

A Report of Findings, Priorities and Actions

listening@Lakemba2017



Acknowledgements:

We respectfully acknowledge the traditional custodians of the land covered by this project, the Gadigal people of the Eora Nation, and pay our respects to Elders past and present. We acknowledge that Gadigal people were the first people of the Lakemba area and have strived to retain their culture, identity and special connection with country for more than two centuries of non-Aboriginal and Torres Strait Islander settlement.

Special thanks to the residents of Lakemba; their participation in the survey and Forum is the foundation of this project.

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EXECUTIVE SUMMARY

This is a report of an ongoing conversation with the citizens of Lakemba. We describe:

- Progress and changes since the 2011 survey, Forum and report
- *listening@lakemba2017* findings and priorities for action.

The Canterbury City Community Centre (CCCC), Bankstown TAFE and Westir Limited worked productively with the people and services of Lakemba. This report outlines the steps and results of this work.

From August 2017 to January 2018 the project consisted of:

- Conducting the household surveys
- Compiling and presenting responses
- Convening the Forum
- Analysis and preparing the report.

The survey replicated the 2011 questions across four domains:

- Age, gender and birthplace etc
- Views on the suburb, i.e. likes and dislikes
- Connections with neighbours
- Services, events and activities (Current and needed).

310 people were surveyed in 2011 and 372 in 2017, an increase of 20%.

The ratio of male to female respondents changed slightly from 2011 to 2017; with a slight increase of men (+6%).

The 2017 age profile followed that of 2011. There was however a 7% increase of people aged over 55yrs; and a corresponding decrease in the 18-54 age bracket.

The 2017 ratio of households with:without children followed that of 2011, i.e. at approximately 2:1. There was 5% increase of households without children.

83% (307) of respondents were born overseas (in 42 countries): an increase from the 77% recorded in 2011 (240).

Family and friends continues to be the prime source of information on local activities, events organisations. The other sources decreased from the 2011 levels. Family and friends increased by 9% from 36% in 2011 to 47% in 2017.

Residents were asked to reflect on their relationships and connections with neighbours and fellow residents of Lakemba. While there have been small decreases across all these questions (in the order of 4-6%), the levels of connection remain high.

In 2011 64% of households acknowledged that they had used an organisation in the past 6 months; the 2017 figure was 70%, an increase of 6%. The library continues to be the most used organisation, with a decrease from 67% in 2011 to 57% in 2017. Faith based organisations continue to rank second, with a decrease from 54% in 2011 to 45% in 2017.

Residents were asked to list activities/organisations they used as well as likes, dislikes and needs. The highest ranked (top 5) for 2017 are:

ACTIVITIES	<ol style="list-style-type: none">1. Library2. Play group3. Religious event4. Festival5. Cultural event	LIKES	<ol style="list-style-type: none">1. Cultural diversity2. Community3. Shops4. Facilities and services5. Transport
DISLIKES	<ol style="list-style-type: none">1. Parking2. Rubbish3. Cleanliness4. All good5. Traffic	NEEDS	<ol style="list-style-type: none">1. Cleanliness2. Multicultural events and activities3. Swimming pool4. Children services and activities5. Parking

Compared to 2011:

- The need to manage rubbish and improve overall cleanliness continues to rank highly. As do requests for more multicultural events and activities
- The request for a local swimming pool especially swimming facilities for women is now a higher priority for the community
- Requests for more parking have also sharply increased.

At the Forum, 150 residents and representatives from both community and government organisations listened to and debated the survey findings; then discussed and recorded options, solutions and priorities.

This report will inform:

- The ongoing conversation between Lakemba's residents and the organisations that serve them
- Community and service development, planning and advocacy.

1. INTRODUCTION

This report describes the findings, actions and recommendations of *listening@Lakemba2017*.

listening@Lakemba is managed by the Canterbury City Community Centre (CCCC) in partnership with Bankstown TAFE and Westir Ltd.

listening@Lakemba, is a conversation with the citizens of Lakemba about the strengths, issues and needs of their community. It explores and records options and progress.

The *listening@Lakemba2011* survey, Forum and report¹ provided a baseline to examine changes in community views, needs and options for change.

This report will inform the ongoing conversation between Lakemba's residents and the organisations that serve them.

2. OBJECTIVES

listening@Lakemba has the following objectives:

- To listen to the citizens of Lakemba
- To hear their issues and needs; their likes and dislikes
- To work with them to define priorities and actions for change
- To engage service providers and community leaders in this process
- To analyse and report findings to the participants and the wider community
- To inform service development, planning and advocacy

¹ Available at: <http://www.westir.org.au/new/index.php/publications/86-lakemba-consultations-household-and-organisation-survey>

3. METHOD AND TIMELINE

The following diagram outlines core elements of *listening@lakemba2017*:

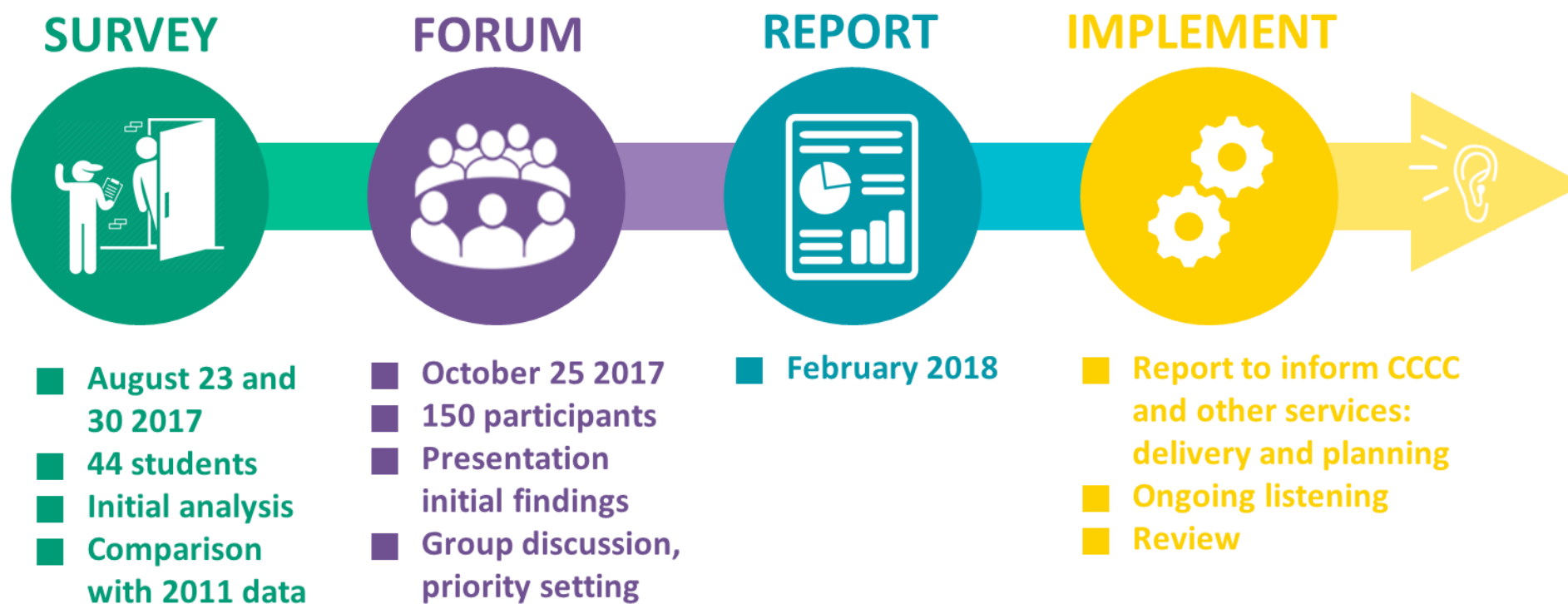


Figure 2: listening@lakemba2017-method and timeline

4. THE STUDENTS

Community Services Students from Bankstown TAFE surveyed 372 residents.

44 students in pairs conducted the surveys on the 23rd and 30th August 2017.

Their participation in this project was a part of their course and offered insights into the lived experience of a rich and diverse community.

It demonstrated the strengths and process of an authentic and effective community engagement initiative.

The students actively participated and contributed to the quality of the experience.

Their energetic and insightful approach enriched the survey and Forum.



5. SURVEY AREA

Over 500 residents were approached across all residential areas of the suburb, of these 372 agreed to be interviewed.

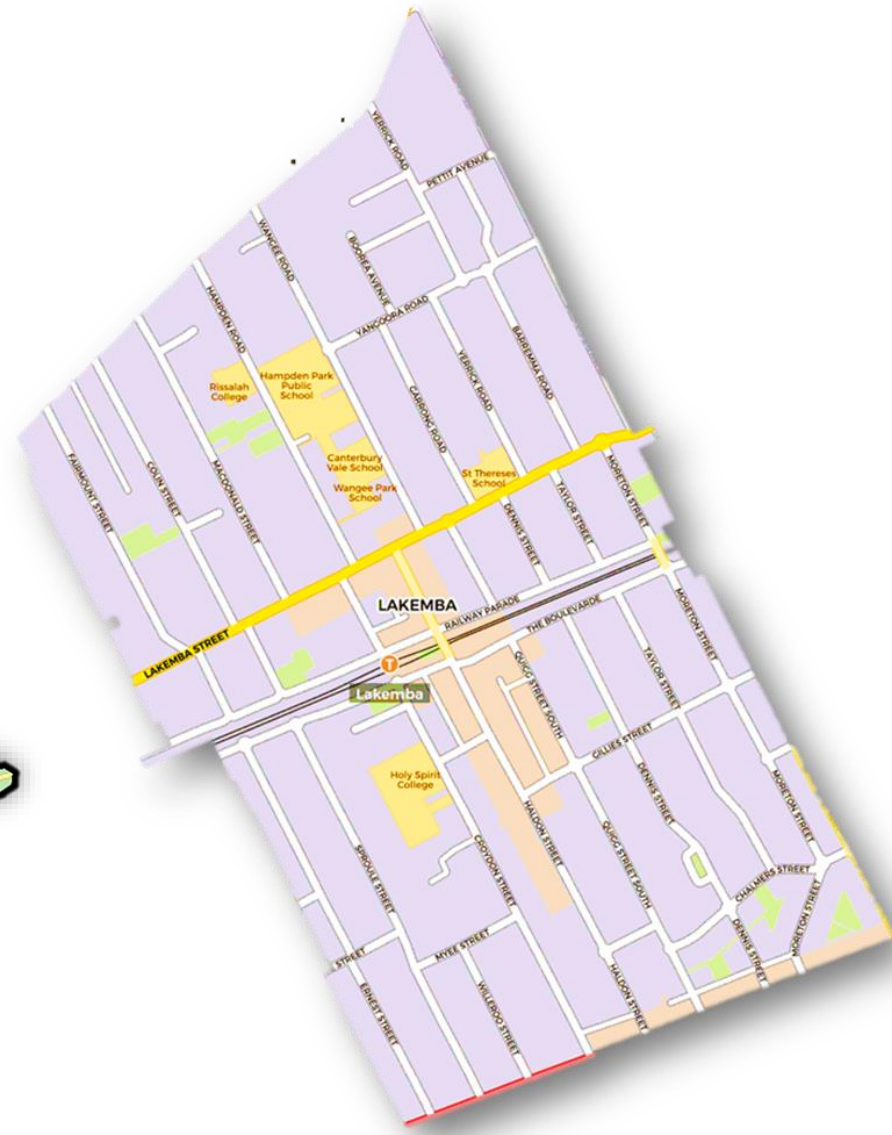
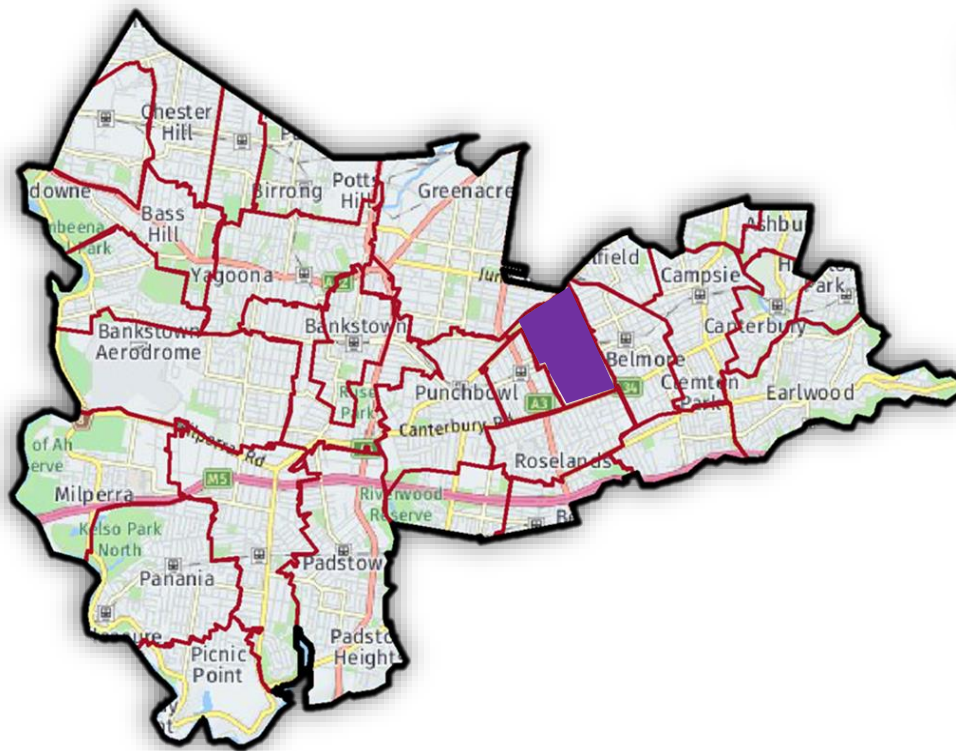


