

# 2023 Listening@Lakemba

## FINAL REPORT AND SURVEY RESULTS



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WESTIR Ltd, April 2024

Prepared for Canterbury City Community Centre

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## FOREWORD

It is my honour to provide the foreword for our Listening@Lakemba report.

This important project came about through the vision of Canterbury City Community Centre (4Cs) and is led by Kate Maclean, Romana Waseem and our community team, who strive to make the project authentic to and reflective of Lakemba. I thank them for their dedication and commitment.

It very much represents our Vision of a strong, resilient and inclusive community that values people across all life-stages. Together with our Purpose, to build connections between people and provide services that enhance quality of life, together of course with our Motto of “Community Building Community”.

Importantly though, its success is due to our enduring partnership with WESTIR Ltd and TAFE NSW. Without the support and expertise provided by our partners Listening@Lakemba would not have the depth and reach it has into the community of Lakemba. The 4Cs team thanks them most sincerely.

The aim of Listening@Lakemba is to help build a stronger community by supporting people’s participation in community life. It seeks to encourage community connection, increase access to community resources and most importantly, to assist 4Cs and local agencies respond to community need and realise community aspirations.

A key component of the program is hearing from local residents about what they need and understand the areas of concern they have for themselves and their families. Finally, to bring together the community and local organisations to work together to find solutions to the issues raised.

This report contains the data from the 2023 household survey and summary of discussion from the Community Forum and lunch held on the 27th February, with over 160 community members and workers in attendance. The report also compares this years’ results to previous surveys undertaken in 2011 and 2013. In many ways it provides a longitudinal tracking of how the community of Lakemba is changing over time and what issues may or may not be present through various cycles of listening.

We hope you find the information gathered about our Lakemba community and its residents interesting and useful. That it helps you plan services and responses which will realise the aspirations of local community members.

Everyone at the 4Cs looks forward to working with you to make a positive difference in Lakemba.

  
Esta Paschalidis-Chilas  
CEO

## ACKNOWLEDGEMENTS

We respectfully acknowledge the traditional custodians of the land covered by this project, the Gadigal people of the Eora nation, and pay respects to Elders past and present. We acknowledge that Gadigal people were the first people of Lakemba 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.

The support of the Community Services Department at Bankstown TAFE and the energy, and commitment of the Community Services students was the backbone for the survey. Without their support we would never have completed close to 400 surveys. The assistance of Sandra Olarte, Master of Social Work Student on placement at 4Cs from the University of Wollongong, to the overall project and supervision of the delivery of the survey by students and bilingual workers was also crucial to this project.

The guidance and support of Margaret Tipper Executive Officer WESTIR, Niki Baroy Senior Social Researcher, Christina Klassen Social Researcher and Rajesh Bhusal Research Officer was essential, especially their input with the survey design, data analysis and final report.

The contribution of the following local agencies at the Lakemba Community Forum is greatly appreciated Canterbury Bankstown City Council, Catholic Care, Metro Assist, the Muslim Women's Association, Jannawi Family Centre, the Lebanese Muslim Association, and Canterbury Hospital.

Listening@Lakemba was partly funded by the Targeted Early Intervention Program of the NSW Department of Community Services.

For a copy of this report see [www.4cs.org.au](http://www.4cs.org.au) or [www.westir.org.au](http://www.westir.org.au).



## INTRODUCTION

Listening@Lakemba is an initiative that engages the residents of Lakemba in conversations about the strengths, issues, and needs of their community. Since 2011, three Listening@Lakemba surveys have been conducted, with the most recent survey completed in November 2023. This project is managed by the Canterbury City Community Centre (4Cs) in collaboration with TAFE Bankstown and WESTIR Ltd.

For the first time, Listening@Lakemba was rolled out using an online survey via SurveyMonkey. In 2023, a total of 384 respondents were surveyed. Of the total, 145 residents were surveyed through door knocking by 36 students from TAFE Bankstown on 17 and 18 October 2023. Meanwhile, 239 residents submitted their responses through another online survey, which was open from 11 October to 26 November 2023. Of these 239 respondents, 220 respondents were assisted by three bilingual workers in completing the survey. The remaining were completed by the respondents online independently.

This report builds on the two previous Listening@Lakemba surveys from 2011 and 2017, and the work of 4Cs, WESTIR Ltd, TAFE, and former colleagues who contributed to this project. The 2023 Listening@Lakemba report reflects the potential impacts of the COVID-19 pandemic and the current cost of living crisis. Furthermore, this report references the 2011 and 2017 survey results, where possible, to examine changes in community views and needs. The results of this report were presented at the Listening@Lakemba Community Forum on 27 February 2024.

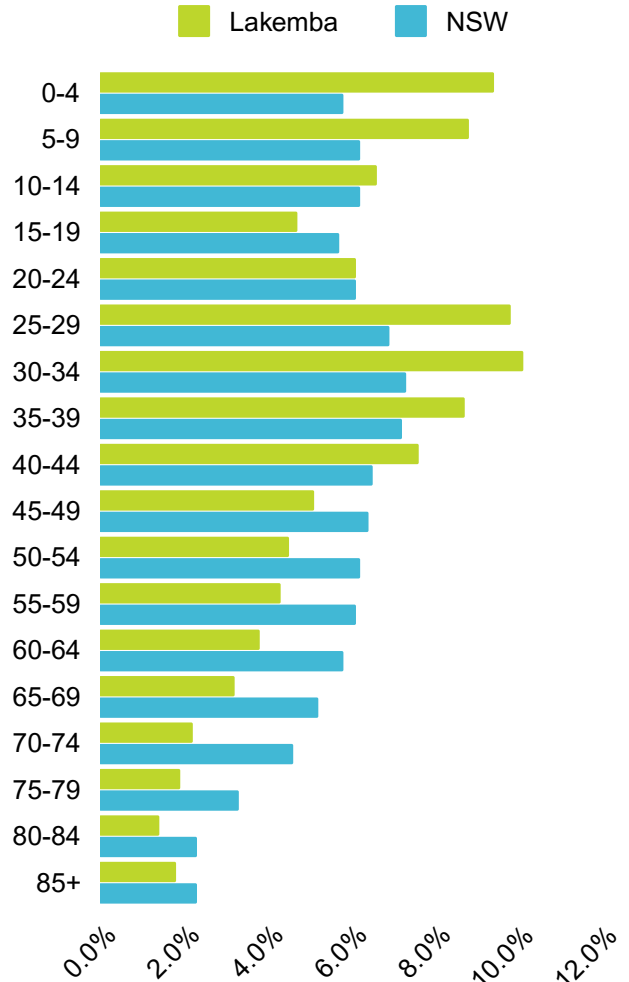
## LAKEMBA

Lakemba is a suburb in the Canterbury-Bankstown Local Government Area (LGA) of New South Wales (NSW). As of the 2021 Census,<sup>1</sup> Lakemba recorded 17,092 usual residents. Lakemba is home to a young population, with almost one in ten (9.4%) of its residents aged 0-4 years and a median age of 32, lower than the state (39) and national (38) median ages. Of the total residents, 45.3% were female while 54.7% were male.

Only 32.0% of Lakemba residents were born in Australia. This is a stark contrast from the percentages of NSW (65.4%) and Australia (66.9%). The rest of the residents were born elsewhere, most commonly in Bangladesh (15.0%), India (8.8%), Pakistan (5.3%), Myanmar (4.3%), and Lebanon (3.4%).

More than six out of ten (61.2%) of Lakemba residents indicated Islam as their religious affiliation. This was followed by Catholic (8.8%), No religion, so described (6.7%), and Eastern Orthodox (3.4%). 10.1% did not state their religious affiliation.

Age of Lakemba residents (2021 Census)



Please refer to the appendix for the full data table.

<sup>1</sup> Australian Bureau of Statistics (ABS), Quick Stats, 2021  
<https://www.abs.gov.au/census/find-census-data/quickstats/2021/SAL12266>

## 2023 LISTENING@LAKEMBA SURVEY RESULTS

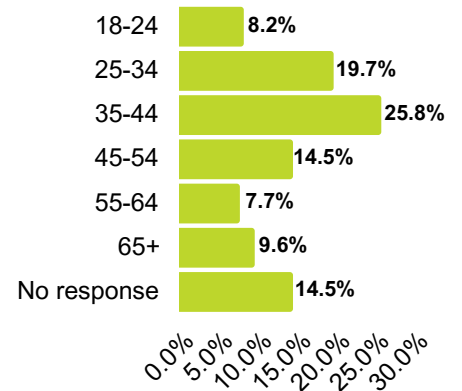
This section discusses the results of the 2023 Listening@Lakemba survey.

### DEMOGRAPHICS

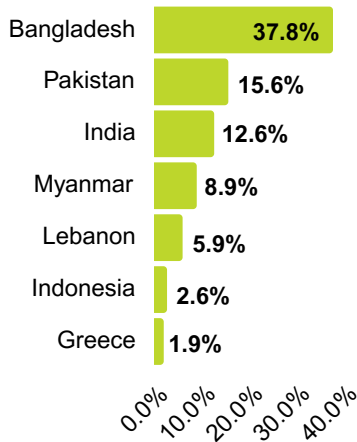
Of the 384 residents who responded to the survey, 365 met the age requirement of 18 or above and consented to participate. A total of 365 respondents were included in the scope of the survey results. This is a slight decrease of 1.9% from the 372 respondents in 2017.

