



APPENDIX 2: Community Engagement Learnings Report – Comparison of 2013 and 2017 survey data

This review compares the data collected in the 2013 Health and Wellbeing report and that collected in the Warrnambool NOW and 2040 survey conducted in 2017.

Data was only compared when the same question was asked in 2013 and 2017.

- 2013 Survey – Sample of 354 responses, with good demographic and geographic sample.
- 2017 Survey – Sample of 1280 responses, with excellent demographic and geographic sample.

METHODS

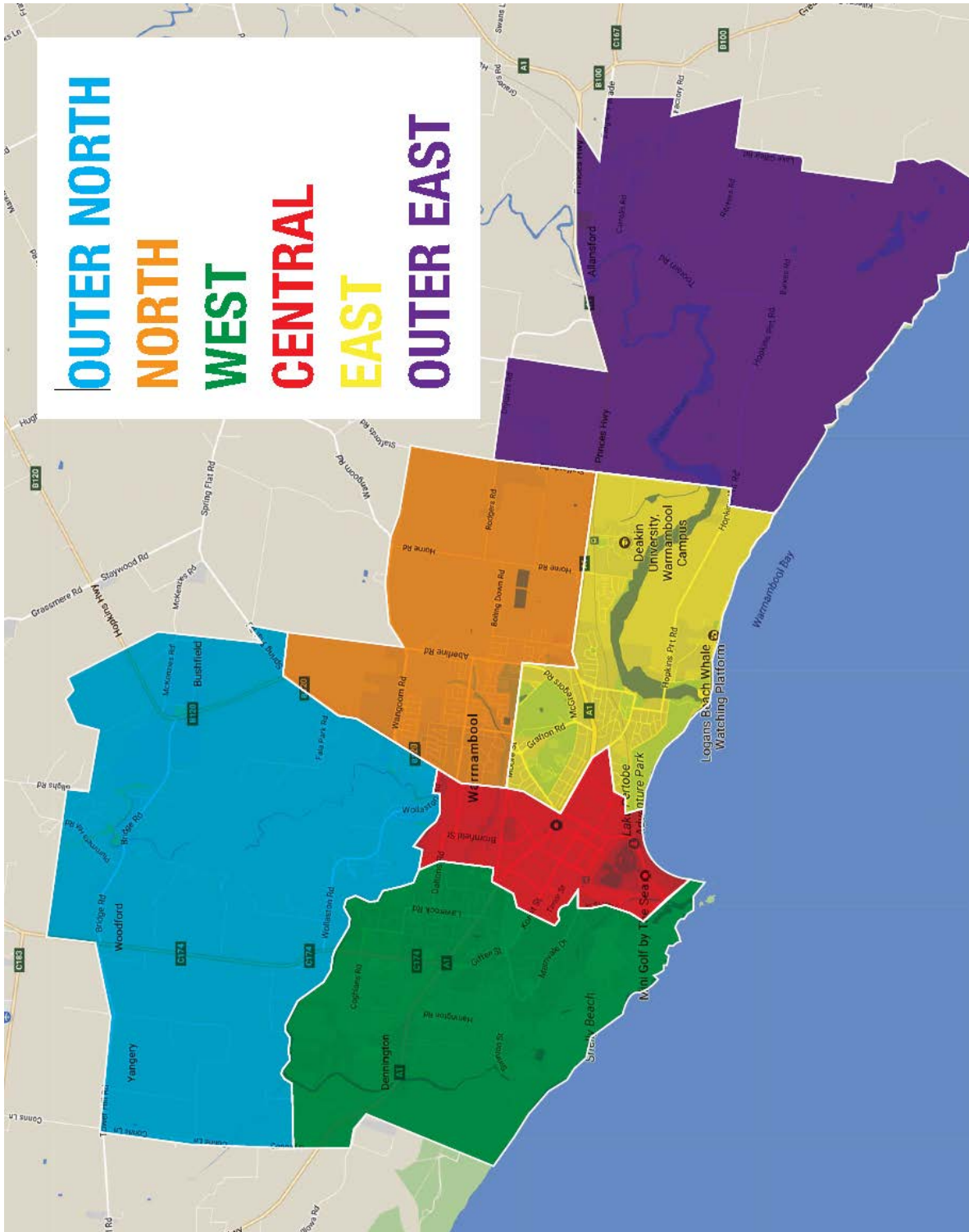
Results are reported to broadly reflect participants' access or agreement to the individual survey questions. To allow this, responses were combined. Response rates from the surveys were combined as below. Those answering "unsure" was not reported

