



BROTHERHOOD
of St LAURENCE

*Changing faces in
Craigieburn and Roxburgh
Park*

Brotherhood of St Laurence community
consultation



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Foreword

The Brotherhood of St Laurence commissioned this consultation in order to understand and develop the opportunities for use of the Craigieburn Centre, established in 1996 in Hothlyn Drive, to respond to the emerging needs and potential of the communities of Craigieburn and Roxburgh Park.

The consultation, though completed in a short time-frame, has gathered a wealth of information about the resources of these communities, as well as insights about the underlying risks of social isolation as marginalisation—especially affecting young families, youth, older residents, and people from non-English speaking backgrounds.

Contributions of community members, both as individuals and as staff or members of community organisations, have been vital to the consultation. The Brotherhood is grateful for their generous involvement and looks forward to continued engagement as we move ahead to further develop a dynamic Centre.

As the Brotherhood of St Laurence works with others towards its vision of Australia free of poverty—expressed in an inclusive, compassionate and just, connected and sustainable society—the findings of this consultation will assist in understanding the implications of the vision for the Brotherhood’s involvement with the people of Craigieburn and Roxburgh Park.

Cath Scarth
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Summary

In 2002 the Brotherhood of St Laurence decided to undertake a consultation process regarding its services at Craigieburn, a north-western suburb of Melbourne, and their potential development. This was part of a progressive review of the Brotherhood's services to determine their fit with the new organisational vision.

The BSL has operated a program at Craigieburn since 1990, when it was identified as an area of potential disadvantage and marginalisation on the metropolitan fringe. Since 1996, the services have been based at a purpose-built Centre in Hothlyn Drive. In 2002 services included:

- a Family Day Care program
- a No Interest Loans Scheme
- a counselling service
- a Community Care scheme supporting older residents (which serves several northern municipalities including the City of Hume).

Aim and objectives

The review was organised with the following aim:

To ensure that the Centre is best organised and managed to meet the emerging needs and potential of the local community.

The specific objectives of the research were to:

- *Undertake an informed consultation process about the potential development of the Centre*
- *Document the achievements of the Brotherhood of St Laurence services presently located at the Centre*
- *Develop recommendations and a direction for the future of the Centre which ensures its relevance to and service for the local community.*

Research team and methodology

The research was conducted by an independent consultant, Linda Kelly, with a research assistant, Meredith Levi, and a member of the Centre staff, Helen Denney. The team was supported by a Critical Reference Group including representatives from local community organisations in Craigieburn and neighbouring Roxburgh Park.

The team undertook a literature review of existing documentation about the neighbourhoods of Craigieburn and Roxburgh Park, and a series of interviews with Centre staff, present users of the Centre, key service and community organisations and significant groups of non- service users.

The research included a comprehensive review of the two communities of Craigieburn and Roxburgh Park, including their demographics, strengths, gaps in existing services, groups with particular needs, and the state of social planning and community development. It also involved a limited review of the existing Brotherhood of St Laurence program at Craigieburn, in order to formulate some recommendations about how the services might be developed to fit community needs emerging from the neighbourhood study.

Findings

Community

The latest demographic data (projections from the 1996 Census) shows that Craigieburn and Roxburgh Park are rapidly growing areas of low to middle income earners, with a high proportion of families in the process of buying their own homes. Anecdotal evidence suggests there are growing numbers of residents from a wide range of ethnic groups with languages other than English, and of Indigenous Australians, in the neighbourhoods.

Consultation with community members revealed a number of perceived community strengths. People in Roxburgh Park appreciate their pleasant physical environment with its parks and lakes, peace and quiet. People in Craigieburn attest to community spirit and resourcefulness—partly linked to the shared experience of working together to ‘build’ a new suburb and partly linked to the area’s rural community heritage. People in both neighbourhoods refer to the community strength of ethnic diversity and of lots of young families with high aspirations for their children.

On the other hand, the research identified a serious risk of social isolation and marginalisation, especially in newer areas and for groups such as youth, the elderly and parents of young children—the groups most disadvantaged by the serious lack of adequate public transport. Although there are lower than average unemployment rates, families face considerable financial pressures because of mortgage repayments; and employment insecurity in sectors like manufacturing is likely to add to their vulnerability and stress levels. There is some evidence of increasing numbers of one-parent and blended families, as result of family breakdown.

Social isolation is accompanied by lack of access to services. Notable gaps are in the range of local health services, the limited shopping choices and the shortage of child care places.

Many community members drew attention to the lack of local programs and activities attractive to youth, resulting in alienation of young people from their neighbourhood. Some people were concerned about problems of under-age drinking and illegal drug use. Perceptions of high rates of vandalism, violence and crime were expressed, but not supported by available police statistics.

Some respondents also identified elderly people as a group with special unmet needs, some of which relate to restricted mobility. Residents’ lack of information about existing services also appears to be a contributing factor.

While ethnic diversity is reported as a strength, people from non-English speaking backgrounds moving into the area do have particular needs which appear not to be adequately addressed. This presents an added challenge because the people belong to a wide range of language and cultural groups, so members of a single group may be very isolated. With a reported rise in harassment of visibly different ethnic groups, there is also a need to build greater understanding and community links including new ethnic groups.

With a growing number of young families in both neighbourhoods, services such as child care, preschools and playgroups do not have enough places to meet needs.

Families are also affected by inadequate public transport and medical services: the need to own a second car adds to heavy financial commitments.

Although the research found that the Hume City Council has recognised important social planning areas in its Social Justice Charter, it appears that the Council and other levels of government have been unable to plan and deliver all the required services for the present population. In view of the projected rapid rise in population over the next ten years the problem of service gaps is likely to increase.

Centre

Respondents who had contact with the staff or services at the BSL Centre considered it to be a well-located, convenient, supportive and well-run service. At the same time, some residents felt the Centre and its services were not well enough known in the wider community. For some people the Centre's link with the Brotherhood of St Laurence, a 'welfare agency', was a kind of stigma which might discourage some participants, but for others the Brotherhood's name added credibility to the services offered.

The Family Dare Care program is highly regarded by parents, care providers and external organisations, for its flexibility and quality of care and its effective administration. It currently serves 493 children from 321 families, and has a waiting list of more than 50 families.

The No Interest Loans Scheme is appreciated by those who have been able to access loans. Its small scale, however, limits its effectiveness in meeting the varied financial needs of these communities.

Similarly, the counselling service, staffed by one half-time counsellor, appears to address a community need but there is some evidence of need for a broader family support service.

As community care packages are provided from the Centre to frail older residents not only in the local neighbourhood but across three municipalities, this wider program was outside the scope of the present consultation.

It was noted that the Brotherhood of St Laurence's learnings from its extensive experience of working with various service models in Craigieburn and surrounding areas are yet to be documented

Questions about the future development of the Centre produced a variety of suggestions for development and enhancement. Many people proposed that more services should be supplied. Others suggested more integration and linking with other services, and possibly the development of 'satellite' operations e.g. family day care at Roxburgh Park's Homestead Centre. Some people proposed the Centre make space available for activities (e.g. community newsletter, art displays) serving the general community. Finally there were suggestions that the Centre should adopt a community development focus, moving away from direct service provision to community linking and action.

Regarding Centre management, the consultation found that people wanted to retain the Brotherhood of St Laurence involvement in management and administration; but

they also wanted wider and creative ways to participate in ongoing planning for the Centre—not in the restrictive form of a community committee of management or advisory committee.

Discussion

The research suggests that a realistic starting point is to enhance community links and overcome misinformation and barriers. The BSL Centre is ideally placed to act a focus for community linking between Craigieburn and Roxburgh Park and for community development and advocacy work, because of its physical location and reputation for being responsive to the community.

The activities presently operating out of the Centre are not of themselves sufficient to address broad issues of community development and advocacy. The Family Day Care scheme, however, offers a base for community linking. The BSL program in Craigieburn and Roxburgh Park could be developed to make it better known—probably in more than one location—and to directly engage the community in shaping services that meet needs most effectively.

Recommendations

1. That the Brotherhood of St Laurence retain a program in Craigieburn and Roxburgh Park, building upon its knowledge of poverty and the strengths and experience of the community, to ensure a program which is targeted at meeting the needs of marginalised and vulnerable people across the two neighbourhoods and beyond.
2. That the Brotherhood of St Laurence Centre be more widely advertised across the community, encouraging increasing access and use of the Centre.
3. That the Brotherhood of St Laurence consider redeveloping its program at the Centre, to place a greater emphasis upon community development and advocacy for more effective social planning.
4. That the Brotherhood of St Laurence program take a ‘whole of community’ approach, with a special focus upon families with young children and people from non-English speaking backgrounds.
5. That a plan be developed for the long-term future of the Brotherhood of St Laurence Centre, with consideration given to greater enterprise and sustainability within the service, consistent with the Brotherhood’s strategic directions.
6. That the Brotherhood of St Laurence develop a process for regular consultation with the community about the program of the Craigieburn Centre, with clear time frames and using mechanisms which are accessible and empowering for both parties.

Immediate action steps

The report proposes that the Brotherhood

- identifies the level and distribution of resources (including staff and responsibilities) available to the Centre for the next 12 months and beyond

- makes a plan for further exploration and development of the ideas raised in this report over the next 12 months
- develops and shares the process to be used for consultation with the people of Craigieburn and Roxburgh Park for the immediate future and beyond
- outlines the range of programs and enterprises they are considering piloting and how the Craigieburn and Roxburgh Park areas could be a location for some of these initiatives

Introduction

The Brotherhood of St Laurence has operated various services in Craigieburn since 1990¹. The present program includes Family Day Care, counselling, a Community Care Program and a No Interest Loans Scheme operating out of a Centre located in Hothlyn Drive in Craigieburn. This Centre was purpose built for the Brotherhood services and is intended as a facility for people living in Craigieburn and Roxburgh Park.

The Brotherhood of St Laurence is in the process of reviewing all of its services to determine their fit with the new organisational vision and mission (see Appendix I). In light of this it was decided to consult the communities of Craigieburn and Roxburgh Park about the best use of the Centre and how the Brotherhood could best develop and manage the present services to serve the ongoing needs of both communities.

The review was organised with the following aim:

To ensure that the Centre is best organised and managed to meet the emerging needs and potential of the local community.