Figure 3: The surveyed area

6. THE SURVEY

The survey replicated the 2011 questions.

Students interviewed residents and recorded the answers.

They then transferred the answers to an on-line survey.

Initial findings were compiled and presented at the community Forum.

The survey consisted of 16 questions across four domains:

- Age, gender and birthplace etc
- Views on the suburb, i.e. likes and dislikes
- Connections with neighbours
- Services, events and activities. Current and needed.



Figure 4: Survey structure

1. How long have you lived in Lakemba?
2. Where did you live before moving to Lakemba? (suburb or country) (Reason)
3. What are the three best things you like about living in Lakemba?
4. Do you talk with the people in your neighbourhood?
5. Do you feel comfortable asking your neighbours for assistance in an emergency?
6. Have you got to know anyone in Lakemba who comes from a different cultural background?
7. Have you visited a neighbour in the past month?
8. Have you attended any local activities/events in the past 6 months in Lakemba?
9. What are three things you don't like about living in Lakemba?
10. Have you or other persons in your household used any organisations in the past 6 months? (What ?)
11. Can you think of any activities/services/programs that Lakemba needs?
12. How do you find out about local activities, events, organisations etc.?
13. Gender
14. Were you born overseas?
15. How old are you?
16. Are there any children living in the household?
<i>Table 1:Survey questions</i>

7. THE FORUM

Over 150 residents and representatives from both community and government organisations attended the *listening@lakemba2017* community Forum and lunch held on 25 October 2017 to hear and discuss the results of the survey. The Forum included

- Welcome to country
- Project overview
- Presentation of overview, highlights, findings
- Group discussion of findings: priorities, amendments and additions
- Presentation of strengths, needs, priorities
- Group discussion and recording of options, solutions and priorities
- The Forum members then reconvened and “voted” their priorities by placing coloured dots next to the issues identified by the groups.

FORUM GROUPS

Initial survey results and discussions with service users and providers suggested the following issues should be explored in greater depth at the Forum. Eight tables/groups were convened:

Issue	Facilitator
Activities/programs for young children and families	Robyn White, NSW Health
Activities/programs for young people	Anita Pesa, Koorana Child and Family Centre
Littering, rubbish and dumping of household items on streets	Anil Gupta, City of Canterbury-Bankstown
Sporting and recreation facilities, especially in parks	Nicole Walters, Canterbury Child and Family Support
Community Harmony /Pride Encouraging tolerance and respect of Lakemba’s diverse communities	Joanna Stobinski, City of Canterbury-Bankstown
Traffic, parking, pedestrian safety	Wafa Zaim, Muslim Women’s Association
Activities for Men/ Fathers/ Sons	Moushumi Martin, Metro Assist
Other concerns	Wendi Etherington, Schools as Community Centres, Lakemba Public School

Table 2: Forum groups and facilitators

Forum and group information was recorded then collated, analysed and integrated into this Report (see section 23).

8. THE SAMPLE

- 310 people were surveyed in 2011 and 372 in 2017, an increase of 20 %.
- The ratio of male to female respondents changed slightly from 2011 to 2017; with a slight increase of men (+6%)

Year	Male	Female	Total
2011	113	192	310
	36%	62%	
2017	153	209	372
	42%	58%	
Difference	+ 6%	- 4%	+20%

Table 3: People Surveyed - Number and Gender

9. AGE

Years	18-24	25-34	35-44	45-54	55-64	65+	Skipped	Total
2011	34	106	61	49	27	28	5	310
	11%	34%	20%	16%	9%	9%	2%	100%
2017	38	115	74	48	45	48	4	372
	10%	31%	20%	13%	12%	13%	1%	100%
Difference	-1%	-3%	0%	-3%	+3%	+4%	-3%	

Table 4: Respondent age profile

The 2017 age profile followed that of 2011. There was however a 7% increase of people aged over 55yrs; and a corresponding decrease in the 18-54 age bracket.

10. CHILDREN

Residents were asked: "Are there any children living in the household?":

Years	Yes	No	Skipped	Total
2011	203	96	11	310
	65%	31%	4%	100%
2017	234	133	5	372
	64%	36%	1%	100%
Difference	-1%	+5%	-3%	

Table 5: Households with children

The 2017 ratio of households with: without children followed that of 2011, i.e. at approximately 2:1. There was 5% increase of households without children.

11. BIRTHPLACE

Residents were asked: “Were you born overseas?”

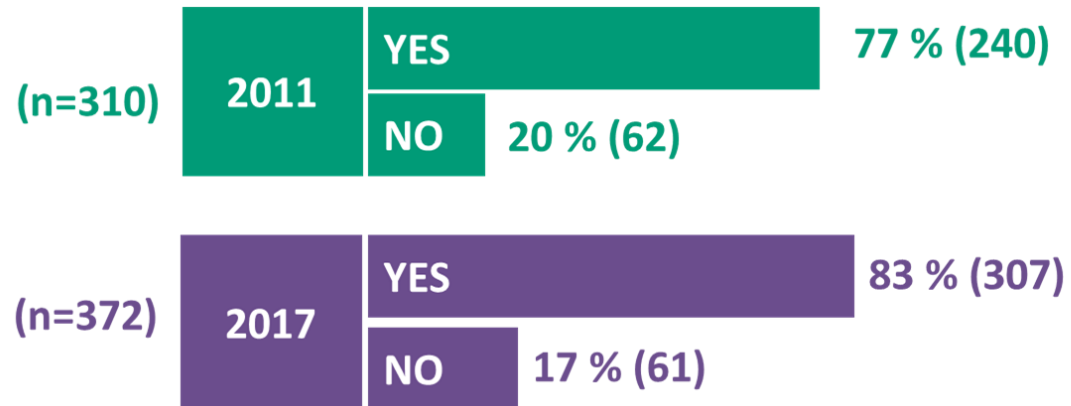


Figure 5: Country of birth

83% (307) of respondents were born overseas (42 countries): an increase from the 77% recorded in 2011 (240).

ALBANIA	ALGERIA	BANGLADESH	BURMA	CHINA	CYPRUS	EGYPT
ENGLAND	ERITREA	ETHIOPIA	FIJI	FRANCE	GHANA	GREECE
INDIA	INDONESIA	IRAQ	ITALY	JORDAN	KENYA	KOREA
KUWAIT	LEBANON	MALAYSIA	MOROCCO	NEPAL	NEW ZEALAND	NIGERIA
PAKISTAN	PHILLIPINES	PORTUGAL	SALVADOR	SAUDI ARABIA	SIERRA LEONE	SRI LANKA
SYRIA	TONGA	UGANDA	VIETNAM	YEMEN	ZAMBIA	ZIMBABWE



Figure 6: 2017 survey respondents' nations of birth

COUNTRY	N	%	COUNTRY	N	%
ALBANIA	1	0.4%	LEBANON	22	8.1%
ALGERIA	3	1.1%	MALAYSIA	2	0.7%
BANGLADESH	94	34.8%	MOROCCO	1	0.4%
BURMA	17	6.3%	NEPAL	4	1.5%
CHINA	10	3.7%	NEW ZEALAND	2	0.7%
CYPRUS	1	0.4%	NIGERIA	1	0.4%
EGYPT	7	2.6%	NORTH AFRICA	1	0.4%
ENGLAND	1	0.4%	PAKISTAN	26	9.6%
ERITREA	1	0.4%	PHILLIPINES	4	1.5%
ETHIOPIA	1	0.4%	PORTUGAL	1	0.4%
FIJI	5	1.9%	SALVADOR	1	0.4%
FRANCE	1	0.4%	SAUDI ARABIA	1	0.4%
GHANA	3	1.1%	SIERRA LEONE	1	0.4%
GREECE	7	2.6%	SRI LANKA	1	0.4%
INDIA	16	5.9%	SYRIA	7	2.6%
INDONESIA	8	3.0%	TONGA	2	0.7%
IRAQ	2	0.7%	UGANDA	1	0.4%
ITALY	2	0.7%	VIETNAM	3	1.1%
JORDAN	3	1.1%	YEMEN	1	0.4%
KENYA	1	0.4%	ZAMBIA	1	0.4%
KOREA	1	0.4%	ZIMBABWE	1	0.4%
KUWAIT	1	0.4%		270	100.0%