Almost 6 in 10 respondents (57.5%, 210) identified as female/woman, while 26.6% (97) were male/man. The rest preferred not to disclose or did not respond. Meanwhile, the breakdown of ages is shown in the figure on the right.

#### Ages of respondents



#### Top countries of birth



Less than 1.4% (<5) of respondents identified as Aboriginal and/or Torres Strait Islander.

More than seven out of ten respondents (74.0%, 270) were born overseas. The respondents' top countries of birth of those born overseas are listed on the figure to the left. It also shows that the top five countries of birth among Lakemba residents according to the ABS 2021 Census were covered in the 2023 survey. Among all respondents, the most common languages used at home were Bengali (26.8%, 98), Urdu (18.4%, 67), English (11.2%, 41), Arabic (7.1%, 26), and Rohingya (5.2%, 19).

It is also crucial to note that more than half of the respondents (52.1%, 190) have lived in Lakemba for more than five years. In addition, the majority of the residents (50.7%, 185) had children in their household.

### BEING PART OF THE LAKEMBA COMMUNITY

The 2023 survey introduced a new question, asking 'How satisfied are you with feeling part of your community?' with 1 indicating 'No satisfaction at all' and 10 being 'Completely satisfied'.

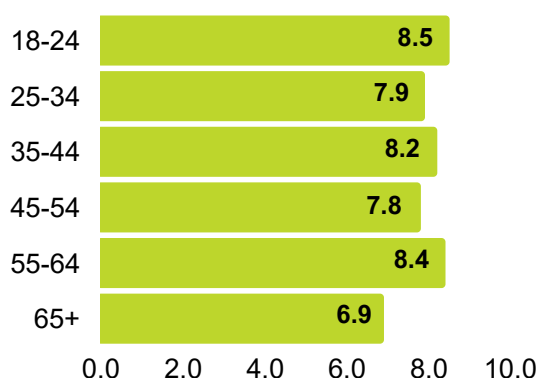
On average, the respondents scored 8.0, indicating a relatively high level of satisfaction.

#### Average score



1 - 'No satisfaction at all'  
10 - 'Completely satisfied'

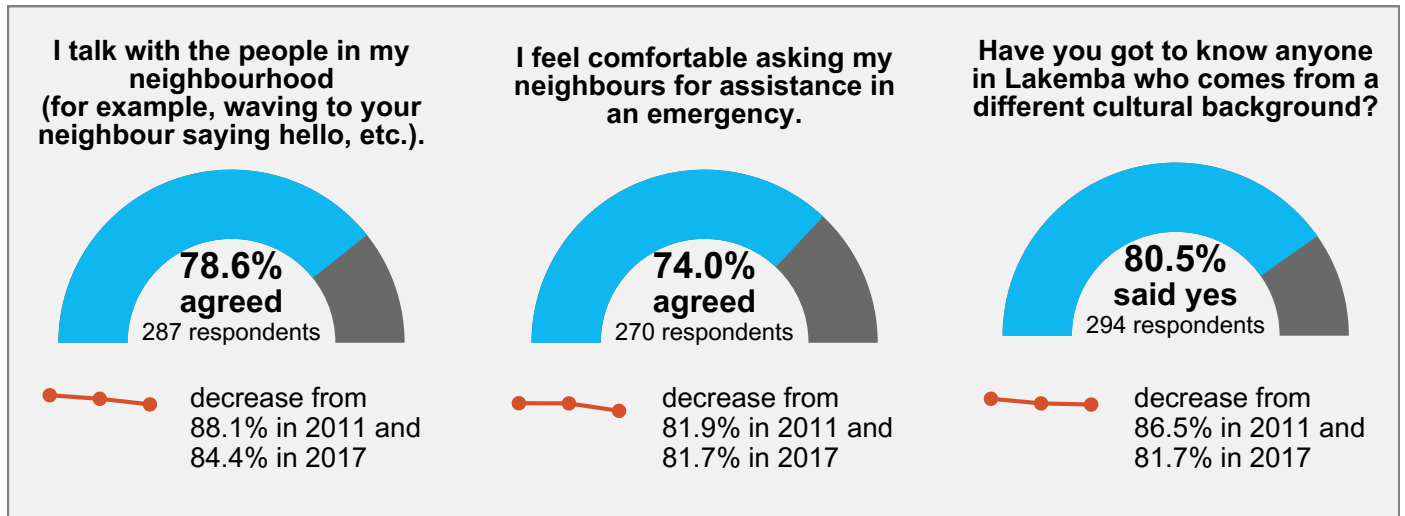
#### Average scores across ages



Average satisfaction scores between females/women and males/men did not vary, both at 8.0. However, respondents born overseas scored higher (8.1) than those born in Australia (7.1) on average.

Respondents aged 18-24 (8.5), 55-64 (8.4), and 35-44 (8.2) scored the highest on average, while those aged 65 and over scored the lowest (6.9).

The Listening@Lakemba survey has also been interested in how residents interacted with one another as part of the Lakemba community. Below is a summary of the results for three survey questions. Please refer to the appendix for notes on these observed decreases and the increase in non-responses.



### SATISFACTION WITH STANDARD OF LIVING

The Listening@Lakemba survey introduced new questions related to standard of living in 2023. One of the questions asked the respondents, 'How satisfied are you with your standard of living?', with 1 indicating 'No satisfaction at all' and 10 being 'Completely satisfied'. This question was incorporated into the survey from the Personal Wellbeing Index (PWI-A).<sup>2</sup> On average, respondents scored 7.4 out of 10.

Average score



1 - 'No satisfaction at all'  
10 - 'Completely satisfied'

Females/women



Males/men



Born overseas



Born in Australia



Examining the variation of scores based on demographic variables yielded interesting results. The average score for females/women (7.6) was slightly higher than for males/men (7.2). Meanwhile, respondents born overseas scored higher (7.6) than those who were born in Australia (6.6), on average.

Average scores across ages also varied. The figure on the left shows that those aged 25-34 and 35-44 scored highest (7.6) while those aged 65 and over scored lowest (7.0).

Average scores across ages



<sup>2</sup> International Wellbeing Group (2013), Personal Wellbeing Index: 5th Edition. Melbourne: Australian Centre on Quality of Life, Deakin University <http://www.acqol.com.au/instruments#measures>

## FACTORS IMPACTING STANDARD OF LIVING

Respondents were asked to rank six categories based on how they impacted their standard of living, with 1 as the most impactful and 6 as the least impactful. If the category was not applicable, participants could choose 'N/A'.

<b>1st</b>	<b>Rent or home loan</b>	Rent or home loan was most likely to be ranked the most impactful out of all categories, with 41.6% (107) of 257 respondents ranking this category first.
<b>2nd</b>	<b>Bills and utilities</b>	Bills and utilities were most likely to be ranked second most impactful out of the six categories, with 36.3% (90) of 248 respondents ranking this category second.
<b>3rd</b>	<b>Food and groceries</b>	Food and groceries were most likely to be ranked third, with 29.0% (71) of 245 respondents ranking this category third.
<b>4th</b>	<b>Schooling and education</b>	Schooling and education were most likely to be ranked fourth, with 25.4% (71) of 279 respondents ranking this category fourth.
<b>5th</b>	<b>Unemployment, lack of hours worked, or insufficient pay</b>	Unemployment, lack of hours worked, or insufficient pay was most likely to be ranked fifth, with 20.3% (57) of 281 respondents ranking this category fifth. This category was not applicable to 38.1% (107) of respondents.
<b>6th</b>	<b>Sending money overseas</b>	Sending money to family overseas was most likely to be ranked last or sixth, with 24.1% (69) of 286 respondents ranking this category sixth. This category was not applicable to 40.6% (116) of respondents.

Other challenges raised by the respondents were:

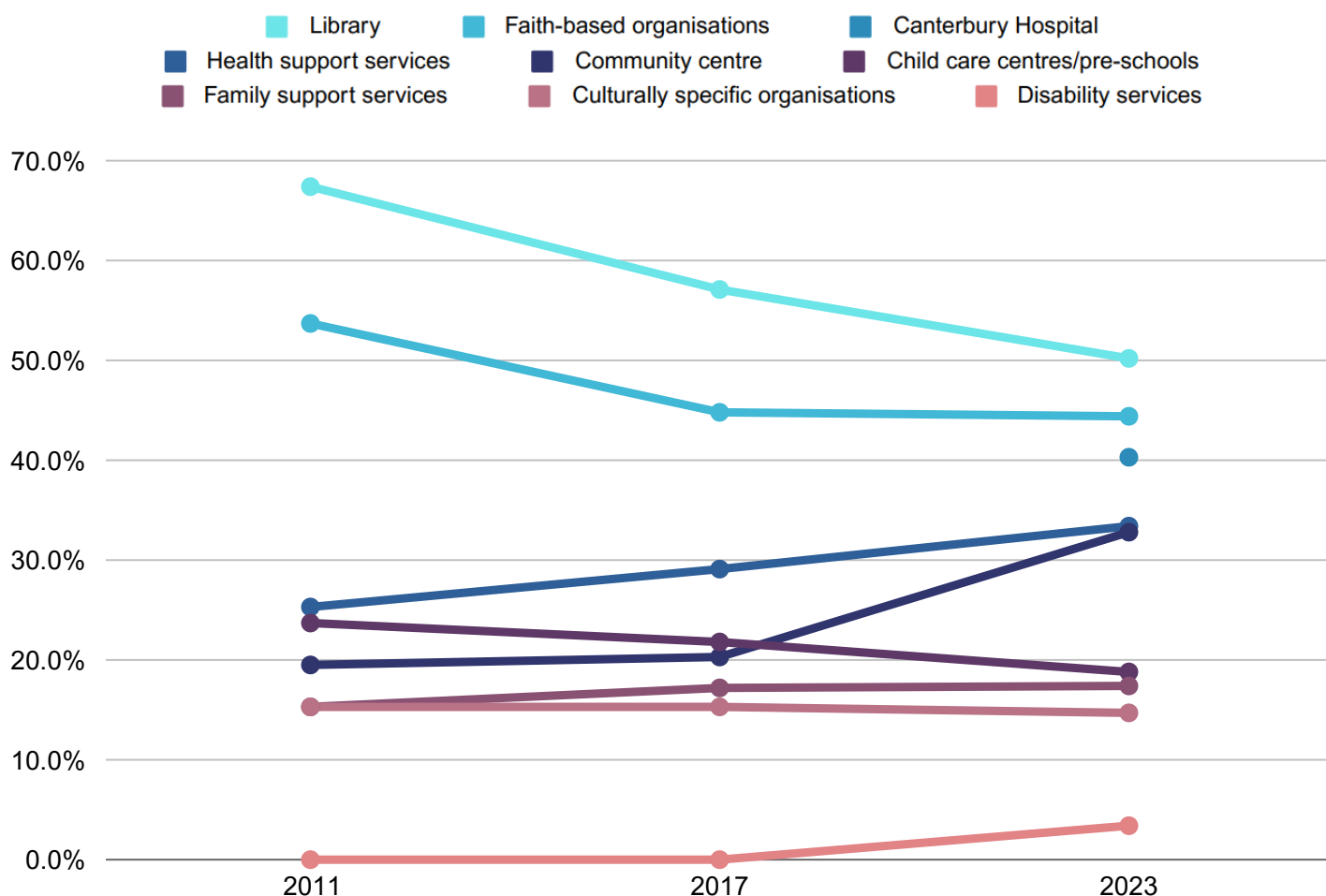
- the lack of job opportunities in the area,
- language and communication barriers,
- racism and discrimination,
- the need for support with household work and childrearing,
- the cost of healthcare and medications,
- mental health challenges,
- transportation, petrol, and parking, and
- the need for improved cleanliness.

*Please refer to the appendix for more information on the computations.*



## ORGANISATIONS USED

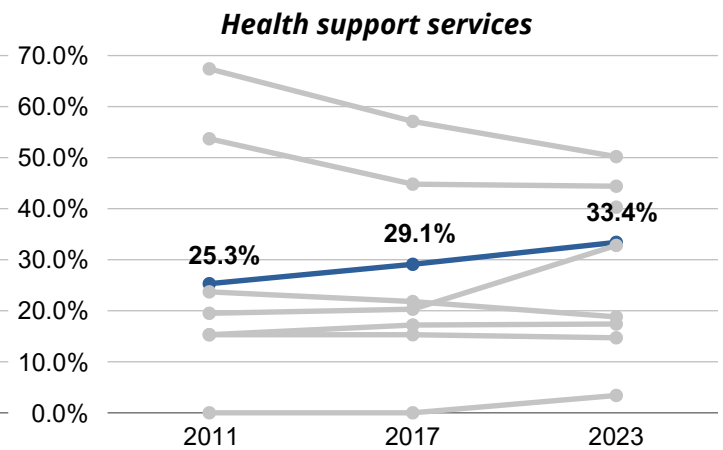
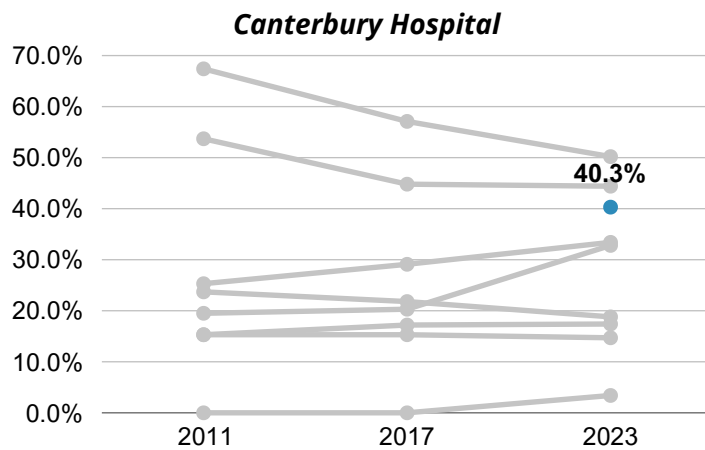
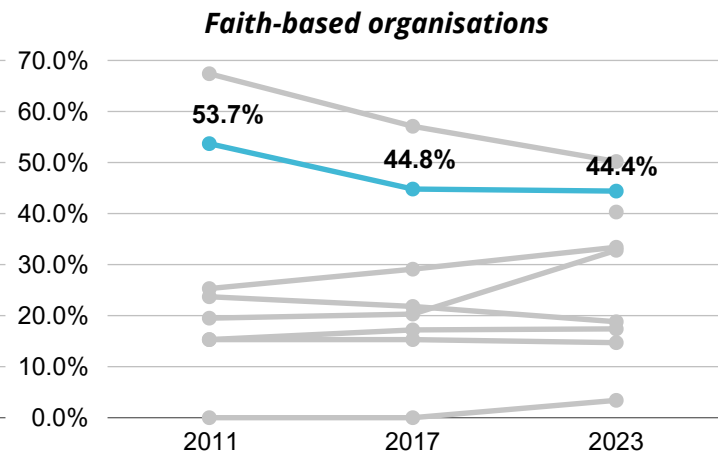
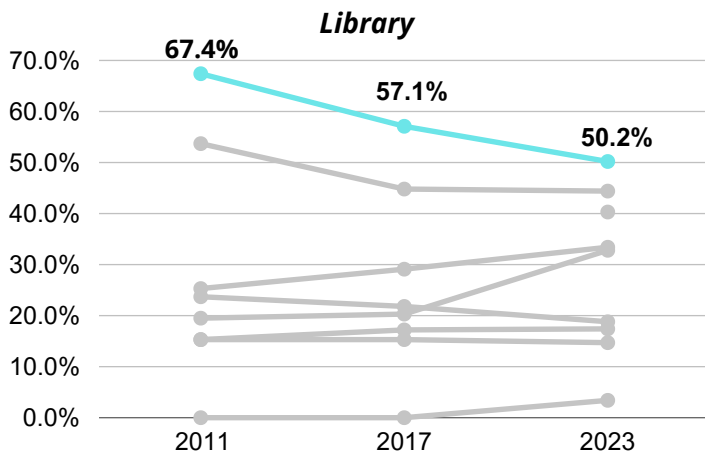
The Listening@Lakemba survey asked residents, 'Have you or other persons in your household used any of the following organisations in the past 6 months?'. Respondents were allowed to choose more than one answer out of the nine categories. The figure and table below show the results from the 2011, 2017, and 2023 surveys. The categories will be discussed in more detail on page 8.



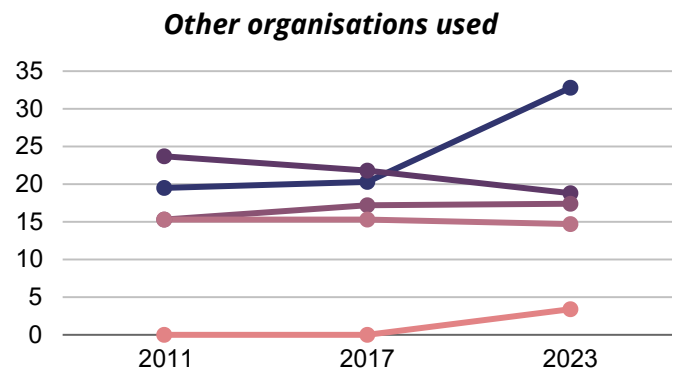
Category	2011	2017	2023
Library	67.4%	57.1%	50.2%
Faith-based organisations	53.7%	44.8%	44.4%
Canterbury Hospital	-	-	40.3%
Health support services	25.3%	29.1%	33.4%
Community centre	19.5%	20.3%	32.8%
Child care centres/pre-schools	23.7%	21.8%	18.8%
Family support services	15.3%	17.2%	17.4%
Culturally specific organisations	15.3%	15.3%	14.7%
Disability services	-	-	3.4%
Total applicable/non-empty responses	190	261	293

## ORGANISATIONS USED

Out of the applicable/non-empty responses (293), 50.2% (147) indicated that they used the library in the last 6 months. The library was still the most accessed organisation; however, the 2023 percentage reflects a decrease from 67.4% (128) in 2011 and 57.1% (149) in 2017. Meanwhile, the percentage of respondents who accessed faith-based organisations, which ranked second, also decreased from 53.7% (102) in 2011 and 44.8% (117) in 2017 to 44.4% (130) in 2023. In the 2023 survey, Canterbury Hospital was ranked as the third most accessed organisation, with 40.3% (118) of respondents indicating they accessed the service in the last six months. This category was first introduced in the 2023 survey. Following Canterbury Hospital, health support services were accessed by 33.4% (98) of respondents in 2023, an increase from 25.3% (48) in 2011 and 29.1% (76) in 2017. All other categories are also shown in the line graphs below.



