



WYNNUM COMMUNITY

Needs Discussion Document



Prepared for Wynnum Collaborative

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SBTB would like to respectfully acknowledge the Quandamooka People, Traditional Owners on the land on which we live, work and play and Elders both past and present. SBTB also recognises those whose ongoing effort to protect and promote Aboriginal and Torres Strait Islander cultures will leave a lasting legacy for future Elders and leaders.

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Safe by the Bay (SBTB) would like to acknowledge the value of the Community Needs Analysis Tool developed by the Community Centre SA in the design and implementation of this project.

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Mangrove Housing

Max Employment

Rosies

Benevolent Society

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EXECUTIVE SUMMARY

All roads lead to Wynnum

For a number of years there has been a growing desire amongst many working in the Bayside community sector for a funded community-neighbourhood centre to be established, that could become a “one stop shop” to provide holistic support to a wide range of clients. This is a view supported by other community leaders, including religious leaders, local politicians, and service providers from outside the area. In the past decade there has been a number of stop-start initiatives, including the employing of a local coordinator of service delivery, but nothing sustainable or permanent.

Safe by the Bay Inc (SBTB) is one volunteer led, grassroots level organisation that has been in the epicentre of promoting collaboration and advocacy in the Bayside, bringing

community groups together to network and support each other.

In 2020, the Department of Communities, Disability Services and Seniors provided funding to investigate the community needs leading to this discussion report.

Three key questions drove the research:

1. What are the needs of the Wynnum/Manly community?
2. Who do we wish to reach in the community and why?
3. What is the most effective way to address these identified needs?

THE KEY FINDINGS OF THE STUDY CAN BE PRESENTED AS A LIST OF IDENTIFIED NEEDS:

- For a central person or organisation to link up services.
- To feel safe.
- To help the homeless.
- More affordable housing, including emergency housing and crisis relief.
- Greater connection.
- To provide opportunities for the youth.
- More permanent plans when it comes to social services in order to build stability and trust in the community.
- More cultural and mental health care education and support.

The intended outcome of the report is to provide a document that will facilitate further discussion amongst the community, leading to concrete action. To assist in identifying the best ways to address these needs, there is a list of questions derived from the report provided at the end of the document as a starting point.

THIS REPORT IS PRESENTED AS FOLLOWS:

1. Introduction
2. Scope
3. History of SBTB
4. Research design
5. Community profile
6. Basic demographics
7. Our strengths
8. Our weaknesses
9. Discussion questions
10. Conclusion

1. INTRODUCTION

For a number of years there has been a growing desire among many working in the Community Sector for a funded community-neighbourhood centre to be established, that could become a “one-stop shop” to provide holistic support to a wide range of clients. This is a view supported by other community leaders, including religious leaders, local politicians, and service providers from outside the area. In the past decade there has been a number of stop-start initiatives, including the employing of a local coordinator of service delivery, but nothing sustainable or permanent.

SBTB is one local grassroots level, volunteer led community organisation that has been on the forefront of this expression, systematically working towards a community-based service for the care of the homeless. While the desire for a fully functioning neighbourhood/ community centre has been growing for a number of years, what has been lacking is an evidence base for such a proposal.

The Queensland Government partially funds more than 100 neighbourhood and community centres in Queensland. These centres provide an array of localised services covering children, youth and family. They are scattered throughout rural, remote and urban communities throughout Queensland (<https://www.qld.gov.au/community/your-home-community/groups-in-your-community/>

neighbourhood- community-centres). There is currently no funded neighbourhood-community centre in the Ward of Wynnum/ Manly, with the closest one being in Capalaba which services the entirety of mainland Redlands. However, Wynnum does have a diversity of government and non-government groups providing a wide range of social services and support. In particular, there are a considerable number of non-profit social service providers as displayed in Table 1.

This Community Needs Document (CND) is one contribution towards an evidence base supporting the need for a community-neighbourhood centre. The report draws upon community needs analysis techniques and tools that are currently best practice, and incorporates professional knowledge, lived experience. Fundamentally, the report seeks to answer the following questions:

- 01 WHAT ARE THE NEEDS OF THE WYNNUM/MANLY COMMUNITY?**
- 02 WHO DO WE WISH TO REACH IN THE COMMUNITY AND WHY?**
- 03 WHAT ARE THE MOST EFFECTIVE WAYS TO ADDRESS THESE IDENTIFIED NEEDS?**

As you read this report, you may be tempted to jump to the end to find answers to these primary questions. Instead, the report provides a contribution to existing discussion and strategic planning towards various initiatives, that may include a community/neighbourhood centre, highlighting challenges and opportunities that lay ahead.

2. SCOPE

The purpose of this document is to provide accurate, relevant, general community needs data for further analysis by SBTB and the Wynnum Collaborative Group to inform future service provision in the Bayside.

This document is differentiated from more common Community Needs Analysis Reports in a number of key ways, that need to be kept in focus when reading this report. Firstly, the report is intended to foster ongoing discussion while capturing “point in time” data. By the time this report has been disseminated, further conversations would have occurred that will continue to expand the report moving forward. Whilst at times, the researchers felt they had hit data saturation, once this version of the document has been circulated amongst the stakeholders, we anticipate valuable feedback that will form the basis of the next level of data gathering and analysis, leading to further revisions. This is commensurate with the SBTB Committee’s expressed desire for the report to be a “Living Document”. That is, one that continues, beyond the initial dissemination, serving the basis for further discussion. It is intentionally “open-ended”, descriptive, ripe for further qualitative analysis. The proceeding questions are likely to be the “so what” and “now what?”

Secondly, community needs documents are typically conducted with clients attending Neighbourhood Centres (<https://www.communitycentressa.asn.au> -/capacity building/community -needs-analysis). In this case, the global pandemic has impeded the ability to systematically survey in any single service point. In hindsight, this widened the lens considerably to interview a much broader population. Moving forward, the individual service providers may wish to conduct further and more detailed interviews with their own clients to add to the ongoing discussion. The report also highlights some sub-groups that were difficult to access, and more understanding of their needs is warranted.

In summary, for this community needs discussion report the following scope has been addressed:

- 01 PROVIDE AN OVERVIEW OF THE HISTORY AND ACHIEVEMENTS OF SBTB TO SET THE CONTEXT FOR THE COMMUNITY NEEDS DOCUMENT.**
- 02 UNDERTAKE A DESKTOP ANALYSIS OF WHAT COMMUNITY SERVICES EXIST WITHIN A PRIMARY CATCHMENT AREA AND MAP THESE.**
- 03 FOSTER OPEN-ENDED ONGOING DISCUSSION WITH BROAD REPRESENTATION OF COMMUNITY MEMBERS. THIS INCLUDES PERSONS WHO BOTH LIVE AND WORK IN WYNNUM.**
- 04 PROVIDE THIS INFORMATION IN THE FORM OF A REPORT FOR SBTB AND OUR COMMUNITY TO FOSTER ONGOING COLLABORATE SUPPORT.**
- 05 PROVIDE THIS INFORMATION IN THE FORM OF A REPORT THAT CAN BE USED AS A BASIS FOR FURTHER RESEARCH & DISCUSSION BY OTHER COMMUNITY STAKEHOLDERS.**

3. HISTORY OF SBTB

Safe by the Bay was initially established through the Department of Housing and Public Works' Homelessness Community Action Plan (HCAP) in the South Eastern Bayside Suburbs of Brisbane. This branding of the project was created by a group of committed local residents and service providers who were part of the Bayside Interagency Network who went on to become the Safe by the Bay Working Group.

The members of the working group share the commitment to seeing change in our community and have grabbed this opportunity to work collaboratively to get local issues recognized and to share in our response to them. One of the strengths of our community is that as a small group of service providers, many of whom are also residents of the local area, we have a history of working cooperatively and collaboratively on priorities such as the homeless.

As the project came to an end after six months, the working group reached the decision to continue on the path to serving the local community and to focus on one key activity, the Wynnum Community Meals which continued as a priority action for the group with the aim of providing access to support and to develop a sense of belonging to the community for local residents. A key outcome has been the strengthening of local collaboration.

In 2015/16 SBTB received funding under the Department of Housing and Public Works' Dignity First Fund which enabled the employment of a project worker to further develop the project. This included the establishment of a collaborative network of local service providers and residents whose focus is ending homelessness; and a weekly homelessness hub which sees service providers (including the Rent Connect Officers from the Bayside Housing Service Centre, Centrelink Community Liaison Officers, Silky Oaks Supported Accommodation Service for women and families, Bayside Adolescent Boarding Inc, RSL Qld, Emergency Relief

agencies) provide a one stop shop approach for people who are homeless or at risk of homelessness. These activities have continued through the dedication of local volunteers and committed service providers.

One of the recommendations of the evaluation of this project was the need to consolidate the governance of the group which has since successfully attained Incorporation status in Qld. While only recently incorporated, committee members have a long combined history of work in the human services area and participatory skills in general community, housing and homelessness.

Prior to COVID 19, the group has also successfully delivered a quarterly community meal which provided a venue for informal support and links to local services with local service providers included in the group of volunteers.

The group is targeted to the broad community with a focus on breaking down social isolation, and as an early-intervention strategy for those experiencing, or at risk of homelessness.

Becoming an incorporation in 2020, SBTB is now looking to the future, and is working to integrate the lessons, experience and insights gained from previous programs, as well as the process of forming this document in collaboration with the community. While SBTB has had valuable community engagement there have been roadblocks such as lack of funding along the way that has impaired its capacity for outreach, as well as an ability to provide a multidisciplinary program that could provide continuity of care. In 2020, the committee secured one-off funding for a range of activities including the development of this needs document which will guide the activities of the group into the future. We are also reviewing how we can continue to provide the community meals in a COVID friendly way.

More detail can be found in the following document: (www.safebythebay.org).

The Safe by the Bay Community Hub Project was intended to enhance coordinated homelessness intervention services in the Wynnum/Manly area. Key project objectives were primarily focused on the establishment of a Homelessness Hub based out of the Volunteering Queensland offices at the Wynnum Community Centre, with satellite services and activities operating alongside and within other local homelessness and community support services.

The project has worked closely with other local services to promote interagency networking; better understand local needs and service gaps; and to develop and support effective and sustainable strategies

to respond to those needs and gaps. The project's intended outcomes focus on facilitating stronger local homelessness service networks and developing pathways that enable people who are at risk of or experiencing homelessness to have useful and meaningful opportunities to connect with the supports to both meet their immediate needs and move towards improved wellbeing.

Recognising the time-limited nature of the funding for this initial establishment project, the Safe by the Bay – Dignity First grant was intended to be used to scope and implement a sustainability strategy which will enable project benefits to extend beyond the initial funded project period.

THE SBTB COMMUNITY HUB PROJECT HAS BEEN DELIVERED UNDER THE VISION OF THE SBTB COMMITTEE TO:

- Break down social isolation and build relationships amongst the residents, their families and their friends in the Bayside area.
- Build capacity and connection.
- Improve access to local support in the community.
- Demonstrate collaboration and partnership between local organisations, local business and local groups.

- Intended Project Objectives were to develop an innovative and coordinated response to homelessness in the Wynnum/Manly area through:

1. A weekly roster of services at the Wynnum Community Centre and other community spaces.
2. Building the capacity of existing networks, services and projects to support people experiencing or at risk of homelessness in the Wynnum/Manly area (e.g. network development, community promotions and awareness, grant applications for specific identified gaps/needs/passions, shared training, volunteer development).
3. Developing a sustainable model for the project beyond the Dignity First funding period (e.g. what will Phase 2 of the SBTB project look like and how can we build on this resource?).

INTENDED PROJECT OUTCOMES WERE:

- 01 INCREASED EASE OF ACCESS TO INFORMATION AND REFERRALS REGARDING SERVICES IN WYNNUM/MANLY FOR PEOPLE EXPERIENCING OR AT RISK OF HOMELESSNESS.
- 02 INCREASED UNDERSTANDING OF THE NEEDS AND INTERESTS OF LOCAL PEOPLE WHO ARE EXPERIENCING, OR AT RISK OF HOMELESSNESS, INCLUDING GAPS IN SERVICES.
- 03 INCREASED RESOURCES TO SUPPORT KEY INITIATIVES IN RESPONSE TO IDENTIFIED NEEDS/PASSIONS IN THE LOCAL AREA (E.G. GRANTS, COMMUNITY SUPPORT AND FUNDRAISING).
- 04 A FINAL REPORT AND EVALUATION OF THE PROJECT WITH KEY LEARNINGS AND RECOMMENDATIONS FOR FUTURE WORK.
- 05 A SUSTAINABLE MODEL DEVELOPED FOR PHASE 2 OF THE SAFE BY THE BAY PROJECT IN 2018.



In 2020, SBTB applied for DCDS funding for the establishment of Access - Community Support Services: Wynnum Neighbourhood and Community Centre. In this round SBTB was unsuccessful with funding awarded to the Redland Community Centre who has since established Wynnum Place on Bay Terrace. The Community has positively embraced the services currently provided, with SBTB supporting this valuable service and what it offers the community. This includes Emergency Relief delivered once a week and services such as food hamper, financial counselling, group workshops, crisis support

for those experiencing homelessness. They also provide a collection of services that bring together local vendors and practical supports such as hairdressers and coffee vans. Aside from this Wynnum Community Place also provides a link in system where residents and those seeking assistance are able to be connected with the available services in the area. The community centre also offers weekly alcoholics and narcotics anonymous meetings. Whilst unsuccessful, the DCHS had agreed to fund SBTB to conduct a Community Needs Analysis and community meals and events. This report is one outcome of that funding.