The specific objectives of the research were to:

- *Undertake an informed consultation process about the potential development of the Centre*
- *Document the achievements of the Brotherhood of St Laurence services presently located at the Centre*
- *Develop recommendations and a direction for the future of the Centre, which ensures its relevance to, and service for the local community.*

This document reports on the findings and outcomes of the consultation according to these objectives.

Background

The Brotherhood of St Laurence has operated a program in Craigieburn since 1990. The original service developed from an organisational review, which sought to identify areas of potential future disadvantage. In opening a program in the outer north-west fringe area of Melbourne, the Brotherhood of St Laurence wanted to develop a new service that would respond to possible emerging needs of poverty and marginalisation.

The Brotherhood of St Laurence Craigieburn program has moved through various different types of operation. It has included some direct services, such as family and personal counselling, different forms of community development and advocacy work, and targeted services such as the early homework scheme and the present no-interest loans scheme (NILS). It appears that the Brotherhood of St Laurence services in Craigieburn have moved through these different orientations partly in response to community need and partly as the resources and emphasis of the Brotherhood of

¹ Craigieburn Community Development Proposal, Brotherhood of St Laurence, September 1998, draft.

St Laurence have allowed. Since 1996 the services have moved away from a community development orientation to a greater focus on direct service, including counselling services.

In 1996 the Brotherhood of St Laurence agreed to be the auspice agency for the local Family Day Care (FDC) scheme, combining that scheme with the other existing services of family counselling and NILS. This combination of services was located in different places around Craigieburn, until a specific bequest became available to build a Centre for the Brotherhood of St Laurence program. Using land donated by the City of Hume, the present Centre in Hothlyn Drive was constructed.

At the time of construction it was recognised that the adjoining neighbourhood of Roxburgh Park would be physically linked to Craigieburn through the construction of a road planned to run between the two communities. The Centre was located with the intention of serving both communities of Craigieburn and Roxburgh Park, in the middle of the combined neighborhood. The road link opened during the writing of this report.

The Centre is presently home to Brotherhood of St Laurence programs, with other community and regional organisations also located there. The other services include the Craigieburn Emergency Response Team, Anglican Youth and Family Mediation Services, Craigieburn Historical Interest Group, St Peters Anglican Church Office, Burners Community Play Group and Triple 'P' Parenting Program. This mixture of additional services has not been a planned development of the Brotherhood of St Laurence Centre. It appears to have developed as a responsive process, with the local Centre management attempting to be supportive of other organisational needs, as these have arisen. There are presently some discussions under way about co-location of other services in the Centre, but there is no current strategy in place to guide this process.

The management of the Brotherhood of St Laurence services in Craigieburn has changed over the years. At present the management of the Centre is undertaken by the manager of the FDC scheme. It appears that this arrangement was made in order to conserve resources and in recognition of the centrality of the FDC scheme to the Brotherhood of St Laurence services in the area.

The Brotherhood of St Laurence has utilised the Craigieburn program from time to time for research and extensive consultation processes. These include recent explorations of poverty in Australia² and examination of community development strategies in urban communities³. However there has never been a full evaluation or review of the services operating under the Brotherhood of St Laurence name in Craigieburn. This review is the beginning of the development of a long-term plan for the service.

² See for example:

Johnson, J. (2000) **Growing apart: a new look at poverty in Australia**, Brotherhood of St Laurence, Fitzroy.

Taylor, J. & Jope, S. (2001), **Poverty on the metropolitan fringe**, Brotherhood of St Laurence, Fitzroy.

³ Pattinson, J. (1999) "Craigieburn – a small town with a big future", a report of the Craigieburn Community Strengthening Project, June, draft.

Recently the Brotherhood of St Laurence has moved to clarify its overall vision and mission and identify how to best use its limited resources for the service of people living in Victoria and Australia. In particular this new vision has key elements of empowerment, community and sustainability. The gist of the plan is to ensure that any service resourced by the Brotherhood of St Laurence should have wider influence and impact beyond the immediate service users. Programs should be of benefit to the wider community; they should empower people to act on their own behalf; and they should be planned to become more sustainable and less dependent on ongoing resources from the Brotherhood of St Laurence. All Brotherhood of St Laurence services are being reviewed in this light, including the program located at the Craigieburn Centre.

A strength of the Brotherhood of St Laurence program in Craigieburn has been the close relationship developed with local residents and other service and community organisations. In 1999 the Brotherhood of St Laurence undertook an extensive community development exercise with the Craigieburn community, seeking to uncover and further develop community initiatives and strengths, called the Craigieburn Community Strengthening Project. The project's final draft report points to many existing and emerging community links and strengths.

In planning a review of the Centre, the Brotherhood of St Laurence recognised that the views and experience of the community must be a key part of the process. In order to meet both the mission of the Brotherhood of St Laurence and best serve the people of Craigieburn and Roxburgh Park it was decided to undertake a focused consultation aimed at planning the future of the Centre together with the communities themselves. The terms of reference for the review were developed and agreed by the Brotherhood of St Laurence in January 2002. They can be found at Appendix II.

Methodology

A starting point for the methodology for this review was recognition of the many consultations and reviews already undertaken in the Craigieburn community and indeed across the entire municipality of Hume. Clearly there was no purpose to be served in repeating those consultations and a strong view existed that many people were tired of providing the same information to different organisations. Time-consuming review processes were felt to divert limited community resources away from the central work of community service. The Brotherhood of St Laurence themselves had already undertaken an extensive community development exercise with the Craigieburn community in 1999 which provided excellent information about the existing issues in the community.

In addition, there was limited time available for this review. The Brotherhood of St Laurence internal planning processes required a final report in April 2002. This consultation needed to be a valid reflection of community information and views, but it also needed to be short and focused upon the key information required for future planning of the Centre program.

As a result, an approach was developed to draw on existing information and seek additional views to expand and develop that information. The approach had three major components. These included a review of all existing reports and literature available about the neighbourhoods of Roxburgh Park and Craigieburn, together with

relevant material about the Hume municipal area and the overall North West Region. A discussion document briefly summarizing all the available information was developed as a starting point for the research. This document and the list of reports and literature consulted can be found in Appendix III.

Together with this literature review, a series of interviews was undertaken with key informants. These informants fell into four categories. They included the staff of the Centre, the present service users of the Centre, key service and community organisations throughout Craigieburn and Roxburgh Park, including those located at the Centre and the wider Hume municipal area where relevant, and particular groups of non- service users identified as important in the two neighborhoods. Standard questionnaires were developed for these different groups, focusing upon their experience of living and working in the area, their experience of the Centre and its present organisation and their ideas about future services for their community and those able to be operated out of the Centre (see Appendix IV). An interview was also undertaken with senior Brotherhood of St Laurence staff in order to elicit their views about the past and future plans for the Centre. In all, 54 face-to-face interviews were conducted and seven confidential surveys were returned (service users were given the option of commenting upon the Centre via confidential survey). A list of the organisations contacted, together with a brief description of each, is included at Appendix V.

Finally a group was brought together for the duration of the research, made up of service providers and community members from Roxburgh Park and Craigieburn. This group, the Critical Reference Group (CRG), met five times throughout the research process to comment on and review the data gathered, discuss the implications and formulate recommendations for the review. A list of the CRG members appears as Appendix VI.

An independent consultant, together with a research assistant and a member of the Centre staff undertook the review. It was managed by the Centre manager and the team reported to the CRG. The draft report was reviewed by the CRG and Centre Staff for accuracy and comprehensiveness. The final report will be directed to the Brotherhood of St Laurence for consideration and action.

Findings

The research took two parts. The major proportion of the review was directed towards gaining a comprehensive view of the two communities of Craigieburn and Roxburgh Park in order to develop recommendations about how the Centre might be organised to serve these two communities in the future. For this first part of the research the consultation process and document review produced extensive data which was sorted by the research team, considered in detail by the CRG and then further grouped and analysed for this report. The second aspect of the research was a limited review of the existing Brotherhood of St Laurence program at Craigieburn in order to develop some recommendations about how this program might be developed to fit with future community needs.

The findings from the research cover these two aspects. Seven major result areas emerged and the findings are grouped under these areas.

1. Demographics

The most striking feature of the demographics of the two neighbourhoods of Craigieburn and Roxburgh Park is the lack of up-to-date and reliable information about how the areas have changed over recent years. Until the most recent census figures are made available in August 2002, the available information is largely confined to projections and estimates from the 1996 census. These statistics do not appear to provide accurate information about these two rapidly changing neighbourhoods. This has been a long-term problem identified in previous studies about the area⁴. The following summaries are therefore presented with some caution.

Hume municipality is projected to have the largest net increase in population of all local government areas in Melbourne in the next 20 years. Craigieburn is expected to be one of the centres of this growth pattern. Currently Craigieburn has an estimated population of 15,948 people and Roxburgh Park has an estimated 10,244 people (Hume City Council, 2002).

The population of Craigieburn is youthful and most residents were born in Australia (77.8% according to the 1996 census). The rest of the population is quite diverse and there are strong indications that the number of people born outside Australia is increasing. The majority of Craigieburn residents are low to middle income earners and in 1996 had a lower unemployment rate (7.9%) than for the city of Hume (11.2%). The most common occupations among the working population in this neighborhood are clerical, sales and service workers. Trends in family type show a small but increasing number of one-parent families (from 8.8% in 1991 to 13.6% in 1996). Most recent anecdotal evidence suggests that family breakdown is increasing, with greater numbers of one-parent families in recent years and many households having blended family arrangements.

The neighbourhood also has an overwhelming majority of houses being purchased or fully owned, leaving a small proportion available for rent.

Roxburgh Park is characterised by a high proportion of young families, with the greatest concentration of population in the 0-4 and 25-34 years age brackets. Roxburgh Park has a smaller proportion of Australian-born residents (69%) than Craigieburn. Anecdotal evidence strongly suggests that the proportion of residents from non-English speaking backgrounds in Roxburgh Park is increasing.

Earnings in Roxburgh Park tended to be concentrated in the middle income bracket and in 1996 there were low levels of unemployment (5.9%). It should be noted however, that the largest employment area for this neighborhood was manufacturing (27.2%), an insecure employment area.

Roxburgh Park has a substantially larger proportion of homes being purchased than the rest of Hume, leaving a very small proportion of accommodation for rent.

⁴The Craigieburn Community Plan, first developed in 1995, had as a key recommendation that the Hume City Council develop or purchase a comprehensive database for use in social planning across the entire municipality, but in particular to address to the rapidly changing demographics of Craigieburn.

