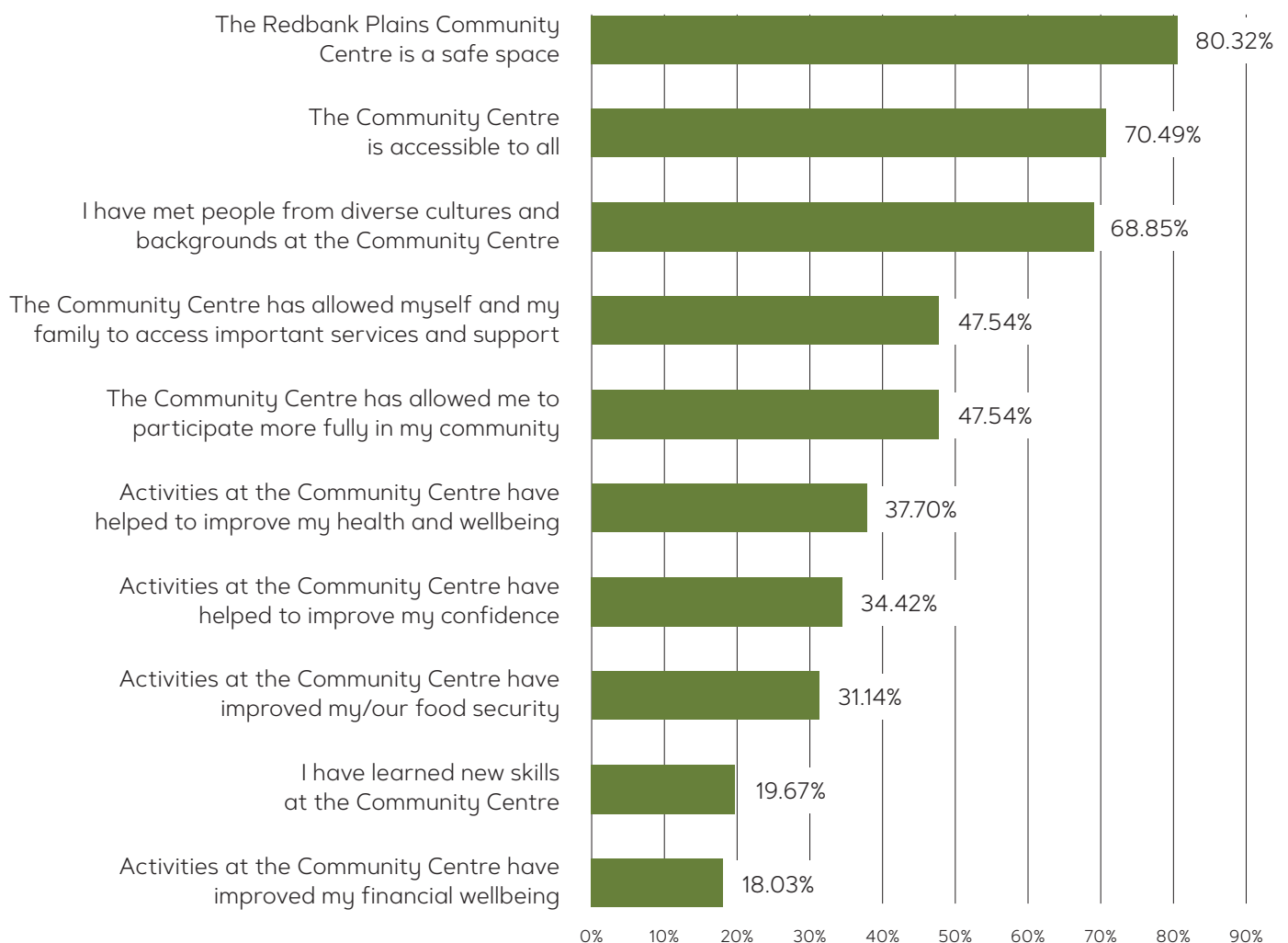
What programs and activities have you taken part in at the Community Centre?
(Respondents = 61)



Participants were asked to reflect on a series of statements regarding the benefits of the Community Centre to themselves.