4. RESEARCH DESIGN

The social research design employed in this project was qualitative, employing an interpretive social science methodology (Neumann, 2013). Whilst some statistical data was collected, these were sociologically interpreted. Whilst the report is called a Community Needs Analysis, the type of analysis was exploratory and descriptive. The following steps were taken in the process:



LITERATURE REVIEW

Firstly, a review of the literature on community-based studies, specifically focusing on community needs analysis was conducted. From this literature, the researchers ascertained that the current scope of this project falls within current practices. In particular, The SA Neighbourhood Centres Community Analysis Toolkit was identified as a benchmark document that informed the design. The results are often used to identify what programs are required. (<https://www.communitycentressa.asn.au/capacitybuilding/community-needs-analysis>).

The goal of conducting a needs assessment is to gain a better understanding of the specific needs of the community. As well as to ascertain the gaps in services and to, from a statistical and grass roots level, comprehend the current climate of services available to the community. The researchers were cognizant that people belong to different knowledge systems and for this report would focus on the local and specialised knowledge. For this report, local knowledge is the local reality based on lived experience in Wynnum/Manly (e.g. long-term residents), “built through shared stories, memories of shared events and locally specific relationships between people and places.” (Aslin & Brown, 2004). The specialised knowledge was collected from a wide range of community experts (e.g. professional working in the area).



THE RESEARCHERS

Dr Stephen Beaumont was appointed as lead researcher with two human service students Lydia Farbach and Sara Knife as research assistants. During the project an Arts student from the University of Queensland and long-term Wynnum resident Kelsey Lynch joined the research team.

DATA COLLECTION

The primary data collection methods were face-to-face interviews, focus groups, and desktop research.

THE INTERVIEW QUESTIONNAIRE

Both the individual questionnaire and focus group schedule were based on the SA Community Needs Analysis Toolkit due to the open ended, yet direct approach of the questionnaire (see Appendix). There were five key questions, with a sixth question for any further comments:

- 01 HOW CONNECTED DO YOU FEEL THE COMMUNITY IS?**
- 02 WHAT DO YOU SEE ARE THE STRENGTHS OF THE COMMUNITY?**
- 03 WHAT WEAKNESSES DO YOU SEE?**
- 04 ARE THERE ANY GAPS IN SOCIAL SERVICES THAT YOU ARE AWARE OF?**
- 05 WHAT CHANGES, IF ANY WOULD YOU LIKE TO SEE?**
- 06 ANY FURTHER COMMENTS?**

Face-to-face Interviews were conducted from September 2020 to May 2021. To date, 144 have been conducted. Unfortunately, due mainly to the impact of Covid-19, many people were unwilling to be interviewed face-to-face during 2020. With confidence increasing in 2021, further interviews may be taken in the 2nd half of the year if required.

FOCUS GROUPS

Focus Groups are one of the few inherently social data collection methods that social science researchers have at their disposal (Cyr, 2019). Whilst community need analysis reports are based on interviews of clients attending community centres, the researchers wanted to take advantage of the broader scope of research focus than just service evaluation, to capture the opinions of as wide a group of people as possible. Secondly, social researchers often use focus groups as group interviews employing relatively homogenous groups, which was the case in this research (Sagoe, 2012). There are number of advantages of using Focus Groups in the literature including, which were observed in this study:

- Being able to observe the interaction between the participants.
- Provides opportunity for participants to ask question of each other.
- This can lead to re-evaluation of their own ideas.
- Can often generate new ideas about the topic.
- More in-depth discussion than short interviews.
- Can lead to problem-solving.

Three focus groups were successfully conducted with four planned. Depending on feedback from this report the researchers would also like to extend the number of focus groups. In particular, the level of energy generated in the focus group of young adults indicates that this group, have very strong views on Wynnum's (their) future.

POPULATION SAMPLE

Due to the physical challenges of social distancing through the Pandemic, the sampling methods evolved into convenience sample. As stated elsewhere, this survey was not intended to be associated with any single physical service and there were considerable ongoing challenges in implementing interviews for Covid Safe compliance; the researchers needed to adjust their methods. Interviews were held in two public events, with the remainder by way of direct contact with individuals. These individuals were purposely sampled to include both specialised and local knowledge, as well as a broad range of demographics, such as age, gender, and culture. In particular, the sample sought to identify individuals who had a keen sense of community through work association or long- term residency. The minimum requirement for participation in the interviews were by way of having lived or worked in Wynnum and were over 16 years of age.

ETHICAL APPROVAL

While not required for this project, ethical approval for the content of the Interview and Focus Group Questions, as well as the procedure in the conducting of the interviews was granted by Christian Research Association (cra.org.au).

5. COMMUNITY PROFILE: KEY INDICATORS

DESCRIPTION OF THE COMMUNITY

TRADITIONAL OWNERS

The Aboriginal name for Moreton Bay is Quandamooka. There were a number of tribal groups that lived in Quandamooka, including the Jagara who lived near the Cleveland area and the Koopenul who lived south of Cleveland. Stradbroke Island was home to the Nunukal and Goenpul/Koenpal tribes. Moreton Island was occupied by the Nguhi tribe. The Wynnum area was occupied by the Winnam people. Elanora Park was an aboriginal campsite and known as “Blacks Camp” until 1976. (<https://www.wynnummanly.com.au/index.php/about-wynnum-manly/local-history/local-indigenous-peoples>)

In terms of European contact, historians believe that 3 cedar cutters, who were blown off course on a voyage from Sydney in 1823 were the first white people to visit Wynnum/Manly area. Key historical events include:

The bayside suburbs of Wynnum and Manly were originally known as Oyster Point and Wyvernleigh, after the first house in the area. The railway line to Cleveland was completed in 1889. This led to a surge in growth in the district. By the early 1900s it had become a popular seaside resort.



In 1902, the Wynnum Shire Council was created and in 1913 it became the Town of Wynnum, before being amalgamated into Greater Brisbane in 1925.

Image source:

https://commons.wikimedia.org/wiki/File:StateLibQld_2_68627_Crowded_Esplande_at_Wynnum,_ca._1919.jpg

Description: Crowded Esplanade at Wynnum, ca. 1919

THE WATERLOO BAY HOTEL

The Waterloo Bay Hotel was built by George Gibb and opened in 1889.

Image source:

[https://commons.wikimedia.org/wiki/File:Small_wagon_being_pulled_by_a_goat_pictured_outside_the_Waterloo_Bay_Hotel,_Wynnum_\(17363538115\).jpg](https://commons.wikimedia.org/wiki/File:Small_wagon_being_pulled_by_a_goat_pictured_outside_the_Waterloo_Bay_Hotel,_Wynnum_(17363538115).jpg)

Date of photo: 1 January 1915

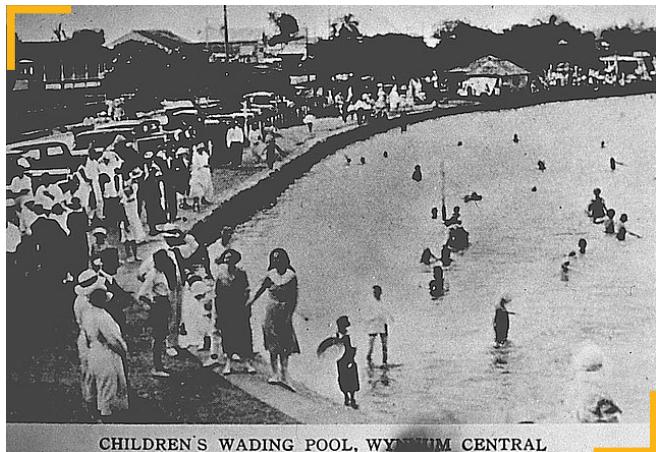


WYNNUM WADING POOL

The Wynnum Wading pool was a depression era project and opened in 1933. The parkland was reclaimed from the sea, a revetment wall was built and backfilled, with an area left empty to create the tidal pool.

Image source:

https://commons.wikimedia.org/wiki/File:Wynnum_Wading_Pool.jpg



WYNNUM CENTRAL STATE SCHOOL

Wynnum Central State School was opened in 1894 with an enrolment of eighty. By 1901, another room was required and a third was built six years later. Further annexes were built in 1917 and 1919, which for three years catered for a secondary school.

Image source:

https://commons.wikimedia.org/wiki/File:Queensland_State_Archives_4968_Wynnum_Central_State_School_Brisbane_1952.png

Date of photo: Prior to 1 January 1955



6. BASIC DEMOGRAPHICS

For this project, the targeted region was Wynnum but recognises that participants in this study may also live nearby in Wynnum West, Hemmant, Manly & Lota. Where any statistics include these areas, this has been stated.

According to ABS data, the population of Wynnum in 2020 was 14,701 (2020); and Wynnum West-Hemmant 15,738. Manly-Lota and Manly West combined population was 20,200.

The breakdown of the population is similar to the greater Brisbane area with:

18.7% aged 1-14 years as 30 June 2019

64.6% aged 15-64 years

16.8% aged 65+ years. Median age is 42.4 years

Growth predictions

With a projected growth of 36,794 by the year 2041, Wynnum's average population growth sits around 1.3% and Wynnum West's at 0.6%. (<https://dbr.abs.gov.au>)

Aboriginal peoples and/or Torres Strait Islander peoples

484 persons (or 2.3%) identified as Aboriginal and/or Torres Strait Islander which is higher than Brisbane LGA (1.5%)

RATE OF DEPARTMENT OF SOCIAL SERVICES (DSS) PAYMENTS

The rate of DSS payments across the Wynnum area is much higher than the average of the Brisbane LGA – given Wynnum is part of the LGA. Wynnum West records 70% of persons over 65 years receiving an aged care pension.

- 4,080 recipients of the Age pension as at December quarter 2020
- 1,077 recipients of the Disability support pension
- 1,800 recipients of Jobseeker
- Within the region, Wynnum West – Hemmant SA2 had the largest number of recipients of Jobseeker with 741 recipients

Table 1: Rate of DSS Payment Wynnum Area

Custom region/ SA2/LGA	Payment type									
	Age pension		Carer allowance		Disability support pension		Family tax benefit A		Jobseeker	
	Recipients	Rate ^(b)	Recipients	Rate ^(b)	Recipients	Rate ^(b)	Recipients	Rate ^(b)	Recipients	Rate ^(b)
Wynnum Area Region	4,080	65.3	754	2.5	1,077	3.6	1,923	47.0	1,800	8.4
Manly-Lota	838	62.8	139	2.2	218	3.5	290	36.6	324	7.4
Wynnum	1,470	61.1	271	2.3	439	3.8	657	43.5	735	9.0
Wynnum West-Hemmant	1,772	70.6	334	2.8	420	3.4	976	54.5	741	8.4
Brisbane (c) LGA	83,261	52.5	17,290	1.7	26,114	2.6	51,346	41.7	55,252	7.2

(a) Rate per 100 persons aged 65 years and over, as at 30 June 2020. Person counts are based on estimated resident population (ERP).

(b) Rate per 100 persons aged 16 years and over, as of 30 June 2020. Persons counts are based on ERP.

(c) Rate per 100 families with children under 15 years, as of 30 June 2020. Counts of families with children under 15 years are derived by Queensland Treasury using 2016 Census counts of families with children under 15 years and usual resident persons, along with ERP aged 15 to 64 years.

(d) Rate per 100 ages 22 to 64 years, as of 30 June 2020. Person counts are based on ERP.

Source: <https://www.qgso.qld.gov.au>

PERSON WITH A PROFOUND OR SEVERE DISABILITY

The percentage of persons in the Wynnum Area in need of assistance with a profound disability was 5.5% which is much higher than the Brisbane area (4.0%).

WYNNUM AREA REGION

- 1,937 persons (or 5.5%) in need of assistance with a profound or severe disability
- Within the region, Wynnum SA2 had the highest percentage of persons in need of assistance with a profound or severe disability with 5.8%
- Within the region, Wynnum West - Hemmant SA2 had the lowest percentage of persons in need of assistance with a profound or severe disability with 5.2%

AGED CARE FACILITIES

There are seven aged care facilities in the Wynnum area, catering for 473 aged care service places. There are many persons whose families have a long connection to Wynnum. Churches are one key place where the long connection to Wynnum by many families can be seen.