2. Community strengths

All the respondents had positive things to report about their communities. In particular people pointed to the beauty of the Roxburgh Park neighbourhood, the parks, environment, the peaceful, quiet area and the additional features like the lakes.

Roxburgh Park has a pleasant environment, safe walkways and plenty of parks.

(Comment from Centre service user)

When people described the strengths of Craigieburn they tended to talk about the community spirit and the community resourcefulness. There was a strong feeling that for many people—particularly those who had lived there for a long time—their work together to develop services in the community, together with the strengths that come from having been a rural community, have contributed to a strong sense of community. While it was acknowledged that not all residents shared this perspective, those that were a part of the community process felt this was a significant asset for the Craigieburn community.

The isolation here has led to community resourcefulness.

(Comment from service provider)

In both neighbourhoods people pointed to the diversity of the communities as a strength, particularly the diversity introduced by different ethnic groups and the mix of rural and urban communities. Respondents identified that many people were moving into the suburbs with high aspirations for themselves and their children which led to community pride and a willingness to engage in activities that captured these aspirations. These included events such as community festivals, community Carols by Candlelight, local sports and recreation activities and community newsletters⁵.

There were diverse services which people in both communities identified as important to them. These included church communities, cultural groups, the amateur theatre society and various other organisations or events. People with young children appear to have the greatest connections into the local services and opportunities in both neighbourhoods.

Both Roxburgh Park and Craigieburn have a range of recreational and community services. Many of these are provided by Hume City Council, others have been developed through community action and some are provided by private and social service organisations⁶. The development planned for both neighbourhoods appears to reflect a strong emphasis upon physical infrastructure, with attention to public spaces, recreation areas, roads and location of community services⁷.

⁵ Roxburgh Park has a local community newsletter called the *Roxy News*, which appears to be a very useful source of community information. Craigieburn has had community newsletters in the past but not at present. This is considered a major gap in the life of the community.

⁶ The *Roxburgh Park Street and Community Directory* and the *Craigieburn Local Business and Community Telephone Directory* both list the community and other facilities available across the two areas.

⁷ See the Craigieburn Strategic Framework and Local Structure Plans, November 1999; Craigieburn Community Plan, 1995; Roxburgh Park Community Plan, 1991.

3. Community issues

Neither Craigieburn nor Roxburgh Park fits the typical description of ‘poor’ communities. Their average income levels, high proportion of people buying their own home and higher than average employment levels, suggest well-resourced communities. The research undertaken for this review however, suggests a more complex picture, one of hidden needs and particular areas of vulnerability and marginalisation.

There appear to be four factors that are critical for understanding the nature of vulnerability and marginalisation in this community, all related to some degree to the location and development of the Craigieburn/Roxburgh Park areas. The first relates to **isolation and access**. Respondents identified an overall feeling of isolation among newer community members in both neighbourhoods. People talked about the long time it took to travel anywhere and therefore the feeling they had of being cut off from services and other activities. There was a view that for established community members Craigieburn, and to a lesser extent, Roxburgh Park, offered many contacts and social supports. For others however there was a strong sense of isolation from the immediate community and long distances from the city or their other contacts.

*In Roxburgh Park the geography is socially and culturally isolating. The newer areas are more isolated and there is a lack of community spirit.
(Comment from service provider)*

In addition there was a perception from service providers of a hidden poverty, related to lack of access. People in both communities often don’t qualify as beneficiaries for many established services and despite living with few cash reserves and facing other pressures, they are unable or unwilling to access traditional ‘welfare’ type services.

A second issue identified by respondents was the **high financial commitments** of residents in both neighbourhoods, mostly related to mortgage repayments. Many new residents appear to have utilised the recent Government New Home Owners’ Grant to enable them to move from rental to home purchase. These people have little spare cash and are very vulnerable to increases in interest rates. In addition, the location forces many families into buying two cars, further stretching their available resources. The employment situation for residents is often insecure, with people working in industries subject to downtimes and/or downsizing due to market fluctuations.

*People have huge disabling financial commitments.
(Comment from service provider)*

*People are massively financially committed and they extend the mortgage to get two cars. These financial commitments tend to prohibit spending on educational and medical services.
(Comment from service provider)*

The respondents suggested that increasing stress among residents was leading in some cases to family breakdown, with accompanying pressures about housing and child support. As reported above, there is some suggestion of both Craigieburn and Roxburgh Park having increasing numbers of blended families as marriages break down and people move into new family arrangements.

Services located in both neighbourhoods report increasing requests for emergency assistance and for financial counselling.

The most calls we get are from people on low incomes, desperate for loans or financial counselling. Sometimes they need housing. We refer them to Dianella [Community Health Service] because they have an emergency relief fund.

(Comment from service provider)

There is a very strong view throughout both communities that **public transport** is very inadequate and has failed to keep pace with needs and the development of the communities. All respondents pointed to the lack of adequate rail services—a problem identified many times in the past ten years as a critical issue for people living in Craigieburn. Government responses have included some improved bus services, but the rail service remains inadequate for present needs and certainly inadequate for the projected needs of both neighbourhoods in the future. In particular it was identified as an issue for the elderly, the young and others who are socially isolated because of young children or health problems.

Perhaps the most significant is the impact inadequacies in one service sector [have] on the demand for, and method of operation of, other services. This is particularly relevant for transport. For example, the socio-demographic characteristics of the population suggest potential demand for a range of services. However the added impact of geographic spread, limited public transport services, heavy reliance on buses and difficulties associated with physically accessing buses (particularly for people accompanied by small children, carrying parcels, using prams, frail aged and people with mobility impairments) creates a barrier in terms of utilizing the services and facilities which exist or which may be proposed. (Craigieburn Community Plan, 1995).

It was also noted that the linking of the two neighbourhoods of Roxburgh Park and Craigieburn would be greatly facilitated by a bus service operating between the two areas.

People also identified many other **gaps in social services**. These included inadequate health services (lack of specialist services, especially mental health services; lack of female GPs; lack of low-cost dental services; lack of after hours services)⁸, lack of shopping areas and choices of shopping (which contributes to higher prices), inadequate child care for parents working and studying or for respite care⁹, not enough high schools¹⁰ and the lack of low-cost housing.

There are lots of newborn babies; the pressure on child care places will increase.

(Comment from service provider)

⁸ At present Craigieburn has four GPs servicing a population of approximately 15,800 and Roxburgh Park has four GPs servicing a population of approximately 10,500. On expected service levels of 1 doctor per 1500 people, the combined area should have at least 17 GPs for the population. None of these GP services is available after 7pm on weekdays.

Similarly, there are two pharmacies instead of the required six. There are 3.5 maternal and child health nurses instead of the required 4.5. There is one dentist to service Craigieburn.

⁹ The Craigieburn Family Day Care Scheme reports waiting lists of up to 60 families.

¹⁰ More than 40 per cent of high school age children travel outside the area for their education.

People also pointed to a poverty of community 'location'. There is nowhere in either neighbourhood for people to 'sit and watch the world'; no space where people with limited income can be part of the community action.

There is no centre of activity, nowhere to sit and watch and be part of the action.

(Comment from service provider)

The overwhelming picture that emerges from the research data is of communities with many assets, yet where for some people, distance, limited cash and insecure or unreliable employment, together with lack of services, create a stressful and marginalised existence.

4. Identified groups

Together with this picture of the vulnerability across the community, various groups were identified as having particular needs, which were not well met by existing services and community facilities. These included the youth, the elderly and the various ethnic groups living across the two neighbourhoods. It also included the needs of people with young children, especially parents who are working.

The issue which elicited the most comments from respondents overall, focused on the **youth** of the community. Both Craigieburn and Roxburgh Park have a high proportion of their population in the 'youth' category (10-24 years)—24.8% and 16.8% respectively in 2000 (according to projections from the 1996 census)—compared with the Melbourne average of 13.1% for the same year¹¹. Because of their numbers, the young people of Craigieburn and Roxburgh Park are a visible population. They are also considered by many respondents to be a vulnerable population, at an age where a lack of resources and activity opens them to other problems. The most frequent comment made about young people was about the lack of facilities and programs directed to them.

There is nothing for kids to do if they are not into sport.

(Comment from numerous community members and service providers)

People felt that there was nowhere for teenagers to go (compounded by poor public transport) and insufficient local programs or activities. The programs that do exist have a mixed record of success in attracting young people, with some groups being well served and many others choosing not to utilise community programs. Perhaps most significant was the strong anecdotal evidence that young people are suffering from the pressures upon their families due to limited incomes, isolation, family breakdown and other stresses. There is a sense of alienation developed between many young people and their local area, compounded by lack of services and adequate education and employment opportunities¹². The picture is one of increasing need for supports for young people to cope with changing life circumstances. There appears to

¹¹ Source: Australian Bureau of Statistics (ABS) (2000), *Population by Age and Sex, Victoria*, Cat. no. 3235.2, ABS, June figures.

¹² This issue has been identified through many consultations conducted across the area over the past 10 years. One of the latest, the Craigieburn and Roxburgh Park Strategy Plan, completed in 1998 for the Hume City Council, identified up to 60 per cent unemployment among young people, together with high rates of alienation and boredom.

be a need for existing youth focused service providers (including schools, police and youth workers) to work together to better explore the needs of young people.

Closely related to the problems of lack of services for young people are concerns of some respondents about the problems of under-age drinking and illegal drug use. Other people pointed to a problem of vandalism in the community and a perception that the neighbourhoods are becoming unsafe and that crime is increasing—again, in large part, related to a failure to accommodate the needs of young people.

*There is escalating violence in the area.
(Comment from resident)*

These views contrast with the reports from the local police, that vandalism is no greater a problem in Craigieburn and Roxburgh Park than elsewhere in Melbourne, and also that the two communities are largely law-abiding with lower rates for property damage than other areas of Melbourne¹³. Age-specific figures were not available for offenders in the area, but it appears that despite the higher numbers of young people they are not contributing to a higher crime rate. It seems that people have a view about the problems of young people, which might not be related to the actual situation, especially compared with other neighbourhoods across Melbourne.

This difference suggests that the community needs more information about what is happening in their neighbourhood, especially in order to lessen unwarranted fears and unjustified prejudices. In the absence of this information, community views develop which may be inaccurate and which may increase community feelings of isolation and vulnerability.

Some respondents also identified **elderly people** as a group with special needs in the community. People considered that there were insufficient services for elderly people, especially transport, housing, medical and recreational services.