Table 6: 2017 survey respondents' nations of birth

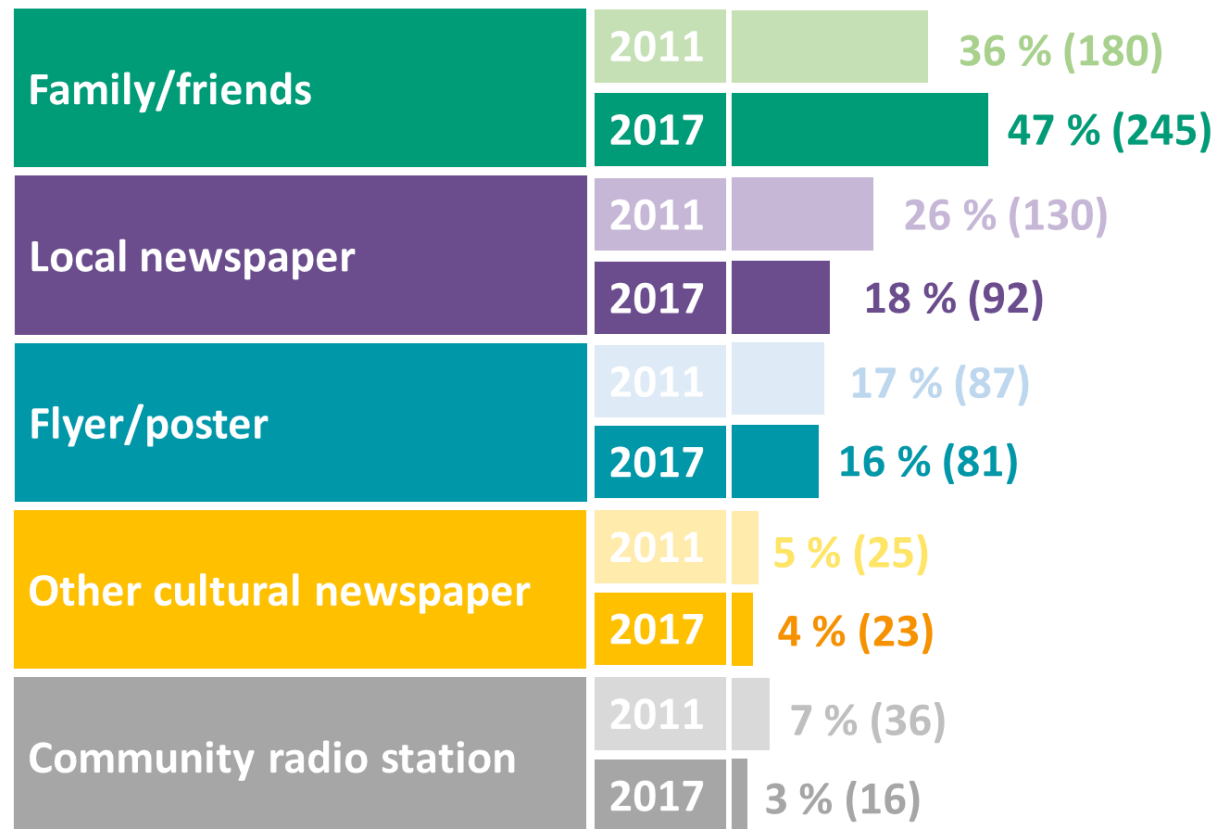
Except for Pakistan, the list of top 9 countries represented in the survey accord with those of the 2016 Census (Table 3).

Highest country of origin count: LAKEMBA: 2017 Survey sample		
Country of Birth	N	% (of respondents born overseas)
BANGLADESH	94	35%
PAKISTAN	26	10%
LEBANON	22	8%
BURMA	17	6%
INDIA	16	6%
CHINA	10	4%
INDONESIA	8	3%
EGYPT	7	3%
GREECE	7	3%
Highest country of origin count: 2016 CENSUS ²		
Country of Birth	N	% (of residents born overseas)
BANGLADESH	1,503	22%
INDIA	537	8%
LEBANON	343	5%
INDONESIA	238	4%
CHINA	177	3%
GREECE	156	2%
EGYPT	78	1%
FIJI	63	1%
IRAQ	53	1%
<i>Table 7: Country of birth. Survey sample compared with the 2016 Census</i>		

² 2016 Census of Population and Housing

12. INFORMATION SOURCES

How do you find out about local activities, events, organisations etc.?



Family and friends continues to be the prime source of information on local activities, events organisations.

The other sources decreased from the 2011 levels. Family and friends increased by 9% from 36% in 2011 to 47% in 2017.

Figure 7: Sources of information on activities events and organisations

13. NEIGHBOURS

Residents were asked to reflect on their relationships and connections with neighbours and fellow residents of Lakemba. They were asked:

- Do you talk with the people in your neighbourhood?
- Do you feel comfortable asking your neighbours for assistance in an emergency?
- Have you got to know anyone in Lakemba who comes from a different cultural background?
- Have you visited a neighbour in the past month?

The responses are provided below

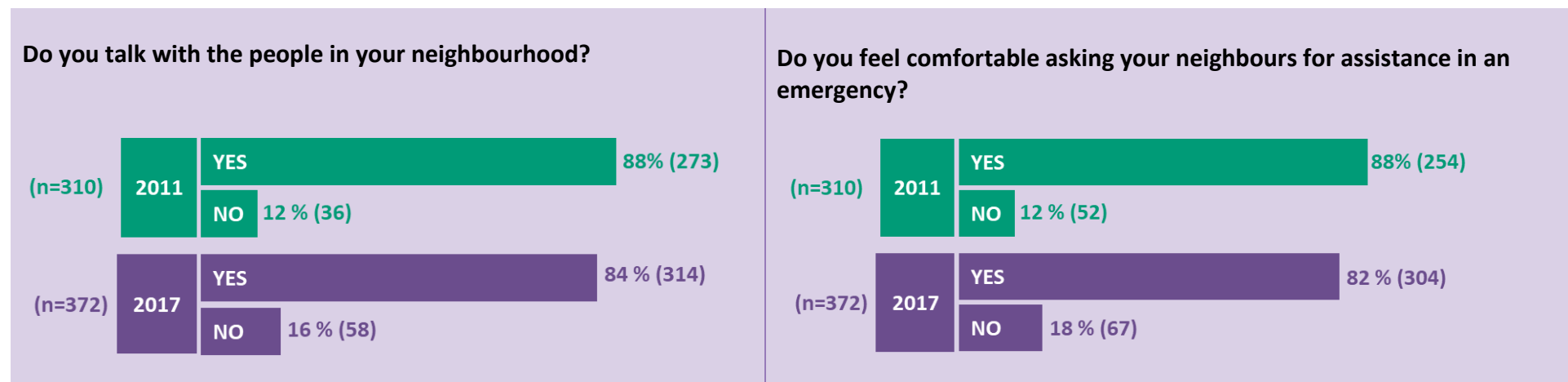
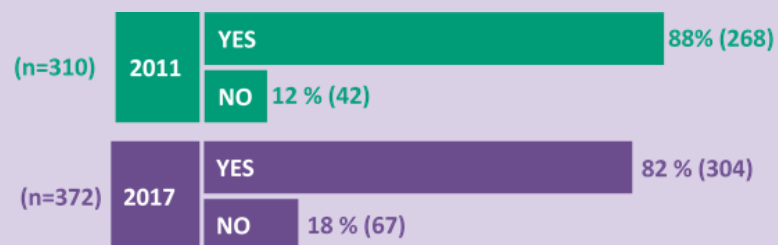
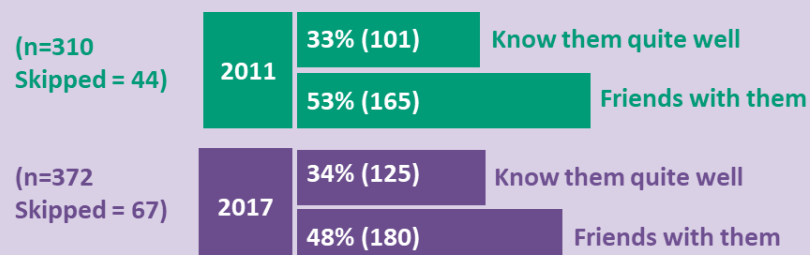


Figure 8: Connections with neighbourhood 1

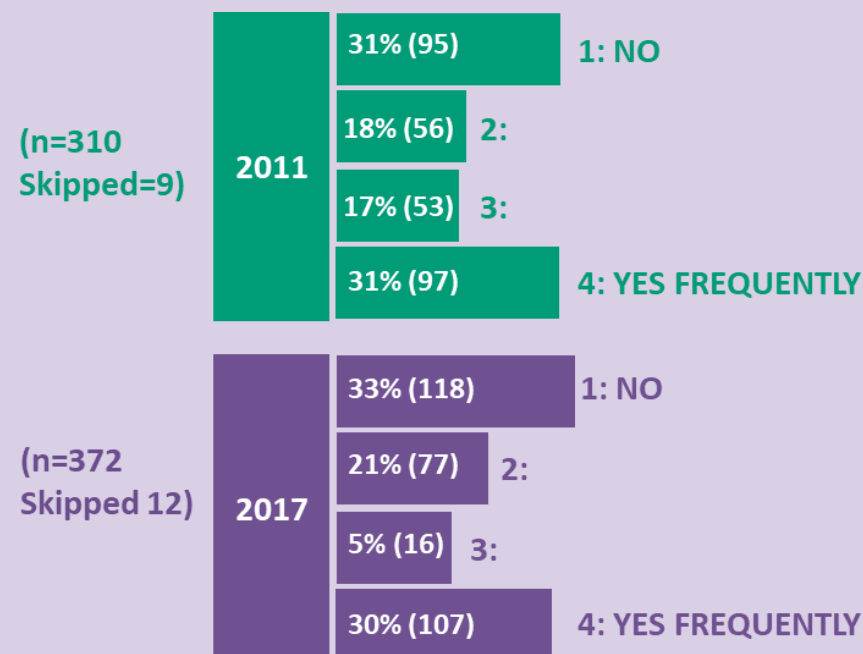
Have you got to know anyone in Lakemba who comes from a different cultural background?



If so how well do you know them?



Have you visited a neighbour in the past month?