- Those responding as "excellent" or "good" were combined to form "excellent/good". Other responses were not altered.
 - Final categories were **(1) excellent/good (2) adequate (3) poor**
- Those responding as "easily accessible" or "accessible" were combined to form "easily accessible/accessible" and responses of "difficult to access" or "very difficult to access" was combined to form "difficult/very difficult to access".
 - Final categories were **(1) easily accessible/accessible (2) difficult/very difficult access**
- Those responding as "strongly agree" or "agree" were combined to form "agree/strongly agree" and "strongly disagree" and "disagree" was combined to form "disagree/strongly disagree".
 - Final categories were **(1) agree/strongly agree (2) disagree/strongly disagree**

Results in 2017 were then compared to 2013 and reported as different if the positive responses had changed by 5% or more (increase or decrease) i.e. numbers had changed by 5% or more in the categories of **excellent/good, easily accessible/accessible or agree/strongly agree** between the two years. Median values for the positive responses were reported for each of the four broad domains of "Our Place", "Feeling Part of the Community", "Accessibility" and "Lifelong Learning".

Data was also analysed by region by aggregating suburbs/areas. The small areas defined in Council's id.com profile (<http://profile.id.com.au/warrnambool>) form the six regions (see overleaf).

Warrnambool 'regions'



Region	Included small areas from profile.id.com.au/warrnambool
Central	Warrnambool Central, Botanic
North	North, North East
Outer north	North Merri, Bushfield/Woodford and surrounds
West	South/Merrivale, Dennington, West
East	East - Racecourse and South East/Hopkins
Outer east	Allansford/Rural East and surrounds

Overall results (see tables attached)

In total 31 indicators were comparable between 2017 and 2013. The data is summarized in Table 1.

Overall, an average of 62% of respondents responded positively to all questions in the survey. Across the four domains of “Our Place”, “Feeling Part of the Community”, “Accessibility” and “Lifelong Learning”, the poorer responses were in “Lifelong Learning” (52%) and greatest in “Feeling Part of the Community” (68%). Only 8 (25%) indicators reported a 74% or more positive response; these included having helpful friends/family (91%), opportunities to be involved in the community (90%) and access to doctors/health services (89%) being the top 3 results.

In relation to the changes in results over time, 12 indicators (38%) reported poorer responses in 2017 compared to 2013. These were mainly in the domains of “Our Place” and “Lifelong Learning”. In the domain “Our Place”, efforts to protect the environment decreased the most (-42%), followed by access to walking/cycling infrastructure which had decreased the most (-14%). Among “Lifelong Learning” access to all services except to kindergarten had decreased (-10% or more).

However, it is important to note that despite the decrease in these results in 2017, some indicators still reported good results. For example, access to library services decreased by 12% to 75% in 2017 and access to good quality space dropped by 5% to 82% - both of which are still very positive ratings by the community. Therefore, while it’s important to consider the changes over time, the final result remains the most important number to consider. Lastly “knowing your neighbours” had decreased by 19% in the past 4 years and efforts to improve neighbourhood connections.

7 (22%) of indicators had improved - mainly in the domain of “Accessibility”. Improved access to doctors and other health services reported the greatest increase (+32% to 89% in 2017) followed by access to childcare services (+17% to 50% in 2017), suitable housing (+15% to 68% in 2017) and access to employment opportunities (+8% to 31-47% in 2017). However, despite these gains, except for access to doctors/health services, the overall community perception of access remained poor among these indicators (range 31-68%). Conversely, despite access to services for young children and community services in general having decreased slightly in 2017 (by 2-4%), the overall ratings were high (74-75%).

By region

Overall the eastern regions composing of the *East* and *Outer Eastern* areas reported the poorest by scoring 11 and 10 of the lowest responses respectively. The *North* reporting the most positive results scoring only 3 lowest responses. See table 2.

In the domain of “Our Place”, efforts to protect the environment reported the poorest results with only 38-52% stating current efforts to be excellent/good. By region, the *Outer North* reported poorer responses across three areas (median 55%) including efforts to protect the

environment (38%), followed by access to walking/cycling infrastructure (55%) and access to walkable local facilities (59%). Access to walkable facilities was also similarly poor for the *West* and *East* region (with 59% and 61% reporting excellent/good access respectively). In the *Outer East*, access to arts/culture and access to quality open spaces (48% and 71% respectively) reported the poorest responses.

