



NEWLEAF COMMUNITIES EXECUTIVE SERVICES REPORT

FINANCIAL YEAR 2020 - 2021

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Development Update

Concept plan now includes 20% more homes

In late 2020, the NSW Department of Planning, Industry and Environment (DPIE) approved modifications to the Bonnyrigg concept plan.

The plan will allow the NSW Government to deliver 20 percent more homes, which is part of their COVID-19 Recovery Plan.

At an announcement about the plan in December, the Minister for Water, Property and Housing, Melinda Pavey, said the modified concept plan also allows

maximum building heights of up to six stories to deliver contemporary, new homes located near transport, parks, services, and community facilities.

In total, the development will provide 3,000 new homes in Bonnyrigg including 900 for social housing.

With the modifications to the plan, there will be more trees, covering 25 per cent of the development site, and an increase in open space which includes more than four kilometers of new walking and cycling paths.



To date, the NSW Land and Housing Corporation (LAHC) has completed the first five stages of the development.



Stage 6 and 7:



Stages 6 -7 will be completed mid 2021 and includes:

Stages 6 and 7 include 44 social housing dwellings in total, including an apartment block located across the road from the Bonnyrigg office and the soon-to-be-built community hub which started construction in 2021. There are also 98 private dwellings, 18 of which are apartments.

To date, 21 apartments have been offered and accepted by existing Bonnyrigg residents. Handover of these dwellings will occur from late June 2021 through to October 2021.

Stage 8 to 11:


In July 2020, SGCH notified 145 residents located in stages 8-11 that they will be relocated to make way for the next stages of redevelopment.

Priority area one

North of Newleaf Parade (from Humphries Road side)

58 tenants (and their families) will move by October 2021. To date we have relocated 18 from priority area 1, with a further 17 due to move into a stage 6 or 7 dwelling.

Priority area two

87 Tenants (and their families) will move to a new  dwelling by December 2022. To date we have relocated 31 from priority area 2, with a further 16 due to move into a stage 6 or 7 dwelling.

Keeping community connections through COVID-19

From March 2021, activities restarted in community rooms and inside settings. The Community, Place & Partnerships (CPP) team were able to run our language groups and community garden workshops in the Bonnyrigg Sensory Garden throughout the year. This meant that a lot of our residents were able to keep in contact and have social connections despite COVID.

Our CPP team continued to adapt our approach and think of new ways to connect our customers and offer engaging activities. This included the 'virtual' environment and they launched the CPP Studio where customers and members of the broader community could get involved in SGCH activities online each day using Zoom.

The team built on the CPP Studio, offering virtual access to activities such as yoga, gardening, gentle exercises, Zumba, Local Tenant Group meetings and more.

The CPP team continued to design their programs focusing on the three SGCH Community Development tiers;

- Training and Education
- Health and Wellbeing
- Social connection

The CPP studio offered up to 18 programs each week.

Face to face activities were offered in a COVID-safe way from March 2021, and the response from customers was great. Activities such as art classes, exercise programs, Local Tenant Group meetings, English classes and gardening groups have continued to build interest and engagement. As the year ended we were met with further restrictions and the CPP responded to the challenge with further online activities.



Using Customer Feedback to inform service delivery

Bonnyrigg Placemaking Survey

In May 2021, our Communities, Place and Partnerships team once again surveyed residents using the SGCH Placemaking Survey (Appendix 3). This survey aims to capture insights from our customers on:

- the look and feel of the shared spaces;
- personal and community safety, crime, and response to crimes;
- community opportunities for residents and community spaces;
- overall community change and reputation.

This year's survey had more than double the participants than last time, with 250 responses received, including 30 responses from private residents. The information captured will be used in future Bonnyrigg place plans,

and to evaluate and improve current activities and programs offered to our customers.

The survey was taken directly to our groups, such as; all five Language groups, all Bonnyrigg programs, events, Bonnyrigg Youth Council, Community Reference Group, Bonnyrigg Local Tenant Group, Sensory Garden group, Bonnyrigg private estate residents, Bonnyrigg high school and public school. The team also did multiple rounds of door knocks throughout the estate to private and social residents to increase response rates and gauge broader feedback.

Survey Responses



Placemaking Survey Responses

An SGCH tenant /resident

209

'Other' resident in the area/private residents

30

A non-resident stakeholder

11

Tenant Satisfaction on Services Survey

All Community Housing Providers are required to undertake Tenant Satisfaction Surveys (TSS).

In our last TSS, 127 interviewees from Bonnyrigg took part. The questions were focused on repairs/maintenance and contact, and the creation of a customer hub.

- 80% are either satisfied (35) or very satisfied (66) with the service provide by SGCH
- 84% are either satisfied (29) or very satisfied (78) with contact, and
- 76% are either satisfied (34) or very satisfied (63) with the safety of their home.