WYNNUM AREA REGION

- 7 aged care services as at 30 June 2020
- 473 aged care service operational places
- Within the region, Wynnum West - Hemmant SA2 had the largest number of aged care service operational places with 246

EMERGENCY SERVICES, SCHOOL AND HOSPITALS

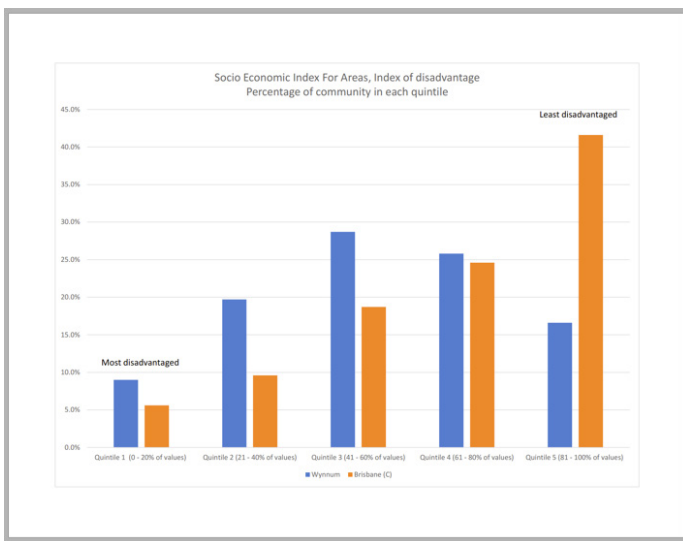
As at June 2020, the number of schools in Wynnum Area region was 11 schools. Of these, six were private. There is no hospital with closest public hospitals being Redlands or the PAH. Wynnum has a higher general Practitioner rate than the average Australian suburb. The Wynnum-Manly Community Health Centre, Gundu Pa Gundu Pa offers a range of services including a Primary Care Centre.

INDEX OF RELATIVE SOCIO-ECONOMIC DISADVANTAGE

The index of Relative Socio-Economic Disadvantage (IRSD) is general socio-economic index data that summarises a range of information about the economic and social conditions of people and households within an area. It scores each area by summarising attributes of the population, such as low income, low educational attainment, high unemployment and jobs in relatively unskilled occupation (<https://www.aihw.gov.au/reports/australias-health/health-across-socioeconomic-groups>)

Across four quintiles the percentage of person most disadvantaged in the Wynnum community was higher than the Brisbane LGA.

Figure 1: SEIFA Data Wynnum compared to Brisbane LGA



Source: ABS 2033.0.55.001 Census of Population and Housing: Socio-Economic Indexes for Areas (SEIFA), Australia, 2016, (Queensland Treasury derived)

HOMELESSNESS

Table 2: Estimated rates of people experiencing homelessness

While recognising the challenges of knowing how many people are homeless, the estimated rates in 2016 according to the ABS were:

LGA	ABS data
Manly-Lota	25
Manly West	25
Wynnum	50
Wynnum West - Hemmant	20

Source: *Census of Population and Housing: estimating homelessness, 2016* - <https://www.abs.gov.au/statistics/people/housing/census-population-and-housing-estimating-homelessness/latest-release>

HOMELESSNESS, 2016 AND QUEENSLAND TREASURY CONCORDANCE-BASED ESTIMATES

Comparatively, to the rest of Queensland these rates are low. Wynnum has the highest rate (38.6 per 10,000 people) in the Bayside HSC. However, these figures do not capture where people become homeless or the number of the hidden homeless. This data seems to conflict with various reports by participants and the general opinion of several service providers.

Source: ABS, *Census of Population and Housing, 2016, Place of Enumeration Profile - G03 and ABS 2049.0, Census of Population and Housing: Estimating*

CRIME RATES

According to the QPS, Wynnum does not experience high rates of crime compared to Brisbane suburbs.

Table 3: Crime Rates Wynnum and Surrounding Areas

Custom region/ SA2/LGA	Type of Offense							
	Offense against the person		Offense against property		Other Type of offense		Total	
	Number	Rate ^(a)	Number	Rate ^(a)	Number	Rate ^(a)	Number	Rate ^(a)
Wynnum Area Region	164	425	1,312	3,402	1,282	3,324	2,758	7,151
Manly-Lota	33	417	235	2,971	266	3,362	534	6,750
Wynnum	67	453	757	3,887	495	3,347	1,137	7,687
Wynnum West-Hemmant	64	403	502	3,164	521	3,284	1,087	6,852
Brisbane (c) LGA	6,382	500	68,741	5,383	43,938	3,441	119,061	9,323

Source: <https://www.police.qld.gov.au/maps-and-statistics>



ECONOMIC DATA

There are numerous metrics that can be used to describe the economic health of Wynnum. In this report these are limited to: DSS payments, business activity, property growth, employment, social housing stock and tenancy rates, real estate and rentals. For those living in Wynnum the number of vacant shops and absence of retail activity and limited after hours dining options has been noticed. One local expression that captures this retail malaise is - “Is Wynnum Open?”

MEDIAN RENT

One indicator of the health of the rental market are the number of lodgments. Over a 12-month period ending 31 March 2021 the following lodgments were made:

- 234 lodgements for a 2 bedroom flat/unit in the 12 months ending 31 March 2021
- 401 lodgements for a 3 bedroom house
- Within the region, Wynnum SA2 had the highest median rent per week for a 3 bedroom house (\$460), comparison to Brisbane of \$450.

UNEMPLOYMENT

The unemployment rate across the Wynnum Area at December quarter, 2020 was 8.3%. Within the area, Wynnum West – Hemmant had the highest rate of unemployed at 9.2%.

Table 4: Unemployment and labour force by SA2, Wynnum Area region and Brisbane LGA, December quarter 2020

Custom region/ SA2/LGA	Unemployed	Labour force	Unemployment rate
	Number	Number	%
Wynnum Area Region	1,719	20,603	8.3
Manly-Lota	282	4,194	6.7
Wynnum	653	7,872	8.3
Wynnum West-Hemmant	784	8,537	9.2
Brisbane (c) LGA	45,368	724,274	6.3

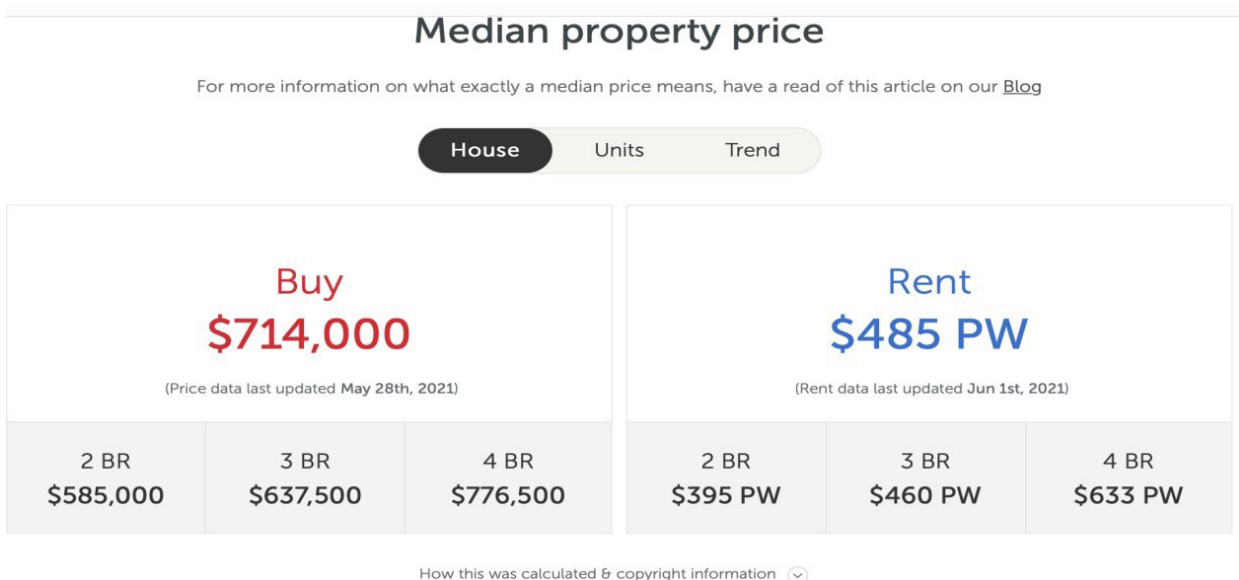
Source: Australian Government, National Skills Commission, Small Area Labour Markets Australia, various editions.

BUILDING APPROVALS

Former Queensland Premier for almost 20 years, Sir Joh Bjelke-Petersen famously gauged Queensland's growth by the number of construction cranes on Brisbane's skyline. As for Wynnum the number of construction cranes and small lot redevelopments signal a positive residential growth. The number of new houses approved in Wynnum Area region in the 12 months ending 28 February 201 was 196 approvals totalling \$106.5 million in value with over half of this in Wynnum West & Hemmant. There were 852 residential sales in the 12 months prior to September 2020. Manly-Lota recorded the highest median sale price. New house sales were only 30 but with 135 vacant land sales. Median sale price for a new house in Wynnum region in the 12 months ending 30 September was \$640,000. There were 173 Residential lot registrations in the 12 months ending March 2021 with majority of these being in Wynnum (n=112).

HOUSING AFFORDABILITY

Housing Affordability is considered by many to be a national crisis. Along with the rise of median house prices, rents too have increased. Whilst recognising that there is a housing squeeze at present, the website Realestate.com was accessed to see how many properties were available for private rent. On the 2nd June, this number was 100 for postcodes 4178 & 4179. While this does not constitute the total number of private rentals available it does suggest a rising unaffordability. For those looking to spend under \$300 per week, only two units were available, each with only one bedroom. For those wanting a 3 bedder, only one was available under \$400 which was a unit. All other three-bedroom dwellings ranged from \$430 upwards with most around \$480 of a total of 23 available. Four-bedroom houses started at \$500 to over \$1000 per week.



SOCIAL HOUSING TENANCIES

Table 5: The number of social housing tenancies and management type in Wynnum Area

There are a total number of 995 social housing tenancies in the Bayside Suburbs, as of 30 June 2020. The majority of these are managed by Queensland Department of Public Housing (approx. 90%).

LGA	Total	Public Housing	Community	Indigenous
Manly-Lota	96	78	18	0
Manly West	174	162	12	0
Wynnum	409	373	36	0
Wynnum West - Hemmant	326	283	43	0
	995			

SPECIALIST HOMELESSNESS SERVICES

Across the Bayside there were 724 clients supported by a specialist homelessness service in the 12 months ending 30 June 2019. (<https://www.aihw.gov.au/reports/homelessness-services/specialist-homelessness-services-annual-report/contents/summary>)

BUSINESSES

Per head of population, Wynnum has a higher number of registered businesses (n =1232) than the Brisbane LGA. Across the Wynnum area there were 3732, as of 30 June 2020. While the majority of these (62%) are non-employing, the size of businesses is comparable to Brisbane LGA. Some key statistics:

- Within the region, Wynnum SA2 had the highest percentage of businesses employing 1 to 4 employees with 26.2%
- Within the region, Wynnum West - Hemmant SA2 had the highest percentage of businesses employing 20 to 199 employees with 4.9%
- There are no large businesses in the Wynnum area (200+ employees)
- Turnover for business size is comparable to Brisbane LGA (6.9% versus 7.4%)
- Three highest Industries represented by business count are Construction (18.9%), Professional, scientific and technical services (15.7%), and Rental, hiring and real estate services (12.1%).

NOT-FOR-PROFIT ORGANISATIONS

As represented on Figure 1, there are numerous organisations both from the for-profit (FP), government and not-for-profit (NFP) sector who contribute to the social needs of the community. Some of these intuitions have a long history in Wynnum. The oldest of these include St Peters' church,

Currently, there are 60 registered charities in Wynnum or Manly according to the ACNC website.

Of these three are large charities (Iona College Ltd, Mangrove Housing, and the Wynnum RSL).

Several charities that are based outside of Wynnum offer services. These include Redlands Community Centre & Micah projects, (see next page).

For this report, the Figure 2 shows how many of these organisations were reached by being able to interview persons associated with their service either by way of employment or client access. When reading the report, it is important to note the report does not seek to analyse the performance of any specific service. Copies of annual reports for these agencies are publicly available and should be used for ongoing discussions.

Figure 2: Local services and support

Mental health and youth services		Aged care/disability support
Silky Oaks	Community outreach	Carers Link
BABI Youth and Family	Rosies - Friends on the street	Each
True Hope Psychology	Max Employment	Benevolent Society
Mind Wise Psychology Services	Life Bridge Chaplaincy	Aid and Recreational for the Disabled
Queensland Health Services	Wynnum Library	AMP - Disability Support Service
Educational services/youth	English without Borders	Blue Care Wynnum
Wynnum High School Chaplain	Job Centre Australia	Regis Wynnum
Wynnum State School Chaplain	Red Cross	Nazareth House Wynnum
Children @ Bay Terrace	Meals on Wheels Wynnum	Churches
Iona College	Redland Community Centre	Wynnum Baptist
Gundala Community Kindergarten	Sarina Russo Job Access	Emergency Food Relief
Hemmant Flexible Learning Centre	Wynnum Community Centre	Wynnum Christian Community Church
Good Start Early Learning	Justice and government services	Wynnum Presbyterian Church
Mother Duck Childcare	QuIHN	Saint Peters Anglican Church
Brisbane Bayside Family Day Care	Wynnum Police Department	Gamblers Anonymous Meeting
Brisbane Bayside State College	MP - Joan Pease	Guardian Angels Catholic Church
Moreton Bay Girl Guides	Wynnum Probation and Parole	The Bayside Christian Family Church
Social groups and clubs	Bayside Community Legal Service	Intenciti Church
Wynnum 60 and Better	Queensland Legal Practice	Churches of Christ Wynnum
Wynnum Rotary	Brisbane City Council	Health services
Wynnum RSL	Aboriginal and Torres Strait Islander services	Baywest Medical Centre
Serviceman's Meeting	Yulu-Burri-Ba Clinic Wynnum	Advantage Healthcare Physiotherapy, Wynnum Physio and Massage
Wynnum-Manly Historical Society Inc.	Aboriginal and Torres Strait Islander Police Liaison Officer	Advantage Healthcare and Pysiology
Emergency relief services/housing	Reconciliation Queensland	Bayside Health Nook
Centrelink Centre Wynnum	Aboriginal and Torres Strait Islander Legal Service	The Health Hub
Mangrove Housing	Winnam Aboriginal Torres Strait Islanders Corporation	Metro Health - Gandu Pa
The Salvation Army		The Edith Street Medicentre
Silky Oaks		Wynnum-Manly Community Health Centre
Make it Home Safely Inc.		