In the domain of “Feeling Part of the Community”, only 48-66% of respondents from the *West*, *East* or *Outer East* regions agreed/strongly agreed that residents were accepting of people with different cultures/backgrounds, or that residents were welcoming of new residents. Additionally, in the *West* (and *Central*), only 53% of respondents reported they knew their neighbours. Feeling safe at night was also lowest in the *West* (55%) but similar in the *North* (58%).

In the domain of “Accessibility”, overall perceptions of access to services and employment was lowest by respondents living in *Central*, *Outer East* and *Outer North* regions. Access to employment for young people was the worst, with only 27-39% reporting easy access – the poorest being in the *Central* region. Access to employment in general was also poor (43-55%) – the worst being in the *Central* and *East* regions. Perceptions of access to services which support older people to remain in their homes was also poor with only 52-61% reporting easy access - the lowest being in the *East*. Transport within Warrnambool was also of concern with only 52-66% reporting easy access – the worst access rating being given by respondents from the *Central*, *Outer North* and *Outer East* regions.

“Lifelong Learning” as discussed previously, was the poorest of the four domains with only 53% (median) reporting easy access to educational opportunities across all regions – the worst perception of access being from respondents in the *East* (49%, median). Access to classes for older people and access to tertiary qualifications were the two lowest, with easy access being only reported by 35% (median) and 38% (median) respectively. This was followed by learning opportunities for mature student (45%, median), childcare services (51%, median), options for completing year 12 or equivalent (52%, median), kindergarten (54%, median), secondary school (60%, median), primary school (69%, median) and library services (76%, median).

CONCLUSION

Improving opportunities for “Lifelong Learning” remains the main area of focus with perceptions of access to all services except libraries having decreased in 2017 to lower rates.

Secondly, improving access to arts/culture, walking/cycling infrastructure and to open spaces should be considered given the decreasing rates.

Finally, “knowing your neighbours” had decreased significantly in the past 4 years and efforts to improve neighbourhood connections will be important.

Overall, areas in the East and Outer East, which report the poorest responses, may benefit most from improvement interventions.

Table 1: Comparison of responses (%) from 2013 and 2017 survey

No. of responses	Question	2013			2017			Difference ¹ 2017 vs 2013	Difference, colour Rating (±5%) ²	Indicators with response ≥74% or <65 ³
		excellent/ good	adequate	poor	excellent/ good	adequate	poor			
	OUR PLACE							-	-	-
1272	Access to good quality open spaces	87	10	3	82	14	4	-5	RED	GREEN
1257	Access to arts, cultural events, activities and groups	65	27	8	58	31	9	-7	RED	RED
1270	Access to walking and cycling infrastructure eg. footpaths, cycling trails and shared path networks	79	14	7	65	24	10	-14	RED	RED
1269	Walkable local facilities - eg. convenience shops, kindergaten, primary school	67	24	8	63	27	9	-4	NO COLOUR	RED
1270	Efforts to protect the natural environment	87	10	3	45	36	14	-42	RED	RED
					Median: 63					
	FEELING PART OF THE COMMUNITY									
		agree/ strongly agree	disagree/ strongly disagree	-	agree/ strongly agree	disagree/ strongly disagree	-	-	-	-
1145	I have friends and/or family who could help me if I needed it	92	8	-	91	7	-	-1	NO COLOUR	GREEN
1138	I know my neighbours	76	22	-	57	40	-	-19	RED	RED
1146	People in Warrnambool are accepting of people of different ethnic cultures, religious backgrounds and sexual orientation living in our community	49	40	-	51	36	-	2	NO COLOUR	RED
1139	Warrnambool is a city which welcomes new residents	67	25	-	68	20	-	1	NO COLOUR	NO COLOUR
1146	There are lots of opportunities to volunteer in Warrnambool	86	4	-	85	7	-	-1	NO COLOUR	GREEN

¹ Between the positive responses in 2017 compared to 2013 in the categories of **excellent/good, easily accessible/accessible or agree/strongly agree**

² KEY: RED=decrease in positive responses by 5% or more; GREEN=increase in positive responses by 5% or more; NO COLOUR=similar results between years