DOMAINS 1 and 2

Great homes and Thriving Neighborhoods



- Enhancing a sense of place
- Building social capital

- Celebration and play
- Community integration



English Classes

Goals

- To provide a way for customers to learn basic English to help them communicate with SGCH staff and other community members.
- To connect customers to training opportunities that help them improve their life.
- To engage customers from culturally and linguistically diverse backgrounds.
- To promote a sense of wellbeing and reduce social isolation.
- To meet individual participant goals such as learning English to better communicate with neighbours and improving writing confidence.

Outputs

- Free English classes held once a week in partnership with TAFE NSW.
- During COVID-19 restrictions, classes continued via telephone calls and work packs that participants could complete at home.
- Participants received a mini-study pack including pens, snacks, lollies and a workbook.
- Face-to-face classes have started up again at the SGCH Bonnyrigg office.

Outcomes

- During COVID-19, participants have been receiving work packs which they complete and send back to the teacher who has noticed a significant improvement in their work. The teacher also contacted participants once a week to check in with them to discuss any concerns.
- One resident, Kim, has improved her English and can now communicate properly with her grandchildren and neighbours.
- An award ceremony was held for the class and feedback was “Everyone had a great time learning English and enjoyed the opportunity to make new friends along the way”
- On average, 15 people attend the class each week.



Phanh keeps connected in the community

Bonnyrigg has so much to offer, with development and improvements occurring each year. For local resident Phanh Vongkhamchanh, the biggest draw card is the friends to be made and the sense of community.

The 73 year old grew up in Laos but has called Bonnyrigg home since 1981, along with his wife and adult son.

“I like Bonnyrigg because I am close to the shops, it’s very quiet, and has lots of parks. I have lots of friends and there is a Lao community”, shares Phanh.

Though he appears reserved, Phanh keeps busy with the various activities on offer in the community, always ready to learn or to share a moment with friends.

“I attend English, aqua aerobics, Lao group and the garden workshops”, says Phanh.

“English class has improved my confidence and English skills to speak to my neighbours better”, explains Phanh humbly.

As well as improved confidence, the English classes have had practical benefits for Phanh and his friends. He can now report a repair for the building and he is teaching his fellow Lao friends about the process so they can do the same.

“I like attending them because I make new friends, and meet with old friends. I have a laugh with everyone.”



Sensory Garden

Goals

- To engage customers with the opportunity to produce healthy nutritious herbs and vegetables.
- Providing educational workshops on sensory gardening.
- Encouraging community members to come together in the garden.
- Creating a sense of relaxation as well as promoting healthy lifestyles and a place to relax and reflect.

Outputs

- Holding a working group to hear feedback from customers before the Opening Ceremony.
- Promotion of healthy eating lifestyle from the garden.
- Providing customers with a Post Health and Wellbeing survey.
- Holding Community Greening workshops and projects.



Outcomes

- Grand opening held with local member The Hon. Mr (Nick) Nickola Lulich, MP and Mayor of Fairfield, Frank Carbone, with residents and students of Bonnyrigg Public School performed the Acknowledgement to Country. The Sensory Garden was funded through the My Community Project Funding - Department of Planning, Industry and Environment.
- One of our Bonnyrigg sensory gardeners got the opportunity to participate in the gardening for good health workshops hosted by a Community Greening Officer.

Catherine who won the competition got to share her story in their Community Greening newsletter.

Catherine said, 'Two of my three young children have autism and the garden has become our special place. The children can concentrate very well on garden tasks, they work together and are using their fine motor skills. My children love worms, flowers and the insects they watch in the garden. As a mum who struggles to get them to eat vegetables, I love that they will eat the vegetables we grow. The first pumpkin they would eat was one we grew, and we are looking forward to growing more!'

- Post health and wellbeing survey was completed by all gardeners with all results being a high satisfaction rate of 100%.
- Hosted a BYC event within the gardens with roughly 93 attendees to promote self-care and relaxation.
- Held six garden workshops with Community Greening from July 2020.





Sensory Garden becomes a safe space for Jyemeka

Shirley moved from Liverpool to Bonnyrigg with her two daughters, Nicole and Jyemeka, 18 months ago. An avid gardener, Shirley voted for the community grant at the local shopping centre and when she moved to the area, was quick to put her name down with Community Greening to assist with the proposed planting workshops.

For Shirley and her daughter Jyemeka, who was recently diagnosed with autism, the sensory garden was a welcome distraction and became a focus for the family during this time.

The pair have since helped maintain the sensory garden, and as restrictions eased, have made visiting this “safe space” part of their daily routine.

“Gardening is my six-year-old daughter, Jyemeka’s superpower. She has been actively gardening since she could walk... and has been involved with Community Greening for as long as I have. Jyemeka loves the sensory aspects of the garden. We spend a lot of time watering and smelling the rosemary, which has a calming effect. She has also harvested the lavender and made potpourri.

Jyemeka can now garden independently – weeding, watering, replanting her own seeds and propagating plants. In fact, she knows more about gardening than most adults!

A sensory garden for Jyemeka is a haven. It’s a safe space where she goes after school to wind down. It only has to be for a few minutes, but it really helps her to reset.