The community centre (32.8%, 96) ranked fifth. The remaining categories in the 2023 survey were childcare centres/pre-schools (18.8%, 55), family support services (17.4%, 51), culturally specific organisations (14.7%, 43), and disability services (3.4%, 10). Respondents (1.7%, 5) also mentioned accessing the Mum-to-Mum English class of Lakemba Public School.



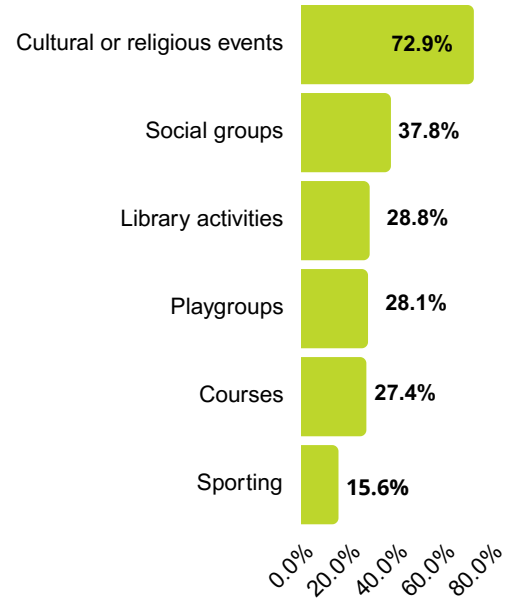
- Community centre
- Child care centres/pre-schools
- Family support services
- Culturally specific organisations
- Disability services

## ACTIVITIES ATTENDED

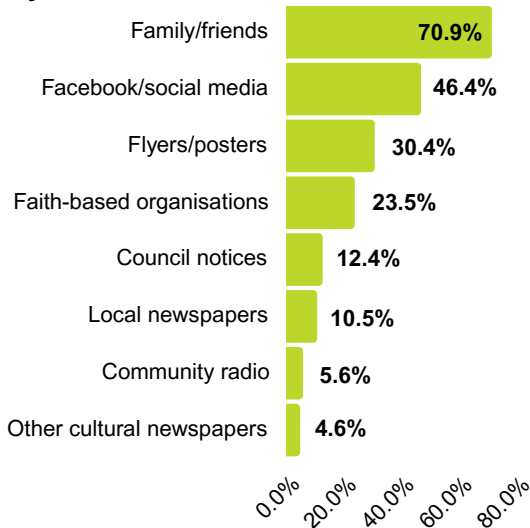
The Listening@Lakemba survey also asked, 'Have you or anyone in your household attended any of the following local activities/events in the past 6 months in Lakemba?'. Respondents are allowed to choose more than one answer.

In the 2023 survey, more than 7 in 10 (72.9%, 210) of the applicable/non-empty responses (288) attended a cultural or religious event in the last six months. Social groups and library activities ranked second and third at 37.8% (109) and 28.8% (83). Playgroups and courses, which include English and computer courses and other classes, ranked fourth and fifth at 28.1% (81) and 27.4% (79), respectively. Ranked last was sporting events at 15.6% (45).

*Activities/events attended in the last six months*



### Information sources about local activities



## FINDING OUT ABOUT LOCAL ACTIVITIES

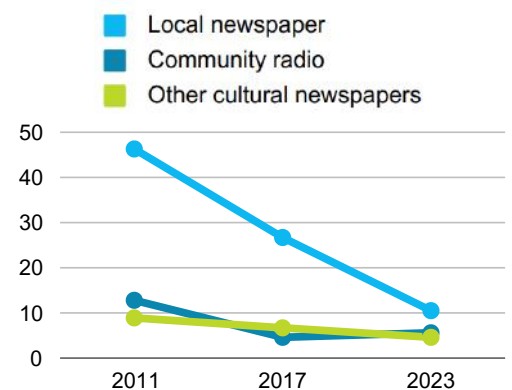
As with the two previous surveys, respondents were asked 'How do you find out about local activities, events, organisations in Lakemba, etc.?' in the 2023 Listening@Lakemba survey. Respondents can choose more than one option.

Family and friends remained the most common method of finding out about local activities, accounting for 70.9% (217) of applicable/non-empty responses (306). This is a slight decrease from 71.0% (245 of 345) in 2017 but an increase from 64.1% (180 of 281) in 2011.

Facebook and/or social media ranked second in the 2023 survey at 46.4% (142). This option was only introduced in the most recent survey in 2023. Flyers or posters ranked third at 30.4% (93). This reflects a slight decrease from 31.0% (87) in 2011 and but an increase from 23.5% (81) in 2017. Ranking fourth and fifth were faith-based organisations and council notices at 23.5% (72) and 12.4% (38), respectively. These options were also introduced for the first time in the 2023 survey.

Newspapers and the community radio were among the least common information sources. The decline in the use of these two categories as information sources over time can be seen in the figure on the right. Other information sources mentioned by respondents were 4Cs, schools, and the library.

*Least common information sources*



Year	Local newspaper	Community radio	Other cultural newspapers
2011	46.3%	12.8%	8.9%
2017	26.7%	4.6%	6.7%
2023	10.5%	5.6%	4.6%







## ACTIVITIES, SERVICES, AND PROGRAMS NEEDED IN LAKEMBA

Since the first survey, respondents were asked, 'Can you think of any activities/services/programs that Lakemba needs?'. Below are the common themes:

### **ACTIVITIES AND PROGRAMS FOR CHILDREN AND TEENAGERS, SENIORS, MEN, WOMEN AND GIRLS, AND PEOPLE WITH DISABILITIES**

Respondents suggested a range of activities and programs for various cohorts. Specific examples were arts and crafts groups for seniors, cultural and religious programs for children, driving courses, jobs skills classes, fitness programs (including martial arts, yoga, zumba, and calisthenics), courses for small businesses, and library activities.

### **MULTICULTURAL EVENTS AND PROGRAMS**

While several respondents indicated their interest in more multicultural events, other respondents also suggested activities that involve getting to know Australian culture. A neighbourhood watch group was also recommended by a respondent. However, some reported concerns about other major cultural events in Lakemba due to noise and overcrowding.

### **ACTIVITIES AND EDUCATION RELATED TO CLEANLINESS**

Cleanliness was an area for improvement raised by the respondents. With this, they suggested organising educational campaigns and awareness events about cleanliness, rubbish management and bin usage, and local fauna. Another respondent suggested a community clean-up event to expedite the clean-up process.

### **SWIMMING FACILITIES AND LESSONS**

The survey received responses about the need for affordable swimming facilities and swimming lessons. There were suggestions about these facilities and lessons specifically for women.

### **WOMEN'S FACILITIES AND ACTIVITIES**

A range of suggestions were received from respondents in relation to women's facilities and activities. Among these suggestions were social groups, swimming pool, gym or fitness centre, and exercise programs. Another concern raised by the respondents is that women needed support in getting employment.

### **ENGLISH CLASSES**

There is a significant proportion of the Lakemba population born overseas and speaking a language other than English. In relation, respondents requested more English programs and classes to be conducted in Lakemba.

### **PARKS AND RECREATIONAL FACILITIES**

Aside from swimming facilities, parks were commonly suggested by respondents. Specific responses were recreation spaces and playgrounds for children, exercise equipment in parks, family parks with barbecue areas. Other facilities mentioned by the participants were sports centres, basketball courts, and cricket pitches.

### **IMPROVED SERVICES**

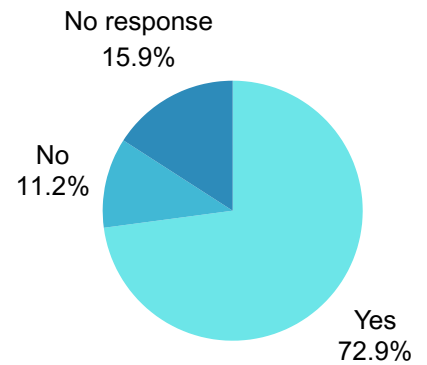
Several respondents indicated a need for improved services related to transportation, childcare, domestic violence support, and waste management. Other services raised by the respondents were counselling services, Indigenous hub services, and community safety programs.

## CLEANLINESS IN LAKEMBA

In the 2017 survey, cleanliness was the highest ranked need among respondents. Because of this, a new question was introduced in the 2023 survey, asking respondents 'Do you think there is an issue with litter or dumping of rubbish in your area?'.

Of the 365 respondents, 72.9% (266) answered 'Yes', while 11.2% (41) answered 'No'. The remaining did not indicate their answer. This shows that cleanliness remains an issue for Lakemba residents.