Table 6: Charities listed on the ACNC with Wynnum or Manly Offices

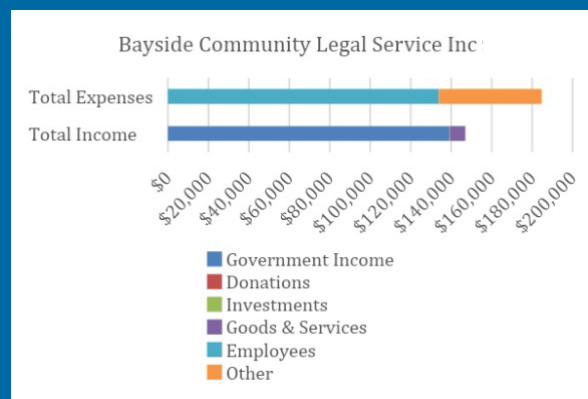
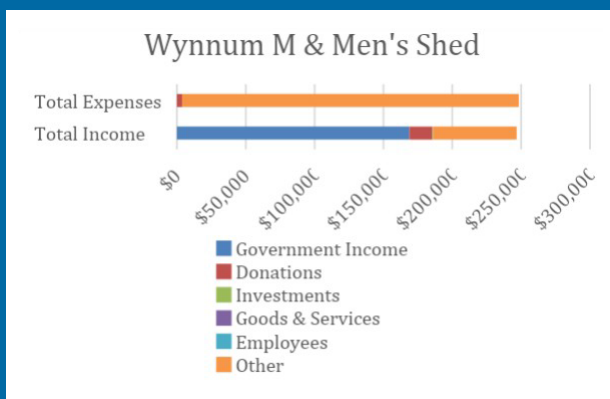
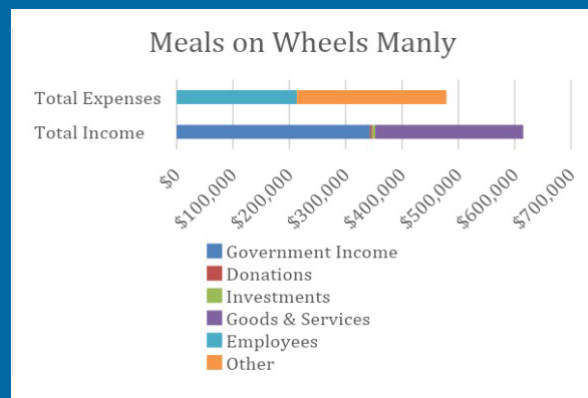
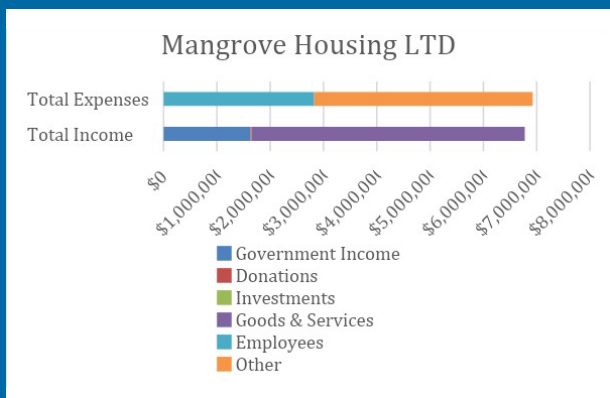
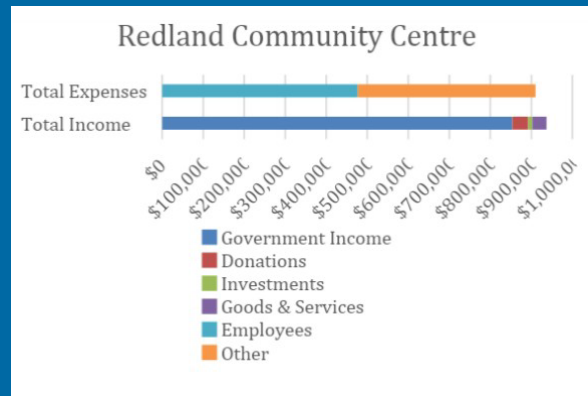
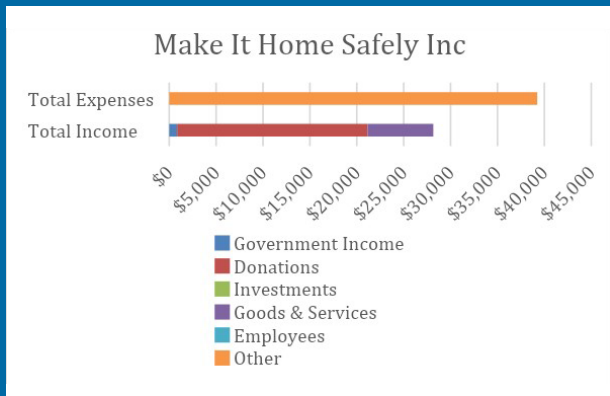
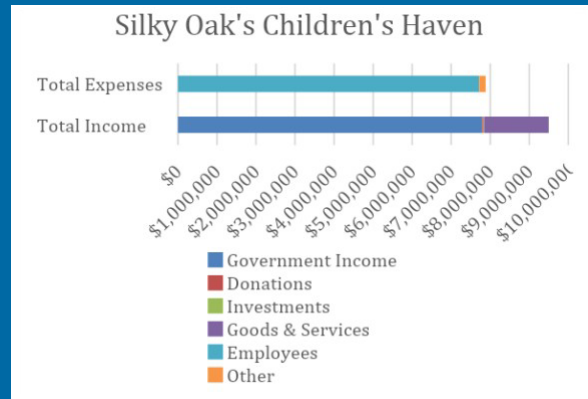
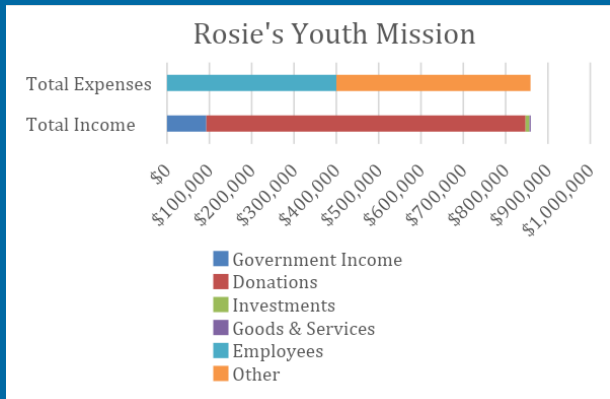
Legal name	Status	Size	Suburb/ town	State	ABN
Bayside Creeks Catchment Group Incorporated	Registered	Small	Manly	QLD	34514972312
Bayside Community Legal Service Inc	Registered	Small	Wynnum	QLD	96930673554
Bhakti Seva Pariwar (Australia) Limited	Registered	Small	Wynnum West	QLD	61605086682
Brisbane Bayside State College P&C Association	Voluntarily revoked	Medium	Wynnum	QLD	52832956210
Brisbane Indian Cultural & Community Services	Registered	Small	Wynnum West	QLD	65349400902
Christian Foundation Research Org	Registered	Small	Wynnum	QLD	62633219326
Christian Science Society	Registered	Small	Wynnum	QLD	58218844799
Church of Christ Camp Hill	Registered	Small	Wynnum	QLD	33087349612
Community Childcare Inc	Registered	Unavailable	Wynnum	QLD	44468162197
Development Accord Limited	Registered	Small	Wynnum	QLD	64137104244
Dwelling Place Limited	Registered	Small	Wynnum	QLD	32631720977
Eastside Community Church	Registered	Medium	Wynnum	QLD	78047949275
Gundala Kindergarten Association	Registered	Small	Wynnum	QLD	83546449434
Iona College Limited	Registered	Large	Wynnum	QLD	32127678675
Iona College and Friends Association	Registered	Small	Wynnum West	QLD	72976207456
Linc Church Services Network Bayside Inc	Registered	Small	Manly West	QLD	12786537975
Make it Home Safely Inc	Registered	Small	Wynnum	QLD	19735110961
Mangrove Housing Ltd	Registered	Large	Wynnum	QLD	89644327938
Manly Community Kindergarten Association Inc	Registered	Medium	Manly	QLD	39573740513
Manly Lota Rsl	Registered	Small	Manly	QLD	61190332830
Maridahdi Brisbane Primary School	Registered	Unavailable	Wynnum	QLD	91385327288
Marine Ecology Education Indigenous Corporation	Registered	Unavailable	Wynnum	QLD	76173593842
Moreton Bay Boys College Ltd	Registered	Large	Manly West	QLD	32104373631

Legal name	Status	Size	Suburb/ town	State	ABN
Moreton Bay Discovery Museum Incorporated	Registered	Small	Manly	QLD	12427129964
Ocean Crusaders Foundation Ltd	Registered	Medium	Manly	QLD	58613403231
Play for a Cure Ltd	Registered	Medium	Wynnum	QLD	14147376547
Queensland Christian Convention Association Inc	Registered	Small	Wynnum West	QLD	49460498075
Rosies Youth Mission Inc	Registered	Medium	Wynnum	QLD	68041152768
Scar Stories Inc.	Registered	Small	Wynnum	QLD	92720353774
Silky Oaks Children's Haven	Registered	Large	Manly West	QLD	72083136809
South Passation Foundation Limited	Registered	Unavailable	Manly	QLD	68637280990
Stay In Service Pty Ltd	Registered	Small	Wynnum	QLD	59611611137
St John Vianney Parents And Friends	Registered	Small	Manly	QLD	22133002831
The Australian College of Children and Young People's Nurses	Registered	Small	Wynnum West	QLD	52133086601
The Charis Church Inc.	Registered	Small	Manly West	QLD	30163587829
The Corporation of The Synod of The Diocese of Brisbane	Registered	Small	Wynnum	QLD	89477579864
The Iona Passion Play Inc	Registered	Small	Wynnum	QLD	52873158081
The Minerals Heritage Museum	Registered	Small	Wynnum	QLD	25134180746
The Moreton Bay Colleges Foundation Ltd	Registered	Medium	Manly West	QLD	54616237926
The Sail Training Association Of Queensland Inc	Registered	Medium	Manly	QLD	68943544032
The Trustee For Development Accord Gifts Trust	Registered	Small	Manly	QLD	61267518496
The Trustee For P4Ac Personal Foundation	Registered	Small	Wynnum	QLD	54199543735
The Trustee For Play For A Cure Foundation	Registered	Small	Wynnum	QLD	36045665858
The Wynnum/Manly and districts Men's Shed Inc	Registered	Small	Wynnum	QLD	59802036898
Uca-Bayside	Registered	Medium	Manly West	QLD	37076654136

Legal name	Status	Size	Suburb/ town	State	ABN
Winnam Aboriginal and Torres Strait Islanders Corporation	Registered	Unavailable	Wynnum	QLD	83593023581
Wynnum 60 And Better Programme Incorporated	Registered	Small	Wynnum	QLD	80648116808
Wynnum Baptist Church	Registered	Medium	Wynnum West	QLD	60935339743
Wynnum Baptist Church Community Visitors Scheme	Registered	Small	Wynnum West	QLD	70521773325
Wynnum Congregation of Jehovah's Witnesses	Registered	Medium	Wynnum	QLD	59323739815
Wynnum General Gordon Community Pre School	Registered	Small	Wynnum	QLD	84642785660
Wynnum Gospel Hall Assemblies	Registered	Small	Wynnum	QLD	22432251715
Wynnum Manly Alliance Church Of The Christian and Missionary Alliance Of Australia	Registered	Small	Manly West	QLD	56097372925
Wynnum Manly Arts Council Inc	Registered	Small	Wynnum	QLD	14484819022
Wynnum Manly Community Kindergarten Association Incorporated	Registered	Medium	Wynnum	QLD	50271212684
Wynnum Manly Eisteddfod Inc	Registered	Medium	Wynnum West	QLD	70857979944
Wynnum Manly Employment And Training Assoc Inc	Registered	Large	Manly	QLD	15121837932
Wynnum Manly Historical Society Inc	Registered	Small	Wynnum	QLD	49071835845
Wynnum Rsl Sub Branch	Registered	Large	Wynnum	QLD	18339193006

Whilst, not exhaustive, a brief review of the financial statements and Annual Reports reveal a high level of service delivery and with the rise of NDIS there has been an increase in disability providers from both NFP & FP's.