It also allows Jyemeka to have a connection with the community. It’s a space where she is knowledgeable and comfortable enough to interact with people and develop friendships. She now has a network of fellow gardeners, people she has an affinity and a common bond with.”





Tenant Participation Structure

Goals

- To engage all customers from culturally and linguistically diverse backgrounds.
- To seek feedback on activities we offer and input into future plans for Bonnyrigg.
- To provide an opportunity for customers to have their say, meet others and find out about local services.
- To meet other community members and services.

Outputs

- Advertising Community Reference Group (CRG) to all customers in Bonnyrigg.
- Staff members and guest speakers to attend meetings.
- Being able to hold cultural and community events.

Outcomes

- Residents being able to have their say and speak with SGCH staff at meetings.
- Bonnyrigg residents who are members of the Tenant Coordination Panel (TCP) have been involved in the planning of the Annual Tenant Conference.
- Guest speakers in meetings to give customers an opportunity to ask questions to SGCH staff and other local services.
- Customers felt encouraged and supported when they attend meetings and events.
- The Arabic LTG group gathered to celebrate Eid in the Bonnyrigg Sensory Garden (pictured above).
- We consulted with all Language groups to hear what they would like to see at their meetings for the upcoming year. We have started to have different guest speakers join their meetings.





A place to call home

When Sanaa Homaidan moved to Bonnyrigg more than 18 years ago, it immediately felt like home. Sanaa grew up living the city lifestyle in Lebanon and has watched eagerly as Bonnyrigg transforms into a major community hub.

“When I first came to this country I lived in Bonnyrigg. My family are here. I know the shopping. I know the transport. I am never going to leave here”, she exclaims boldly.

A familiar and friendly face to many, Sanaa is heavily involved in her community and sits on the Bonnyrigg Tenant Group, SGCH TCP, as well as the Arabic Language groups. She likes to get to know her neighbours and bridge the gap between other customers and the staff at SGCH.

“I like to involve staff in what’s going on in the community. I can explain what they need, and I can get others help”, explains Sanaa.

As well as helping out her neighbours, Sanaa is also a self-confessed lover of sports and keeping active.

“I am not a professional or anything, but I like to be involved in anything active. I love my aqua aerobics and I hope that we can start up our walking group again soon.”

Sanaa lives with her husband who is also a long-time Bonnyrigg local as well as one of her two daughters in one of the older homes and is really excited about the changes occurring in Bonnyrigg.

“The whole of Bonnyrigg is becoming more attractive. There are more parks, more shopping and better transport. I really like it as it is becoming another main city”, shares Sanaa.

“I actually can’t wait to move. The new houses are so fresh.”



DOMAINS 3 and 4

Stability and Support + Health and Social Inclusion

- Safety and security
- Access to services
- Sense of wellbeing
- Perceptions of safety and improvements in the physical environment

Bonnyrigg Youth Council (BYC)

Goals

- BYC to support young people to be involved within their community through social events and projects.
- To open BYC to the wider Western region to get more young people aged 13-23 to be involved and feel a part of their community.
- To increase the capacity of young people to be engaged in their community and participate in decision making.
- To partner with local community organisations/services on events and activities that help to bring the Bonnyrigg community together.

Outputs

- BYC held community events particularly for youth and families in the Bonnyrigg community;
- Held a three-day BYC Camp;
- Bonnyrigg Town Centre Activation funds event Self-care Fair;
- Open BYC to other youth in parts of the Western Region;
- Assistance with SGCH Bonnyrigg Under the Stars;
- Online creative competition during COVID to engage youth while in lockdown;
- Part of consultation period for Youth 4 Unity grant;
- Involved in Youth Week and hosting Bonny's Amazing Race and Relax to the Max;
- Provide training to BYC members on event management to develop skills and tools for their community events.

Outcomes

- BYC hosted six face to face events throughout the year with online classes for Lil Lil Rigg, an online competition and BYC after school fun;
- With opening BYC to the larger Western region 12 new members have joined the group;
- Hosted two youth week events at Bunker Park. Feedback we received on the post survey was positive. "Thank you so much for having things like this out in the community it really helps bringing kids out and having a safe place for family to meet and enjoy community, so excited to see what use do next. Thank you to all the staff who allowed the day to happen. My kids and myself had a blast".
- Two-day event management training in July School Holidays which involves;
 - How to fill out an event plan
 - Budgets
 - Grant writing
 - Execution of an event
- Two BYC members are currently the teachers for Lil Lil Rigg – although they only got to run five classes before COVID lock down. All other classes were run online via CPP Studio;
- Attended all SGCH youth group meetings for Youth 4 Unity grant;
- All BYC members got a chance to be part of a working group committee to host an event.





"I've learnt to not be shy and getting to feel like I am in the community and no longer being lost in the community" and "loved camp and hanging out with everyone."

Bonnyrigg Youth Council Leadership Camp

The Bonnyrigg Youth Council (BYC) Leadership Camp 2021 funded by the Mantana Foundation for Young People, strengthened the group dynamic and facilitated the personal development of both new and existing members.