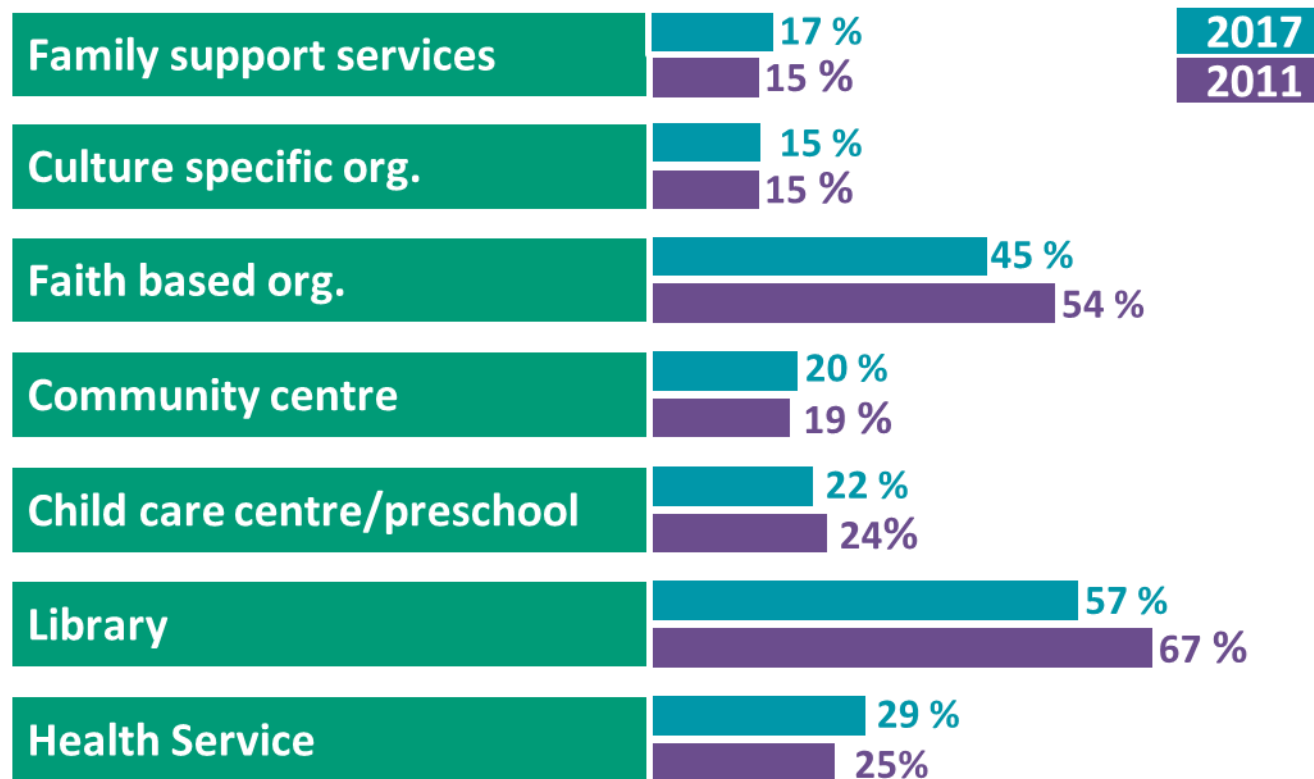
- While there have been small decreases across all these questions (in the order of 4-6%), the levels of connection remain high. Although benchmarks for similar data across greater Sydney are not available, these figures indicate high levels of community connectedness. Connection levels, however, have dropped slightly over time and should be monitored.

Figure 9: Connections with neighbourhood 2

14. ORGANISATIONS

Residents were asked: “Have you or other persons in your household used any organisations in the past 6 months?”

The answers are provided below (Fig 4):



In 2011 64% of households acknowledged that they had used an organisation in the past 6 months; the 2017 figure was 70%, an increase of 6%.

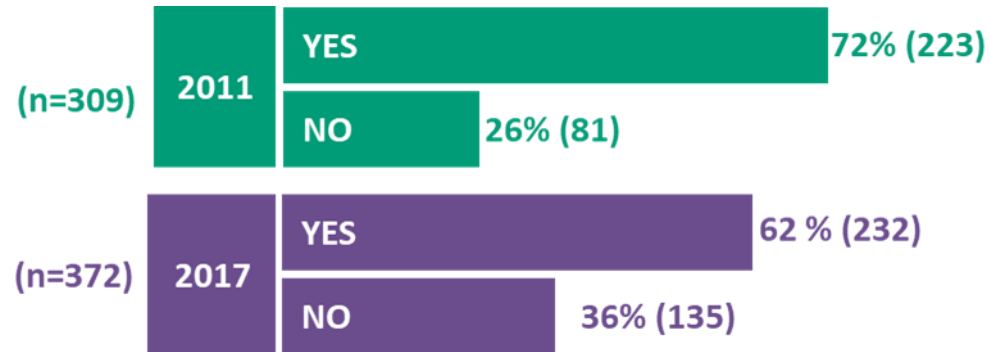
The library continues to be the most used organisation, with a decrease from 67% in 2011 to 57% in 2017.

Faith based organisations continue to rank second, with a decrease from 54% in 2011 to 45% in 2017.

Figure 10: Types of organisations used in the past 6 months 2011-2017

15. ACTIVITIES

Residents were asked: “Have you attended any local activities/events in the past 6 months in Lakemba? (for example, playgroup, library story time, craft group, sporting, cultural or religious event, festival etc.)”. Figures 5 and 6 summarise the results³:



In 2011: 72% of respondents acknowledged that they had attended local activities in the past 6 months

In 2017 the figure had decreased by 10% to 62%.

Figure 11: Local activities/events attended in the past 6 months

As shown below (Figure 6) for 2017 the most popular activities/events are:

- Library 25.3%
- Play group 13.6%
- Religious event 13.6%
- Festival 11.4%
- Cultural event 7.3%

With minor changes the 2017 rankings track those of 2011.

³ [Appendix 1](#) provides a full list of responses

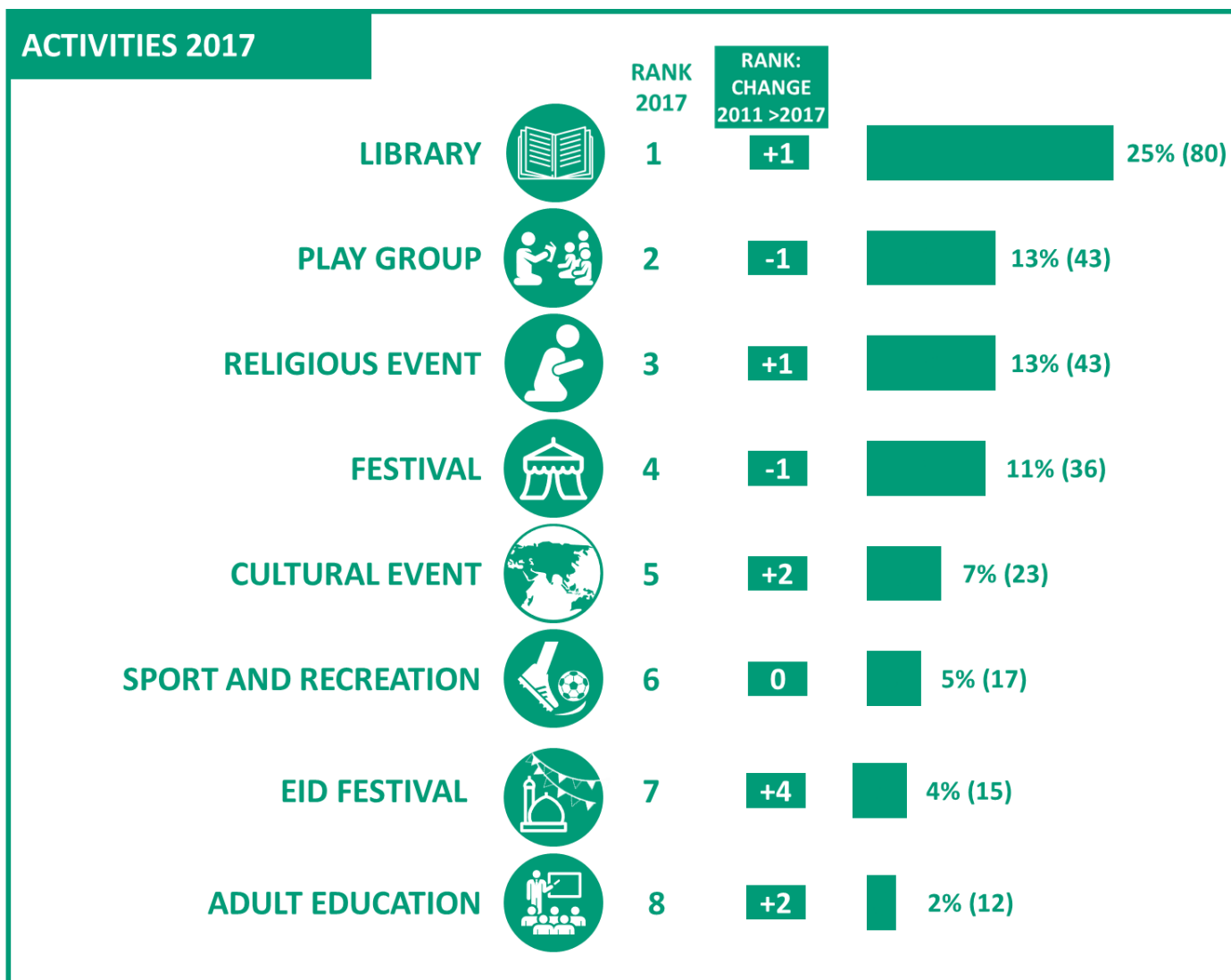


Figure 12: 2017 Activities by rank and change since 2011

16. LIKES

Residents were asked: What are the three best things you like about living in Lakemba. Figures 7 summarises the results and ranking and compares them to 2011. [Appendix 2](#) provides a full list.

The highest ranked “likes” for 2017 are:

■ Cultural diversity	25.5%
■ Community	15.8%
■ Shops	14.9%
■ Facilities and services	12.6%
■ Transport	8.2%
■ Food	7.7%

Respondents expressed a strong satisfaction with their experience of community harmony and cultural diversity. In 2011 and 2017 these accounted for over 40% of “likes”.

2017 rankings mostly align with those of 2011.