### Issue with litter or dumping?



## LISTENING@LAKEMBA FORUM

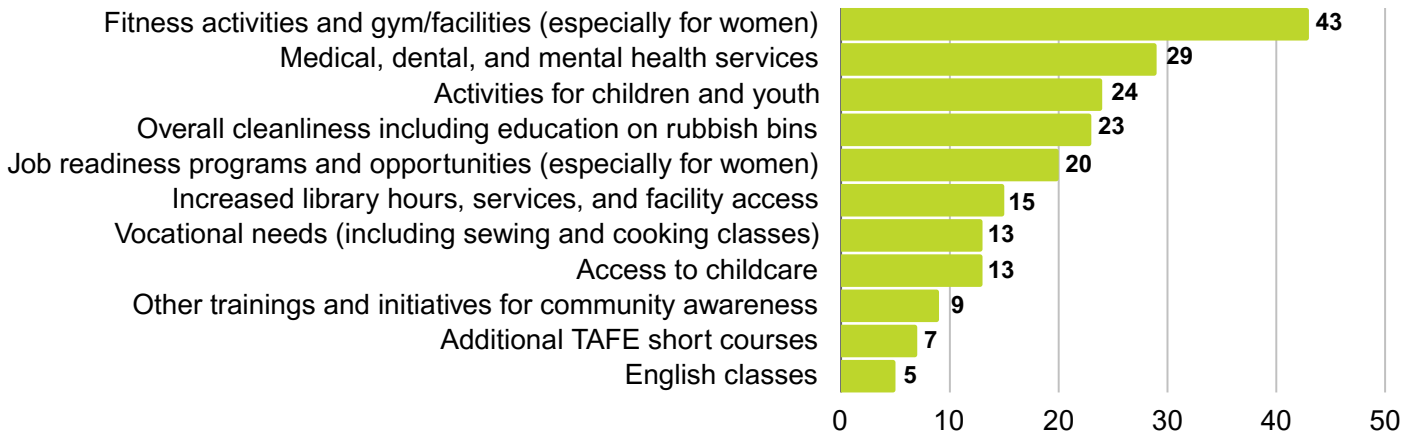
The Listening@Lakemba Community Forum was held on 27 February 2024 at the Lakemba Senior Citizen's Centre. In bringing the Lakemba community together, the Community Forum aimed to identify priorities and progress related to issues raised in the 2023 report and earlier surveys. Over 130 community members participated in table discussions to conceptualise potential plans of action to respond to the 2023 Listening@Lakemba priorities. In addition to language-focused tables for Urdu, Rohingya, and Bengali speakers, the following groups were convened to discuss options and priorities:

- Activities and programs for women
- Activities for children and young people
- Environment/cleanliness
- Activities that bring the community together
- Community and sporting facilities/parks

Please refer to the report appendix for the program and the list of table facilitators.

## COMMUNITY FORUM PRIORITIES

As part of the Community Forum, each focus group discussed options, solutions, and priorities related to their respective topics. Forum attendees later identified urgent needs by placing coloured dots next to each issue. These high-priority issues, as indicated by the number of dots, are listed in the figure below. Where applicable, similar themes were combined, in addition to their corresponding dots. Raw insights from the focus group discussions can be found in the report appendix.



The figure above shows a high demand for increased service provision, access to healthcare, adult education, and community activities. Fitness activities and facilities, particularly for women, ranked highest. Healthcare emerged as an urgent need, particularly medical, dental, and mental health services. A demand for activities for children and youth was recorded in the discussions. Overall cleanliness, alongside education and community awareness on rubbish bin usage, was raised as a priority. There was a need for job readiness programs and employment opportunities, particularly for women. Participants raised their interest in longer library hours, STEM and computer-related activities, and resources in languages other than English. There were also requests for access to library facilities where women could pray. Adult education was another priority, which included sewing and cooking classes. Better access to childcare was also raised by the community forum attendees as a priority, including school-readiness programs for children. Suggestions on other trainings and initiatives included first aid, an online application about accessible services, domestic and family violence, nutrition, and local activities. Finally, an interest in English classes and TAFE short courses were reflected in the focus group discussions.

## CONCLUSION

The results from the 2023 Listening@Lakemba provide a snapshot of the Lakemba community's views and needs. Comparing the 2023 results with the results from the 2011 and 2017 surveys also uncovered interesting trends, particularly related to perceptions of belongingness, use of organisations, and information sources. Meanwhile, new questions introduced in the survey, especially those related to standard of living, shed light on the challenges faced by Lakemba residents.

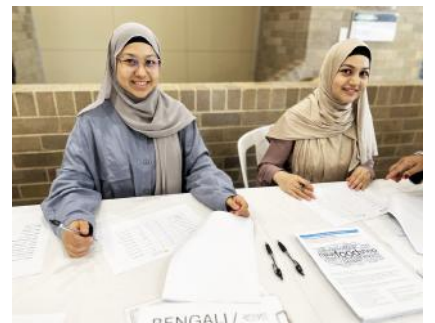
The Listening@Lakemba Community Forum on 27 February 2024 at the Lakemba Senior Citizen's Centre provided a space to discuss these findings and formulate solutions to community issues. Through focus group discussions, over 130 attendees collaborated to identify priorities and progress related to issues raised in the 2023 report and earlier surveys. Insights from both the 2023 survey and forum documented in this report seeks to inform, not just community programs in Lakemba, but also broader policy advocacy and planning in Lakemba and surrounding suburbs in Canterbury-Bankstown.



## FORUM PHOTOS





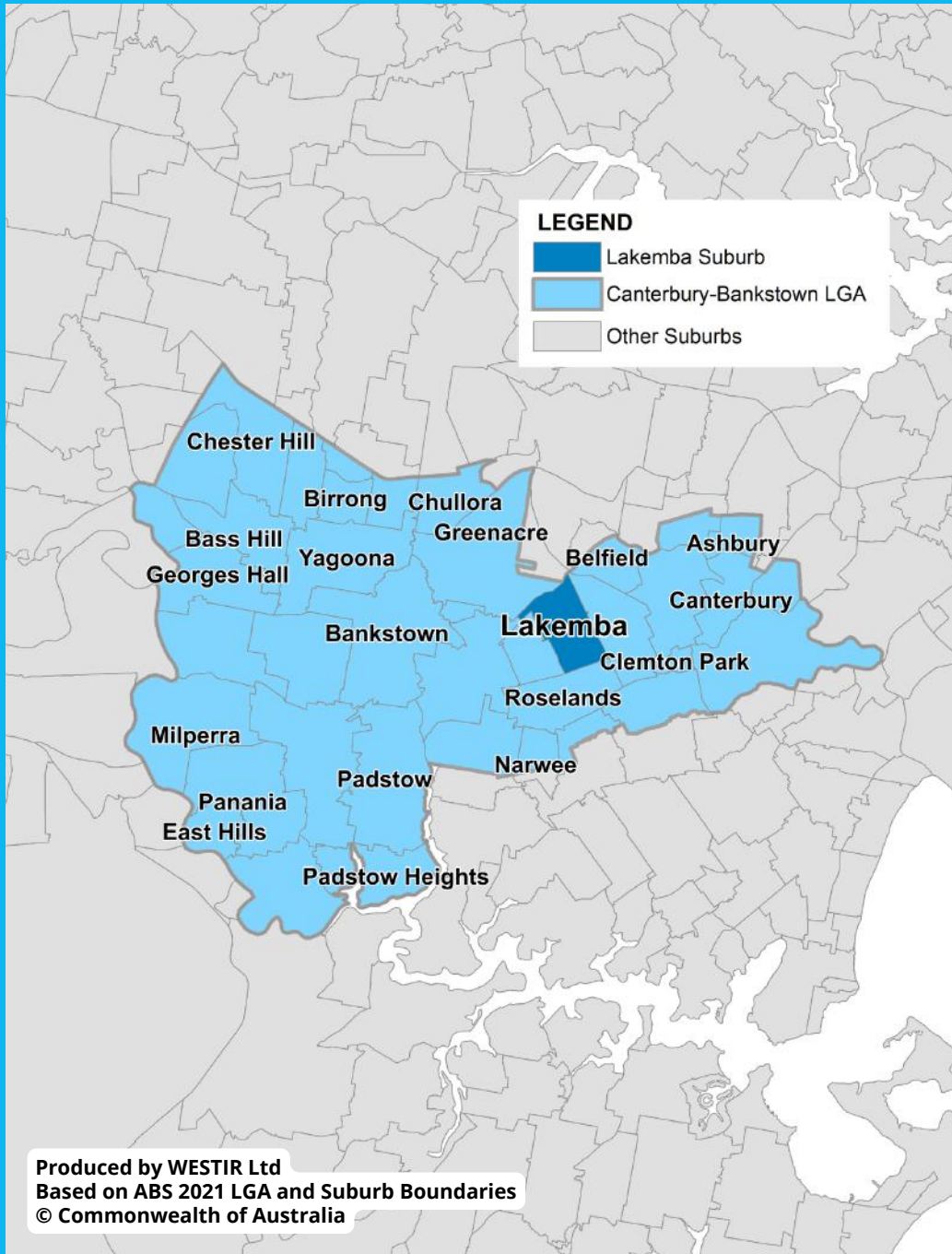








# LAKEMBA MAP



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Images courtesy of Canterbury City Community Centre



## APPENDIX

### AGE OF LAKEMBA RESIDENTS

The table below shows the age distribution of Lakemba residents and NSW residents.