*In this society I feel invisible.
(Comment from elderly resident)*

Further research suggested that this perception might not be entirely accurate, with various programs and services operating for some older people in the community. There appears to be a lack of information for some members of the community about what is available. In addition some older people have particular problems with mobility and transport which make it difficult for them to make use of existing services.

Respondents also pointed to the growing number of people moving to both Craigieburn and Roxburgh Park from **non-English speaking backgrounds**. While there is no accurate data about the actual numbers of people from different ethnic backgrounds, nor clear information about the diversity of ethnic groups, respondents reported a strong view that people from diverse language groups were increasing in both neighbourhoods. This was supported by information from the Migrant Resource

¹³ The available figures show that Craigieburn and Roxburgh Park has an overall rate of reported offences of 5.5 per 100 people in 2000-01, down from 5.7 in 1996-97. The overall metropolitan rate is 13 offences reported per 100 people and nearby areas of Broadmeadows and Campbellfield show much higher rates (14.6 and 24.7 respectively). Source: Statistical Service Branch of Victoria Police.

Centre, which predicted an increase in migrants moving to the area in the next two years.

The striking feature of the ethnic groups across the community is the diversity. There are significant populations of people from the Philippines, Sri Lanka, Turkey and Italy, but also smaller groups from diverse communities such as Cambodia, Somalia, India and Croatia. According to the 1996 census, there are 506 indigenous Australians in Hume (0.4%) and 101 Torres Strait Islanders (0.1%); however anecdotal evidence suggests that these numbers have grown significantly in Craigieburn and Roxburgh Park.

While there was not a suggestion that increasing ethnic diversity was itself a problem, the extent of diversity makes it difficult for established services to ensure accessibility. It appears that some ethnic groups and individuals may be very isolated within Roxburgh Park and Craigieburn.

There are growing culturally specific needs. There are more people from multicultural backgrounds and the majority appears to be on low or limited incomes.

(Comment from service provider)

Specific groups may also bring with them particular problems. The Migrant Resource Centre pointed to a growing problem of women arriving in Australia on spouse visas, which limit their access to services and tend to limit their willingness to seek assistance for problems such as domestic violence. From another perspective there is a reported rise in harassment of some identifiably different ethnic people in some parts of the community. There is a need for greater understanding across the community about specific needs and also for building of community links to include new ethnic groups. While various services are concerned about the issue and the Hume City Council have identified the area as one requiring more attention, this consultation was not able to identify any specific plan to track the diversity, develop services and ensure the celebration of diversity across the neighbourhoods.

Finally the research pointed to a growing population of **young families** in both Craigieburn and Roxburgh Park. Of itself this could be understood as a strength of the community, with the needs and interests of parents able to link them into various community services and opportunities. However the research also identified that services for families are stretched—particularly child care, preschool and playgroup services. The Brotherhood of St Laurence Family Day Care program alone has a waiting list of approximately 50 to 60 families requiring care¹⁴ and other families report a shortage of available centre-based places.

In addition respondents pointed to inadequate medical services and poor public transport as problems particularly impacting upon families with young children.

¹⁴ It should be noted that the Brotherhood of St Laurence Family Day Care scheme actually has funding allocation to expand the number of places beyond the current level of approximately 300 families, but is unable to do so due to lack of available carers.

Finally many respondents noted the few family support or family counselling services available—another issue which has been identified in previous reports¹⁵.

5. Social planning and implementation and community development

The picture that emerges from the review of strengths and problems across the two neighbourhoods is one of insufficient services devoted to further development of the community. This is complicated by the lack of accurate data about the demographics of this rapidly changing area.

Respondents had many comments about the overall social planning for their area. While there was some feeling that the newer development in Roxburgh Park had been better planned, with particular expectations placed upon developers¹⁶, there was also a concern that both areas are not well served by their government representatives in terms of implementation of social plans.

In Craigieburn, in particular, people pointed to the expected increase of up to 30,000 new residents in the next ten years (tripling the existing population) and the fact that already services are stretched to meet present needs. There is no single source of these problems: Craigieburn appears to suffer the consequences of a range of government decisions about funding priorities and areas.

In summary, these services and facilities provided in Craigieburn are typical of those available in most communities of around 10,000. The concentration appears to be on recreational facilities and services directed at 'mainstream' society. The vast majority are providing essential services and are struggling to keep pace with existing demand. Consequently, most are reactive in nature addressing problems that exist rather than attempting to prevent problems from emerging. Overall, they reflect Government funding guidelines and availability. There is limited private sector involvement and heavy reliance on Local Government and a core of concerned and energetic citizens in fostering new services or program development. (Craigieburn Community Plan, 1995)

Independent evidence appears to support the view that existing services are inadequate for present needs¹⁷.

*Craigieburn has been ignored by governments on all levels.
(Comment from resident)*

¹⁵ The Craigieburn Community Plan (1995) identified the lack of family counselling and mediation services as a critical gap that required attention in the immediate future. There are now less family counselling services available across the neighbourhood than at the time of that report.

¹⁶ This perception has also been identified in research commissioned by the Hume City Council (see Craigieburn and Roxburgh Park Strategy Plan). It is evident that the initial planning for Roxburgh Park, undertaken by the Urban Land Authority, was far more comprehensive than anything which had been available to the Craigieburn area, bringing together the responses and input of a range of government departments and service providers (see Roxburgh Park Community Plan, 1991). It was not possible to assess during this research what specific differences this early planning had made to the development of Roxburgh Park, but the neighbourhood is already better served in many areas than Craigieburn, despite having only two-thirds of Craigieburn's population.

¹⁷ As noted the area already has insufficient medical services, inadequate public transport, inadequate childcare and inadequate services for young people and possibly for older people and for the growing diverse ethnic population. All of these issues were identified in the Craigieburn Strategic Plan, 1995.

In Roxburgh Park there was a view that while developers were including some important amenities in their development, it was not certain that services would be maintained or further developed as required.

*In Roxburgh Park, the issue is, once the developers leave, is the Council able to deliver the amenities that residents believe they are entitled to?
(Comment from resident)*

The Hume City Council has the mandate for social planning and development for the community. The Council Community Services Strategic Statement states:

Priority attention will be given to:

- *the planning of community services for new residential communities*
- *monitoring the changing demographics in established neighbourhoods*
- *attracting community service agencies to respond to needs for all ages*
- *targeting services to communities which are most vulnerable*

(Hume City Council, 2001a)

The Council Social Justice Charter identifies the following key target areas for Council action:

- employment
- education
- housing
- transport
- cultural and linguistic diversity
- disabilities
- addictive disorders
- loneliness

(Hume City Council, 2001b)

It would appear therefore that the City Council has a particular area of responsibility related to social planning and monitoring of implementation, that intersects very clearly with the identified needs of Craigieburn and Roxburgh Park. However a common view among respondents was that while Council and indeed other levels of government have undertaken some extensive planning, they have not been able to deliver all the required services. There is real concern that neither local nor state governments will be able to address adequately the range of community needs for Craigieburn and Roxburgh Park in the future, especially given the projected high rate of growth in the area.

Respondents also noted that the community development role undertaken by various service providers in the past has decreased, with community development workers no longer employed at the Health Centre or by the Brotherhood of St Laurence. Many respondents suggested that increased or improved community development was required in Craigieburn and Roxburgh Park.

Clearly community development is happening in both neighbourhoods. Community action has been a characteristic of Craigieburn, and Roxburgh Park has an active Residents' Association. New community development has to build upon these

established processes and community strengths. Yet many respondents suggested that more support is required.

There appeared to be different understandings among respondents about what community development would mean in this community. Some people want to see some **better communication and coordination** between existing services, with additional community development staff employed to work within services, taking up overall community issues and improving the combined weight of organisations acting together. There is a number of services operating in both neighbourhoods (Appendix V describes the organisations contacted for this research). Many of the services are targeted at specific groups or concerned with specific types of service provision (ranging from child care to adult education to counselling). Most are also active within the community, lobbying for increased social services and increased access for people¹⁸. Their work would be greatly enhanced by the addition of dedicated workers who could coordinate the actions and communications between organisations.

Networking is critical for community development, creating an understanding between different groups.

(Comment from service provider)

Other respondents appeared to understand community development as more closely related to direct advocacy and social planning itself—either taking over some of the functions of local and other levels of government or **advocating** to ensure that they undertake their social planning responsibilities more effectively. This perspective saw community development as drawing together the existing community and organisational actions and interests to more effectively lobby government and others.

[The BSL] Centre should have the role of encouraging and facilitating groups to take on an advocacy role.

(Comment from service provider)

Finally, the majority of respondents tended to see community development as a process of **linking** people into existing services and linking people within the community to each other. There was a view that the community required increased social development between groups and people, with a special emphasis upon the improving the link between people living in Roxburgh Park and those in Craigieburn.

Community services here lack promotion. I don't have children and therefore I don't have a link to many community services.

(Comment from resident)

There is a sense that newer residents need to be consulted and there is a need for community development work. There is a sense of isolation and the need to network with other young families.

(Comment from service provider)

¹⁸ The Craigieburn Combined Agencies Network meets monthly to discuss issues and action as a combined group of service providers.

6. The Centre

The Centre managed by the Brotherhood of St Laurence is located in Craigieburn, but designed to serve the communities of both Craigieburn and Roxburgh Park. Respondents were asked to consider the services and management of the Centre in light of their comments about the neighbourhoods more generally, identifying the strengths and problems of the Centre as it is and how it could be further developed to better meet the needs of the community. The following is a summary of those responses.

Centre strengths

The Brotherhood of St Laurence Centre was considered by those respondents who had contact with staff or services there to be a well located, convenient, supportive and well run service. The service was described as proactive, rather than reactive, intervening early to help people (this description was particularly applied to the Family Day Care program). People made particular mention of the playgroups and the facilitation of local community network meetings as a strength of the Centre. Others also mentioned the willingness of the Centre management to accommodate community groups and provide space for other organisations.

*I feel comfortable at the Centre. I feel understood and safe.
(Comment from service user)*

Building and access

Respondents commented about the central location of the building and also that it is well designed for some activities (especially the combination of office and play areas). Other suggested that the building could be improved and made more user friendly¹⁹.

The most repeated comment made about the Centre was that it was not well known enough in the community of either Craigieburn or Roxburgh Park.