PROFILE OF KEY COMMUNITY SERVICES NOT-FOR-PROFIT ORGANISATIONS



PROFILE OF KEY COMMUNITY SERVICES NOT-FOR-PROFIT ORGANISATIONS CONT'D



CHILDCARE SERVICES

There are 35 regulated early childhood education and care services across the Wynnum area, with the majority of these centres having vacancies, as of June 30 2020. The average cost of day care around Wynnum is \$98.60.

AGED CARE

There are four day care services and four aged care services in Wynnum area, as at 30th June 2020. In total, there are 227 aged care service operational places. Across the Wynnum area, the number of aged care services increases to 14.

HOSPITALS

The Wynnum hospital was closed in 2013. At the time of closure, the 35-year-old facility provided extended GP services, as well as 5 palliative care beds. This site has been recently earmarked for redevelopment into an Indigenous health and aged care Centre.

VOICES FROM THE COMMUNITY

One of the inherent challenges of this report is that every person's perspective is unique, and their voice needs to be heard. The researcher recognizes that in the end, not all voices have been heard and there are at times conflicting perspectives being presented. This is part of the challenge and uniqueness of doing social research. What is reported here is a summary of key themes that have emerged from the Interviews and Focus Groups. These themes were derived from a range of responses both positive and negative. For instance, in the case of urban development, this was viewed positively by those who directly benefit from it (e.g., property owners, investors or residents), but negatively by those who don't (e.g. renters who can't afford the luxury apartments). The themes are not presented in any order, as it would be up to reader to evaluate not only their level of importance but also their need. In each of the themes are questions that have arisen in the minds of the researchers. These are intended as discussion starters only and invite response from the readers of this report.

7. OUR STRENGTHS

01 THE NATURAL BEAUTY AND CHARM

It is hard to deny that for many participants in this study the natural charm and beauty of Wynnum is its most standout feature. Since its first being populated, Wynnum has been viewed as a beach/holiday town, and previously a city, in its own right! Whilst, according to older residents, the foreshore has suffered at times with apparent neglect, this is far from the case today. It is once again viewed by visitors and residents alike as its greatest asset. The water features, modern toilet block, and cleanliness are acknowledged by the participants and demonstrates the efforts of the BCC to provide a vibrant community space for all to enjoy. It is recognised that the foreshore is a place that you are going to see people, as there are many activities there.



“ Love the sense of community at Park Run at the foreshore – volunteering, exercising, socialising and appreciating the beautiful Bayside. ”

“ I see Wynnum as a small town - you see people frequently and I think that’s a real strength – it doesn’t take too much to create that sense of community. If you invest in some local activities you’re likely going to run into someone when you’re out and about which creates that sense of belonging and community in the area. ”

“ There is a lot of activity on the foreshore if you exercise – people meet and talk and bump into one another and walk their dogs. ”



The natural resources (such as esplanade) play a role as it is frequented by local walking and exercising. Other parks also have been improved such as Primrose Park providing several safe venues for families to use. In 2020, the park benefited from a major upgrade and skate facility.

Sentiments on connection were naturally more explicit by those who have lived here the longest, but also some younger people were afraid that they would need to leave Wynnum because of affordability and that would break connection to family and the Bayside.

Photo credit: Cr Peter Cumming



02 SENSE OF COMMUNITY

Just how well Wynnum is socially connected will be discussed further in this paper, as one's perception is shaped by various factors. Further, there was a wide acknowledgement of the sense of community that many residents feel. This was not just for older persons, or those that had a long-standing history with Wynnum. Younger families relatively new to the suburb also expressed this view.

“ Our little block has become a great place to live. Recently our neighbour down the street had to give up his volunteer job of putting everyone's bins out each Sunday due to his health issues. Everyone in our street appreciated him for his enthusiasm and my son loves yelling out to him when we ride past. We spend a lot of time at the parks and waterfront, and I would say there is a great sense of a community connection even if it is just a nod hello as you walk past. ”

Participants provided other examples of where this connection has been drawn from. Wynnum has many opportunities for social connection. These include sporting clubs, social clubs and churches.

SPORTING CLUBS

Sporting clubs (e.g., football and bowls), and the RSL were specifically mentioned, but the researchers were surprised they were not mentioned more frequently considering their number and size. These sporting clubs provide tangible connection for their members directly, and more broadly within the community through economic connections (e.g., employing locals, buying goods).

These major sporting clubs include:

- Wynnum Manly Leagues Club
- Wynnum Vikings AFL Sports Club
- Wynnum Manly Workers Sports Club Social Club
- Action Indoor Sports Wynnum
- Wynnum Bowls Club

SCHOOLS

The contribution of the schools to Wynnum's sense of community was something understated by participants, but if pursued specifically would most likely reveal a different story. Schools have been recognised by researchers as key players in promoting social cohesion in communities. Wynnum Central School opened in 1896 and closed in 2010, as part of a state plan to centralise Wynnum schools onto one site in Boxgrove Ave. There are also a number of internationally acclaimed private schools in the Wynnum district. The oldest is Moreton Bay College opened in 1901, with Iona College (1958), Moreton Bay Boys College (2003) and Guardian Angels school (1914).



“ The schools are very supportive as well as the churches. ”

Whilst not specifically addressed in this report, schools like churches contribute to social cohesion in and outside of themselves in multiple ways.

AFFLUENCE

While the perceptions of the positive effects of community affluence appear to be influenced by everyone’s subjective socio-economic status, the shifting upwards in Wynnum’s affluence was noted. Some participants saw the rising affluence as positively contributing to the community.

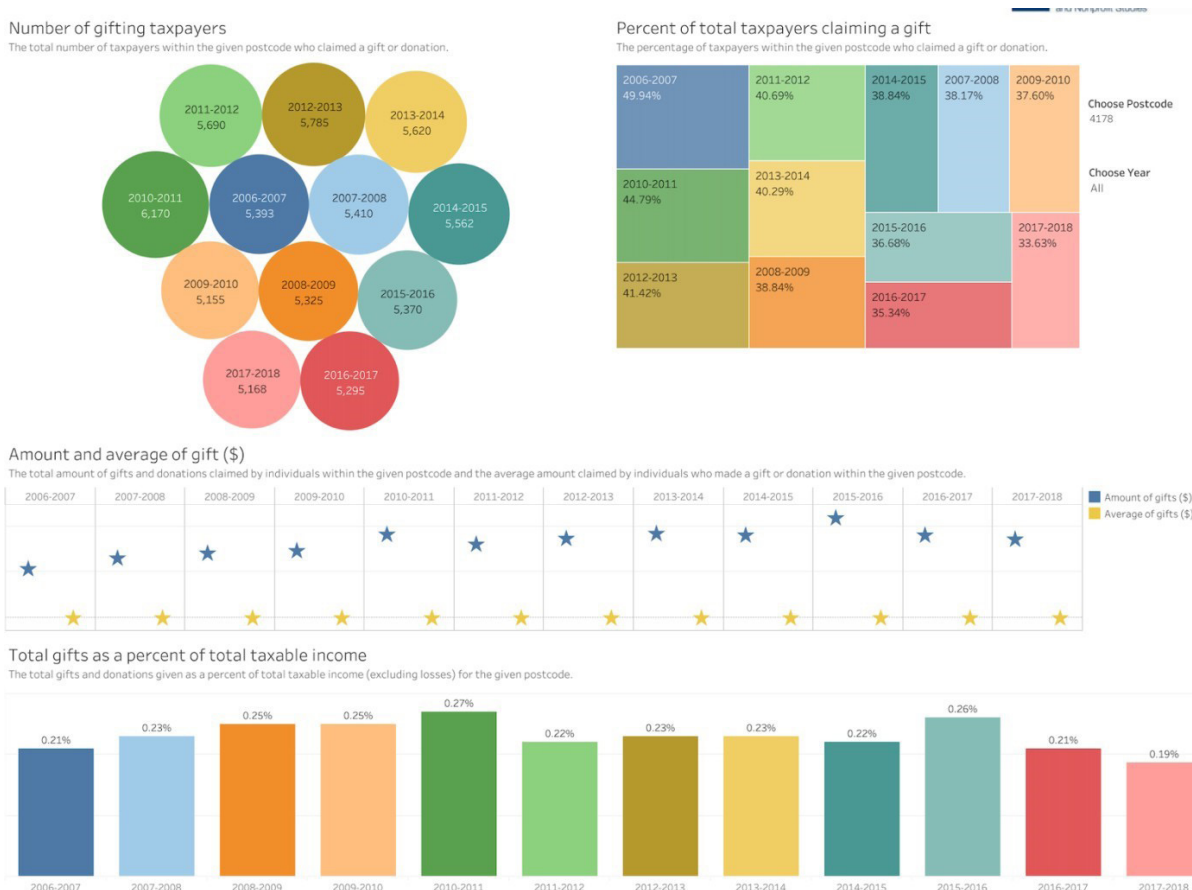
For example, one participant who runs a local social media page to promote the positives in the area with over 1000 community members following, suggested that there needs to be more focus on bringing retailers and lifestyle business to the area to promote the gentrification of Wynnum.

“ There are a lot of people who want to see change in the area...they want it to grow and become more affluent. ”

Beyond the visible high-rise developments, there is a growing number of new local businesses, such as the “The Fat Duck”, Wynnum’s first tapas bar, “Wild Fox café” and the “Cedar and Pine Bar” are indicators of a rising affluence. Wynnum’s CBD is being rejuvenated and other large local projects such as Wynnum Plaza’s \$100 million upgrade signal a rising change in the local economy.

While the growth in new developments, food and retail signal a rising affluence, there is also a reduction in generosity, as determined by number of taxpayers claiming a gift for postcodes 4178 and 4179. Since 2006-2007 the percentage of total taxpayers claiming a gift has declined from 49.9% to 33.63% in 2017-2018; and the total gifts as a percent of total number of persons claiming taxable giving also at its lowest point in 10 years. In nearby Manly (4179) the trend is very similar. (QUT, 2020). This is in line with wider Australian trends that indicate that less people are claiming tax deductible donations but are claiming higher amounts. While tax deductible giving is not the only way Australians give money, it would be valuable to know the impact of this on the many charities that exist in Wynnum, especially for those that rely heavily on donations.

Figure 3: Tax deductible gifts claimed by individual taxpayers by postcode 4178



CARING POLITICIANS

One of the best comments made by a participant sums up succinctly the way our local politicians are viewed by the broader community.

“ You can't turn your back at a community event without a councillor or local polly flipping a snag. ”

The consensus is that Wynnum has caring politicians. This is supported by those working in social services who witness the high levels of engagement of local, state and federal politicians. Their effort in promoting social inclusion is exemplary. Not only are they highly visible in the community but are pro-active in advocating for services and funding.

“ The growing areas of affluence can help in bring about positive change in the area. There is a certain willingness to help in the community and there are some great local politicians. ”

COMMUNITY SPIRIT

Community spirit was demonstrated in several ways and is indicative of the growing number of online community pages. Participants spoke of showing solidarity in supporting local businesses. For example, there is a group of local men who go out together each week to dine in local restaurants intentionally just to support local businesses. Other participants spoke of the practical ways neighbor's help and look out for each other. This may be in the simplest of ways, such as an elderly man in the street who pushes your wheelie bin inside while you're at work without asking, or when residents in your street check in with each other during lockdown.

TARGETED COMMUNITY GROUPS

There are many targeted community groups in Wynnum and surrounding areas. These are a wide mixture of incorporated and non-incorporated associations, clubs and societies, special interest groups. Many have a long history such as BABI and Silky Oaks. Today there are new groups forming which now include environmental and social action groups. See Appendix.

CHURCHES

Wynnum has a rich history of religious organisations, with many churches being built in the late 1800's. These include:

- Presbyterian Church - 1896
- Wynnum Methodist Church - 1902
- St Peters Anglican church - 1899
- Catholic Masses - 1903
- The Guardian Angel's School erected -1891, with Guardian Angels church opening in 1905.
- Mt Carmel convent -1915 Baptist church built - 1912
- Baptist church built - 1912

While there appears to be decline in overall church attendance, many residents have longstanding history, and these churches continue to provide valuable community cohesion (Bouma, 2019). There are approximately 39 churches in Wynnum, some who have experienced modest growth. A number have closed over recent years.



One clergy summed up his church as “Attendance is in decline, there are mostly older members. Young families use the pre-school but don’t come to the church.” Yet, for many active members in religious congregations, these continue to be viewed as the primary place of community support.

03 SUPPORT SERVICES & INFORMATION SHARING

Many participants spoke about the amount of support services that Wynnum had, with awareness of longer standing organisations such as Silky Oaks and BABI common. These organisations were always spoken about very positively. The work of grassroots groups providing food and emergency relief were given special mention such as St Peters Anglican Church and Rosies.

While not directly related to level of support services, there are many avenues for information sharing. Wynnum has several social media pages that have very active participation. These are frequently used by residents to share ideas, complaints and concerns, and offer free advice, especially for people wanting to find services.

SOCIAL MEDIA

Social media plays a role with a number of online community pages with highly active users.