Category	Lakemba (Count)	Lakemba (Percentage)	Lakemba (Count)	NSW (Percentage)
0-4 years	1,605	9.4%	468,056	5.8%
5-9 years	1,500	8.8%	500,810	6.2%
10-14 years	1,120	6.6%	501,135	6.2%
15-19 years	804	4.7%	457,896	5.7%
20-24 years	1,040	6.1%	496,185	6.1%
25-29 years	1,678	9.8%	555,967	6.9%
30-34 years	1,733	10.1%	586,057	7.3%
35-39 years	1,482	8.7%	580,185	7.2%
40-44 years	1,299	7.6%	522,984	6.5%
45-49 years	874	5.1%	516,915	6.4%
50-54 years	773	4.5%	500,027	6.2%
55-59 years	730	4.3%	490,155	6.1%
60-64 years	649	3.8%	471,628	5.8%
65-69 years	549	3.2%	416,493	5.2%
70-74 years	384	2.2%	372,234	4.6%
75-79 years	331	1.9%	268,110	3.3%
80-84 years	232	1.4%	183,409	2.3%
85 years and over	306	1.8%	183,895	2.3%

Source: Australian Bureau of Statistics (ABS), Quick Stats, 2021, <https://www.abs.gov.au/census/find-census-data/quickstats/2021/SAL12266>

## SURVEY QUESTIONS

- Q1. You must be at least 18 years old or older to complete this survey. Please confirm that you are at least 18 years old.
- Q2. I consent to participating in this survey.
- Q3. How long have you been living in Lakemba?
- Q4. What are the three best things you like about living in Lakemba?
- Q5. Do you agree/disagree with this statement? I talk with the people in my neighbourhood (for example, waving to your neighbour saying hello, etc.).
- Q6. Do you agree/disagree with this statement? I feel comfortable asking my neighbours for assistance in an emergency.
- Q7. Have you got to know anyone in Lakemba who comes from a different cultural background?
- Q8. How satisfied are you with feeling part of your community?
- Q9. Have you or anyone in your household attended any of the following local activities/ events in the past 6 months in Lakemba?
- Q10. Have you or other persons in your household used any of the following organisations in the past 6 months?
- Q11. How satisfied are you with your standard of living?
- Q12. Rank the following based on how they have impacted your standard of living, with 1 as the most impactful and 6 as the least impactful. If the challenge is not applicable to you, you may choose 'N/A'.
- Q13. Aside from the challenges mentioned above, are there any other challenges impacting your standard of living?
- Q14. What are three things you'd like to improve about Lakemba?
- Q15. Do you think there is an issue with litter or dumping of rubbish in your area?
- Q16. Can you think of any activities/services/programs that Lakemba needs?
- Q17. If you answered 'Yes', what? Please explain below.
- Q18. How do you find out about local activities, events, organisations in Lakemba, etc.? Please tick the appropriate box.
- Q19. Gender
- Q20. Do you identify yourself as Aboriginal and/or Torres Strait Islander?
- Q21. Were you born overseas?
- Q22. If you answered 'Yes', which country were you born in?
- Q23. Which language do you most commonly use at home?
- Q24. How old are you?
- Q25. Are there any children living in your household?
- Q26. If you answered 'Yes', indicate the number of children who are: Under 5 years old, 5-12 years old, 13-17 years old.

## DEMOGRAPHICS

### Gender and age

Category	Count	Percentage
18-24	30	8.2%
25-34	72	19.7%
35-44	94	25.8%
45-54	53	14.5%
55-64	28	7.7%
65+	35	9.6%
No response	53	14.5%
<b>Total respondents</b>	<b>365</b>	<b>100.0%</b>

Category	Count	Percentage
Female/woman	210	57.5%
Male/man	97	26.6%
Prefer not to answer	<5	<1.9%
No response	>53	>14.5%
<b>Total respondents</b>	<b>365</b>	<b>100.0%</b>

### Cultural and linguistic diversity

#### Persons born overseas

Category	Count	Percentage
Yes	270	74.0%
No	40	11.0%
No response	55	15.1%
<b>Total respondents</b>	<b>365</b>	<b>100.0%</b>

#### Language commonly used at home

Category	Count	Percentage
Bengali	98	26.8%
Urdu	67	18.4%
English	41	11.2%
Arabic	26	7.1%
Rohingya	19	5.2%
Greek	7	1.9%
Burmese	6	1.6%
Hindi	6	1.6%
Indonesian	6	1.6%
Italian	3	0.8%
Nepali	3	0.8%
Tamil	3	0.8%
Vietnamese	3	0.8%
Other responses	21	5.8%
No response	56	15.3%
<b>Total respondents</b>	<b>365</b>	<b>100.0%</b>

#### Countries of birth

Category	Count	Percentage
Bangladesh	102	37.8%
Pakistan	42	15.6%
India	34	12.6%
Myanmar	24	8.9%
Lebanon	16	5.9%
Indonesia	7	2.6%
Greece	5	1.9%
China	3	1.1%
Fiji	3	1.1%
Italy	3	1.1%
Nepal	3	1.1%
Saudi Arabia	3	1.1%
Syria	3	1.1%
Vietnam	3	1.1%
Other responses	17	6.3%
No response	2	0.7%
<b>Total respondents born overseas</b>	<b>270</b>	<b>100.0%</b>

### Aboriginal and/or Torres Strait Islander status

Category	Count	Percentage
Aboriginal and/or Torres Strait Islander	<5	<1.4%
No	>304	>83.3%
No response	56	15.3%
<b>Total respondents</b>	<b>365</b>	<b>100.0%</b>



## Duration of residence in Lakemba

Respondents were asked 'How long have you been living in Lakemba?'

Category	Count	Percentage
Less than a year	37	10.1%
1-2 years	44	12.1%
3-5 years	42	11.5%
More than 5 years	190	52.1%
No response	52	14.2%
<b>Total respondents</b>	<b>365</b>	<b>100.0%</b>

## Children in the household

Respondents were asked, 'Are there any children living in your household?'

Category	Count	Percentage
Yes	185	50.7%
No	122	33.4%
No response	58	15.9%
<b>Total respondents</b>	<b>365</b>	<b>100.0%</b>

Those who answered 'Yes' were asked to indicate the number of children for each age group.

Category	Count of respondents*	Percentage of respondents**	Total number of children
Under 5 years old	94	50.8%	156
5-12 years old	119	64.3%	216
13-17 years old	75	40.5%	178
<b>Total</b>	<b>185</b>	<b>-</b>	<b>550</b>

\*This counts the number of respondents who provided a non-zero response.

\*\*The percentage is computed by dividing the number of respondents per category over the total number of respondents who answered 'Yes' to the question, 'Are there any children living in your household?'

## BEING PART OF THE LAKEMBA COMMUNITY

Respondents were asked the following questions in relation to their interactions with and feelings of belonging in their community.

It can be observed that the percentages of those who agreed with these statements decreased over time. However, it is also important to note that the number and percentage of non-responses for these three questions increased.

**I talk with the people in my neighbourhood (for example, waving to your neighbour, saying hello, etc.).**

### 2023 results

Category	Count	Percentage
Agree	287	78.6%
Disagree	23	6.3%
No response	55	15.1%
<b>Total respondents</b>	<b>365</b>	<b>100.0%</b>

**2011, 2017, and 2023 results**

Category	2011	2017	2023
Agree	88.1%	84.4%	78.6%
Disagree	11.6%	15.6%	6.3%
No response	0.3%	0.0%	15.1%
<b>Total respondents</b>	<b>310</b>	<b>372</b>	<b>365</b>

**I feel comfortable asking my neighbours for assistance in an emergency.**

**2023 results**

Category	Count	Percentage
Agree	270	74.0%
Disagree	36	9.9%
No response	59	16.2%
<b>Total respondents</b>	<b>365</b>	<b>100.0%</b>

**2011, 2017, and 2023 results**

Category	2011	2017	2023
Agree	81.9%	81.7%	74.0%
Disagree	16.8%	18.0%	9.9%
No response	1.3%	0.3%	16.2%
<b>Total respondents</b>	<b>310</b>	<b>372</b>	<b>365</b>

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

**2023 results**

Category	Count	Percentage
Yes	294	80.5%
No	19	5.2%
No response	52	14.2%
<b>Total respondents</b>	<b>365</b>	<b>100.0%</b>

**2011, 2017, and 2023 results**

Category	2011	2017	2023
Yes	86.5%	81.7%	80.5%
No	13.5%	18.0%	5.2%
No response	0.0%	0.3%	14.2%
<b>Total respondents</b>	<b>310</b>	<b>372</b>	<b>365</b>

## How satisfied are you with feeling part of your community?

Respondents were asked to rate their level of satisfaction, with 1 being 'No satisfaction at all' and 10 indicating 'Completely satisfied'. The averages below exclude non-responses.

<b>Overall average</b>		<b>8.0</b>
<b>Gender</b>	Female/woman	8.0
	Male/man	8.0
<b>Born overseas</b>	Yes	8.1
	No	7.1
<b>Age</b>	18-24	8.5
	25-34	7.9
	35-44	8.2
	45-54	7.8
	55-64	8.4
	65+	6.9

## STANDARD OF LIVING

### How satisfied are you with your standard of living?

Respondents were asked to rate their level of satisfaction, with 1 being 'No satisfaction at all' and 10 indicating 'Completely satisfied'. The averages below exclude non-responses.