*I have had no contact with the place. I don't know what happens there.
(Comment from resident)*

Respondents made two different sorts of suggestions about access to Centre services. One approach was to suggest that the Centre should clarify the services it offers and make them widely known in the community. The other comments revolved around the stigma associated with helping services, especially in a community such as Craigieburn and Roxburgh Park where people don't identify themselves as needing 'welfare' type services. It was suggested that the Centre needed a 'hook' such as community groups or education classes to attract people into the Centre, so they could then utilise other services. It was also recognised by some that the Family Day Care program to some degree provided this 'safe' entry point for people into the Centre.

¹⁹ Suggestions included moving the entrance to face the general reception area, expanding some rooms, particularly the meeting rooms, creating a more welcoming entrance hall and providing a path through the garden from the car park.

Existing services

The Brotherhood of St Laurence manages three services at the Centre—a Family Day Care program, a counselling service and a No Interest Loan Scheme. There is also a receptionist employed for the whole Centre who plays a very important role as a community reference and advice person, linking a range of inquirers to other services. The Brotherhood of St Laurence also locates the coordination of its Community Care Packages (Northern) at the Centre, although this program services three municipalities. Information about the reach and operation of each of the main services was sought for the purpose of this research.

Family Day Care

The Family Day Care (FDC) program has been in existence since 1980. During that time it has undergone several changes in geographic focus and at least three major changes of auspice agency. Until recently the auspice agency had been the local community health service. With the changes to community health introduced under the previous State Government, the management committee of the health service was dissolved and therefore unable to continue management of the service. In 1996 the Brotherhood of St Laurence agreed to bring the FDC program into its range of services. The program is fully funded by the federal government, but the auspice of the Brotherhood of St Laurence has allowed it to develop in response to the needs of the care providers and the parents. The service is known for being very responsive and providing connections between community members.

The present FDC scheme has 73 care providers, caring for 493 children or 305 Equivalent Full-Time Children (EFTs) from 321 families. While the program has the capacity in its funding agreement to expand to accommodate up to 400 EFTs the shortage of care providers in the area has limited this expansion. Presently the program has a waiting list of 50 to 60 families.

The program serves families from Craigieburn and Roxburgh Park (60 per cent of children come from these two neighbourhoods), as well as Meadow Heights, Broadmeadows, Coolaroo, Dallas, Campbellfield, Greenvale, Attwood, Gladstone Park and Tullamarine.

The program conducted a parent and carer survey in 1999 to examine the strengths and weaknesses of the scheme. Strengths identified by parents included the quality and flexibility of care provided, the home environment made available through this type of care and the administrative support and overall coordination of the scheme. Negative responses were few, with the greatest concerns being about lack of choice about the care provider and the lack of relief care providers.

Positive aspects identified by care providers particularly included the coordination and support offered by staff and management and the opportunity to work from home. Negative aspects related to the pay and conditions of this type of work. Overall, people were very happy with their employment by the scheme.

The present research found similar responses from both parents and carers. Carers appreciated the way the program was managed and able to flexibly meet their needs. The parents commented upon the high quality of the staff and care providers. External

organisations reported that the program is held in very high regard throughout the community and appears to benefit from the independent auspice of the Brotherhood of St Laurence. The program has been able to be flexible and responsive to community need, going beyond provision of FDC to network with other services and encourage service users to use other programs.

No Interest Loans Scheme

The No Interest Loan Scheme (NILS) has been operating since 1995 in Craigieburn. It is managed by the Brotherhood of St Laurence and is part of the Victorian network of NILS. The present coordinator has adapted the scheme for local conditions—for example, introducing loans for car repairs in recognition of the critical role of transport in this community.

In 1999 the NILS undertook a service user consultation. Results from this consultation indicated overall satisfaction with the scheme. In particular respondents reported that the staff were ‘helpful’ and ‘knowledgeable’ and that overall their experience with the scheme was ‘easily understood’ and one they described as ‘accessible’, ‘convenient’, ‘supportive’, and ‘cooperative’.

Suggestions for change revolved around increased advertisement of the scheme and a reduction in time for loan approvals to be made.

The present research found a similar level of satisfaction with the scheme and with the Centre overall, by NILS service users.

The NILS is a small service that cannot meet the many and varied financial needs of the community. Presently there are 28 loans to community members and no more available at this time. There is currently a problem with repayment of loans and its capital base has been eroded. The Manager of Income Support for the Brotherhood of St Laurence believes that the program is isolated within the Centre’s services and requires more planning and resourcing if it is to be useful within the community. She also reports that the scheme could be expanded to surrounding areas, but not without consideration of its place within the overall Brotherhood of St Laurence and Centre program.

More generally there was a response from other community service providers that NILS had met an important need, but there was also a pressing need for other related services such as financial counselling and emergency relief.

Counselling service

The counselling service managed by the Brotherhood of St Laurence at the Centre has one staff member employed half-time. Another counsellor was employed but she has recently left and has not been replaced.

The counselling service worked with 35 people in the last six months of 2001. The majority of clients came from Craigieburn, although the counselling service is available for people from all surrounding areas. Most service users are women and most people attend because of concerns about relationship issues, parenting issues and dissatisfaction with self or quality of life.

The service has a waiting time of up to eight weeks. Other community services report an increase in request for counselling since the additional counsellor left.

The counselling service appears to meet a need in the community. Respondents agreed that counselling was required for people, especially families. There was some suggestion from other service providers that the counselling service could be more usefully developed as a community-based family support service rather than focusing on individual counselling.

Community Care Packages Program

The service aims to provide support to frail older people and their carers. The service assists people on low incomes to remain at home for as long as possible. As it currently extends beyond the immediate neighbourhood, serving three municipal areas, detailed consideration of the program was beyond the scope of this report.

Centre development

Respondents had many suggestions about how the services at the Centre could be further developed. These suggestions appeared to fall into four overall categories.

Many people proposed that **more services** should be supplied at the Centre. Suggestions included financial counselling, legal advice, parenting programs and youth services. Other respondents pointed to a particular need for more integrated family support services.

Other people suggested that rather than increase the services at the Centre, the present program should be developed to allow **more integration and linking** with other services, especially those located in Roxburgh Park. It was suggested that services could be co-located at the Centre and that existing Centre services such as family day care could also have an outreach service in other locations such as the Homestead Centre in Roxburgh Park.

Other people proposed that the Centre should expand its orientation to allow **more room for other community activities**, particularly those serving the general community. Suggestions included providing space for a Craigieburn community newsletter project, opening a room for displays of art from different cultural groups and running general interest groups.

Finally there were suggestions that the Centre should be reoriented towards a **community development focus**, moving away from direct service provision towards broader community linking and community action.

Many respondents wanted to see some combination of some or all of the above.

Centre management

Respondents were asked to comment about the auspice provided by the Brotherhood of St Laurence and how the Centre should be managed to ensure that it was most responsive and useful for the community in the future.

Overall people wanted to see more community participation in management. They wanted to retain the Brotherhood of St Laurence involvement and their direct administration of the Centre, but to open up the mechanisms for community consultation and community engagement.

People were not in favour of a community committee of management for the Centre at this time, nor even of a regular advisory committee. People wanted creative and regular ways to participate in the ongoing planning for the Centre that moved outside the restrictions of one representative group. Suggestions were made about community forums, service user feedback and more contact between senior staff from the Brotherhood of St Laurence and community members on a regular basis.

Some respondents suggested that if other agencies were to be invited to co-locate at the Centre then they should also be part of a management structure, but that the Brotherhood of St Laurence should not withdraw from management at this time.

7. The Brotherhood of St Laurence and the community

While comments were not specifically sought about the Brotherhood of St Laurence itself, many respondents chose to talk about the organisation.

Comments were varied. Some people felt that the Brotherhood of St Laurence was not well recognised in the community and/or it was associated with the stigma of being a 'welfare' agency. Other people felt that the Brotherhood of St Laurence was well known and respected and that its presence in the community added an important weight to the community service.

As noted above the most common response was that the Brotherhood of St Laurence was not based in the community and therefore needed to be involved in some form of regular consultation with the community to ensure its relevance to both Craigieburn and Roxburgh Park.

The Brotherhood of St Laurence has drawn extensively from the experience of the Centre program in the development of research reports and for the piloting of new community development programs. The Brotherhood of St Laurence also now has considerable experience of working in Craigieburn and surrounding areas and has been able to try various types of service models. A question which arose during this research was about what the Brotherhood of St Laurence had learned over its years of working in Craigieburn and how this knowledge could be used to inform and benefit future service development. The research was unable to uncover documented learning of this type, although individuals have useful knowledge and information.

The Brotherhood of St Laurence is considering all its services in light of the newly developed Vision and Mission (see Appendix I). According to this Vision, services funded and managed by the Brotherhood of St Laurence should be concerned with the eradication of poverty in Australia. They should also seek to demonstrate additional influence and impact beyond the immediate service delivery. Finally they should be community linked. All of these directions have implications for the Centre program.

From the perspective of the Brotherhood of St Laurence, there are no new resources to dedicate to expanding programs or adding services in any region. Rather the

Brotherhood is aiming to have programs become more sustainable, either attracting funding from other sources or operating within an enterprise model to become self-funding in the longer term.

Finally, the Brotherhood of St Laurence are looking to have more integrated planning for their services. The Centre program has suffered from little long-term planning input from the Brotherhood of St Laurence. The Brotherhood of St Laurence see that changes in the program will take time, but would like to develop a plan for the Centre that will give some guidance to its further development over the coming years.

Discussion

The research, while short and focused, has produced a wealth of information and views about the two neighbourhoods of Craigieburn and Roxburgh Park. While many different perspectives were offered, common themes emerged, allowing relatively easy grouping of results.

The picture that emerges is of two vibrant neighbourhoods with many strengths, histories of community action and achievement and with enormous potential as diverse, spacious and growing communities.

On the other hand there is also evidence that for some people the experience of living in Craigieburn and Roxburgh Park is one of marginalisation and vulnerability. This is due not to one factor but a combination of issues that compound together, often in a hidden way, to create a situation that leaves people exposed to personal and family poverty. These factors include isolation and lack of access, precarious financial arrangements and insufficient services, especially public transport. The situation matches other research undertaken by the Brotherhood of St Laurence about the experience of poverty in outer metropolitan areas²⁰. Some groups in the community appear to be particularly vulnerable to this situation. These include older people and people with young children who have recently moved into these areas.