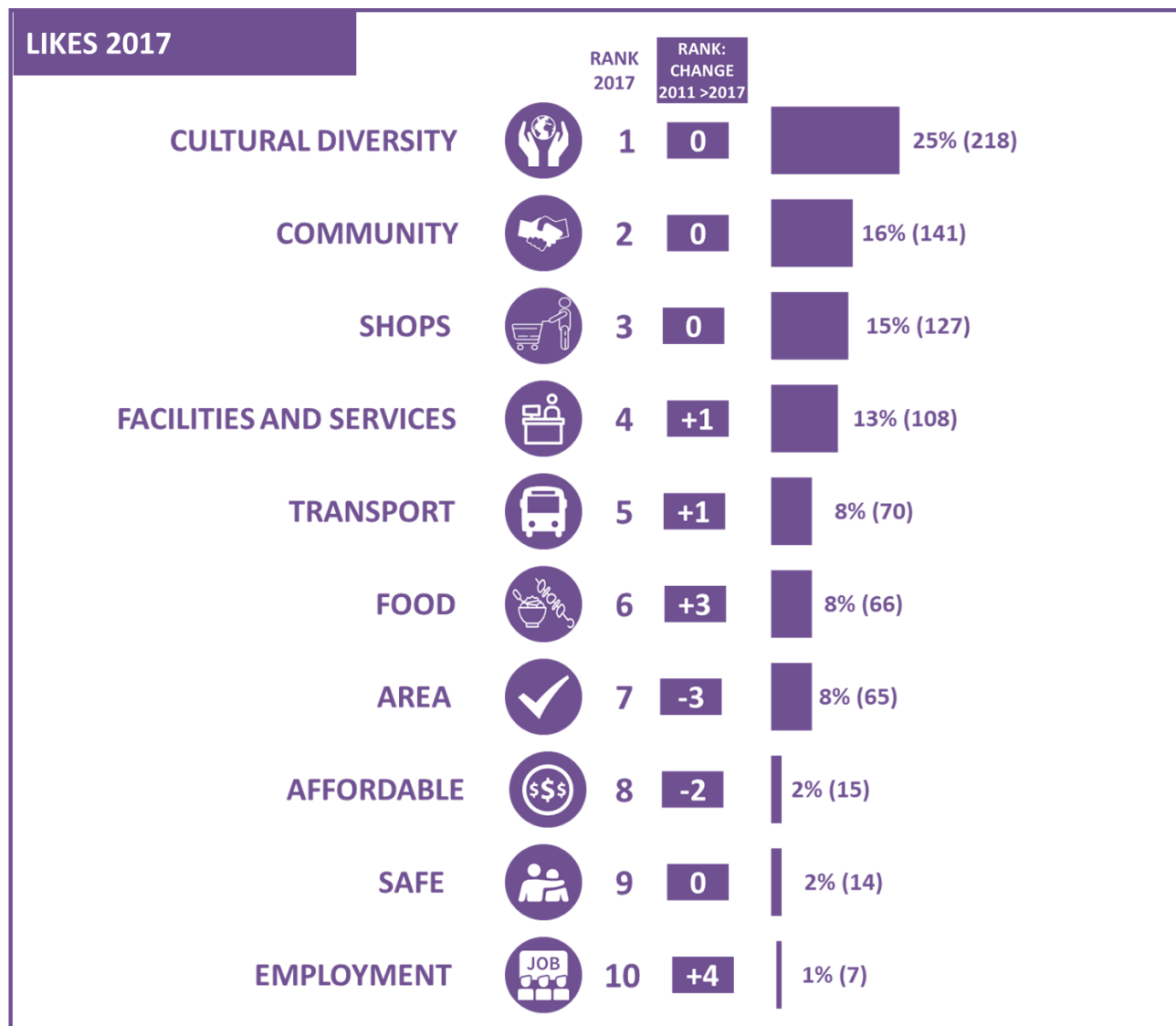


Figure 13: 2017 Likes by rank and change since 2011

17. DISLIKES

Residents were asked: What three things you don't like about living in Lakemba. Figures 8 summarises the results and ranking and compares them to 2011. [Appendix 3](#) provides a full list.

The top 10 highest ranked “dislikes” for 2017 are:

■ Parking	18.8%
■ Rubbish	18.6%
■ Cleanliness	14.1%
■ All good	4.5%
■ Traffic	3.9%
■ Crowded	3.9%
■ Noise	3.4%
■ Safety	3.2%
■ Lighting	2.9%
■ Housing	2.4%

The biggest changes from 2011 are:

- An increase in dissatisfaction with parking. This issue is now ranked number 1 (against a rank of 7th in 2011; an increase of nearly 13%)
- Rubbish and lack of cleanliness if combined would outrank parking as the prime dislike.
- Responses saying, “all good”, i.e. no major dislikes, increased.
- (Street) lighting was not raised as an issue in the 2011 survey: but is now ranked 9th

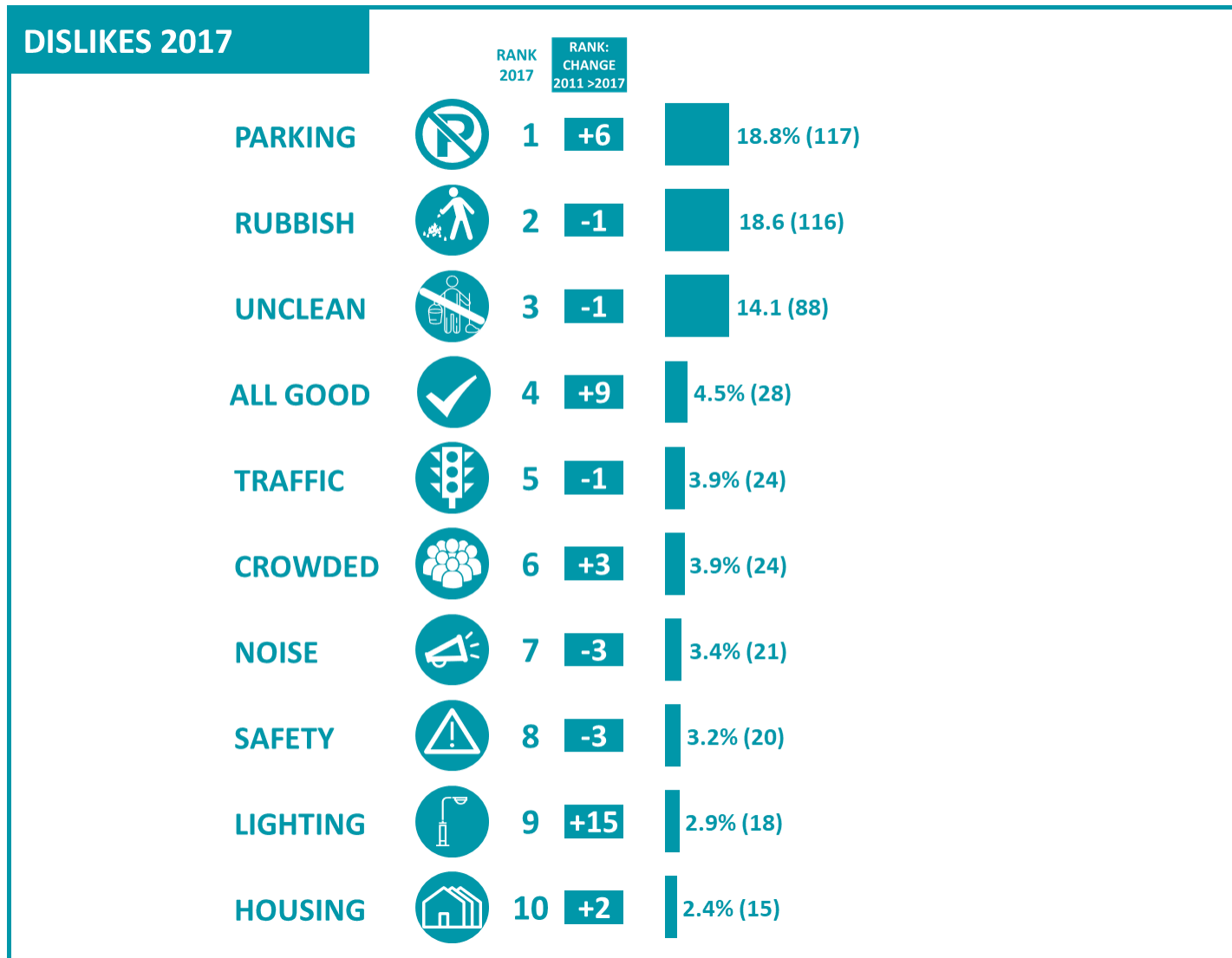


Figure 14: 2017 Dislikes by rank and change since 2011

18. NEEDS

Residents were asked: Can you think of any activities/services/programs that Lakemba needs?

Figure 14 summarises the results and ranking and compares them to 2011. [Appendix 4](#) provides a full list.

The highest ranked needs for 2017 are:

■ Cleanliness	10.5%
■ Multicultural events and activities	10.1%
■ Swimming pool	8.5%
■ Children services and activities	8.1%
■ Parking	5.6%
■ Sport and recreation facilities	5.6%
■ Adult education	4.8%
■ Parks (including activities and services)	4.8%
■ Shops	4.8%
■ Play ground	4.4%

2017 rankings mostly align with those of 2011.

The biggest changes from 2011 are:

- The need to manage rubbish and improve overall cleanliness continues to rank highly. As do requests for more multicultural events and activities.
- The request for a local swimming pool especially swimming facilities for women is now a higher priority for the community.
- Parking request have also sharply increased.

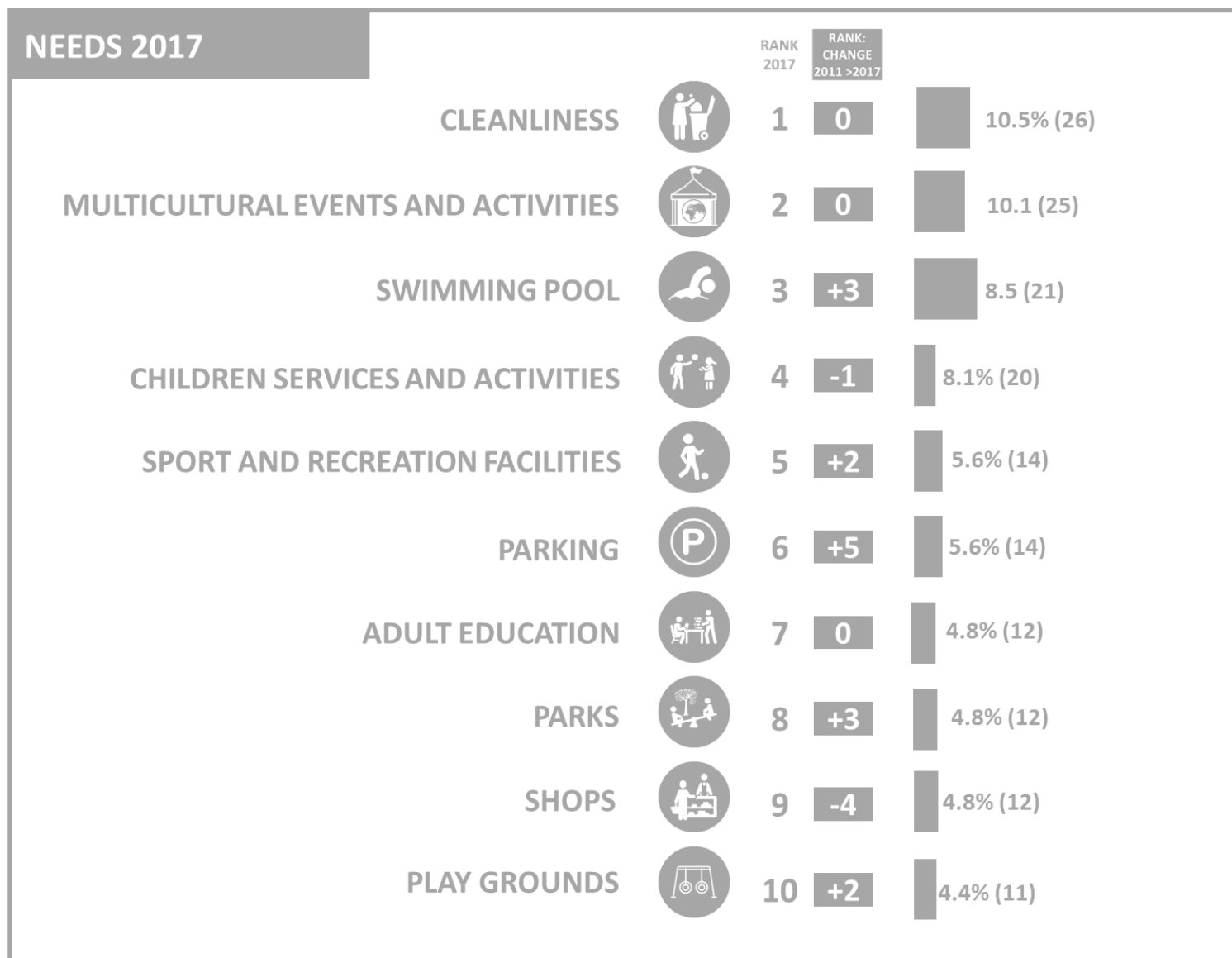


Figure 15: 2017 Needs by rank and change since 2011

19. 2011 OVERALL PRIORITIES AND PROGRESS 2011-2017

The 2011 survey, focus groups and Forum identified priorities and options:

1. Social isolation of women and lack of programs and activities for women
2. Housing-lack of affordable and suitable housing, high rent, poor maintenance of unit blocks and tenants' rights and responsibilities.
3. Rubbish/Littering and dumping of household items on the street
4. Lack of programs and activities for children
5. Traffic, parking and drivers not obeying road rules
6. Lack of programs and activities for young people
7. Public Transport

As part of *listening@Lakemba2017* actions responding to these priorities were collated and summarised. They are provided at Appendix 6.