<b>Overall average</b>		<b>7.4</b>
<b>Gender</b>	Female/woman	7.6
	Male/man	7.2
<b>Born overseas</b>	Yes	7.6
	No	6.6
<b>Age</b>	18-24	7.5
	25-34	7.6
	35-44	7.6
	45-54	7.1
	55-64	7.4
	65+	7.0

### Rank the following based on how they have impacted your standard of living.

Respondents were asked to rate the following categories, with 1 as the most impactful and 6 as the least impactful. For those categories that were not applicable to them, respondents can choose 'N/A'.

#### Counts

Category	1	2	3	4	5	6	N/A	Total
Cost of food and groceries	55	68	71	26	8	3	14	245
Costs of bills and utilities (e.g. water, electricity, gas, etc.)	52	90	56	21	11	2	16	248
Costs of rent or home loan	107	54	39	17	8	5	27	257
Costs of schooling and education	15	13	32	71	43	14	91	279
Unemployment, lack of hours worked, or insufficient pay	23	12	21	39	57	22	107	281
Cost of sending money to family overseas	11	8	17	35	30	69	116	286

## Percentages

Row percentages are computed by dividing the count by the row total including 'N/A'.

Category	1	2	3	4	5	6	N/A
Cost of food and groceries	22.4%	27.8%	29.0%	10.6%	3.3%	1.2%	5.7%
Costs of bills and utilities (e.g. water, electricity, gas, etc.)	21.0%	36.3%	22.6%	8.5%	4.4%	0.8%	6.5%
Costs of rent or home loan	41.6%	21.0%	15.2%	6.6%	3.1%	1.9%	10.5%
Costs of schooling and education	5.4%	4.7%	11.5%	25.4%	15.4%	5.0%	32.6%
Unemployment, lack of hours worked, or insufficient pay	8.2%	4.3%	7.5%	13.9%	20.3%	7.8%	38.1%
Cost of sending money to family overseas	3.8%	2.8%	5.9%	12.2%	10.5%	24.1%	40.6%

Other challenges raised by the respondents were:

- the lack of job opportunities in the area,
- language and communication barriers,
- racism and discrimination,
- the need for support with household work and childrearing,
- the cost of healthcare and medications,
- mental health challenges,
- transportation, petrol, and parking, and
- the need for improved cleanliness.

## ORGANISATIONS USED

Respondents were asked to 'Have you or other persons in your household used any of the following organisations in the past 6 months?'. They can choose more than one option.

New categories introduced in the 2023 survey were 'Canterbury Hospital' and 'Disability services'.

## Counts

Category	2011	2017	2023
Library	128	149	147
Faith-based organisation (church, mosque, temple, etc.)	102	117	130
Canterbury Hospital	-	-	118
Health support service	48	76	98
Community centre	37	53	96
Child care centres/pre-school	45	57	55
Family support services	29	45	51
Culturally specific organisation	29	40	43
Disability service	-	-	10
<b>Total applicable/non-empty responses</b>	<b>190</b>	<b>261</b>	<b>293</b>

## Percentages

Row percentages below are computed by dividing the count by the total number of applicable/non-empty responses. For instance, the percentage of respondents who used faith-based organisations in 2011 was 53.7% or  $102 \div 190$ .

Category	2011	2017	2023
Library	67.4%	57.1%	50.2%
Faith-based organisation (church, mosque, temple, etc.)	53.7%	44.8%	44.4%
Canterbury Hospital	-	-	40.3%
Health support services	25.3%	29.1%	33.4%
Community centre	19.5%	20.3%	32.8%
Child care centres/pre-school	23.7%	21.8%	18.8%
Family support services	15.3%	17.2%	17.4%
Culturally specific organisation	15.3%	15.3%	14.7%
Disability service	-	-	3.4%
<b>Total applicable/non-empty responses</b>	<b>190</b>	<b>261</b>	<b>293</b>

## ACTIVITIES ATTENDED

Respondents were asked to 'Have you or anyone in your household attended any of the following local activities/events in the past 6 months in Lakemba?'. They can choose more than one option.

Percentages below are computed by dividing the count by the total number of applicable/non-empty responses. For instance, the percentage of respondents who attended cultural or religious events was 72.9% or  $210 \div 288$ .

Category	Count	Percentage
Cultural or religious events (e.g., Ramadan nights)	210	72.9%
Social groups	109	37.8%
Library activities	83	28.8%
Playgroups	81	28.1%
Courses (e.g., English courses, computer courses, etc.)	79	27.4%
Sporting	45	15.6%
<b>Total applicable/non-empty responses</b>	<b>288</b>	<b>-</b>

## FINDING OUT ABOUT LOCAL ACTIVITIES

Respondents were asked, 'How do you find out about local activities, events, organisations in Lakemba, etc.?'. They can choose more than one option.

New categories introduced in the 2023 survey were 'Facebook or social media', 'Faith-based organisation', and 'Council notices'.

## Counts

Category	2011	2017	2023
Family or friends	180	245	217
Facebook or social media	-	-	142
Flyers or posters	87	81	93
Faith-based organisation (church, mosque, temple, etc.)	-	-	72
Council notices	-	-	38
Local newspaper	130	92	32
Community radio	36	16	17
Other cultural newspapers	25	23	14
<b>Total applicable/non-empty responses</b>	<b>281</b>	<b>345</b>	<b>306</b>



## Percentages

Row percentages below are computed by dividing the count by the total number of applicable/non-empty responses. For instance, the percentage of respondents who found out about local activities/events through family or friends in 2011 was 64.1% or  $180 \div 281$ .

Category	2011	2017	2023
Family or friends	64.1%	71.0%	70.9%
Facebook or social media	-	-	46.4%
Flyers or posters	31.0%	23.5%	30.4%
Faith-based organisation (church, mosque, temple, etc.)	-	-	23.5%
Council notices	-	-	12.4%
Local newspaper	46.3%	26.7%	10.5%
Community radio	12.8%	4.6%	5.6%
Other cultural newspapers	8.9%	6.7%	4.6%
<b>Total applicable/non-empty responses</b>	<b>281</b>	<b>345</b>	<b>306</b>

## WHAT RESPONDENTS LIKED AND WANTED TO IMPROVE ABOUT LAKEMBA

Respondents were asked, 'What are the three best things you like about living in Lakemba?' and 'What are three things you'd like to improve about Lakemba?'. To create the word cloud, R Studio and packages for text analysis and visualisation were used such as {tm}, {ggwordcloud}, {tidyverse}, and {viridis}.

## ACTIVITIES, SERVICES, AND PROGRAMS NEEDED IN LAKEMBA

Respondents were asked, 'Can you think of any activities/services/programs that Lakemba needs?'

Category	Count	Percentage
Yes	195	53.4%
No	106	29.0%
No response	64	17.5%
<b>Total respondents</b>	<b>365</b>	<b>100.0%</b>

Those who responded 'Yes' were asked to provide suggestions. The most common themes are discussed in the report. R Studio was used, with the {tm} package, to identify words that most frequently appeared in the responses (e.g. 'activities', 'kids', 'swimming', etc.). These lone words were later searched in the raw responses to identify common themes.

## CLEANLINESS IN LAKEMBA

Respondents were asked, 'Do you think there is an issue with litter or dumping of rubbish in your area?'

Category	Count	Percentage
Yes	266	72.9%
No	41	11.2%
No response	58	15.9%
<b>Total respondents</b>	<b>365</b>	<b>100.0%</b>

## COMMUNITY FORUM

### Full program

Time	Activity
10.00	Registration, morning tea, information stalls   Romana Waseem and Kate Maclean, 4Cs
10.25	Welcome to Country   Savannah Flynn, Metropolitan Local Aboriginal Land Council
10.30	Opening Welcome   Esta Paschalidis-Chilas, 4Cs
10.35	Housekeeping   Romana Waseem, 4Cs
10.40	Background to Listening @ Lakemba   Kate Maclean, 4Cs

10.45	Table Discussion – Icebreaker   Romana Waseem, 4Cs
11:00	Presentation of findings   Niki Baroy, WESTIR Limited
11.15	Table Discussion on survey results   Romana Waseem, 4Cs
11.25	Presentation of findings   Niki Baroy, WESTIR Limited
11.50	Table Discussion on Solutions to issues raised   Kate Maclean, 4Cs
12.05	Lakemba Town Centre, Have Your Say   Karissa Pailthorpe and Siobhan Jordan, City of Canterbury-Bankstown
12.15	Prioritising activity   Romana Waseem, 4Cs
12.25	Where to Next / Thankyous   Esta Paschalidis-Chilas, 4Cs
12.30	Suara Indonesian Dance Performance   Jack Wardana and Ni Kadek Ayu Linda Gayatri
12.35	Lunch
13.30	Finish

## Table facilitators

Table	Name	Organisation
1	Jae Yang Mohammad Islam	Canterbury-Bankstown Council Metro Assist
2	Shannon Rizzo Kate Bures	Catholic Care Jannawi Family Centre
3	Moushumi Martin Mele Lavaka Sebal Al Rifai	Lebanese Muslim Association Muslim Women's Association Muslim Women's Association
4	Alison Tran Danielle Domone	Canterbury-Bankstown Council
5 – Bengali speakers table	Feroza Yasmin Rohena Jahan	Canterbury City Community Centre
6 – Rohingya speakers table	Zarhira Khin Khin Than Myriam Bahari	Canterbury City Community Centre Bankstown TAFE
7 – Urdu speakers table	Marina Khan Sue Baker	Canterbury City Community Centre Canterbury Hospital
8	Saras Singh Fidaa Haj Younes	Canterbury-Bankstown Council Jannawi Family Centre

## COMMUNITY FORUM PRIORITIES

Listed below are raw responses from the community forum focus group discussions.<sup>1</sup> Results shown in the report were a combination of similar priorities. Only responses or priorities with counts or an indicated number of dots were included in the analysis.