Held at the Sydney Academy of Sports and Recreation Centre in Narrabeen, the camp included a range of indoor and outdoor activities, with great opportunities for group work as well as capacity building.

Group sessions were held over the two nights of camp, reflecting on the previous year and planning for the year ahead. These sessions were incredibly valuable in determining goals and commitments for BYC for the following year. The group discussed as a collective what events they would like to put on for the upcoming year, training opportunities and working committees.

BYC have plans for a family fun day next April school holidays as well as collaboration on the Youth 4 Unity large youth event in January school holidays. BYC are signed up to do their first aid certificate and event and project management two-day training session hosted by Western Sydney Community Forum in the September school holidays as well as volunteer and partnership

opportunities with Bonnyrigg high school, Fairfield City Council and SGCH.

Activities such as kayaking and stand-up paddle boarding, archery and a damper cookout were an opportunity for BYC members to provide support and encouragement to each other. These exercises cultivated the development of decision-making, communication, trust and cooperation amongst the group.

At the final night at camp sitting by the fire, words of affirmation and support were shared as individuals were able to learn and appreciate the personalities of each individual BYC member.

The final camp activity was the three puzzle rooms which required BYC members to rely solely upon their communication, problem-solving and teamwork skills. Overall, the camp was an incredible experience for BYC members to step out of the comfort zones and to bond with one another.

"Camp has provided us with unforgettable memories and skills which we will continue to utilise for the rest of our lives."

DOMAINS 5

Opportunities and Independence

• Employment and training opportunities

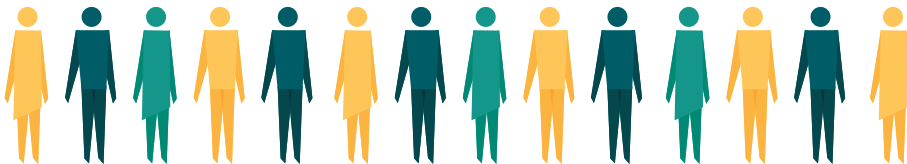
• Improvements in life opportunities

Strive Educational Scholarships

SGCH has continued to invest heavily in providing support for young people to fully participate in educational opportunities and commit to building better futures. In

this financial year, we supported 57 young people from Bonnyrigg with a total of \$55,000 in scholarships, just over 20% of the total amount of scholarships provided.

Tertiary



Bonnyrigg successful

14 recipients got \$1500 each (\$21,000 total)

K-12

Bonnyrigg successful - 43



Primary - 17
(\$500 each)



Secondary - 26
(\$1000 each)



Total to K12 Bonnyrigg recipients
(\$34,500 total)

Catalyst

SGCH provides the Catalyst program to support customers in meeting their training and employment goals. It aligns with the DCJ 'opportunity cohort' approach under the Future Directions for Social Housing and specifically the Opportunities Pathway program.

Any SGCH customer can engage to receive coaching, training, and financial support. The program is continuously open and runs specific events in targeted areas.

During the period March 2020 – February 2021

- Catalyst program was delivered remotely via phone calls, SMS, Zoom online meetings;

Disregarding the service delivery limitation caused by COVID-19, Catalyst assisted:

- Two Bonnyrigg participants into a Cert III Vocational training and both participants completed the course successfully;
- One Bonnyrigg participant started an apprenticeship through the DCJ Opportunity Pathway Program.

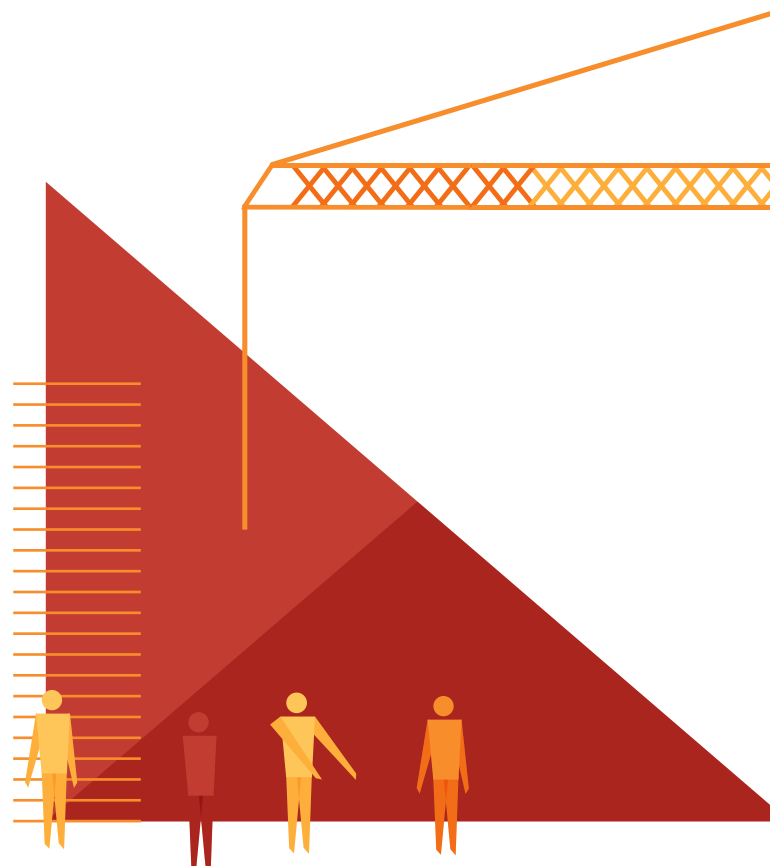
Since the Pandemic restriction relaxed from March 2021