They

- Describe **actions** and **progress** relating to issues raised by *listening@lakemba2011*
- Suggest actions to **respond to 2017 priorities**
- Will **inform ongoing service planning** and delivery.

20. COMMUNITY FORUM PRIORITIES

As stated above eight groups were convened to discuss options and priorities:

1. Activities/programs for young children and families
2. Activities/programs for young people
3. Littering, rubbish and dumping of household items on streets
4. Sporting and recreation facilities, especially in parks
5. Community Harmony /Pride Encouraging tolerance and respect of Lakemba's diverse communities
6. Traffic, parking, pedestrian safety
7. Activities for Men/ Fathers/ Sons
8. Other concerns

GROUP PRIORITIES

Each group discussed and recorded options, solutions and priorities for their issues. The Priority list for each group is provided at Appendix 5.

Forum members reconvened and then “voted” their priorities by placing coloured dots next to the issue. A summary of higher priorities indicated by the number of dots from across the groups is presented below (Table 8).

- Adult education emerged as a high priority
- The need for a swimming pool and swimming facilities for women was raised across groups
- Health services (especially for women and children) was a priority
- The group priorities aligned with the survey findings.

GROUP	PRIORITY	DOTS
8	Adult/Education ■ More English classes and job readiness training (especially IT skills)	39
1	Swimming pool for children/women in Lakemba	19
	Swimming pool also a priority for Group 4	
	Swimming pools and Gyms for women	+8 dots
	General swimming pool	+8 dots
	and Group 2	
	Swimming pool	+4 dots
6	More traffic lights around railway station and adjacent intersections	17
6	Safe pedestrian crossings	14
3	Environment Education (anti-litter/rubbish) ■ Starting at school, library ■ Involving community leaders, Radio and social media	14
1	Sports facilities for children and young people ■ soccer and other games for young children ■ approach the recreational officer of the Canterbury Council	13
5	Acknowledging Lakemba's strong sense of community and cultural harmony and diversity	10
7	More sporting, cultural and recreation activities for men (centre based and outdoors)	8
7	Health facility for men: ■ Medical centre. We have women centre but not men centre	8
8	Health Issues: Need for women's health and paediatric services. More after hours service and health promotion	7
1	Language lessons: ■ Community Language school ■ mother tongue language	6
2	Activities for children and young people: Using schools for space after hours, using schools to identify children that need support after hours	4
4	Parks: Not enough play equipment	4
5	"Two ways of seeing" Celebrating one's culture and other cultures.	4
7	Stress, aggression and anger management education and activities (domestic violence prevention)	4

Table 8: Summary of priorities across Forum groups

GROUP DISCUSSION

- There was strong agreement across groups on the initial findings.
- As well as focussing on their allotted priority: each group discussed overall likes, needs and options.
- These were recorded, collated and analysed (See [Appendix 6](#)).

The top ten likes and needs/options are listed below (Table 9):

LIKES	NEEDS AND OPTIONS
■ COMMUNITY	■ ADULT EDUCATION
■ CULTURAL DIVERSITY	■ SERVICES AND FACILITIES
■ SERVICES AND FACILITIES	■ WOMEN'S SUPPORT AND ACTIVITIES
■ FOOD	■ CHILDREN AND YOUNG PEOPLE: SERVICES AND ACTIVITIES
■ SAFETY	■ UNCLEAN
■ SHOPS	■ PARKING
■ LIBRARY	■ SPORT AND RECREATION
■ TRANSPORT	■ CULTURAL SERVICES AND SUPPORT
■ ENGLISH CLASSES	■ HEALTH SERVICES
■ FESTIVALS	■ PARKS

Table 9: Forum groups' discussion - top ten likes and needs/options

While the ranking varies slightly: these expressed likes, needs and options and their priority align with and confirm the survey findings.

listening@lakemba2017

A Report of Findings, Priorities and Actions

APPENDICES

1: Activities

2: Likes

3: Dislikes

4: Needs

5: Forum groups: priority options, solutions and action

6: Group discussion on overall likes, needs and options

7: Priorities and progress 2011-2017

APPENDIX 1: ACTIVITIES (BASE DATA)

2011 ACTIVITIES

ACTIVITY 2011	N	%	RANK
PLAY GROUP	59	18.8%	1
LIBRARY	56	17.8%	2
FESTIVAL	51	16.2%	3
RELIGIOUS EVENT	45	14.3%	4
HALDON ST FESTIVAL	20	6.4%	5
SPORT AND RECREATION	17	5.4%	6
CULTURAL EVENT	16	5.1%	7
LAKEMBA FESTIVAL	11	3.5%	8
ADULT EDUCATION	6	1.9%	9
EID FESTIVAL	6	1.9%	10
COMMUNITY EVENT	4	1.3%	11
JOB SEEKING	3	1.0%	12
PLAY GROUND	3	1.0%	13
COMMUNITY CENTRE	2	0.6%	14
COMMUNITY GARDEN	2	0.6%	15
DAY CARE FOR OLDER PEOPLE	2	0.6%	16
CRAFT GROUP	1	0.3%	17
LIBRARY	1	0.3%	18
	314	100.0%	
OTHER	9	2.9%	

2017 ACTIVITIES

ACTIVITY 2017	N	%	RANK
LIBRARY	80	25.3%	1
PLAY GROUP	43	13.6%	2
RELIGIOUS EVENT	43	13.6%	3
FESTIVAL	36	11.4%	4
CULTURAL EVENT	23	7.3%	5
SPORT AND RECREATION	17	5.4%	6
EID FESTIVAL	15	4.7%	7
ADULT EDUCATION	7	2.2%	8
COMMUNITY EVENT	8	2.5%	9
PLAY GROUND	8	2.5%	10
COMMUNITY CENTRE	6	1.9%	11
PARK	6	1.9%	12
PRE-SCHOOL	2	0.6%	13
DANCING	1	0.3%	14
OTHER	11	3.5%	
	316	100.0%	

2011>2017: ACTIVITY CHANGE

ACTIVITY 2011>2017	CHANGE N: 2011>2017	DIFFERENCE %: 2011>2017	CHANGE RANK: 2011>2017
LIBRARY	24	7.5%	1
MARKETS	10	3.2%	-10
EID FESTIVAL	9	2.8%	4
CULTURAL EVENT	7	2.2%	2
PARK	6	1.9%	-14
PLAY GROUND	5	1.6%	2
COMMUNITY CENTRE	4	1.3%	2
COMMUNITY EVENT	4	1.3%	1
PRE-SCHOOL	2	0.6%	-15
ADULT EDUCATION	1	0.3%	2
DANCING	1	0.3%	-16
SPORT AND RECREATION	0	0.0%	0
RELIGIOUS EVENT	-2	-0.7%	1
JOB SEEKING	-3	-1.0%	13
LAKEMBA FESTIVAL	-11	-3.5%	8
FESTIVAL	-15	-4.8%	-1
PLAY GROUP	-16	-5.2%	-1
HALDON ST FESTIVAL	-20	-6.4%	5

APPENDIX 2: LIKES (BASE DATA)

2011 LIKES

LIKE (2011)	N	%	RANK
CULTURAL DIVERSITY	114	25.3%	1
COMMUNITY	68	15.1%	2
SHOPS	68	15.1%	3
AREA	51	11.3%	4
FACILITIES AND SERVICES	42	9.3%	5
TRANSPORT	41	9.1%	6
AFFORDABLE	21	4.7%	7
PARK	13	2.9%	8
FOOD	9	2.0%	9
SAFE	9	2.0%	10
CLEAN	5	1.1%	11
LIBRARY	5	1.1%	12
ACTIVITIES	3	0.0%	13
OTHER	4	0.9%	
	450	100%	

2017 LIKES

LIKE (2017)	N	%	RANK
CULTURAL DIVERSITY	218	25.5%	1
COMMUNITY	135	15.8%	2
SHOPS	127	14.9%	3
FACILITIES AND SERVICES	108	12.6%	4
TRANSPORT	70	8.2%	5
FOOD	66	7.7%	6
AREA	65	7.6%	7
AFFORDABLE	15	1.8%	8
SAFE	14	1.6%	9
EMPLOYMENT	7	0.8%	10
FAMILY	6	0.7%	11
CLEAN	3	0.4%	12
OTHER	21	2.5%	
	855	100.0%	

2011>2017 LIKES CHANGE

LIKE 2011>2017	CHANGE N: 2011>2017	DIFFERENCE %: 2011>2017	CHANGE RANK: 2011>2017
CULTURAL DIVERSITY	104	0.0%	0
COMMUNITY	73	1.4%	0
FACILITIES AND SERVICES	66	3.3%	1
SHOPS	59	-0.3%	0
FOOD	57	5.7%	3
TRANSPORT	29	-0.9%	1
AREA	14	-3.7%	-3
EMPLOYMENT	7	0.8%	4
SAFE	5	-0.4%	0
CLEAN	-2	-0.8%	0
ACTIVITIES	-3	0.0%	14
LIBRARY	-5	-1.1%	11
AFFORDABLE	-6	-2.9%	-2
PARK	-13	-2.9%	8

APPENDIX 3: DISLIKES (BASE DATA)⁴

2011 DISLIKES

DISLIKES (2011)	N	%	RANK
RUBBISH	50	16.1%	1
CLEANLINESS	35	11.3%	2
NOISE	23	7.4%	3
CRIME	21	6.8%	4
SAFETY	20	6.5%	5
TRAFFIC	20	6.5%	6
PARKING	19	6.1%	7
CROWDED	13	4.2%	8
MULTICULTURAL ISSUES	13	4.2%	9
TRANSPORT	13	4.2%	10
SHOP	12	3.9%	11
HOUSING	10	3.2%	12
ALL GOOD	8	2.6%	13
FACILITIES/SERVICES	8	2.6%	14
ISOLATION	6	1.9%	15
YOUNG PEOPLE	6	1.9%	16
COUNCIL	5	1.6%	17
PARKS	3	1.0%	18
ROADS	2	0.6%	19
ACTIVITIES	1	0.3%	20