In addition the research noted that the communities of Roxburgh Park and Craigieburn were diverse, which can be considered a strength. Due to insufficient community linking and community information, however, there was some danger of barriers being formed between groups, separating them and limiting their opportunity for access to the community. Young people are characterised as a 'problem' group in the community. Some people from non-English speaking backgrounds are very isolated and in some cases the victims of racial harassment. The community links in

²⁰ A Brotherhood of St Laurence report about poverty in outer metropolitan Melbourne (Taylor & Jope, 2001) found:

Experiences of the people we spoke to are diverse: some people feel isolated and trapped, others appreciate a sense of community and place, most experience reduced social participation. Transport availability is a key factor in their participation: limited access to public or private transport restrains many aspects of life. Access is limited both by insufficient public transport in outer areas and by inability to afford existing public transport of adequate private transport...Low income itself is a key factor underlying all these issues, limiting choices which might otherwise be available. (p.2)

this area are under some strain. The community requires greater development and connection in order to ensure the inclusion of all members.

The research suggest that the two factors which need greater consideration in this community are those of improved social planning and effective implementation of existing plans, and increased community development. Many services are required, but rather than focus upon increase in services alone, this research suggests a more realistic starting point is to build community links and break down misinformation and barriers. From this flows increased attention to social planning leading to action for services and amenities.

The Brotherhood of St Laurence Centre is ideally placed to act a focus for community linking between Craigieburn and Roxburgh Park and for development and advocacy work. The Centre is located between the two communities. It has a reputation as being community focused and it can draw on the strength and experience of the Brotherhood of St Laurence to assist in the assessment of the poverty and vulnerability of people, developing its approach both to community development and to lobbying for more effective social planning and implementation.

The services presently operating out of the Centre are not of themselves sufficient to address issues of community development and advocacy for social development. The FDC scheme offers a base for community linking. It attracts a wide range of community members for a non-stigmatised service and therefore increases people's access to the Centre in general. On the other hand, the NILS program meets an important need but is a very small response to a much larger problem of precarious financial experience across the community. Likewise the counselling program is well used but hardly touches a much wider need of marginalisation, vulnerability and isolation. This suggests that the Brotherhood of St Laurence program could be further developed to better meet present community needs. To this end it needs to be better known in the community and also may require a different combination of services. The Centre requires a strategy to open it up further to community members and also to provide services which will meet community needs in the most effective way.

Other services are interested in co-location at the Brotherhood of St Laurence Centre. These include the Migrant Resource Centre, Orana Family Services and Anglicare. Present co-location arrangements appear to work well and could be further developed. On the other hand some organisations in Roxburgh Park are also keen to have a Brotherhood of St Laurence presence in their building. There is a view that if the Brotherhood of St Laurence program is to be relevant to all sections of the community it needs to be seen and known in more spaces than the Centre alone.

Community members are keen to see the Brotherhood of St Laurence remain in Craigieburn and Roxburgh Park, but also keen to have more direct engagement in both the management and planning for the Centre. The community representatives consulted for this research want to see the Brotherhood of St Laurence become more closely connected to the community concerns, able to both contribute their expertise and learn from the experience of the community. There are clearly a number of strengths in this community, which could fit the Brotherhood of St Laurence interest in building enterprise and sustainability. At them same time, community members' experience of isolation and marginalisation speaks directly to the Brotherhood of St Laurence concern with poverty within communities.

Recommendations

In light of the findings six recommendations are offered for consideration:

1. In light of the community potential and social needs identified in this research, it is recommended that the Brotherhood of St Laurence retain a program in Craigieburn and Roxburgh Park, building upon its knowledge of poverty and the strengths and experience of the community, to ensure a program which is targeted at meeting the needs of marginalised and vulnerable people across the two neighbourhoods and beyond.
2. It is recommended that the Brotherhood of St Laurence Centre be more widely advertised across the community, with an emphasis upon increasing access and use of the Centre.
3. It is recommended that the Brotherhood of St Laurence give consideration to redeveloping its program at the Centre, to place a greater emphasis upon community development and advocacy for more effective social planning. This could be achieved through a combination of some change to the Brotherhood of St Laurence services, increased strategic location of other services in the Centre, providing some existing services through locations in Roxburgh Park and some encouragement for community activities to be located in the Centre. Such a direction will require active partnership with other organisations, especially the Hume City Council.
4. It is recommended that given the understanding of issues related to marginalisation and vulnerability within the community the Brotherhood of St Laurence program take a 'whole of community' approach, with a special focus upon families with young children and people from non-English speaking backgrounds.
5. Given the emphasis upon sustainability within the Brotherhood of St Laurence vision, it is recommended that a plan be developed for the long-term future of the Brotherhood of St Laurence Centre, with consideration given to greater enterprise and sustainability within the service.
6. It is recommended that the Brotherhood of St Laurence develop a process for regular consultation with the community about the work of the Centre, based upon a transparent and time limited plan, through mechanisms which are accessible and empowering for both parties.

Where to from here?

This report has identified a number of areas of concern and of potential for the communities of Craigieburn and Roxburgh Park. It offers six recommendations for action to the Brotherhood of St Laurence, in response to the community views about their needs and what the Brotherhood has to contribute to their future development.

The communities and workers of Craigieburn and Roxburgh Park have been very generous with their time and ideas in the preparation of this report. The Brotherhood needs to respond to the report quickly, enabling this process to move towards one that further builds community participation and engagement. Towards this end there appear to be four immediate steps to be undertaken. It is suggested that:

- The Brotherhood clearly identify the level and distribution of resources (including identification of staff and responsibilities) that they will make available to the Centre for the next 12 months and beyond.
- The Brotherhood identify a plan for further exploration and development of the ideas raised in this report over the next twelve months.
- The Brotherhood develop and share the process they will use for ongoing community consultation with the people of Craigieburn and Roxburgh Park for the immediate future and beyond.
- The Brotherhood outline the range of programs and new community and enterprise initiatives that they are considering piloting in their work and how the Craigieburn and Roxburgh Park areas could be a focus for some of these initiatives.

These steps could be reported in some public forum (through a public meeting or through a written communication) to all interested community members and services providers, as a final step in this consultation process.

Appendix I: The Vision of the Brotherhood of St Laurence

Established during the Great Depression, the Brotherhood of St Laurence was the vision and creation of Fr Gerard Tucker, a man who combined his Christian faith with a fierce determination to end social injustice. The BSL has developed into an independent organization with strong Anglican and community links. Today, we continue to fight for an Australia free of poverty.

The Vision

Australia free of poverty

The Brotherhood of St Laurence will work with others to create

- an inclusive society in which everyone is treated with dignity and respect
- a compassionate and just society which challenges inequity
- connected communities in which we share responsibility for each other
- a sustainable society for our generation and future generations.

In working towards an Australia free of poverty, we recognise the indigenous custodians of this country. We are committed to understanding the effects of the dispossession of indigenous Australians and to achieving reconciliation.

How we do it

❖ *Ensure that what we do for one we do for many*

Wherever we work with people who are disadvantaged or excluded, we will use what we learn to improve the situation for others. We will share our service, research and advocacy experience to bring about change towards a more inclusive society.

❖ *Establish the eradication of poverty as a national priority*

We will establish the eradication of poverty as a primary objective for all governments and communities in Australia. Our work will be principally informed by the experiences of those who are disadvantaged, but we will seek to involve all people in establishing this national priority.

❖ *Promote a movement for social change*

In partnership with others, we will promote a movement for a just and compassionate society. Within our workplace, we will develop models of service provision, leadership and participation that embody our values and aspirations.

❖ *Support a sustainable society*

In keeping with our global responsibilities, we will work towards a society that balances social, environmental and economic benefits. In all our work, we will contribute to change that supports communities, protects the natural environment and promotes good governance.

Appendix II: Terms of reference for Brotherhood of St Laurence Craigieburn Centre consultation and planning

January 2002

Introduction

The Craigieburn Centre is managed by the Brotherhood of St Laurence and home to various Brotherhood funded services, including Craigieburn & Districts Family Day Care Scheme, No Interest Loans Scheme (NILS) and family and personal counselling services. It is also the base for other programs including the Craigieburn Emergency Response Team, Burners Playgroup, Anglican Youth and Family Mediation Services, Craigieburn Historical Interest Group and Triple 'P' Parenting Program.

This consultation and planning process is being undertaken in order to develop the services and use of the Craigieburn Centre so that it best meets the needs of the local community.

Objectives of the research

The aim of the consultation is to ensure that the Craigieburn Centre is best organised and managed to meet the emerging needs and potential of the local community. The specific objectives of the research include the following:

- To undertake an informed consultation process about the potential development of the Craigieburn Centre
- To document the achievements of the Brotherhood services located at the Craigieburn Centre
- To develop a strategic plan for the future of the Craigieburn Centre which ensures its relevance to and service for the local community.

Background to consultation

The Brotherhood of St Laurence has recently rewritten its Mission and Vision and is in the process of a broad strategic planning process. Services managed and funded by the Brotherhood need to be reconsidered in light of the new emphasis and expanded vision of the organisation.

In addition the services at the Centre have recently undergone some change, with staff leaving. New organisations have approached the Centre to inquire about locating at Centre and about developing new services in the area.

Finally, there are new housing developments and transport routes begin opened up which will impact upon the community, creating new needs and offering new potential for development and growth in the community.

In light of these developments and others the Brotherhood consider it timely to consult with the community and locally based organisations and service providers to explore how the Craigieburn Centre can best be developed to serve the needs of the community for the future.

Consultation process

It is proposed that the consultation process will be timely and focused. The Brotherhood would like to develop a new strategic direction for the Craigieburn Centre together with service users and service providers, within the first half of this year. To that end, data collection and analysis needs to be undertaken rapidly, in the most comprehensive manner possible.

Methodology

The methodology for the consultation will be in two parts. The first part will consist of a review of existing documentation and community information that provides information about community needs, strengths and interests. This existing information will be summarised into a short discussion paper.

The second and major part of the consultation will consist of consultative discussions with four major groups, using the discussion paper as a beginning point, to explore the possible directions and roles for the Craigieburn Centre. The four groups to be consulted include the following:

- Existing service users
- Staff of services located at the Centre
- Organisations which utilise the Centre at present
- Other community service organisations located in the surrounding area

Some effort will also be made to consult with people who do not regularly use the Centre at present, such as youth and senior citizens.