“ I think Wynnum is pretty well connected. I have travelled so much, and I think it is pretty connected... When I was in other areas there was not even a shimmer of the essence of the community the online pages have for Wynnum. The community awareness in Wynnum is insane. Having a community awareness is key, there is certainly a grounded and community vibe. I feel this creates a more supportive environment. ”

The current number of active followers in these group supports the above:

- Wynnum/Manly Community – 16,356 members
- Wynnum what – 1,003 likes, 1,125 people following
- When in Wynnum – 3114 likes, 3,280 people following
- Wynnum, manly, Lota, Tingalpa and Wakerley hub – 3,100 members

8. OUR WEAKNESSES

01 THE NEED FOR A CENTRAL PERSON OR ORGANISATION TO LINK UP SERVICES

As evidenced above, Wynnum/Manly has no shortage of community groups, churches, charities and other support services relative to its population size. The success of the Hub that was meeting weekly at the hall at Berrimah Street demonstrated the benefit of having a single place to access a range of services and support, and a place for service providers and their volunteers to network. Prior to COVID, the property hosted the Collaborative group. This venue proved to be a neutral place for clients to come and access a range of support services. It was regarded by many as a suitable venue, and feedback from attendees reported that it was a safe venue for people, particularly those experiencing or at risk of homelessness and social isolation. It has housed many community groups, including BABI, religious groups, mother's groups, Yoga and alternative health, in 2021, SBTB discontinued its use of the Hall at Berrima Street. These are now being housed in the Wynnum Community Place, but there are limitations on the number of services this location can hold.

There is a perception at least that people don't know what services and supports are available with some viewing that there is high number of people in dire straits who are not being reached.

This common perception drives SBTB to link services such as what happens in the Collaborative meeting. In this forum, shared insights and experiences strengthened community spirit and service efficiencies. In Wynnum there are several Organisations that are well known in the community where people can access support, such as BABI, Silky Oaks, the many Churches, especially St Peters, Baptist, Presbyterians. Each of these having a targeted focus.

One of the key supports that many refer to is Emergency Relief which is provided through a number of providers with Wynnum Community Place being added in 2020.

Yet, there is a lingering perception that more could be done.

“ What I think would really help is for all the organisations to come together in a better way that could provide a range of affordable community engagement groups, more programs to support the elderly... To me that is the only thing that can make a difference. If we can work together. Each in their own way but to get to the goal of that person and getting them help. ”

Further, to this expressed desire for a single place-based service was at times strong sentiment for a local connection. It would appear to be beneficial for this person or organisation to have lived experience within the community.

“ I think we need a hub so that those that want to give know where they can give, and those who need to receive know where they can receive so there's natural meeting where you don't have to have something wrong with you to meet, it's just something where you want to grow or to learn and do, and you meet with people. ”

GAPS IN SERVICES AND FUNDING THAT THIS CENTRAL PLACE COULD DELIVER

There were a number of gaps in social services reported by various participants. These included:

- Accommodation – especially emergency, social housing
- Mental health outreach, no Headspace
- Drug and alcohol services that are currently too short term
- Domestic Violence support
- Awareness of services that cater for Indigenous Australians
- Parenting programs
- Young Mothers
- Support for the Elderly
 - Use of technology
 - More community transport for them

“ Things have stayed the same and been terrible. There is expectation and networking but not the resources to reach everyone. We need someone to coordinate things. ”

There were several programs and services suggested that a community centre could provide and/or support. These include:

“ We need something that covers everything, program on how to cook, mow grass, basic things that people are clueless on. Young ones have never been shown. Older people either their partner used to do it or they think it is old school. ”

While perceptions of gaps in services could be dismissed, there has been a loss of services, such as the closure of FSG, Youth Justice, Child services and Dept Housing, as well as churches and community groups. In 2015, when the BCC the Wynnum Community Centre offered tenancies for local groups, a number of vital services were not offered leases. (<https://www.couriermail.com.au/questnews/southeast/ark-help-and-information-centre-miss-out-on-wynnum-community-centre-lease-offers/news-story/d3ee91f77d781690185f06256c770ea0>)

02 SAFETY IS A GROWING CONCERN

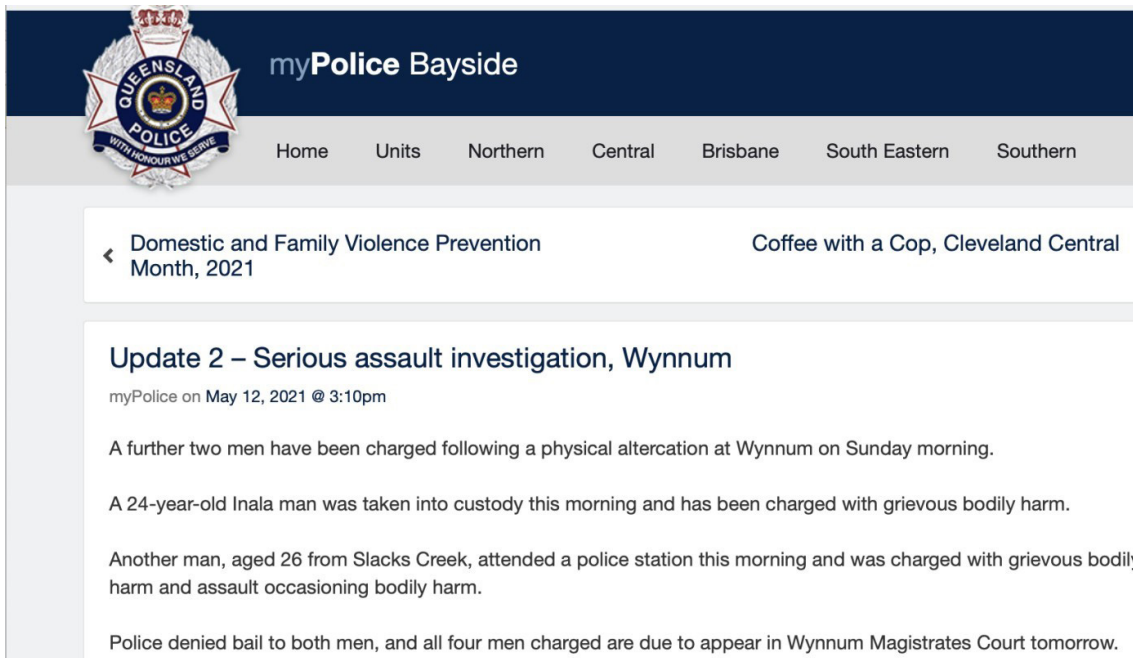
Fear of crime is a common concern in Australian society generally and it was not surprisingly mentioned by our participants. The focus of their concerns was raised more towards incivilities by youth (e.g., being harassed outside of Coles for dumpers) making vulnerable people feel unsafe. Those being specifically mentioned are those attending the methadone clinic, and parents concerned about their younger children in and around social housing. Most of the safety concerns were expressed by the elderly.

Coincidentally, during this period, an adult child of one of the researchers had bottles thrown at his car as he drove through Wynnum one evening after a social engagement.

Perceptions of the level of crime range widely from it being viewed as no different to any other suburb, to crime being out of control. Crime was frequently mentioned and shows that it is an issue of high concern.

“ Not fully attuned to crime in the area - but in saying that I wouldn't be walking around the streets at night by myself - if I was meeting friends for drinks/ food I wouldn't consider walking home. ”

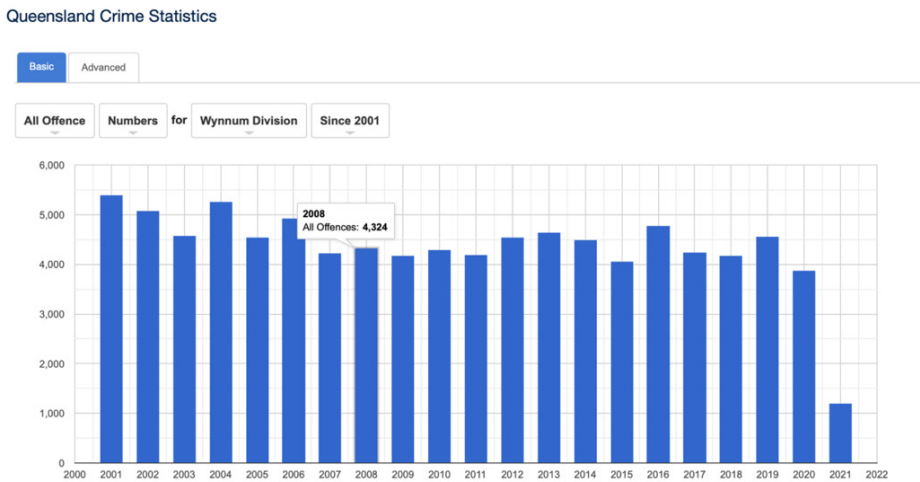
Based on the available data, Wynnum however, does not appear to have high rates of violent crime. In the last quarter, a total of 343 crimes were reported for the greater Wynnum area or which 24 were assaults, and 49 drug offences. By removing Port of Brisbane, Green Island from the catchment the number of crimes in Wynnum is reduced significantly. One of the issues is how the QPS collect and report data possibly contributing to perceptions of higher rates than actually exist. Recent events, such as the serious assault in may fuels fear.



The screenshot shows the myPolice Bayside website interface. At the top left is the Queensland Police logo with the motto 'WITH HONOUR WE SERVE'. To the right of the logo is the text 'myPolice Bayside'. Below this is a navigation menu with links for 'Home', 'Units', 'Northern', 'Central', 'Brisbane', 'South Eastern', and 'Southern'. The main content area shows a breadcrumb trail: 'Domestic and Family Violence Prevention Month, 2021' followed by 'Coffee with a Cop, Cleveland Central'. The main headline is 'Update 2 – Serious assault investigation, Wynnum', dated 'myPolice on May 12, 2021 @ 3:10pm'. The text of the update reads: 'A further two men have been charged following a physical altercation at Wynnum on Sunday morning. A 24-year-old Inala man was taken into custody this morning and has been charged with grievous bodily harm. Another man, aged 26 from Slacks Creek, attended a police station this morning and was charged with grievous bodily harm and assault occasioning bodily harm. Police denied bail to both men, and all four men charged are due to appear in Wynnum Magistrates Court tomorrow.'

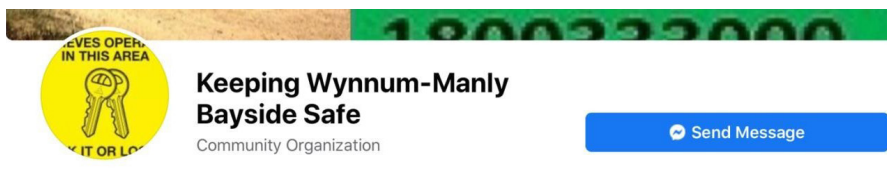
Historical data does not show an increase in reported crime, as shown below:

Table 7: Queensland Crime Statistics by Wynnum Division



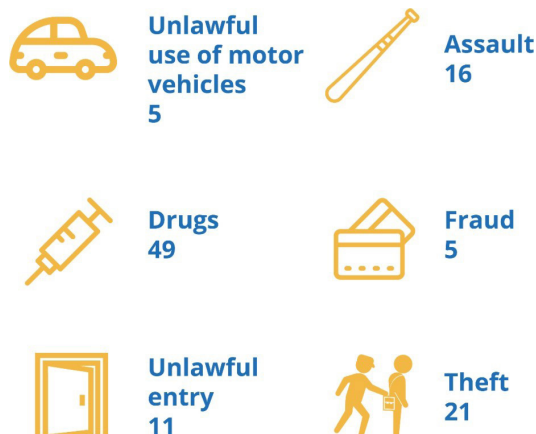
Source: QPS

Looking at the data more closely, there were 202 Reported Offences in Wynnum between 28 Feb and 30 May 2021. According to Wynnum Police Sergeant Wayne Richter there had been a spike in stealing from vehicle offences with 21 reports of theft in a week (<https://www.couriermail.com.au/southeast/news-story>). There are a number of social media groups focusing on safety – such as “The Keeping Wynnum Manly Bayside Safe” Facebook page with 540 people following. Crimes are the focus of this group, so viewing this site may not give an accurate picture of crime rates but do express a community concern.



There were perceptions of the increasing prevalence of drugs and associated crimes in Wynnum. While drug offences are an issue, one retired police officer who still lives in Wynnum did not believe it is any different than other suburbs, and certainly not an out-of-control problem. In the last year (26 Jun- 25 Jul) there were 761 offences, down on previous year’s total of 995.

Figure 4: Crime Offences in Wynnum last Quarter



03 YOUTH CRIME/BEHAVIOUR

As well as the incivilities mentioned above, grave concerns about youth issues arose from various participants. Residents in social housing were more likely to describe specific details of a range of antisocial behaviour and the need for more programs. Parents were concerned about their children being exposed to drugs and crime.

While Wynnum has several excellent youth services (BABI, Silky Oaks) these appear to be “stretched to capacity”. Several young people said they needed more opportunities for training. From a policing perspective, youth crime is not anymore different from other similar places. In the responses there were a few times that a lack of police presence was mentioned. When asked a group of five unemployed young people about crime, they said that drugs and crimes are a real problem but hidden from police.