- 80.32% felt that the Community Centre was a safe space and 70.40% felt that it was accessible to everyone, with comments including: *"Caters to all age groups and cultural backgrounds", "Its visible and easily accessible, "The staff is so friendly and knowledgeable" and "It is a friendly place"*
- 68.85% reported that they had met people from diverse cultures and backgrounds at the Community Centre, with comments including: *"Provides opportunities for people to socialise and get to know different people from different cultural backgrounds"*
- 31.14% felt that Community Centre activities had improved their food security, while 47.54% felt that centre activities had helped them and their families' access important services and support.

Benefits of the Community Centre to Individuals
(Respondents = 61)

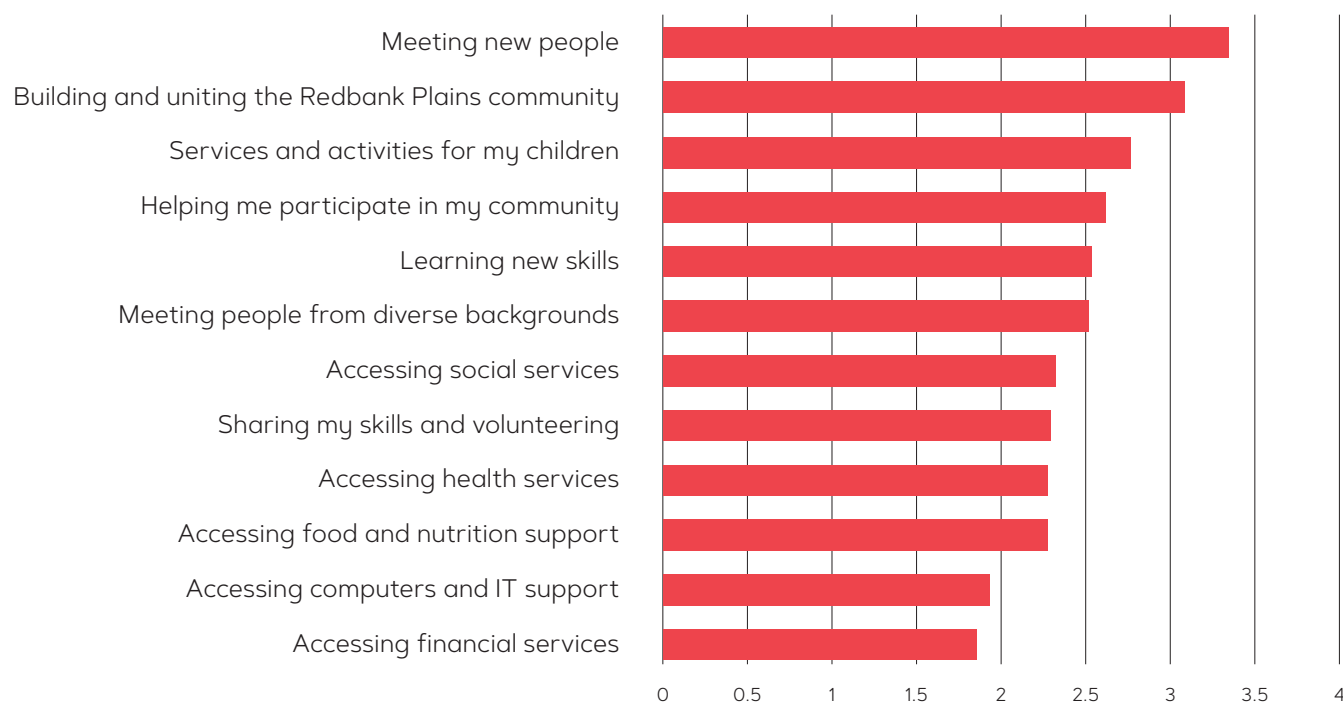


VALUE OF THE COMMUNITY CENTRE TO INDIVIDUALS

Participants were also asked to reflect on those aspects of the Community Centre that they considered most valuable for the broader community. The leading responses included:

Meeting new people	<p><i>"Always a good crowd turning up to events"</i></p> <p>Focus group participants gave good feedback on the Seniors Space, as a valuable opportunity for older people to build connections, including building intergenerational connections.</p>
Building and uniting the Redbank Plains community	<p><i>"It helps with a sense of belonging to a great range of help and groups"</i></p>
Services and activities for my children	<p><i>"Great location. It makes having my antenatal appointments so much easier as I have a toddler, which would make going to the hospital regularly challenging. It's a good size and the staff are pleasant"</i></p> <p><i>"I love the idea of a hub that connects families, while I didn't prioritize literacy, job help, food, or health, I know there are services for these in the area. I love how Redbank has already hosted a free movie, and kids sport classes, and believe more of these family friendly events is one important aspect of bringing a community together! Though I also love the idea of infant weigh in clinics, kids are and environment classes, facilities for mums and other groups to meet, hobbies for adults, and resume preparation help, as well as a brochure suggesting available Ipswich supports (food bank, employment, midwives, learning English, etc)"</i></p> <p><i>"[The Community Centre is] very aware of needs and wants in the community"</i></p>
Helping me participate in my community	<p><i>"Interesting community events and access to community health groups"</i></p>
Meeting people from diverse backgrounds	<p><i>"Provides opportunities for people to socialise and get to know different people from different cultural backgrounds"</i></p>

What are the five most important aspects of the Community Centre for you?
(Respondents = 61) (Scores below are an average rating by participants out of 5)



ONGOING AMBITIONS FOR THE COMMUNITY CENTRE

All survey participants also had the opportunity to comment on those programs and services which they felt were most important for the Community Centre to offer. While offering guidance to the Community Centre, these responses can also be taken as a proxy for key issues and needs in the community. The top five services identified were:

- **Programs for Youth:** As mentioned above, the community remains concerned for the welfare of young people in Redbank Plains, with suggestions around activities, education and employment opportunities.

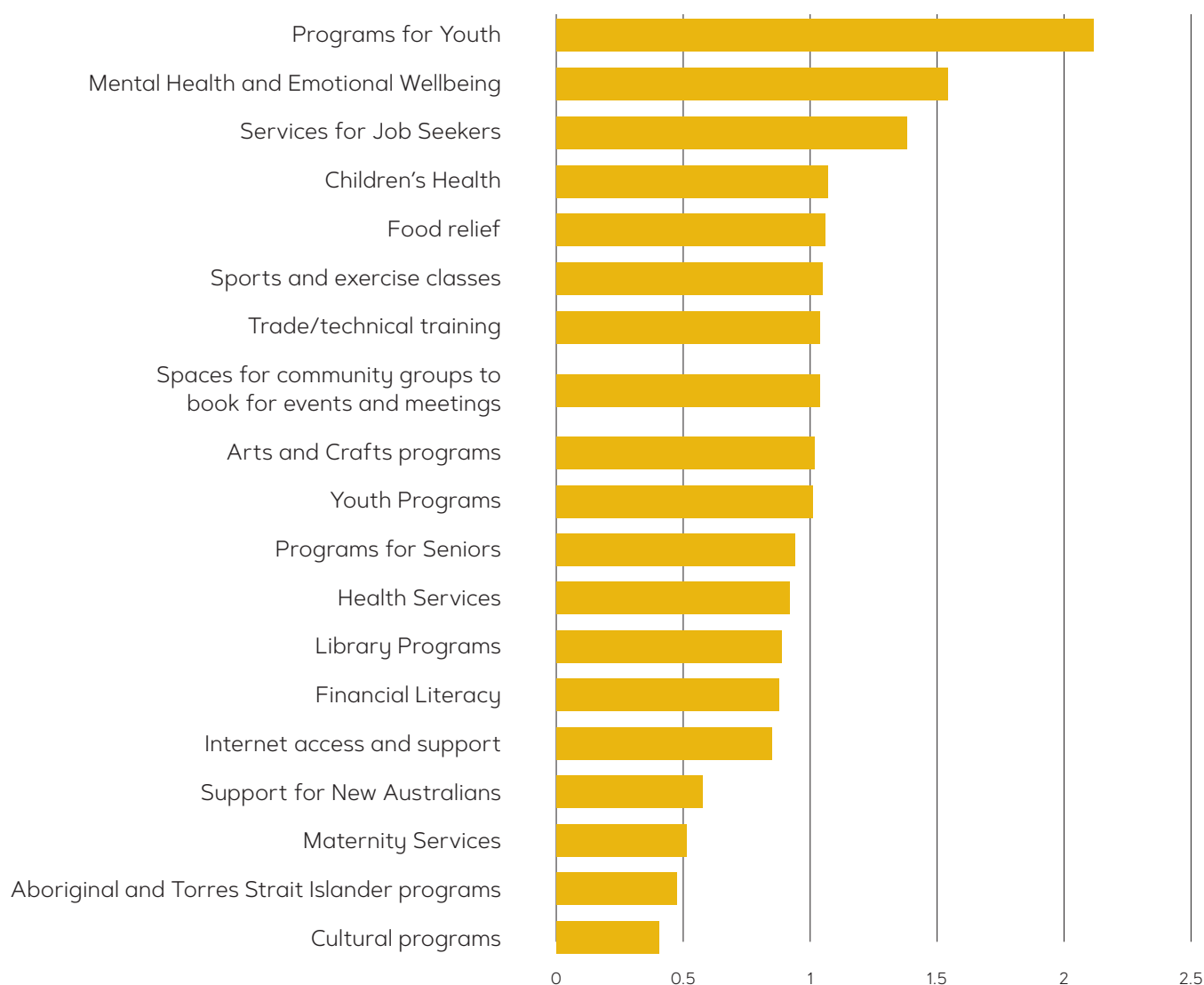
Each fortnight on a Monday afternoon the Community Centre hosts a Youth Space activity which is funded through the centre room hire. The Youth Space is aimed at youth aged 13 – 21 years old and has hosted activities such as, virtual reality headsets, Cooking classes, Samoan sarong painting, Christmas baking and painting. The centre also hosts school holiday activities for both children and young people, partnering with various community organisations and Ipswich City Council. Community organisation, Sudanese Australian Lost Boys and Girls of South Sudan (SALBAGOSS), delivers a free Homework Club each Saturday morning from 9am to 11am for children of high-school age. The program is open to all community members, with volunteers from various qualifications supporting young people in English, Science and Maths.