The focus has been reintroducing and promoting Catalyst program to the Bonnyrigg customers:

- Resumed face to face delivery of Catalyst program;
- Attended Tenant Group meetings for the Vietnamese, Arabic and Assyrian speaking group in March and April 2021
- Promoted Catalyst program on Harmony Day
- Hospitality Skill Set Statement of Attainment course was promoted via SMS in three major language groups.
- 25 customers responded to the SMS, five of these customers were from Fairfield LGA.

Landcom General Laborer job opportunity

- 249 SMS sent out to Bonnyrigg Customers to attract candidates for this job opportunity;
- Seven customers responded to the SMS promotion;





Lisa's plans for a future in feng shui

After years of studying harmonisation in Australia and abroad, Lisa wants nothing more than to share her knowledge of feng shui and Chinese herbal medicine with others.

Working alongside our Employment Manager, Lisa has identified that she wants to improve her admin skills, to open up further employment opportunities and help her pursue some big business plans.

Lisa has already studied extensively and is a qualified feng shui master who provides consultations to clients in Sydney. When speaking about the benefits, it is hard to contain her enthusiasm.

"I love it. It is a phenomenon. It interlinks with astrology and planetary and is interrelated to our human body. Everything is connected", she says.

Through the Catalyst fund, SGCH have supported Lisa with one year subscription in LinkedIn Learning (self-paced interactive online learning) to strengthen her administration skills. Lisa was previously a conveyancer but took a career break when she had her three children. During this time, Lisa built up her feng shui business but has found herself a little behind in admin and computer skills.

"Computers have changed significantly in the last eight years. Carrie helped me enrol me in a course online so I could do it at my own pace. She was very helpful."

Lisa has also applied to the University of Western Sydney for a Bachelor of Traditional Chinese Medicine with a support letter from SGCH.

"My passion is to heal with the tradition of Chinese medicine. I have been studying from books since I was 18 after I finish my studies, I have big plans. I am looking to build on my business through further studies and offer acupuncture, Chinese herbal medicine and herb dispensation", says Lisa.

Lisa's ultimate goal is to open her own real estate business that offers feng shui as well.

"I want to sell and list properties that are already configured with good feng shui. I'd really like work with developers or investors to buy older houses and redevelop them and set up good feng shui."

Your house is a reflection of you. Whatever happens in your house, in the configuration, will affect you. Hopefully in time, I can start my real estate and feng shui business from home and help people", says Lisa.

Catalyst Engagements

Financial Years	Customers Referred	Training Placements	Employment Placements	Job Skills Program	No. Participants	Skills Exchange Programs
2016-17	36	0	3	1	8	NA
2017-18	11	2	4	2	15	NA
2018-19	1	2	2	0	0	1
2019-20	9	0	1	0	0	NA
2020-21	9	5	3	2	1	NA
Total	66	9	13	5	24	1

50% Engaged / Referred
29% Placement / Engaged

* Since Catalyst launched July 2016, 98 tenants and household members were referred to Employment Opportunity Manager

* out of the 49 Engaged, 14 participants were placed into either accredited vocational training or paid employment

* it represents 29% Engaged tenants were placed into either training or employment

Landcom offered one General Labourer job, and one Bonnyrigg customer is due to commence in July 2021



DigiConnect

The DigiConnect program gives customers the opportunity to buy digital tools, at a discount. SGCH buys the agreed product on the customers behalf, they sign an agreement and pay back, at cost, the amount.

During COVID it become clear that not all customers had access to the internet or a smart phone to engage in our online programs.

SGCH worked together to give customers an opportunity to apply for a Samsung Galaxy A12 with DigiConnect. Six customers from the Vietnamese language group applied for the smart phone and now use it to keep in contact.



Section 4

Community Investment Summary and Insights

Grants

In 2020-21 SGCH and BYC received the following grants worth more than \$23,000 in total.

Grant Program	What the grant was for	Amount
Matana Foundation for Young People	BYC Leadership Camp	\$10,000
Fairfield City Council – Bonnyrigg town centre activation funds	Bonnyrigg Under the stars Event	\$3,500
Fairfield City Council – Bonnyrigg town centre activation funds	BYC Self Care Fair	\$3,500
Fairfield City Council - Bonnyrigg town centre activation funds	Harmony Day	\$3,000
Fairfield City Council Youth Week	2020 – Amazing race	\$1,500
Fairfield City Council Youth Week	2021 – Relax to the max	\$1,500

Appendix 1 - Community Program Data

Community Groups



We provide opportunities for customers to participate and feel heard by supporting and encouraging the community to actively participate in Local Tenant Groups and providing support and training opportunities for community groups.