⁴ 2017 listening@Lakemba survey

DISLIKES (2011)	N	%	RANK
DRUG USE	0	0.0%	21
LIBRARY	0	0.0%	23
LIGHTING	0	0.0%	24
OTHER	22	7.1%	
	310	100.0%	

2017 DISLIKES

DISLIKES: 2017	N	%	RANK
PARKING	117	18.8%	1
RUBBISH	116	18.6%	2
CLEANLINESS	88	14.1%	3
ALL GOOD	28	4.5%	4
TRAFFIC	24	3.9%	5
CROWDED	24	3.9%	6
NOISE	21	3.4%	7
SAFETY	20	3.2%	8
LIGHTING	18	2.9%	9
HOUSING	15	2.4%	10
SHOPS	14	2.2%	11
ROADS	12	1.9%	12
TRANSPORT	6	1.0%	13
FACILITIES/SERVICES	6	1.0%	14
MULTICULT	5	0.8%	15
ACTIVITIES	5	0.8%	16
DRUG USE	4	0.6%	17
CRIME	3	0.5%	18
LIBRARY	3	0.5%	19
COUNCIL	2	0.3%	20
PARKS	2	0.3%	21
YOUNG PEOPLE	1	0.0%	22
ISOLATION	0	0.0%	23

DISLIKES: 2017	N	%	RANK
OTHER	84	13.5%	
	623	100.0%	

2011>2017 DISLIKES CHANGE

DISLIKE 2011>2017	CHANGE N 2011>2017	DIFFERENCE %: 2011>2017	CHANGE RANK: 2011>2017
PARKING	98	12.7%	6
LIGHTING	18	2.9%	15
CLEANLINESS	53	2.8%	-1
RUBBISH	66	2.5%	-1
ALL GOOD	20	1.9%	9
ROADS	10	1.3%	7
DRUG USE	4	0.6%	5
LIBRARY	3	0.5%	4
ACTIVITIES	4	0.5%	6
CROWDED	11	-0.3%	3
PARKS	-1	-0.6%	-3
HOUSING	5	-0.8%	2
COUNCIL	-3	-1.3%	-3
FACILITIES/SERVICES	-2	-1.6%	1
SHOP	2	-1.6%	0
ISOLATION	-6	-1.9%	-8
YOUNG PEOPLE	-5	-1.9%	-6
TRAFFIC	4	-2.6%	-1
TRANSPORT	-7	-3.2%	-5
SAFETY	0	-3.2%	-3

DISLIKE 2011>2017	CHANGE N 2011>2017	DIFFERENCE %: 2011>2017	CHANGE RANK: 2011>2017
MULTICULTURAL ISSUES	-8	-3.4%	-8
NOISE	-2	-4.0%	-3
CRIME	-18	-6.3%	-14

APPENDIX 4: NEEDS (BASE DATA)

2011 NEEDS

2011 NEED	N	%	RANK
CLEANLINESS	26	10%	1
MULTICULTURAL EVENTS AND ACTIVITIES	26	10%	2
CHILDREN SERVICES AND ACTIVITIES	19	8%	3
ACTIVITIES FOR WOMEN	18	7%	4
SHOPS	17	7%	5
SWIMMING POOL	15	6%	6
ADULT EDUCATION	14	6%	7
SPORT AND RECREATION FACILITIES	12	5%	8
BUS SERVICES	11	4%	9
PARKING	10	4%	10
PARKS (INCLUDING ACTIVITIES AND SERVICES)	9	4%	11
PLAY GROUND	9	4%	12
YOUTH ACTIVITIES AND SERVICES	9	4%	13
CRIME PREVENTION AND SAFETY	8	3%	14
PLAY GROUP	6	2%	15
TRAFFIC CONTROL	6	2%	16
SCHOOLS AND EDUCATION SERVICES	5	2%	17
LIGHTING	4	2%	18
AGED CARE	2	1%	19
INFORMATION TECHNOLOGY	2	1%	20
LIBRARY SERVICES	2	1%	21
CENTRELINK IMPROVEMENT	0	0%	22

2011 NEED	N	%	RANK
HEALTH SERVICES	0	0%	23
MUSICAL EVENTS	0	0%	24
REFUGEE SERVICES AND EVENTS	0	0%	25
TAFE	0	0%	26
OTHER	18	7%	
	248	100%	

2017 NEEDS

2017 NEED	N	%	RANK
CLEANLINESS	26	10.5%	1
MULTICULTURAL EVENTS AND ACTIVITIES	25	10.1%	2
SWIMMING POOL	21	8.5%	3
CHILDREN SERVICES AND ACTIVITIES	20	8.1%	4
PARKING	14	5.6%	5
SPORT AND RECREATION FACILITIES	14	5.6%	6
ADULT EDUCATION	12	4.8%	7
PARKS (INCLUDING ACTIVITIES AND SERVICES)	12	4.8%	8
SHOPS	12	4.8%	9
PLAY GROUND	11	4.4%	10
CRIME PREVENTION AND SAFETY	8	3.2%	11
YOUTH ACTIVITIES AND SERVICES	6	2.4%	12
BUS SERVICES	5	2.0%	13
LIBRARY SERVICES	5	2.0%	14

2017 NEED	N	%	RANK
TRAFFIC CONTROL	5	2.0%	15
ACTIVITIES FOR WOMEN	4	1.6%	16
HEALTH SERVICES	4	1.6%	17
PLAY GROUP	4	1.6%	18
AGED CARE	3	1.2%	19
INFORMATION TECHNOLOGY	3	1.2%	20
SCHOOLS AND EDUCATION SERVICES	3	1.2%	21
CENTRELINK IMPROVEMENT	2	0.8%	22
LIGHTING	2	0.8%	23
MUSICAL EVENTS	2	0.8%	24
REFUGEE SERVICES AND EVENTS	2	0.8%	25
TAFE	2	0.8%	26
OTHER	21	8.5%	
	248	100.0%	

CHANGE: 2011>2017

NEED	CHANGE N: 2011>2017	DIFFERENCE %: 2011>2017	CHANGE RANK: 2011>2017
SWIMMING POOL	6	2%	-3
PARKING	4	2%	-5
HEALTH SERVICES	4	2%	-6
PARKS (INCLUDING ACTIVITIES AND SERVICES)	3	1%	-3
LIBRARY SERVICES	3	1%	-7
CENTRELINK IMPROVEMENT	2	1%	0
MUSICAL EVENTS	2	1%	0
REFUGEE SERVICES AND EVENTS	2	1%	0
TAFE	2	1%	0
PLAY GROUND	2	1%	-2
SPORT AND RECREATION FACILITIES	2	1%	-2
CHILDREN SERVICES AND ACTIVITIES	1	0%	2
AGED CARE	1	0%	0
INFORMATION TECHNOLOGY	1	0%	0
CLEANLINESS	0	0%	0
CRIME PREVENTION AND SAFETY	0	0%	-3
MULTICULTURAL EVENTS AND ACTIVITIES	-1	0%	0
TRAFFIC CONTROL	-1	0%	-1
LIGHTING	-2	-1%	5
SCHOOLS AND EDUCATION SERVICES	-2	-1%	4
PLAY GROUP	-2	-1%	3

NEED	CHANGE N: 2011>2017	DIFFERENCE %: 2011>2017	CHANGE RANK: 2011>2017
ADULT EDUCATION	-2	-1%	0
YOUTH ACTIVITIES AND SERVICES	-3	-1%	-1
SHOPS	-5	-2%	4
BUS SERVICES	-6	-2%	4
ACTIVITIES FOR WOMEN	-14	-6%	13

APPENDIX 5: FORUM GROUPS: PRIORITY OPTIONS, SOLUTIONS AND ACTION

GROUP PRIORITIES

The 150 Forum members noted their priorities by placing coloured dots next to the issue. These have been collated and presented below:

GROUP 1: ACTIVITIES/PROGRAMS FOR YOUNG CHILDREN AND FAMILIES	Dots
Swimming pool for children/women in Lakemba	19
Sports facilities for children and young people <ul style="list-style-type: none">■ soccer and other games for young children■ approach the recreational officer of the Canterbury Council	13
Language lessons: <ul style="list-style-type: none">■ Community Language school■ mother tongue language■ space-school, early learning centres	6
Investing in service promotion, information and navigation educating on how the services work	2
Work with Council to address priorities	1
Encourage PCYC to develop more women/children only activities	1

GROUP 2: ACTIVITIES/PROGRAMS FOR YOUNG PEOPLE	Dots
Young people councillor in Library	4
Swimming pool	4
Using schools for space after hours, using schools to identify children that need support after hours	4
Closest Youth Centre- Belmore Youth centre PCYC Belmore, PCYC Bankstown	1
Youth off the Streets Bankstown	1
Breakthru work -till 8pm	1
Sports Club -Canterbury Bankstown Bulldogs	1
Activities -pool table, ping-pong table	1
Morris Lemma Sports Centre in Riverwood and transport to and from	1
Service that is free for young people	1
Once a month youth meeting -asking youth what they want/need	1
Training youth people in the community to mentor and support other young people	1
Running programs in schools	1
Children and Parent counselling	1

GROUP 3: LITTERING, RUBBISH AND DUMPING OF HOUSEHOLD ITEMS ON STREETS	Dots
Education -Starting at school, library	10
Involving community leaders, Radio and social media	4
We should fine for littering just the way we penalise parking and speeding	3
Solution for littering -Enforcement- penalty -fines -Volunteer activities -encourage people to pick up rubbish when they see it	3
Promotion at Festival, events and community centre	2
Use the mosque to educate the community re: clean environment	2
Japan is a great example. We need to learn from other countries	1

GROUP 4: SPORTING AND RECREATION FACILITIES, ESPECIALLY IN PARKS	Dots
Swimming pools and Gyms for women	8
Swimming pool	8
Not enough play equipment	4
Women activities e.g. volleyball, rugby, football	3
More parks	3
Women only public toilet	2
Basketball, cricket set-up at parks	1
Private public park Gyms	1
More various play equipment to share between kids and adults and elders	1
More BBQ	1
Parks not clean	1
More parks so women can have a go	1
Suggestion box	1
Fundraising to help purchase equipment (grants)	1
Shade areas at parks	1

GROUP 5: COMMUNITY HARMONY AND PRIDE. CELEBRATING AND RESPECTING OUR CULTURAL DIVERSITY	Dots
Acknowledging Lakemba's strong sense of community and cultural harmony and diversity	10
"Two ways of seeing" Celebrating one's culture and other cultures. "We are one, but we are many"	4
More multicultural programs needed	3
Settlement Pack for new arrivals	1

GROUP 6: TRAFFIC, PARKING, PEDESTRIAN SAFETY	Dots
More traffic lights around railway station and adjacent intersections	17
Safe pedestrian crossings	14
Develop courteous ethic of crossing	5
More buses shelters/chairs	5
Dark spots-Dangerous Road	1
More traffic signs at the schools	1
Reconstruction of pavement	1
Multi-storey carpark	1
Bad lighting on the streets	1

GROUP 7: ACTIVITIES FOR MEN/FATHERS/SONS	Dots
More sporting, cultural and recreation activities for men (centre based and outdoors)	8
Health facility for men: -medical centre. We have women centre but not men centre	8
Stress, aggression and anger management education and activities (domestic violence prevention)	4
Young men and sons need to be trained to have good behaviour, counselling program, organise some steps to make young people understand	3
Senior groups need some facilities and program for physical fitness, outing, monthly gathering	3
Crime prevention education	3
Young sons networking groups (with their father)	2
Some men isolated culturally	1
More job ready education for men	1
Many men just gather in the street because there are no other facilities	1
Counselling & parenting	1

GROUP 7: ACTIVITIES FOR MEN/FATHERS/SONS	Dots
BBQ cooking activities for men	1

GROUP 8: OTHER CONCERNS		Dots
Health Issues		7
■ Need child doctor and women doctors/specialist	3	
■ More promotion about what health services are available, like children services, mental health	2	
■ After hours services	1	
■ Free services promotion	1	
Adult/Education		39
■ Parents need more information about Australian Schools (where might that happen ?)	10	
■ More English classes and more time in classes for English	10	
■ Job get ready and computer or technical courses	6	
■ Who should be doing this- Library/ Community centre/ community organisation/ schools/ Centrelink	1	
■ Newly arrive people- give them option to work or study sooner so they don't lose their confidence.	1	
■ Not eligible AMES-changing eligibility	1	
■ More facility about childcare so parents can learn easily	1	
■ Need to spread information, languages communication courses information in other languages	1	
■ Newspapers, maildrops, library	1	
■ Near the station post information or advertise	1	
■ Community Notice Board	1	
■ Lack of advertisement about facilities	1	
■ Need some recruitment agency	1	
■ Need more handy information about community services	1	
■ Need facilities and services information in different languages so people who don't know English can understand	1	
■ Free -Fee courses in TAFE	1	

APPENDIX 6: GROUP DISCUSSION ON OVERALL LIKES, NEEDS AND OPTIONS.