The consultation will be undertaken by a project group of three people who will be responsible for designing the consultation process, undertaking data collection and analysing and presenting the results. The consultation will include a critical reference group, comprising community and service user representatives. This group will meet regularly throughout the life of the consultation to receive information from the consultation and reflect on the implications and possible recommendations arising from the results.

Review of achievements

A second and more limited strand of the research will be to note the achievements and history of the Centre and the key services of the Centre managed by the Brotherhood of St Laurence. While this is not designed to be an evaluation of those services, it will be aimed at giving the Brotherhood some information about the value of those services in relation to the new proposals that will be developed through the consultation process.

It is expected that this strand of the research will be undertaken through document review and consultation with staff and some key external service providers.

Timelines

As noted, the Brotherhood of St Laurence is keen to have the research inform planning processes due to be undertaken in May 2002. To this end the consultation will be undertaken during February and March, with expected draft completion by end of March.

Responsibilities

Eileen Buckley will be responsible for management of this consultation. The project team of three people (one part-time consultant, one existing staff member and one external researcher) will manage the day-to-day operations of the project and report to Eileen.

The critical reference group will be responsible for receiving and reflecting upon the results of the research in order to contribute to a final set of recommendations for development of the Craigieburn Centre.

Appendix III: Discussion paper

Linda Kelly and Meredith Levi
February 2002

Introduction

This paper is designed to assist the initial discussion about the nature and needs of the Craigieburn and Roxburgh Park communities. Over the past ten years Craigieburn has been the subject of numerous social research projects. In acknowledgement of the vast amount of research already conducted on the area and the rather heavily consulted population, this project attended to the accumulated information as an initial resource. The task was to identify some specific features of the areas, both attributes and issues of concern. There was far less information available concerning Roxburgh Park.

Demographics

Unfortunately the latest census data is still unavailable. The following is from the Hume City Social Profile, compiled in 1999 (derived from several sources including the 1996 Census) and *Victoria In Future*, the Victorian government's population projections 1996-2021 (2000 version). That there is no updated population data available despite obvious recent and rapid growth in the area is perhaps a matter of note.

Craigieburn

Hume is projected to have the fifth largest net increase in population of all Local Government Areas in Melbourne in the next 20 years. Craigieburn is considered to be one of the centres of this growth pattern; what we already know is that the population grew from approx.10,000 in 1991 to 13,000 in 1996 and is predicted to be at around 16,000 in 2002 (Hume City Council Research Unit).

The population is/was characteristically youthful and most residents (77.8%) were born in Australia. The rest of the population however is diverse, with residents coming from a range of places including Italy, Sri Lanka, Malta and Croatia.

The majority of Craigieburn residents are low to middle income earners and in 1996 at least, had a lower unemployment rate (7.9%) than that for Hume (11.2%). The most common occupations among the working population in the Craigieburn neighbourhood are the Clerical, Sales and Service Workers. Trends in Family Type figures show an increase in the proportion of one-parent families; this is supported by anecdotal evidence.

The neighbourhood also has an overwhelming majority of houses being purchased or fully owned, leaving a small proportion available for rent.

Roxburgh Park

Roxburgh Park, often linked to Craigieburn in terms of service provisions and soon to be directly connected via a new road, seems nonetheless to have a distinct identity.

The population expansion here seems to have been even more dramatic, growing from approximately 2,100 in 1996 to an estimated 10,300 in 2002.

This neighbourhood is characterised by a high proportion of young families, comprising adults aged between 25-34 years and children aged between 0-4 years. Roxburgh Park has a smaller proportion of Australian born residents than Craigieburn and the highest proportion of residents born in the Philippines of any Hume neighbourhood (4.3%).

Earnings in Roxburgh Park tend to be concentrated in the middle income bracket and in 1996 there were low levels of unemployment. Roxburgh Park has a substantially larger proportion of homes being purchased than the rest of Hume, once again leaving a very small proportion of accommodation available for rent.

Community characteristics

Craigieburn

Craigieburn has been explained as both peripheral and central, being on the outskirts in relation to the inner city and also acting as a centre for newer or smaller surrounding areas. These competing explanations may be a good place to begin when trying to unravel the needs of a changed and changing community.

Something that stands out when exploring the archives of Craigieburn is the obvious community spirit embodied by groups such as the Craigieburn Community Emergency Response Team (CERT) and the Craigieburn Historical Interest Group. CERT is managed entirely by local residents on a voluntary basis and resourced primarily through local fundraising. The Craigieburn Historical Interest Group has made a commitment “to collect, manage, preserve and promote our local historical assets both past and present for the community of Craigieburn and surrounding districts”. This contributes to forging links between the past and present and deepening a sense of identity and place.

The annual Craigieburn Festival is well patronised by the local community, giving local groups a forum to develop support and also a well-deserved opportunity to display their achievements. Alongside the festival the local Art Show receives many interested visitors keen to support the local creative talent. The apparent social diversity lends vibrancy to a community with the gift of cultural difference.

The Brotherhood of St. Laurence, now poised to expand their mission, is just one example of community services in the area. Other services include Dianella Community Health Centre, Craigieburn Educational and Community Centre and Craigieburn Senior Citizens. The existence of the Delfin Community Development worker is an excellent initiative. Between these services seems to be a strong local asset of an informal network of inter-agency relationships, and committed multi-skilled staff.

Roxburgh Park

Less information is available about the services and strengths of Roxburgh Park. Notably it is a much newer neighborhood, with less of the long-term

community roots of the Craigieburn area. Having said that, the recent annual celebration of the community at the multi-cultural day with a festival of food, dance and music was an outstanding success and very well attended.

Roxburgh Park has various local community services, including the Homestead Community Centre, the Roxburgh Park Community House and Children's Centre and the Homestead Child and Family Centre. There is also an active residents' association.

Community needs

Inadequate public transport is a recurring theme in any discussion of the needs of Craigieburn. There are infrequent connections to the city and adjacent areas; and circuitous bus journeys. For example, the bus from Craigieburn to Roxburgh Park takes approximately forty minutes at present.

While the area has the advantages of a youthful able population, there seems to be a **lack of leisure facilities and activities for these young people**. There have been few services developed for young people over the past decade. In general the theme is one of social isolation. Despite some very active community organisation in the past, Craigieburn now seems to be characterised by families living in some isolation from each other, especially for the newer residents. The community newspaper has folded and there is no active residents' association at present.

It seems as though these issues affect everyone, although the people most acutely disadvantaged by these circumstances are people on low incomes, those with poor mobility and the elderly. This is especially so with respect to accessing **health services**. Essential services, for example mental health services, do not exist locally. In addition the local police service is often under-resourced and unable to respond to all requests for assistance.

In the Hume City Council's most recent New Residents Survey (2000), affordability was listed as the most common reason for moving to the area, in particular to Craigieburn. However reports from Craigieburn and Roxburgh Park suggest that for many, mortgage burdens are almost unbearable and there is a growing demand for emergency **financial assistance and financial counselling**.

More broadly this speaks to a perception that Craigieburn and indeed other outer fringe areas of Melbourne, have **not been well served by social planners** or decision makers. Despite attracting people to areas of new housing there has been a failure to provide sufficient numbers of doctors, schools and child care facilities for the areas. There are recent initiatives from both the Victorian State Government²¹ and the Hume City Council²², which are meant to address these gaps and build more resilient communities. It is unclear at this point how these initiatives have served either Craigieburn or Roxburgh Park.

Craigieburn has experienced many of the service cuts and restrictions common to local government areas across most of Victoria. The local health center has undergone

²¹ For example, the Victorian Government Department of Infrastructure, Metropolitan Strategy.

²² For example, the Hume City Council Social Justice Charter.

amalgamation and has moved from a preventative to more of a reactive focus. Community development positions have disappeared and there has been **increased pressure on community services**, creating a demand for direct service provision to target particular needs. This leaves little time and energy for the important work of community development. This is particularly pertinent in a society with a recent and continuing influx of new residents, many of who commute and bring with them a great variety of lifestyles.

Families in the area appear to be under significant pressure. The recent reports suggest **that increasing family breakdown and financial pressures** have contributed to a loss of social cohesion. Available employment appears to be vulnerable to any type of economic downturn. People work shift hours and find it difficult to manage sufficient family and leisure time. This turns into a vicious spiral, with families unable to develop social and community supports, and therefore even more vulnerable at times of crisis and additional stress.

The future

Craigieburn and Roxburgh Park are soon to be more closely linked through the opening of a road between the two suburbs. The two areas appear quite different, with Craigieburn now experiencing more limited community involvement and community action and perhaps a limited sense of commonality or community identity. Roxburgh Park, by contrast, has an active residents' association and a local newspaper. A smaller community, Roxburgh Park appears to be enjoying some of the community activity that was a feature of Craigieburn in the past.

Some of the questions raised through the research already undertaken include the following:

- Are the predicted demographics an accurate reflection of what is happening in the two communities? In particular, is the profile of people from non-English speaking backgrounds accurate? Are any organisations in Craigieburn or Roxburgh Park tracking these changing demographics?
- What relationships exist between the two communities of Craigieburn and Roxburgh Park and what plans exist for strengthening these relationships following the opening of the road between the communities?
- What are the ways the community voices opinions and concerns as a community? This is made more difficult when many of the existing community services are becoming more focussed on direct service provision rather than community development.
- How inclusive is the current concept of local/historical identity, and what does it mean for new residents and people from diverse cultural and language backgrounds?
- Who is responsible for social planning across these diverse communities?

Note:

References for this discussion paper have been included in the list on page 45.

Appendix IV: Questionnaires for Centre staff service users, non- service users and organisations

Craigieburn and Roxburgh Park Community Consultation about the Centre

Questions for community consultation

1. Centre Staff

- Could you please tell us about yourself? Describe your role, who employs you, how long you have worked at the Centre. Are you also a local resident? What have been the changes in your work during your time at the Centre?
- Could you please describe the service /work you do in more detail. Who is the target group? What number of people attend the service? From what backgrounds? Referred by whom? For what purposes? Are you able to meet the needs of all people referred here?
- What documentation/records do you have about the service? Are there any evaluations which have been carried out about your service? Any other information you make available so that we can understand what is achieved and covered by this service?
- Here is a list of the strengths and issues for people living in the two communities of Roxburgh Park and Craigieburn. Are there other issues/strengths which you would add or change?
- Thinking now in particular of this Centre, how well do you feel the Centre has been able to serve the needs of the Craigieburn/Roxburgh Park communities so far? What have been the strengths of the Centre? How could it be further used or developed to serve these two communities?
- The management of the Centre is presently under the Brotherhood of St Laurence, but they are open to any new possibilities. What suggestions do you have about how the Centre could be managed or organised to best serve the needs of the two communities?
- Any other suggestions or feedback?
- Can we quote you in the final report? (Anonymous otherwise)
- Would you like to receive a copy of the final report?