A summary of these groups, the number of meetings held, and the number of attendees is below.

Group	Purpose	Period	Meetings	Customers (Average)	Total Annual Attendance
Tenant language groups (Lao, Vietnamese, Khmer, Assyrian, Arabic)	These groups provide an opportunity for non-English speaking tenants to have their say, meet others and find out about local services.	2018-19	12	10	120
		2019-20	25	12	281
		2020-21	23	9	216
Bonnyrigg Youth Council (BYC)	BYC is a forum led by young people (aged 12-24) for young people in Bonnyrigg. The BYC meets every month to make decisions on activities, events and programs for youth in the area.	2018-19	10	25	253
		2019-20	10	25	250
		2020-21	9	30	270
Community Reference Group (CRG)	SGCH works with key stakeholders, residents and local service providers through the Community Reference Group. The group identifies opportunities to work together and run a range of community activities that will connect tenants to local programs and their neighbours.	2018-19	5	12	60
		2019-20	7	10	72
		2020-21	9	11	81
Bonnyrigg Tenants Group	The group allows residents to raise broad issues about housing and the services SGCH provides. They share information about projects, meet and learn from other tenants and provide feedback to SGCH.	2018-19	4	8	35
		2019-20	5	8	40
		2020-21	4	5	21

Community Activities

During school terms, SGCH offers a range of weekly exercise programs for our customers (and other members of the community) to improve their physical health and promote social inclusion.

A summary of our regular programs and the number of attendees is below.

Activity	Attendees (weekly average) 2020/21	Activity	Attendees (weekly average) 2020/21
Get Moving Class	8	Garden Workshop	6
Bingo (monthly)	15	Craft Group	5
Aqua aerobics	15	English Class	15
Techxperts	7	Computer classes	8

Other Health Programs and Workshops

At the end of each year, we hold consultations with our tenant groups to find out what information sessions they would like us to run. During COVID we had the opportunity to still hold Aqua Aerobics at our local pools, with an average attendance of 15. Based on customers feedback, we have also provided a range of health talks and workshops which we have delivered during our language group sessions, including:

- Mental health Workshops
- Development updates
- How to report a repair to SGCH session
- Sign in using Service NSW
- Learn how to read a rent statement
- Meet your Tenancy Manager session
- How to complete a rent review form workshop
- 'No Interest Loans Scheme' (NILS) presentation
- Employment and opportunities workshops
- LAHC relocation updates

Training and Education Programs

In 2020-21, we provided two different training opportunities with 25 Bonnyrigg residents engaging in new skills.

Training/education program	Number of participants 2020-21
Bonnyrigg Computers Class	10
English Class	15

Community Events

In 2020-21, we hosted seven community events with 491 people attending. Due to COVID-19 restrictions, we had to cancel or postpone some events and look forward to hosting them again in the coming year.

Activity/Program or Celebration	Significance/Impact of the event on community	Attendees		
		2018-19	2019-20	2020-21
NAIDOC Week event	To recognise the history, culture and achievements of Aboriginal and Torres Strait Islander people.	145	120	61
Community Market Day	A chance for the residents of Bonnyrigg to sell all unwanted items at cheap prices and engage with others.	400	N/A*	#
School Holiday Fun Day	Partnership with Mission Australia and Evolve Housing to provide tenants with a free day out.	150	N/A*	#
White Ribbon Day	To educate and raise awareness of Bonnyrigg youth of domestic violence.	200	80	#
Bonnyrigg Estate Christmas Party	Annual celebration to recognise the community's achievements over the year	200	325	#
BYC Camp	A camp for BYC members to learn leadership skills and plan community activities for the year ahead.	25	23	23
BYC Halloween event	BYC run event providing an opportunity for residents to come together and enjoy a free movie	N/A*	75	#
Excursion to Nan Tien Temple	Social excursion in response to feedback from customers. Promoted understanding of a different culture	N/A*	64	N/A
Movies in the Park	BYC run event providing an opportunity for residents to enjoy a free, family night out and get together with their neighbours.	400	#	142

Activity/Program or Celebration	Significance/Impact of the event on community	Attendees		
		2018-19	2019-20	2020-21
Neighbour and Harmony Day	Breaking down social isolation and providing an opportunity for tenants to get to know their neighbours and about their cultures	60	#	42
Youth Week 2020 and 2021	Giving young people the opportunity to come together for a fun event during Youth Week. This event was run by BYC.	133	Bonny's Amazing Race 2021 65	Relax to the Max 2020 65
BYC Self Care Fair	The Self Care Fair aims to facilitate the local Bonnyrigg community to enhance their personal development by engaging with creative outlets through rituals of self-care such	N/A*	N/A*	93

NA* - not held in that year # - not held due to COVID-19

*The numbers of meetings and programs was lower during 2020-2021 due to COVID-19 restrictions.