- **Mental Health and Emotional Wellbeing:** As mentioned and reflected in the table below, the community have identified mental health as an ongoing challenge in the community. This echoes baseline study results. Focus group participants noted a link between financial challenges, food insecurity and mental health. Public Health Information Development Unit (PHIDU) data, suggests that the Redbank Plains community may be experiencing moderately high levels of mental illness.³ While the Centre does not have any specific mental health activities, the Centre does facilitate a number of activities aimed at reducing social isolation including a weekly Community Morning Tea and a fortnightly 'Young at Hearts Club' for over 55s, where participants engage in conversation, afternoon tea, computer classes and various activities such as painting, dance, yoga, and craft.

- **Services for Job Seekers:** As discussed above, financial challenges and unemployment remain a key challenge in the Redbank Plains community, linked to transport and education. This echoes baseline study results, where survey participants flagged training as a key needed service. The centre will soon be hosting St Vinnies Get Set for Work program and FutureFIT, a volunteer-led employment barrier project.
- **Children's Health:** Reflecting the demographics of the area, support for children, and children's health, remains a key community concern. The Centre hosts a number of parallel activities for parents and children. A monthly West Moreton Health Child Health Clinic and Ipswich City Council Immunisations Community Clinic, occurs in conjunction with the Ipswich City Council library program Toddler Time for children aged 0-5 years old. The weekly West Moreton Health Midwifery Clinic occurs in conjunction with a Mum's Group. The Centre also hosts a monthly Ipswich City Council library program Story Time for local families.
- **Food Relief:** As discussed above, food security has emerged as an issue of concern, linked closely to financial challenges. The weekly Project Nourish program at the centre is currently serving up to 40 families each week.

³ See Redbank Plains Community Centre: 2018 Baseline Study Results for further discussion

Which of these programs/services would be most important for the Community Centre to offer?
(Respondents = 89) (Scores below are an average rating by participants out of 5)



SUGGESTIONS FOR ACTIVITIES

Survey and focus group participants also made a number of future suggestions for the Community Centre, including:

- Dog-friendly activities
- Walking groups
- Support for families with disabilities
- Child-friendly fitness classes
- Parents support groups
- A community garden

CONCLUSIONS

The following section gives an overview of the data collected in the six-month survey and focus group.

SOCIAL COHESION AND SOCIAL CAPITAL

The six-month data suggests that social cohesion and social capital remain a challenge in the community, with moderate levels of cross-cultural connections, and a sense of community and welcome. Racism has persisted as a challenge and perceptions of safety also remain low.