“ Lack of police presence. ”

The lack of police presence is difficult to interpret, and what association this has with crime rates. One respondent put it this way:

“ Drugs, minor crimes moved to Wynnum 2008, had a reputation and improved... uncertain if social media exaggerates the crime. Both is more. ”

In nearby Redlands, youth crime has featured regularly with recent events such as the Redland Youth Forum hosted by Redland’s City’s Drug Action Team examining youth crime and justice. There appears to be no similar forum in Wynnum.

04 THERE ARE CONTINUING ISSUES WITH HOMELESSNESS AND DRUG ABUSE IN THE AREA.

Both the themes of drug abuse and homelessness were mentioned, without necessarily associating them together as causal. According to the police, they are mostly transient but one local resident said she had been recently feeding person/s families sleeping in their cars along the esplanade and Lota over the weekend. Having recently been off work, decided to do something positive. With prior experience in hospitality, she decided to cook meals and hand them out in takeaway containers. One resident in social housing’s main concern was around drug use and fear for her own kids being caught in the drugs. One medical practitioner who lives and works in Wynnum long term sees first-hand the alcohol excess and drug use in all age groups, and the impact it is having on the children of addicted parents.

“ I witness drug deals outside my business regularly. ”

Interestingly, there were contradictory opinions around availability of food. Services offering ER and food hampers appear to have no shortage of demand for the food. There are several places to get food during the week and some provision of cooked food, although not through lockdown periods. One participant who has experienced long term-homelessness for many years was very vocal about there actually being so with food that there is plenty of money left to buy drugs! A quick survey of ER services identified multiple sources of food including Wynnum Community Place and St Peter’s, Wynnum Baptist Church.

“ People begging outside of Woolworths. ”

What to do with the homeless was mentioned by several participants, and was either expressed in empathic terms (e.g., “what can we do for them, they need more programs”) to “we must get rid of them”. One young person who has lived in Wynnum her whole life and has family members that have been homeless numerous times in their lives was angry that they are not allowed to sleep in their cars along the Esplanade when there is no trailer park left in Wynnum where they could stay cheaply. Another young person who reported to have grown up in poverty described her dealings with the homeless community in this way -

“ I go and talk with homeless people on the foreshore, I chatted with one homeless fellow, and he said there is about 50 of them. ”

Clearly, there is no simple solution for the homeless and lack of coordinated programs further contribute to a fractured service model.

THE CONSUMPTION OF ALCOHOL

According to the Social Health Atlas 2017-18, the Brisbane Port -Lytton/Wynnum was ranked No.1 the highest number of people aged 18 years and over who consumed more than two standard alcoholic drinks per day on average (<https://www.brisbanetimes.com.au>).

Research nationwide suggests that “Risky drinking”, is fast becoming recognised as one that the higher income population groups have ownership of; and those findings have indicated that people with higher SES may consume similar or greater amounts of alcohol compared with people with lower SES, although the latter group seems to bear a disproportionate burden of negative alcohol- related consequences (Collins, 2016).



“ Even just from a surface level observation there is a need for a drug and alcohol facility in the area and that’s what I have heard from other services. ”

05 HOUSING – BOTH AFFORDABLE AND NEED MORE EMERGENCY HOUSING AND CRISIS RELIEF

Housing and homelessness were frequently mentioned concerns for those more directly impacted by it. Concerns over the Wynnum Ribbon wealth divide and raising costs of accommodation. There was an expressed strong desire for more emergency houses, especially DV services by several participants.



This is commensurate with a national housing shortage. In the 2016 Working Together for Better Housing and Sustainable Communities Discussion there were four priorities needed to focus on when developing a housing strategy. Priority number two of Accessible and Affordable Housing.

Concerns that people with roots to the community are leaving for cheaper rents or because their rental properties are no longer available because of developers.

“ And the biggest thing for them is housing. You just find if they have a roof over their heads and a shower and they can present well. ”

There are deep concerns that people with roots to the community are leaving for cheaper rents elsewhere or because their rental properties are no longer available because of redevelopment. Children who grew up in Wynnum from lower socio-economic groups will need to leave the area and loose connection just to find a cheaper place to live. One young couple expressed it this way:

“ It’s so hard trying to live here. We have this run down three-bedroom house that we love to bits, \$700 a fortnight and we are one street away from housing commission. You know there is just noise and fights. ”

For those seeking social housing in Wynnum the situation is dire. Currently, there is a long waiting list and limits on the availability of emergency accommodations provided through BABI & Silky Oaks.

One young person’s frustration was evident in her remarks:

“ I definitely think BABI needs more support and they should raise the age limit. So, I have a friend that is 25 and she is about to age out of BABI and there is nowhere for her to go. I suppose there is plenty of room for retail development, but it seems like there is never the extra help for services that I think are more fundamental. Like BABI, we both did certain certs through BABI helped us with housing. But it’s hard because they don’t get much support, like I know two seventeen old’s that have been on their waiting list for two years. ”

06 A LACK OF APPROPRIATE PUBLIC TRANSPORT

The phrases “all roads lead to Wynnum” and “one way in and one way out” describe the unique geographical position of Wynnum. Perceptions around lack of public transport varied. Some held strong views there is a lack of public transport, while others expressed gratitude for the public transport that exists. For those needing to commute to the CBD for work, the frequency of trains and number of train stations was considered sufficient. When the difficulty of accessing public



transport was raised this was most often connected with “getting to services”, whether they be at Capalaba or Brisbane City, with access to the trainline within relative walking distance was deemed problematic. There is also no longer a bus service that goes out to the Port of Brisbane.

Whether the frustration was tied more to “why should we have to go to Redlands or Brisbane to get help” or whether public transport was primary means, rather than an option for commuting to work warrants further investigation.

“The public transport and landscaping is not adequate, particularly for seniors, there needs to be wider footpaths as well as more parking near the railway station.”

07 CONNECTION/DISCONNECTION

As reported earlier, many participants in this study gave the Wynnum community a positive score card for “connectedness,” or at least referred to Wynnum in ways that inferred connectedness. Of the participants, 87 (60%) were clearly positive about Wynnum’s level social connection. Only 12 participants felt that Wynnum was not very connected, with the remainder somewhere between “somewhat-disconnected” and “connected” or no response. This often was a recognition that some were connected but others were not. One participant suggested that “It depends on what an individual needs from the community.” The difference being whether they belong to any social groups.

“It depends on what an individual needs from the community.”

For many older persons there is a sense of homeliness in Wynnum. The various sporting and social clubs have played a significant part in building social inclusion and lifestyle attractiveness in Wynnum. One participant, reflected on his long standing connection with Wynnum -

“In times gone by, there were other ways Wynnymites showed cohesion, such as the activities of the Bayside Action Group which in the 1980’s attracted large crowds of protesters, and clubs and societies that saw high levels of volunteerism. The Bayside Blue Care facility (originally Pleasantville) was a community within a community where many people volunteered.”

VOLUNTEERISM

Today, there are still many organisations led by or supported by volunteers. Some of these have seen a decline in active membership and volunteerism, while others continue to grow with new groups starting. The main reason for dwindling numbers is due mainly to the aging of members, seen most visibly in the mainline churches and some special interest groups. Other organisations, such as the Rotary Club of Wynnum currently have 50 members, although not all of them are able to volunteer due to illness or accessibility. However, for most events around 35 are willing to put their hand up and help at any event that is supporting the community. The number and diversity of social and sports groups underscores the amount of active volunteerism in Wynnum. Yet, while many residents find meaning and purpose in these groups, this may not translate to a broader sense of social inclusion. This may be more likely for those who are socially disadvantaged or suffer from various types of disabilities. While churches and community groups try to take up the slack, this is not always possible. Further, there was a recognition that Gambling venues are doing well, which may give a picture that clubs are busy, therefore people are socially engaged. However, according to a local GP, this is more likely to be a sign the poor are being exploited.

INDIGENOUS PERSPECTIVES

Another area of concern expressed by some participants was the lack of visibility of the Indigenous population. In spite of the size of the local Indigenous population, there is a perception for some that are also not honoured or respected. From the participants who identified as Indigenous, only a few specifically raised issues relating to specific Indigenous needs.

“ Being Indigenous there isn’t always awareness around what services actually have funding for indigenous people. ”

The researchers were able to interview several local Indigenous persons but none of which indicated a special or targeted First Nations perspective. Housing and health are an issue for all residents and for those seeking culturally specialised support services they are available. This needs to be explored further as it feeds into a larger discussion of multiculturalism, raised by several participants with the view that Wynnum is not very multicultural.

One health professional wrote:

“ My sense is that there are some problems in terms of how the aboriginal community feels accepted in our neighbourhood, and even though there is now an Aboriginal medical service in the centre of Wynnum which is good, and I’ve heard of people getting good care, and children feeling cultural connection there that is lacking. ”

SOCIAL ISOLATION

Social isolation is an issue central to a community analysis but as a topic of discussion did not feature highly in participants interviews. This warrants further investigation as it is likely that those who are socially isolated would not have participated in the study. People can also feel isolated even when they attend services or groups.

An example of this is a participant who while attending a social group regularly, still feels isolation due to being confined to a wheelchair. He attends a social group weekly but according to him, nobody wants to talk to him. He expressed his anger most poignantly by saying:

“ Nobody (*&^%%) sees me, I just come here and play cards. ”

SOCIAL STIGMA

On the other hand, social stigma was mentioned by a few younger participants who struggled through their childhood and adolescent due to poverty and periods of homelessness. From all appearances they have managed to improve their social condition, both now studying and living in private rentals. You could hear the tenacity in one participant's voice, as she recalled how she is overcoming numerous challenges to break out of poverty. Yet, at one point her tone dropped when talking about experiences of stereotyping, from mandatory drug testing to being dismissed by employment advisors for clearly not wanting a job because they were 10 minutes late to their appointment. This participant recalls -

“ I think there is a point where we think they don't give a crap, so we do become a bit resistant to making an effort. They aren't making the extra effort for us so why should we make the extra effort for them. So if I am walking to XYZ service for two hours, pregnant and with pains in my knees then I am not going to feel like sitting there for two hours and being spoken to like a criminal. ”

SERVICE DISCONNECTION/GAP

Some expressed there is a disconnection of Wynnum to **Brisbane and Redlands, also resulting in being overlooked when it comes to funding and planning.**

The feelings of disconnection expressed ranged in intensity and focus and often came mostly from those who had first-hand experience with community services. There was a difference between views expressed by those who work in Redlands (often for services) when it comes to availability of funds to provide services. There was a strong feeling of frustration by many over fears of missing out, whether this being no neighbourhood centre or specific funding for demographics.

What is not certain, is what this means for all participants, the overwhelming majority expressed the view that Wynnum is well connected socially. When this was the expressed opinion, it often correlated with a naming of positive strengths in the community, such as: “strong community spirit”, friendly and helping people. Perhaps these participants may have not had as much exposure to service providers or needs.

The disconnection for those from lower socioeconomic groups often felt the divide at an early age. One young woman describing her experience at Manly State School said:

“ I went to Manly State school, it’s a good school, it’s a very popular school, everyone wants their kid to go there... it’s a good school but there is a real social divide there were only a few poor kids that ever really went there. It was obvious, you could tell... It felt for me either you were really poor and you only hung out with the poor kids, if you were middle class you only hung out with the middle-class kids. ”

In summary, despite the many community assets in Wynnum there are clear examples of where pockets of disconnection are felt. For some this disconnection was expressed in a general sense, whereas for others was related to how services were not well connected, and people didn’t know where and how to get appropriate support.

08 THE NEED AND DESIRE FOR MORE EDUCATION & SUPPORT

Is there a gap in educational opportunities in Wynnum? As stated elsewhere, Wynnum has a wide range of private and public school, childcare Centre etc. The challenges of children living in poverty attending these schools, especially is there is a felt social divide in the school has already been mentioned. There was however a number of suggestions for educational programs that participants thought that would be needed/valued. Some of these already exist in Wynnum but are listed because they were specifically mentioned. This suggests also, that more needs to be done to communicate what already is available in the area to residents.

YOUTH TRAINING

Youth training courses were mentioned across the group, as there is a perception that employment opportunities for youth are limited in Wynnum. According to several younger participants, more training like TAFE courses is needed to help get jobs and learn about finances. According to agencies that provide these services, funding limitations restrict availability of courses and places. The need specifically for nontraditional training places is evident.