### Comments on survey results

Table 1

- Housing- lack of rentals.
- Overcrowding- 7 story building too much.
- Stunned by interest in survey- good no, of respondents.
- Mind blowing that cleanliness + rubbish in the top 3 improvements, not seeing much community participation despite work done by council + community group, people are unsure about what to do.
- Low % of people using childcare facilities – lots available and may be that would give women a chance to improve + educate and experience?
- Surprise at lower Lebanese population –have they moved?
- Average age 32 + more children surprising.
- Over 65+ old not happy why?
- I agree with Cleanliness + Parks and Rubbish particularly.
- Decrease with talking with people + getting to know more people not surprising based on respondent experience – Covid impact?
- Experience people being surprised when approached due to cultural differences.
- Need more children's facilities surprised by low take up. I think it's trouble connecting facilities with people in need.

<sup>1</sup> Minor spelling errors were corrected in these raw responses.

Table 2

- More facilities for kids in the park.
- Pay more attention to the education system in schools.
- More women empowered activities.
- Maintain food qualities following the guidelines of food safety and hygiene.
- Organized more activities during school holidays.
- Increased quality of medical facilities, in local clinics and Canterbury Hospital.
- Local markets increased their product prices by their own will rather than follow guidelines kindly check on that.
- Weekly rubbish collection system.
- Increased health facilities for women followed by their mental health and give facilities for ladies only gym and swimming class or other community group.
- There should be more activities for women to earn from home.
- Courses for women to be self-dependent.
- Homework helps for children.
- Parking issue.
- Information about government policies.
- Address bullying in school.
- More vouchers for children's physical activities and extracurricular activities.

Table 3

- Swimming class for women. (15)
- English class for Rohingya women in the morning. (5)
- Cooking class activities for women. (12)
- Sewing class.
- Cross-cultural activities.
- Working from home opportunity for women to get an income.
- Dental services and care. (19)
- Water fountain bubblers for public to access free water.
- Financial stress poverty.

Table 4

- Services Australia and Centrelink are not available in Lakemba.
- Affordable ladies' gym. (3)
- Create more job opportunities for mum. (1)
- Water parks in Lakemba. (3)
- Bus facilities.
- Longer opening hours for the library and even open at weekends. (3)
- Muslim EID celebration in library and more computer related activities for children's not only art and craft. (3)

- Qualities for living in rentals are extremely poor for Lakemba people, rents are high when it is compared to living in conditions sometimes.
- Teenage girls' activities and part time safe work environments.
- Free courses for residents and non-residents.
- Clean streets and quick rubbish collection.
- More health clinics in Lakemba.
- Art and craft for women to generate income from home.

Table 5

- More importantly,
  - Cleanliness (7)
  - Health services
  - Sporting
  - Parking
  - Community activities and multicultural activities
- Missing
  - Medical facilities (5)
  - Quick medical services (2)
  - Affordable ladies' gym (2)
  - Building new parking space
  - Support for children with disabilities.

Table 6

- Missing in survey to show if respondents lived elsewhere but worked in Lakemba or travel here for another reason.
- What the community wants is missing in Lakemba. (1)
- What makes you come here for things you can't get elsewhere?
- People feel supported here, they trust services.
- Access childcare in relation to getting employment. (2)
- How are families accessing programs around school readiness when the school of childcare are so high. (2)
- Concern: - downward trajectory of residents feeling satisfied in community. How do we address this? Why is it happening?
- Lack of ability to respond in organizations.
- Where are people getting support from?
- Easier access for support /services.

Table 7

- Ramadan nights
- Bangladeshi events (2)
- Bangla books in library
- Cultural events
- Religious vibrant
- Best opportunity for learning Bangla Quran
- Community programs
- Rest room for women.



- Affordable food
- Local parks
- Bangladeshi community, YOGA (4)
- Sending money overseas easily
- Bangla cultural food
- Easy to contact multicultural people.
- Health sessions
- More bilingual worker
- Social connection
- More cleanliness

Table 8

- Not enough information from young people. Flow can capture youth, Voice. (4)
- No facilities in Lakemba for young people.
- The results were very general.
- There was not enough information about what people wanted so we can improve services and improve the area.
- The survey did not ask if people were aware of activities that exist.
- No references about mental health or living with a disability. (1)
- It would be good to know about internet and computer access at home.
- Can they find information about Lakemba online?

## Solutions

### Community Activities & Multicultural Activities

- For children during the school holidays. (4)
- Multicultural programs for women and youth.
- More flyer (1)
- Through school banners (1)
- Emails
- Phone or text messages.
- Word of mouth
- Social media
- Sports, art, music, games, swimming (1)
- Gym session
- Musical events
- Self-care and mindfulness activities

### Activities for children and young people

- Long term mental health services with (parents support) and mental health education in language. (1)
- Affordable childcare + school readiness program. (9)
- Library –lots of activities already like STEM, Chess, books in different language outside facilitators including school holidays. But lack of

- teenage engagements coordination with school to increase number attending. (4)
- Lack of activities for children with disabilities. (5)
- Education needed for children with disabilities, accepting + understanding. (4)
- Addressing mental health in the school system.
- Affordable support for local school + after-school activities. (3)
- More SSP schools are required in the area.
- Road safety issues increase risk especially for motor bikers without helmets.
- The increase in vaping by young people needs attention.

### Activities for women

- No opportunity for women for women to engage in economics activity, programs. (1)
- Sewing class with a social enterprise, which could be done during school time (1)
- Parenting class that goes for longer. (1)
- Craft activities like drawing, painting, making bangles and home decor. (2)
- Event should promote on social media, community radio, Facebook group, community leader should let them know.
- Affordable ladies only gym. (2)
- Cooking on budget class. (2)
- Free indoor fitness class. (2)
- More opportunity for women to get work. In need of organization who can put women back to work. (3)
- Ladies only market stall where women can buy swap and sell. (1)
- Swapping seeds so people can replant. (1)
- There is nowhere to go swimming in Lakemba.

### Environment to keep Lakemba clean

- Programs for awareness education for which bin does rubbish go in? (4)
- Regular rubbish pickup- overflowing bins (2)
- Community education centres Environment @ Lakemba.
- People should stop littering.
- Share message at school & religious places. (2)
- Real-estate agent's agents should provide info about bin to new residents.
- Brainstorm how to expend clean up Australia day. (1)
- Teaching new residents about bins – who are initially scared of interacting with community + children. (6)
- Bigger bins in the park to avoid overflowing.
- Combined exciting activity with litter and waste management. (2)
- Encourage walking activities with local mother group and school community group.

## Urdu

- Educate community members how to search for services available in the area and how they can engage. (3)
- Create an app to help the Lakemba community where they can get easy access to all news and activities. (2)
- Free activities for Muslim youth. (5)
- Community garden as group project.
- Free first aid course for parents with young children and for youth. (1)

## Rohingya

- Swimming lesson for women - morning/weekdays. (2)
- Clean Park some parks near Hamden Park need to be clean. (3)
- Cooking and baking class
- Free information session on nutrients class to educate children about healthy eating. (1)
- Affordable rentals and clinics in Lakemba.
- Part of Lakemba have dirty street with bad smell Large bind blocks carpark and driveway.
- Citizenship preparation programs in language.
- Rubbish collectors from the council do not empty all bins in the street, it's been a problem for the last few months.
- More ladies lounge in public for nappy change, pray and have safe place.

## Bengali

- More specialist
- Job readiness (11)
- Community organization (1)

- Short Computer class from TAFE / from community centre (3)
- Mental health / first aid (2)
- Bangladeshi senior citizens activities
- Women connection group
- Information session for family violence (they don't know where to go for help) (2)
- Hampden Park reserve needs drinking water and bins. (2)
- TAFE short course. (4)
- More language workers.
- Prayer permission in Lakemba library for women. (5)
- Children and teens activities. (3)
- More driving classes for women

## Unlabelled table

- Safety and security (4)
- Camera supervision [in] parks
- Gym and more swimming classes (7)
- More health facilities
- More supporting & low-cost events
- More multicultural activities
- More water bubblers in parks (3)
- Extended parking space
- Indoor gym and parks for women
- Cost effective driving lesson (2)
- Paid and volunteer jobs for women in community.
- Encourage more organized school holidays activities for kids (2)
- More computer literacy programs
- Child minding in TAFE and institute
- Religious activities for kids and women
- Homework help in library
- Work from home job for mums (5)