³ For **excellent/good** in 2017. GREEN=74% or more; RED=65% or less

No. of responses	Question	2013			2017			Difference ¹ 2017 vs 2013	Difference, colour Rating (±5%) ²	Indicators with response ≥74% or ≤65% ³
1137	There are opportunities to be actively involved in my community through clubs and/or other organisations	86	4	-	90	5	-	4		
1144	Internet access is readily available and affordable (via broadband at home, phone or tablet)	65	30	-	67	28	-	2		
1143	I feel safe on the streets in my neighbourhood at night	55	38	-	59	35	-	4		
					Median: 68					
	ACCESSIBILITY	easily accessible/ accessible	difficult/very difficult access	-	easily accessible/ accessible	difficult/very difficult access	-	-	-	-
1109	Doctors and other health services	57	43	-	89	9	-	32		
1103	Services to support older people remain in their own homes (eg home and community care)	52	17	-	57	9	-	5		
1112	Services for young children eg. immunisations and maternal child and health services	78	4	-	74	2	-	-4		
1103	Community services in general	77	19	-	75	9	-	-2		
1112	Employment opportunities	39	48	-	47	38	-	8		
1107	Employment opportunities for young people (under 20 years)	23	50	-	31	40	-	8		
1103	Suitable housing for my/my family's needs (eg affordable, well-located and the right type/size)	53	39	-	68	21	-	15		
1110	Transport within Warrnambool	51	42	-	60	28	-	9		
1111	Transport from Warrnambool to other places (eg Melbourne)	54	45	-	58	39	-	4		
					Median: 60					
	LIFELONG LEARNING	easily accessible/ accessible	difficult/very difficult access	-	easily accessible/ accessible	difficult/very difficult access	-	-	-	-

No. of responses	Question	2013			2017			Difference ¹ 2017 vs 2013	Difference, colour Rating (±5%) ²	Indicators with response ≥74% or ≤65 ³
1074	Library facilities	87	9	-	75	13	-	-12		
1075	Childcare Services	33	41	-	50	13	-	17		
1066	Kindergarten ⁴	51	19	-	51	8	-	0		
1077	Primary School	75	3	-	65	3	-	-10		
1071	Secondary School	76	3	-	60	5	-	-16		
1070	Options for completing Year 12 or equivalent (VCAL, VET, etc)	70	8	-	53	7	-	-17		
1075	Opportunity to continue studies after secondary school at TAFE or other training provider	75	17	-	53	17	-	-22		
1072	Opportunity to complete tertiary qualifications at University	61	23	-	39	33	-	-22		
1072	Learning opportunities for mature aged students	70	15	-	43	24	-	-27		
1070	Classes and programs for older people	56	20	-	36	19	-	-20		
					Median: 52					

⁴ 2017 asked about “4 year kinder” while in 2013, no age was mentioned.

Table 2: 2017 survey results (% respondents) by region**

No. of responses	Question	Overall excellent/ good	No. of responses	Region					
				Central	North	Outer Nth	West	East	Outer east
	OUR PLACE			excellent /good	excellent /good	excellent/ good	excellent /good	excellent /good	excellent/ good
1272	Access to good quality open spaces	82	941	85	83	78	79	86	71
1257	Access to arts, cultural events, activities and groups	58	932	57	60	54	61	65	48
1270	Access to walking and cycling infrastructure eg. footpaths, cycling trails and shared path networks	65	940	65	72	55	66	68	61
1269	Walkable local facilities - eg. convenience shops, kindergaten, primary school	63	941	70	68	59	59	61	71
1270	Efforts to protect the natural environment	45	940	45	48	38	44	48	52
Median		63		65	68	55	61	65	61
	FEELING PART OF THE COMMUNITY	agree/ strongly agree	agree/ strongly agree	agree/ strongly agree	agree/ strongly agree	agree/ strongly agree	agree/ strongly agree	agree/ strongly agree	agree/ strongly agree
1145	I have friends and/or family who could help me if I needed it	91	941	91	92	93	92	90	87
1138	I know my neighbours	57	936	52	63	69	53	58	74
1146	People in Warrnambool are accepting of people of different ethnic cultures, religious backgrounds and sexual orientation living in our community	51	942	56	49	58	49	48	52
1139	Warrnambool is a city which welcomes new residents	68	935	70	70	71	65	66	65
1146	There are lots of opportunities to volunteer in Warrnambool	85	941	86	86	89	88	84	83
1137	There are opportunities to be actively involved in my community through clubs and/or other organisations	90	933	91	94	91	90	92	90
1144	Internet access is readily available and affordable (via broadband at home, phone or tablet)	67	940	70	68	69	67	73	58
1143	I feel safe on the streets in my neighbourhood at night	59	939	63	58	63	55	62	60
Median		68		70	69	70	66	69	69