Our Partners

SGCH would like to thank the following organisations for their support and partnership in 2020/21.

- 3Bridges
- Anglicare - Liverpool
- AtWork Australia
- Autism Advisory and Support Service
- Bonnies Women's Refuge
- Bonnyrigg Public School
- Bonnyrigg High School
- Bonnyrigg Men's Shed
- Bonnyrigg Plaza
- Brighter Futures
- Bunnings
- Cabra Vale Diggers Club
- Cambodian Buddhist Society of NSW Inc
- CatholicCare
- CORE
- Community Greening – Royal Botanical Gardens
- DayStar Foundation
- Department of Communities and Justice (Housing)
- Disability South West
- Empowering Growth
- Evolve Housing
- Fairfield City Council
- Fairfield Community Health Centre – Mental Health
- Flourish Australia
- GW Landscapes
- Hume Community Housing
- KARI
- Karitane
- Landcom
- Land and Housing Corporation
- Mantana Foundation for young people
- Max Employment
- Mission Australia - Miller
- NSW Health/NSW Health SASH Program
- NSW Government – My Community Project
- PARKS – Wetherill Park
- NSW Police
- SR Construction
- St Johns Park Bowling Club
- TAFE NSW
- Vietnamese Women's Association NSW
- Wesley Family Support at Fairfield
- Youth Off The Streets

Appendix 2

Key Placemaking Survey Data

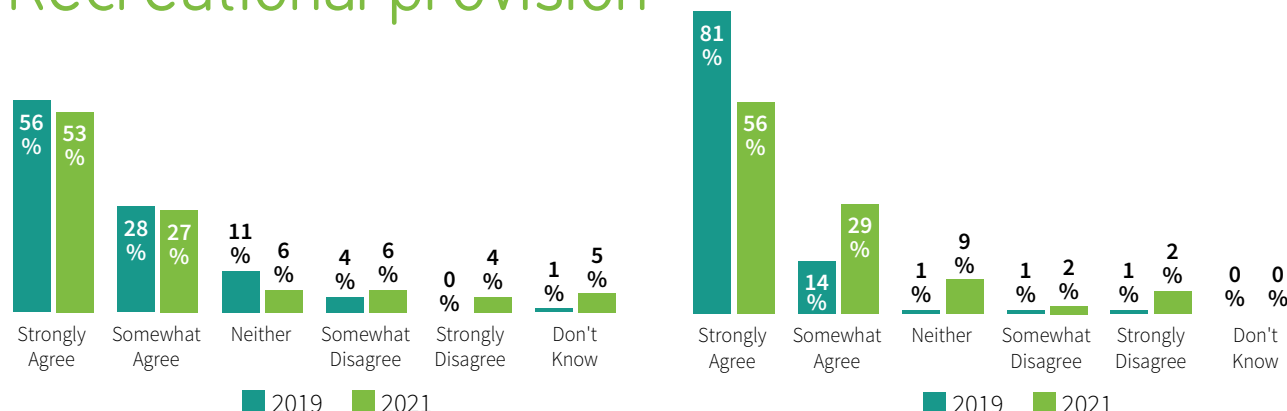
The 2021 survey collected more than double the responses of that received in the last round in 2019/20 increasing from 92 to 250. More private residents took part, as did residents who are not involved in our activities. This is in contrast to the 2019 results when a majority of our responses were from residents who are involved with SGCH and know us well.

In summary the focus areas cover:

- Health care, social services, and recreational provision
- Education, training, and employment opportunities
- Community life and the neighbourhood
- Safety, community reputation and change



Health care, Social services, and Recreational provision

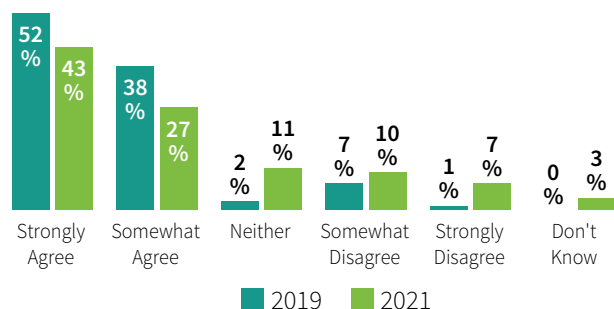


There are enough parklands and open spaces near you

80% of community members strongly or somewhat agree that there are enough parklands and open spaces. A number of new open spaces and parks are part of the master plan, increasing public space in Bonnyrigg overall, while the Sensory Garden is now fully functional and is being explored and discovered by the residents.

The local area is well served for public transport

85% of community members either strongly or somewhat agree that the local area is served good public transport. This is an decline from previous results being at 95%. With the new bus route coming to Wall Street, we hope to see these results improve in the 2021/2022 survey results. SGCH will bring this to Council's attention and share the feedback.