However, for those who have participated at the Community Centre, there was a strong sense that the centre was providing meaningful opportunities for people to build social connections, with nearly 69% of respondents reporting that they had met people from diverse cultural backgrounds at the Community Centre. *“Meeting new people”* and *“building and uniting the Redbank Plains community”* also emerged as the top aspects of the centre that people felt were important. Participants also flagged key community strengths as including *“friendly people”*, *“people looking out for each other”*, *“A great place for families”* and *“sense of community”*. This indicates ongoing opportunities for building social cohesion.

COMMUNITY CAPACITY

The six-month data suggests that community capacity remains low, with only a small percentage of survey respondents taking part in community groups (30.77%), community meetings (26.92%) or volunteering (27.88%). Focus group participants also examined the challenges associated with communications, as a key barrier to wider and deeper community engagement and capacity building.

However, for those who have participated at the Community Centre, there was a strong sense that the centre was providing meaningful opportunities for building community capacity, including learning new skills, providing space for groups to meet, providing opportunities for volunteering and facilitating community meetings and forums. Just over 47% of centre visitors also noted that *“The Community Centre has allowed me to participate more fully in my community”*. This suggests that the Community Centre is providing a pathway for residents to build community capacity for organising community events, campaigns and meetings.

COMMUNITY NEEDS: HEALTH AND WELLBEING

Mental health, and food security and nutrition, emerged as key health and wellbeing concerns in this round of research. The community acknowledged the social determinants of these health issues, in particular the links between both mental health and food security. The Centre is responding to community health and wellbeing needs in this space with the weekly Project Nourish project, regular child and maternal health clinics, and social activities to combat social isolation.

COMMUNITY NEEDS: LOCAL ECONOMIC DEVELOPMENT

Financial challenges and unemployment have persisted as major challenges in the community. These issues have been identified by community members, and aligns with recent ABS data, with a low SEIFA index and higher unemployment rates than the average for the wider LGA. The community similarly linked unemployment in the area with poor provision of public transport. Desire for services for job seekers has also persisted in the community.

PLACE-BASED COMMUNITY DEVELOPMENT

Elements of community cohesion remain low, including sense of welcome and a sense of community, and focus group members felt that there was a place for council to be leading by example to build pride and respect. While community attitudes towards Redbank Plains as a connected community remain mixed, there are rich opportunities for ongoing place-based development in Redbank Plains. A number of community strengths were also re-iterated through the six-month survey, including the value of diversity, the opportunities in a growing community, affordable housing, and access to both urban and natural spaces and places.

NEXT STEPS

The results of the six-month research will be shared with community members via an updated series of posters, and this report. A twelve-month survey will be launched in June 2019, which will further track key community indicators. This will be followed by research rounds in mid-2020 and mid-2021.

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All images taken at the Redbank Plains Community Centre opening event on 23 May 2018.

APPENDIX A: COMMUNITY SURVEY

REDBANK PLAINS COMMUNITY CENTRE: 6-MONTH SURVEY (NOV/DEC 2018)

Now that the Redbank Plains Community Centre has been open for six months, Ipswich City Council and Multicultural Development Australia (MDA) would like to hear from residents and Community Centre visitors. Please take a few minutes to fill out this survey. This survey is for people aged 15 and over. Our purpose in asking these questions 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. The survey is 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 MDA. You will not be personally identifiable in any reports that come out of this project. If you have any questions regarding this survey, please contact Community Research Officer, Amy MacMahon, at amy.macmahon@ipswich.qld.gov.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)
☐ Australian ☐ Aboriginal ☐ Torres Strait Islander ☐ Both Aboriginal and Torres Strait Islander
☐ Samoan ☐ Chinese ☐ Fijian ☐ South African ☐ Dutch ☐ German
☐ Sudanese ☐ English ☐ Indian ☐ Vietnamese ☐ New Zealander
☐ Other: _____
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)
☐ Solo adult without children
☐ Solo adult with children
☐ Couple with children
☐ Couple without children
☐ Group household (shared) unrelated
☐ Group household related without children
☐ Group household related with children
☐ Household includes children under 15
☐ Household includes children over 15
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 further work
☐ Unemployed - seeking work ☐ Unemployed - not seeking work ☐ Student

9. What is your highest level of education? (please tick one)

- ☐ Primary School ☐ Secondary School – ☐ Year 10 ☐ Year 11 ☐ Year 12
☐ Technical/TAFE ☐ Tertiary ☐ Postgraduate ☐ Prefer not to say

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

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

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/events?