PARENTING PROGRAMS

There were a number of suggested training needs from the participants that focused on parenting issues. One retired social worker who has worked in Wynnum for decades said:

“ I don’t know how much is going on out there, but programs for educating parents about children, to provide opportunities to support their development are important, and though that they get to be friends with other mothers. There’s a need for spaces where women feel welcomed (e.g., craft groups) ”

The range of programs mentioned included were:

- More services for the 0-5 age group, and parents that care for them
- Free spaces where women and children can go to (like the library play space)
- Hosted play groups where social integration is facilitated
- New Dads Groups
- Other free spaces that are not user-pay for those who cannot afford as in the library can't be boisterous

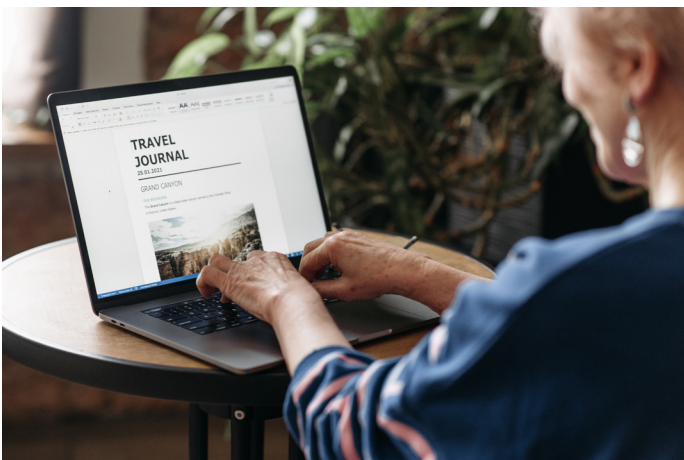
Practically, one participant suggested that there could be:

“ ... some natural local organic gatherings throughout the year, and a bit more focus on what local groups/ churches are already doing so that the consumers that need it know where to get it. If I could I'd love there to be more one-on-one kind of personal support for those who even have difficulty organizing that support because they don't have enough agency to do that. ”

EDUCATION FOR THE ELDERLY

Young people were not the only ones reporting to have educational gaps. One health professional summed this succinctly:

“ There are also some things available for the elderly through the library, but the range of activities that are both physical and mental (computer skills, cooking, photography etc.) - there's very little of that available. ”



Closer scrutiny of social and community serviced focused groups targeting the elderly revealed there are a number of educational opportunities available, such as EACH on Bayside terrace. EACH provides a social networking group for the elderly in the area and are currently collaborating with STAR services (Redlands) in providing IT lessons for this cohort. With various groups across the area offering educational courses, there is still the issue of transport (i.e., how do the elderly get to these services?). While there is the availability of low-cost transport

for eligible persons through STAR this may not be widely known or used. One of the challenges for the elderly is managing Centrelink. The move to online services such as MyGov is beyond the grasp of many.

09 THERE IS A GAP WHEN IT COMES TO UPSTREAM AND PROACTIVE APPROACHES AND PLANS

Wynnum has several social issues that can easily be hidden under the shade of the new high-rises. Overall, one of the standout findings of this report, is that despite the considerable amount of community assets and wealth of support services and community spirit, there appears to be a crack in the social cohesion, precipitated by a growing socio-economic divide. For those able to afford a bayside property, private school fees for their children, having mobility to travel by way of private vehicles, there are few places as enchanting as Wynnum. However, the situation can be very different for those with less means, suffering from disabilities and/or being unemployed, how to deal with the homeless is another key issue with no apparent community plan. Wynnum has several social issues that can easily be hidden under the shade of the new high-rises. There is no single voice for them, but a valiant band of community service providers and community groups stretched to capacity. Therefore, it was no surprise that several frontline community service staff are very disheartened especially for the youth with mental health, education and housing the focus areas.



It almost seems like there is not enough funding for the mental health and addictions and homelessness, housing.



These issue, while very much a targeted area of concern for many community leaders, have not yet gained the traction they deserve. On a positive note, a recent round table discussion on “Mental Health Responses for the Bayside” initiated by the Federal Member for Bonner, Ross Vasta MP, sheds some hope that things will improve.

On the bigger picture the large number of attendees at this event, and the success of the recent “Have your Say! Mental Health Services on the Bayside” survey shows a high level of community response to the growing need for more mental health services in the Bayside. (<https://www.rossvasta.com.au/community/take-the-bayside-mental-health-survey/>).

Data is still emerging from this roundtable and will be included in future revisions of this report. One noticeable observation the researcher took away from this event was a clear difference between the level and quality of provision of mental health support for school students in private versus public schools. From the reports of a number of principals and key staff of private schools was that they had far greater resources than public school and thus were more confident in the ability of their programs and staff (e.g., psychologists and nurses) to address the mental health issues of their students. It also reinforced the view (also demonstrated in the key address for the event) that employment of psychologists is the best way to staff mental health services. Yet, there is increasing data to suggest that a stepped model of care using counsellors and psychotherapists can provide a range of evidence- based psychological strategies, and bolster support in the existing teamwork approaches to client management shared between GPs, psychologists, psychiatrists and other allied health practitioners. This also has the benefit of cost savings (ARCAP, 2019).

10 A NEED FOR MORE PERMANENT PLANS WHEN IT COMES TO SOCIAL SERVICES IN ORDER TO BUILD STABILITY AND TRUST IN THE COMMUNITY

“ The only people that care for me are people getting paid. ”

Trust was an issue explicitly mentioned by several participants, but also expressed indirectly in several ways. At times, interviewees were suspicious that anything would really change for the vulnerable. In one focus group the conversation often steered towards conspiracy theories. A number of participants had genuine fears that all poorer families would be soon moved away from Wynnum, and this was politically motivated.

One participant expressed it this way:

“ Trust is very important, knowing who a safe person is. Participation and purpose, becoming part of the solution. ”

Other participants outside this group also raised these likely outcomes, without attributing them necessarily to sinister causes. This highlights the growing social divide in Wynnum that is making difficult if near impossible for many to live in Wynnum without substantial incomes, unless of course they live in the 800+ social houses. With such a broader economic transformation occurring across the area, the differentiation between the haves and the have-nots will be accentuated. Will this lead to less community integration? Only time will tell.

“ In my early days I knew all my neighbours, but these days we don't, and I think people do live independently. People are more suspicious of other people, and there's less trust. ”

Whether or not people providing the services are motivated only by economic gain is a generalisation that can't be tested, yet it is a perception that needs to be heard. It is apparent that the increasing social divide is causing tensions and mistrust for some. On the flip side, there are many Wynnumites who are willing to engage in the community, both paid and the unpaid with SBTB being an example of one grassroots level organisation among many who serve the community voluntarily. Wynnum has a long history of being a caring, close knit community and while changing demographics are increasing, there is still hope that Wynnum can continue to find modern ways to support vulnerable people, and not just by professionals. There is no shortage of good will or desire, but now more than ever, a more cohesive, collaborative approach is needed. Identifying service gaps and overlaps are key to any success. There appears to be too much missing information and misinformation that needs to be addressed.

Wynnum organisations also needs to find modern ways to re-ignite volunteerism, while recognising that things are not the same as in the past. Still there are many people willing to be part of the solution. These include the comfortable retiree, who expressed her desire:

“ So, the demographics have certainly changed but in recent times I have also seen that there is a big diversity between people that have got money and people that don't have money and there are a lot of people in our area that are struggling to survive. And I wasn't aware of that, and it is only that I became aware of that when I got involved in a group that support people. That then started saying about all these people in the community and you sort of thinking wow, and then you open your eyes and have a look around you suddenly become an observer and you are aware of it. ”

SBTB is one organisation committed to working with other community groups to find ways to serve the needs of the local community. There is already a high level of collaboration and trust amongst the growing networks. It is our hope that this report will ignite many new discussions and provide stimulus to rethink existing strategies. The SBTB committee invite feedback to further shape this report.

9. DISCUSSION QUESTIONS

The following questions have arisen during the analysing and reporting of the data. These are meant to stimulate discussion in line with the objectives of this report. The Collaborative Group is invited to add to, subtract, and modify these questions as it sees fit.

- a. **What are the advantages of a single organisation over a person to link up services, or does Wynnum need both?**
- b. **With the amount of services available is there a case for a cross-organisational Community Development/Social worker?**
- c. **Is SBTB best positioned to stay focused on organisational collaboration and advocacy, or should it consider a different role in the community?**
- d. **For those individuals and families that will rely on support services how can the organisation serving them do so in a way that builds more trust?**
- e. **Is there a single organisation that can champion all the organisations to work closer together to achieve better outcomes from Wynnum. If so, who is best positioned for this?**
- f. **Is there a need for a more visible police presence, especially around the crime clusters? Are there any community measures not already identified that could be utilised to reduce crime? What does the evidence suggest? What lessons can be learned from the Redland response?**
- g. **Based on the geographical size and population density is there a genuine need for more affordable housing, and if so, how can this be achieved? What can we learn from the “Working Together for Better Housing and Sustainable Communities Discussion”?**
- h. **With pressure on memberships in many sports and social clubs, and church attendance due to an aging population, what part could a neighbourhood/community centre play in developing new initiatives promoting social inclusion? How do we ensure that the provision of services available to those feeling disconnected are more accessible?**
- i. **How can local community organisations be more responsive to the specific issues raised by the Indigenous voices?**
- j. **There have been many educational programs targeted for youth provided through various services in Wynnum for decades. Cost of these services have risen exponentially in recent years. With the limited funding available, are there any innovative ways to reach more young people with educational courses that deliver tangible outcomes?**
- k. **Would not a central community centre be the best place to host a range of providers, so the elderly only had to go to one place?**
- l. **What is the role of the Collaborative Group in generating and/or advocating for more upstream and proactive approaches?**

10. CONCLUSION

This report presents the collective views of a wide range of persons who have a connection to Wynnium. From unemployed young people in the “Get Set to Work” program, to residents living in social housing, community leaders, front-line social service staff, medical practitioners, school teachers, chaplains, clergy, environmentalists, those who have experienced homelessness to those living in the ribbon, some living here their whole life to those relative newcomers in search of the Bayside lifestyle, each sharing from their perspective the strengths and weaknesses of Wynnium, as well as their hopes and dreams.

Three major strengths emerged from their discussions: The natural beauty and surroundings, sense of community and, the availability of support services and information sharing.

On the flip side, there were a number of weaknesses perceived by the participants that have been discussed in this report to form the basis for ongoing discussion by various stakeholders. These Community Needs can be summarised as:

- Need for a central person or organisation to link up services.
- Need to feel safe.
- Need to help the homeless.
- Need more affordable housing, including emergency housing and crisis relief.
- Need for greater connection.
- Need to provide opportunities for the youth.
- Need for more permanent plans when it comes to social services in order to build stability and trust in the community.
- Need for more cultural and mental health care education and support.

Returning back to the start, this report was driven by three leading questions.

01 WHAT ARE THE NEEDS OF THE WYNNIUM/MANLY COMMUNITY?

02 WHO DO WE WISH TO REACH IN THE COMMUNITY AND WHY?

03 WHAT ARE THE MOST EFFECTIVE WAYS TO ADDRESS THESE IDENTIFIED NEEDS?

The report has revealed a range of perceived strengths and weaknesses by a cross section of participants and through desk top analysis. The final question “what is the most effective way to address these needs?” was not intended to be answered solely on this report. As a discussion document, the management committee of SBTB looks forward to continuing working with the community to explore new ways to achieve greater outcomes for those in most needs of support. Perhaps this report will provide additional evidence to warrant the establishment of a community/ neighbourhood. Certainly, the community/ neighbourhood centre model would be a welcome addition to the range of support services currently existing in Wynnium and would help reduce some of the identified needs. In the meantime, SBTB will continue to advocate for, and partner with anyone and everyone who find themselves on the road that leads to Wynnium.

Lastly, what Wynnium does have in an abundance are energetic, passionate, community-minded people and a rich history of volunteerism. The wide range of psychological, social and economic benefits volunteering brings for the volunteers as well as the improvements to their communities is well discussed in the scholarly literature (Benenson & Staggs, 2016). Research has consistently shown that volunteerism takes place in both informal (e.g., caring for family members) and informal ways (e.g., non-profits, social clubs etc.). Whilst there is a growing socio-economic divide in Wynnium, organisations that are able to recruit, train and manage both low- and high-income volunteers, will not only increase Wynnium’s nonfinancial assets, but also improve the social cohesion it needs for the future.

Dr Stephen Beaumont
1 Aug 2021



THIS COULD BE
PRESENTED THIS WAY:

“ A PLACE TO BELONG
A PLACE TO BE SAFE
A PLACE FOR ALL OF US ”

APPENDIX: TARGETED COMMUNITY GROUPS IN WYNNUM AREA

This appendix is not exhausted but captures the wide range of community groups in the Bayside that contribute to its vibrancy and inclusion.

Bayside Creeks Catchment group, Wynnum Manly Community Gardens, 60 and Better, A.R.A.D, Bayside Baptist Craft Club, Bay Belles, Bayside Budokai, Brisbane east Branch National Servicemen's Association of Australia, Bayside Drum Corps, Bayside Garden Club, Bayside PCYC, Bayside Sea Scouts, bayside Women in Business, Bayside Woodturners and Woodcrafters Club, WROCCS Inc, Eastside Community Craft and Friendship Group, English without Borders, Forum Communicators, Gamblers Anonymous, Harman's reserve, Indoor Bowlers, Iona Passion Play, Lapidary & Silverwork, LinC, Manly Harbour Chamber of Commerce, Manly Lota Scouts, Mercury Theatre, Moreton bay Girl Guides, Bayside Aikido, Probus Club of Waterloo Bay, Queensland Branch of the Australian Aphasia Association, Queensland Living History Federation, Queensland Services Heritage Band Association, Sailability, Savoyards Musical Comedy Society, Scope Club of Wynnum, Southside Community Craft Circle, Toastmasters Club - Waterloo Bay, Waterloo Bay Leisure Centre, Weight reduction Club of Moreton Bay, Wynnum Choral Society Inc., Wynnum Embroidery Group.

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ⁱ The Wynnum Collaborative Group is a made up of staff and volunteers from local service providers, government agencies, churches and other community groups that meet monthly to share information and support each other's pro

THANK YOU

For your consideration