2. Service users

- Could you please tell us something about yourselves (age group, ethnicity, children, length of time in the area, employment, etc)?
- Would you please tell us about your experience of living in Craigieburn (share the paper), these are some of the positives and issues we have heard about so far, what are your opinions about the area?
- What services should be further developed for the area?
- What services/community places do you use in Craigieburn/Roxburgh Park?
- What sort of services do you use at the Centre?

- Could you please explain how you came to use the Centre?
- Could you please tell us about your experience of using these services, what have been the positives for you, and what would you like to see improved?
- Looking at the Centre more generally, what are the positives and the things that should be retained? What changes would you suggest to improve the Centre?
- Are there other services/groups/ contacts you would suggest be included at the Centre?
- Presently the Brotherhood of St Laurence manages the Centre, but they are open to new arrangements. How would you suggest the Centre is organised and managed?
- Any other suggestions and feedback?
- Can we quote you in the final report? (anonymous if preferred)
- Would you like to receive a copy of the final report?

3. Non- service users

- Would you please tell us about yourselves?
- Would you please tell us about your experience of living in Craigieburn (share the paper), these are some of the positives and issues we have heard about so far, what are your opinions about the area?
- What services should be further developed for the area?
- What services/community places do you use in Craigieburn/Roxburgh Park?
- Have you ever heard about the Centre in Hothlyn Drive managed by the Brotherhood of St Laurence? What do you know about the Centre and the services that are offered there?
- Are there services/contacts that you would use which could be offered at the Centre?
- Do you have any other suggestions about ways this Centre could be better developed to meet the needs of the Craigieburn and Roxburgh Park communities?
- Any other suggestions or feedback?
- Can we quote you in the final report? (anonymous if preferred)
- Would you like to receive a copy of the report?

4. Organisations

- Can you please describe your organisation, purpose, services, user group [collect any relevant documentation they have available]?
- Do you have any recent information or evaluation that looks at needs and issues in the Craigieburn/Roxburgh Park area?
- These are the list of strengths and issues, which we have noted, so far from the existing documentation, are there any you would add or change?
- What contact have you had with the Centre operated by the Brotherhood of St Laurence? [If the organisation bases its service at the Centre, then explore the service offered, why they have chosen the Hothlyn Drive Centre, what they see as the advantages and disadvantages of having their service there. Ask them how

they find the organisation and management of the Centre and if they plan to continue utilizing the Centre for their service]

- What do you see at the strengths of this Centre? How could it be further used or developed (especially considering that it is designed to serve the two communities of Craigieburn and Roxburgh Park)?
- The management of the Centre is presently under the Brotherhood of St Laurence, but they are open to any new possibilities. What suggestions do you have about how the Centre could be managed or organised to best serve the needs of the two communities?
- Any other suggestions or feedback?
- Can we quote you in the final report? (Anonymous if preferred)
- Would you like to receive a copy of the final report?

Appendix V: People and organisations contacted

This appendix lists the service users, non-service users, Centre staff, and community organisations involved in the consultation.

1. Centre Staff

All family day care staff
Receptionist
NILS coordinator
Family counsellor
Community Care Packages (northern) staff

2. Service Users

Family day care parents
Family day care providers
No Interest Loans Scheme clients
Counselling clients
Community playgroup

3. Non-service users

ADASS – Adult Day Activity Support Service
Representative of Craigieburn Filipino community
Youth (through Council worker and high schools)

4. Community organisations

a. Organisations and services based at the Craigieburn Centre

Anglicare Broadmeadows Family Services

Located in Broadmeadows with outreach youth and family mediation services in Craigieburn and Roxburgh Park, Anglicare provides school-focused support of adolescents and their families, as well as referral information, advocacy and counselling to children, adolescents and parents in other areas within Hume.

Anglican Parish of Hume

Located in Craigieburn with two lay ministers and one part-time ordained minister, the parish holds church services and provides outreach through children's activities.

Broad Insight Group

BIG is an early childhood intervention program and is a community-based, non-government organisation. It was established in the early 1970s by a group of parents seeking services for their young children (0-6 years) with developmental disabilities and delays. Currently approximately 110 families are enrolled in the program. Staff include occupational therapists, speech pathologists, physiotherapists, and family workers. Operating in Broadmeadows, the program services families living within the five northern suburbs of Moreland and Hume.

Craigieburn and District Ambulance Committee Inc. / Community Emergency Response Team (CADAC/CERT)

CADAC in conjunction with the Metropolitan Ambulance Service operates a community emergency response team which responds to medical emergencies in Craigieburn. CADAC objectives are to maintain CERT, promote basic first aid in the community and to support the Metropolitan Ambulance Service in Craigieburn. All members are volunteers.

Craigieburn Historical Interest Group

The group aims to preserve the past and current history of Craigieburn for the wider community and to raise historical awareness.

b. Other organisations consulted (with individuals contacted listed)

Country Women's Association

This group (15 members) of Craigieburn women is involved in fund-raising activities for charities. Their aims are to organise and support schemes for the benefit of members and for community welfare, and to encourage friendship.

Craigieburn Community Advisory Committee

The committee was formed to liaise between the community of Craigieburn, the Hume City Council and developers. It includes six regular members who meet every two months.

Craigieburn Education & Community Centre

Located in Selwyn House in Craigieburn, the Centre functions as a neighbourhood house with adult education programs and children's services. A maternal and child health nurse is also available. Some 10,500 people visit the building each year, 9,500 for facility use/hire, and 2,500 for maternal and child health [some people use more than one service].

Craigieburn Police Station

Craigieburn is a 24-hour police station, located in Craigieburn Road, Craigieburn. The main role of the Victoria Police is to provide a safe and orderly society, by serving the community and the law.

Craigieburn Secondary College

- health promotion nurse
- welfare officer (acting)

School has approximately 830 students, mainly from Craigieburn and some from Roxburgh Park and Meadow Heights.

Delfin Craigieburn

- residents services worker

Delfin Limited is a company of developers with a commitment to creating livable communities. They have two housing estates in Craigieburn and are currently in negotiation about the construction of a new town centre. The residents services worker's role includes welcoming new residents and integrating them into the community.

Dianella Community Health, Craigieburn site

This Centre provides social work, counselling, podiatry, community health nursing, speech pathology, physiotherapy and a range of health promotion and community development groups. Adult Day Activity Services (ADASS) are also available. Co-located services include financial counselling, sexual abuse counselling, and employment support for people with disabilities.

Hume City Council

-social planning

-youth services

Based in Broadmeadows, Hume City Council performs strategic planning, employment and economic development, and service delivery roles. Its strategic planning functions include planning for new housing development and physical and social infrastructure. Since 1997, the Council has facilitated the Craigieburn Community Advisory Committee which meets every two months to enable ongoing community consultation and monitoring of the implementation of the Craigieburn Community Plan. A research unit maintains demographic data which is used to inform planning. Service delivery includes family services, youth services, accommodation and support, aged and disability services (including the Home and Community Care program), health and leisure services.

Northern Metropolitan Migrant Resource Centre

The Centre is located in Glenroy and has a role in researching and resourcing mainstream community organisations with data that relates to migrants, refugees and other people from non-English speaking backgrounds. It covers the Hume and Moreland regions and has a settlement service, ethnic disability team services and an aged care program, as well as conducting research and planning about the population. Approximately 2000 clients per year use the Centre.

Orana Family Services

Orana offers a range of services, through several programs based in Meadow Heights, Roxburgh Park, Sunbury and Bulla. These programs include community development, family support and care management, a volunteer home visiting program for parents and pre-school children and social support for several ethnic community groups. Orana also provides out of home services for teenage foster care, residential care for children, a consultancy and training service, and youth and children's education.

Roxburgh Park Children's Centre

This Centre offers a range of services for children and their families, including kindergarten, occasional car and playgroup. Roxburgh Park Uniting Church also holds Sunday worship services and other community programs at the Centre. The facilities are available for hire.

Roxburgh Park Homestead Community Centre

Centre offers community support, leisure, cultural and educational programs such as ESL classes, arts and crafts, anger management, grief counselling and stress management. The Centre has significant volunteer input into its day-to-day operations and management. The range of users is reflected in the variety of culturally and linguistically diverse (CALD) groups, and organisations associated with this Centre from Roxburgh Park, Broadmeadows, Greenvale, Coolaroo and Meadow Heights.

Roxburgh Park Residents' Association

This community-based association has the aim of creating a better lifestyle for local Roxburgh Park residents. Monthly meetings draw an attendance of approximately 40–60 local residents.

Roxburgh Park Youth and Recreation Centre

Council owned and managed, this facility has kinder, occasional child care and three-year-old educational programs and also runs yoga and aerobics classes for adults. Approximately 100 people per week participate in programs with an additional 300 hiring the facilities for various activities, e.g. Scouts, jiu-jitsu.

The Homestead Child and Family Centre

- Centre coordinator
- maternal and child health nurses

Located in Roxburgh Park, the Centre has 60 places of long day care, five groups of four-year-old preschool, one full-time maternal and child health nurse and another part-time. Some 170 children come through the centre each day and 230 families use the service each week. The families are mostly from Roxburgh Park, Meadow Heights and Greenvale.

Willmott Park Primary School

Located in Craigieburn, Willmott Park provides primary education for approximately 600 children from the community. Ninety-five per cent of students are from Craigieburn. Willmott Park Primary also provides before- and after-school care.

Appendix VI: Critical Reference Group members

Hoda Nahal
Anglicare

Paul Toomey
Willmott Park Primary School

Genia Sawczyn
Hume City Council

Philip McMahon
Craigieburn Education & Community Center

Sgt Libby Murphy
Craigieburn Police Station

Salvador Nonez
Orana Family Services

Mary Herring
Craigieburn Historical Interest Group

Pamela Cox
Dianella Community Health

Leonie Symes
Broad Insight Group

Eileen Buckley
Brotherhood of St Laurence, Craigieburn

Donna Mantello
Homestead Community Center

Jill Webb
Manager of Community and Family Services, Brotherhood of St Laurence

Sally Jope
Social Action and Research, Brotherhood of St Laurence

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