- ☐ 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. Do you run/own a small business in Redbank Plains/Ipswich?

- ☐ Yes (please detail) _____ ☐ No

17. 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:

18. There is a strong sense of community in my local area (please circle one of the below)

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

19. I feel welcome in the local community (please circle one of the below)

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

20. It is a good thing for our community to be made up of people from different cultures
(please circle one of the below)

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

21. 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

22. Have you visited the Redbank Plains Community Centre since it opened in May?

☐ Yes (please go to question 23)

☐ No (please go to question 26)

☐ Unsure (please go to question 26)

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

(Please select as many as apply)

☐ Antenatal Midwifery Clinic

☐ Chess for Beginners

☐ Child Health Clinic

☐ Community Meetings

☐ Community Morning Tea

☐ Financial Counselling

☐ Homework Club

☐ Ipswich Libraries Programs

☐ Justice of the Peace

☐ Kangatraining

☐ Multicultural Shared Lunch

☐ Mums Groups

☐ PCYC Braking the Cycle

☐ Photovoice / Photography group

☐ Project Nourish

☐ School Holiday Activities

☐ School holiday events

☐ Seniors Space

☐ Youth Space

☐ Other _____

24. Do the following statements apply to you?

	Yes	No	Not Applicable
I have learned new skills at the Community Centre			
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			

25. 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 participant 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					

26. Which of these programs/services would be 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					
Youth Programs					
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					

27. Would you be interested in taking part in a community focus group, about the Redbank Plains community and the Community Centre, in February 2019?

☐ Yes (please provide your details below)

☐ No

28. Would you like to be kept up-to-date about Community Centre activities? (This information will be shared with MDA)

☐ Yes (please provide your details below)

☐ No

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.

APPENDIX B: SEIFA (IRSD) INDEX

The below table integrates SEIFA Index of Relative Socio-economic Disadvantage (IRSD) data for Ipswich SA2 areas and benchmark areas (LGA and statewide) (profile.id, 2019). Please see the description of this data in the footnotes.

Index of Relative Socio-economic Disadvantage ⁴		
City of Ipswich's small areas and benchmark areas		
	2016 index	Percentile ⁵
Karalee - Barellan Point	1080.2	91
Ripley	1067.7	86
Springfield Lakes	1056.4	80
Greater Springfield	1054.7	79
Ipswich - North	1048.7	75
Bellbird Park - Brookwater	1043.4	73
Springfield	1026.9	62
South East Queensland	1014.6	54
Australia	1001.9	46
Queensland	996.0	43
Churchill - Yamanto	989.4	39
Walloon Rosewood Expansion area	977.0	32
Camira - Gailes - Carole Park	976.4	32
Rosewood	973.8	31
Raceview	971.7	30
City of Ipswich	961.0	25
Collingwood Park - Redbank	952.3	22
Brassall	941.4	19
Ipswich - Central	931.0	16
North Ipswich - Tivoli	923.0	14
Bundamba	919.6	13
Redbank Plains (SA2)	917.8	13
Ipswich - East	917.0	13
Goodna	858.7	6
Leichhardt - One Mile	844.0	4
Riverview - New Chum	780.4	3

⁴ The ABS (ABS, 2018) writes "The Index of Relative Socio-economic Disadvantage (IRSD) is a general socio-economic index that summarises a range of information about the economic and social conditions of people and households within an area. Unlike the other indexes, this index includes only measures of relative disadvantage. A low score indicates relatively greater disadvantage in general. For example, an area could have a low score if there are:

- many households with low income,
- many people with no qualifications, or
- many people in low skill occupations."





⁵ Profile.id (2019) write: "The percentile column indicates the approximate position of this small area in a ranked list of Australia's suburbs and localities. It's meant to give an indication of where the area sits within the whole nation. A higher number indicates a higher socio-economic status. For instance, a percentile of 72 indicates that approximately 72% of Australia's suburbs have a SEIFA index lower than this area (more disadvantaged), while 28% are higher."



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