No. of responses	Question		No. of responses	Central	North	Outer Nth	West	East	Outer east
	ACCESSIBILITY	easily accessible/ accessible		easily accessible/ accessible	easily accessible/ accessible	easily accessible/ accessible	easily accessible/ accessible	easily accessible/ accessible	easily accessible/ accessible
1109	Doctors and other health services	89	928	88	87	89	87	91	90
1103	Services to support older people remain in their own homes (eg home and community care)	57	925	55	57	58	61	52	58
1112	Services for young children eg. immunisations and maternal child and health services	74	932	75	72	77	76	70	81
1103	Community services in general	75	923	79	75	66	77	73	73
1112	Employment opportunities	47	932	43	55	51	46	44	52
1107	Employment opportunities for young people (under 20 years)	31	931	27	36	38	33	29	39
1103	Suitable housing for my/my family's needs (eg affordable, well-located and the right type/size)	68	922	71	72	69	66	71	57
1110	Transport within Warrnambool	60	927	54	66	55	63	63	52
1111	Transport from Warrnambool to other places (eg Melbourne)	58	929	56	61	53	63	61	45
Median		60		56	66	58	63	63	57
		Overall		Central	North	Outer Nth	West	East	Outer east
	LIFELONG LEARNING	easily accessible/ accessible		easily accessible/ accessible	easily accessible/ accessible	easily accessible/ accessible	easily accessible/ accessible	easily accessible/ accessible	easily accessible/ accessible
1074	Library facilities	75	922	77	70	71	75	76	80
1075	Childcare Services	50	925	47	57	66	49	43	53
1066	Kindergarten ⁵	51	916	54	54	62	48	48	59
1077	Primary School	65	926	68	71	71	65	60	70
1071	Secondary School	60	920	60	66	64	60	57	60
1070	Options for completing Year 12 or equivalent (VCAL, VET, etc)	53	919	52	58	56	53	50	50
1075	Opportunity to continue studies after secondary school at TAFE or other training provider	53	923	52	52	57	57	50	53
1072	Opportunity to complete tertiary qualifications at University	39	921	36	37	38	46	38	45
1072	Learning opportunities for mature aged students	43	921	43	47	37	49	39	52
1070	Classes and programs for older people	36	926	34	36	35	41	34	40
Median		52		52	56	59	51	49	53
			No. of poor results	8	3	8	8	11	10

** Yellow indicates poorest responses by question

⁵ 2017 asked about "4 year kinder" while in 2013, no age was mentioned.

When residents were asked about what most concerned themselves, their friends or family regarding their health and well being, approximately 25% or more reported being very concerned about mental health (34%), illicit drugs (33%), family violence (27%), work/life balance (26%) and smoking (25%) (table 3). Among comparable questions between 2013 and 2017, residents had become less concerned about family violence (-30%) and weight (-19%) but more concerned about smoking (+16%) and pokies (+5%).

Table 3: Priority issues for the community

Concerns by ranking – 2013 & 2017					
Rank	2013	%	2017	No. responses	% (Very concerned)
1.	Family violence incidents	57	Mental health	1069	34
2.	Substantiated child abuse	44	Illicit drug use	1066	33
3.	Obesity and overweight rates	41	Family violence or abuse	1070	27
4.	Youth crime rate	35	Work/life balance	1066	26
5.	17-year old not studying	30	Smoking	1069	25
6.	Teenage pregnancy rate	26	Weight	1075	22
7.	Short term harm from alcohol	21	Nutrition and diet	1070	22
8.	Young people not completing year 12 or equiv.	13	Discrimination - Religious, cultural, sexual	1069	19
9.	Spending on pokies	13	Dental/Oral Health	1069	19
10.	Smoking	9	Alcohol use	1072	19
11.	Lack of women in highly skilled work	8	Lack of physical activity	1069	19
12.			Pokies	1065	18
13.			Gambling	1068	17
14.			Sexually transmitted infections	1071	14

Similar results were reported regarding residents most concern (table 4).

Table 4: The top 15 issues that individuals said worried them most about their own health and wellbeing:

Ranking	Health Issue	2013 (%)	2017 (% , very concerned)	% change (2017 vs 2013)
1.	Not concerned	22	19	-3
2.	Work/life balance	21	18	-3
3.	Weight	14	17	3
4.	Mental health	10	12	2
5.	Lack physical activity	13	7	-6
6.	Nutrition/diet - poor choices	4	5	1
7.	Dental health	6	4	-2
8.	Loneliness	5	3	-2
9.	Alcohol use	2	2	0
10.	Smoking	2	2	0
11.	Discrimination	2	1	-1
12.	Family violence or abuse	-	1	-
13.	Illicit drug use	1	1	0
14.	Gambling other than pokies	-	0	-
15.	Playing pokies	1	0	-1

See graph overleaf