As well as focussing on their allotted priority: each group discussed initial findings and their views on overall likes, needs and options. These were recorded, collated and analysed:

LIKES	N	%	RANK
COMMUNITY	18	23.1%	1
CULTURAL DIVERSITY	18	23.1%	2
SERVICES AND FACILITIES	17	21.8%	3
FOOD	6	7.7%	4
SAFETY	5	6.4%	5
SHOPS	5	6.4%	6
LIBRARY	3	3.8%	7
TRANSPORT	3	3.8%	8
ENGLISH CLASSES	1	1.3%	9
FESTIVALS	1	1.3%	10
PARK	1	1.3%	11
	78	100.0%	11

NEEDS AND OPTIONS	N	%	RANK
ADULT EDUCATION	21	18.3%	1
SERVICES AND FACILITIES	13	11.3%	2
WOMEN'S SUPPORT AND ACTIVITIES	10	8.7%	3
CHILDREN AND YOUNG PEOPLE: SERVICES AND ACTIVITIES	9	7.8%	4
UNCLEAN	7	6.1%	5
PARKING	6	5.2%	6
SPORT AND RECREATION	6	5.2%	7
CULTURAL SERVICES AND SUPPORT	5	4.3%	8
HEALTH SERVICES	5	4.3%	9
PARKS	5	4.3%	10
HEALTH SERVICES: WOMEN	4	3.5%	11
MARKETS	4	3.5%	12
SWIMMING POOL	4	3.5%	13
CROWDED	3	2.6%	14
TRAFFIC	3	2.6%	15
PUBLIC TOILET	2	1.7%	16
SAFETY	2	1.7%	17
WATER FOUNTAIN	2	1.7%	18
Other	4	3.5%	
	115	100.0%	

APPENDIX 7: 2011 PRIORITIES AND PROGRESS 2011-2017

The 2011 survey, focus groups and Forum identified priorities and options:

1. Social isolation of women and lack of programs and activities for women
2. Housing-lack of affordable and suitable housing, high rent, poor maintenance of unit blocks and tenants' rights and responsibilities.
3. Rubbish/Littering and dumping of household items on the street
4. Lack of programs and activities for children
5. Traffic, parking and drivers not obeying road rules
6. Lack of programs and activities for young people
7. Public Transport

As part of *listening@Lakemba2017* actions responding to these priorities were collated and summarised. They are provided below:

2011 PRIORITY	OPTIONS	ACTIONS 2011-2017
Social isolation of women and lack of programs and activities for women	<ul style="list-style-type: none"> ■ Increase multi-level English classes for women in to help with their career pathways. ■ Increased labour force initiatives and apprenticeships for women. ■ Increase awareness of local services and organisations e.g. connect with schools, community centres, health care centres and family support services. ■ Seminars on women's legal, financial and social rights, in different languages. ■ Yoga, other recreational classes, affordable gym and swimming pool access. ■ More facilities, mothers' groups, social spaces e.g. women's cafe. 	<ul style="list-style-type: none"> ■ A Beginners, intermediate and advanced English classes held once a week during school terms. ■ Providing conversation English class that run-in conjunction with a playgroup for women and their children aged under 5 years. ■ Partnered with Sydney Community College to run short courses that focus on building vocational, literacy and numeracy skills. ■ Developed the Lakemba Ladies Lounge- a Women's only space where women meet once a week during school term and are supported women to run a range of activities by sharing their skills and knowledge. ■ Regular information sessions held at Lakemba Ladies Lounge by different health, welfare, legal government and non-government agencies. ■ Women's health seminars for different cultural groups living in the community for example Rohingya Women's, Sudanese and Indonesian Women's Health Seminar Series. ■ Partnered with Leichhardt Women's Community Health Centre to run a fortnightly women's health clinic with a women's health nurse. ■ Information and referral to other relevant service providers and organisations e.g. Muslim Women's Association, CECAL. ■ Partnered with CECAL for a family support worker to outreach from the Centre
Housing-lack of affordable and	<ul style="list-style-type: none"> ■ Put pressure on local politicians to place more money into housing. 	<ul style="list-style-type: none"> ■ Working with Sydney South West Tenants Advice and Advocacy service to run a series of workshops about tenants' rights.

2011 PRIORITY	OPTIONS	ACTIONS 2011-2017
suitable housing, high rent, poor maintenance of unit blocks and tenants' rights and responsibilities.	<ul style="list-style-type: none"> ■ Utilise vacant land in the area for affordable housing. ■ Monitor rent auctions. ■ Utilise spaces for housing such as vacant blocks, land next to the railway line. ■ Educate people about their right's as tenants-provide information sessions in the community and distribute information packs in many languages. ■ Landlords/Agents to include information in rental contracts regarding rubbish management. 	<ul style="list-style-type: none"> ■ Displayed posters and distributed information packs in many languages about tenant's rights ■ Advocated for more affordable housing to local and State Governments, planning consultations, etc.
Rubbish/Littering and dumping of household items on the street	<ul style="list-style-type: none"> ■ Educate people about rubbish and recycling in different languages and symbols. ■ Place more signs in public spaces to educate people about how to deal with rubbish by placing it in the different bins provided. ■ Clean up Lakemba Day-have prizes and competitions. ■ More community engagement e.g. Locals sharing knowledge with others in their blocks, streets and local area and hold discussion groups about the issue. ■ Ask council to provide more garbage bins specially to flats/units. 	<ul style="list-style-type: none"> ■ Developed Enivironment@Lakemba- a group for residents who want to make Lakemba a more attractive and healthy place by organising a range of activities including; community education campaigns, clean up days and information stalls at Haldon St Festival and other local events. ■ Run free one-day workshops with a focus on the environment and sustainability ■ Held events and activities supported by Canterbury-Bankstown Council, aimed at raising awareness about littering and encouraging community participation in keeping their suburb clean e.g. Cleanest Street Lakemba Competition, Clean Up Australia Day ■ Displayed posted and distributed information packs in many languages about proper waste disposable ■ Placed billboards in community spaces about proper waste disposable.

2011 PRIORITY	OPTIONS	ACTIONS 2011-2017
	<ul style="list-style-type: none"> ■ Improve council response rate to community members' complaints regarding rubbish dumping. ■ More regular council pickups for household goods/chemicals/garden waste etc. 	
Lack of programs and activities for children	<ul style="list-style-type: none"> ■ Specific groups for parents who have lost their children, parenting courses for parents of newborn babies, courses for healthy eating habits. ■ Incorporating homework help into before and after school care. ■ Easier access to playgroups. ■ Community Sports centre close to Lakemba (like the one in Marrickville and Riverwood where they incorporate sporting activities). ■ Funding for holiday programs for children and their families. ■ Cheaper childcare. 	<ul style="list-style-type: none"> ■ Run excursions during school holidays for women and their children e.g. group outing to Taronga Zoo, museum and Botanical Gardens ■ Delivered a range of parenting programs including Tuning into Kids, Triple P, dealing with tantrums ■ Free childminding provided for many groups, activities and courses. ■ Information and referral to other service providers and organisations ■ Working in partnership with other organisations to provide Free Family Fun Days in parks throughout the LGA.
Traffic, parking and drivers not obeying road rules	<ul style="list-style-type: none"> ■ More car parks along railway line or have the existing car park made multi story. ■ Extend time in council's two-hour parking to four-hour parking time spots. ■ Booking people who do the wrong thing especially around school zones-increase presence of parking police around back streets and on weekends. 	<ul style="list-style-type: none"> ■ Provided information packs in many languages about safe driving ■ Delivered courses in partnership with Council's Road Safety Officer on safe driving knowledge and skills ■ Information and referral to other services and organisations that provide free or subsidised driving lessons e.g. Metroassist

2011 PRIORITY	OPTIONS	ACTIONS 2011-2017
	<ul style="list-style-type: none"> Educate community about driving rules. Kiss and ride zones around schools. 	
Lack of programs and activities for young people	<ul style="list-style-type: none"> Identify and promote available programs e.g. vacation care holiday program Multipurpose centre e.g. Sydney Olympic Aquatic Centre Identify what young people want and what is accessed e.g. skate park Form a local youth group/drop in centre specifically for Lakemba Playgrounds e.g. Basketball courts-work with high schools to provide sporting venues to public. 	<ul style="list-style-type: none"> Information and referral to other service providers and organisations Lakemba Library in partnership with local youth services offered activities 3 afternoons per week in the Seniors Citizen Hall. Council applied for funding to employ an extra casual youth activities worker.
Public Transport	<ul style="list-style-type: none"> Bus stop near Aldi-450 bus to stop closer to the lane. Request bus stops for elderly that live in Myee St area. Programs to promote the use of public transport/confidence, safety motivation-support for women to feel confident using the public transport system. Campaign around the positive use of public transport. Negotiate with transport bodies to increase services outside of peak hour and to ensure timetables are reliable. 	<ul style="list-style-type: none"> Supported women to use public transport as part of excursions and program outings e.g. group excursion to Bankstown TAFE Assisted clients with getting an OPAL card Provided members of the community with information packs in many languages about public transport services Advocated for better public transport roots to State Government and highlighted the issue at local planning consultations and Forums

2011 PRIORITY	OPTIONS	ACTIONS 2011-2017
	<ul style="list-style-type: none"> ■ More regular trains in the morning and more buses that run to time table. ■ Build more parking areas-three floor parking venue in the current commuter parking area. 	

These options and actions are listed here to:

1. Describe actions and progress relating to issues raised by *listening@lakemba2011*
2. Suggest actions to respond to 2017 priorities
3. Inform service planning and delivery.