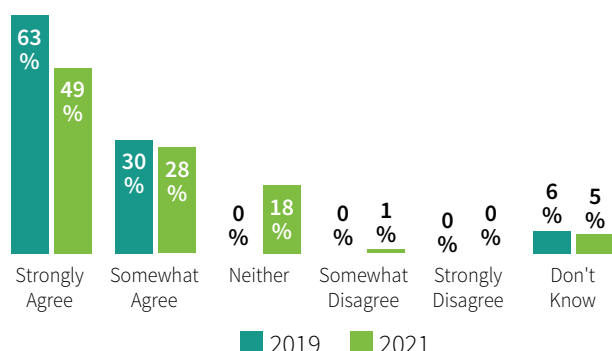


The range of health care and social services meets your needs

70% of residents somewhat agree or strongly agree that the range of health care and social services meet their needs. This information will be shared with the NSW Health district and local stakeholders.

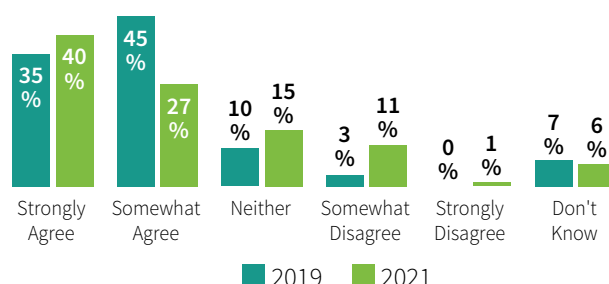


Education, training, and employment opportunities



There are good schools for children and young people

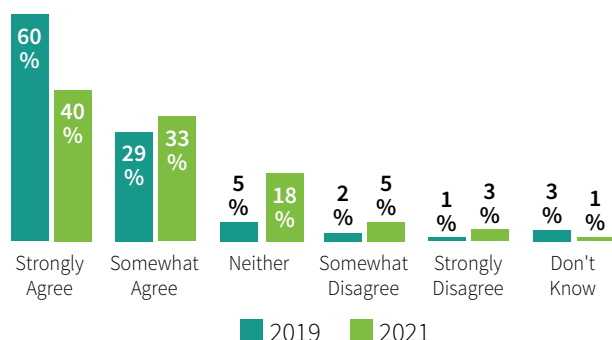
There has been a significant shift from those who 'strongly agree' with this statement to 'neither agree or disagree'. The impact of Covid, in particular remote learning, is likely to have affected these results. We will share this information with the local schools and education institutes to assist with planning. SGCH also provides training and education programs that are tailored to the community's needs.



There are good education and training opportunities

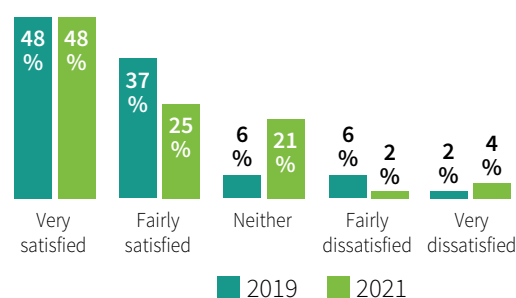
67% of community members strongly or somewhat agree that there are good local schools with previous year's results being at 80%. Those who strongly agree have increased, while those 'somewhat disagreeing' also increase by a wide margin. This will need further analysis and SGCH will inform the public and high school on these results.

Community life and the neighbourhood



You feel part of the community

There was a drop of 16% in positive responses (strongly agree and somewhat agree combined) in this year's results compared to last years. Having much of the year under COVID restrictions will have had significant influence on this. We aim to increase participation by continuing to host community events and programs in the Bonnyrigg community to meet the community needs and bring a sense a belonging to residents.



Overall, how satisfied are you with your neighbourhood?

Those very satisfied around satisfaction with the neighbourhood has remained the same. Overall those very and somewhat satisfied remains high, however there has been a shift from somewhat to 'neither'. COVID and restrictions around activities may have contributed to this and we should see improvements as lock-downs end.

Appendix 3

Bonnyrigg and Newleaf - Annual Place Making Survey

Place Making survey

SGCH holds the management of our properties and the well-being of our residents and the communities we operate in as a very high priority. Our strategic commitments are around place, including that of people and the places they live. This surveys' results will help us build up data around areas we need to develop and improve to achieve our strategic aims and increase you and your neighbours well-being. You can find out more about SGCH at www.sgch.com.au and if you need assistance call 9585 1499 and ask for the CPP (Community Place and Partnership) team or email getinvolved@sgch.com.au.

To thank you for completing this survey you have an opportunity at the end to give us your contact details to have a chance of receiving a \$200 or \$50 voucher

1. Unit/house number and 1st line of address (this will be removed and your answers will remain anonymous)



Bonnyrigg and Newleaf - Annual Place Making Survey

* 2. Are you:

- ☐ An SGCH tenant/resident
- ☐ A Housing NSW tenant (some may describe 'a Housing Commission tenant')
- ☐ A 'other' resident and/or Home Owner in the area
- ☐ A stakeholder that does not live here

Appendix 3

* 3. Do you agree with the following statements about shared spaces?

SA-Strongly agree/ **MA**-Mostly agree/ **N**-Neither/ **MD**-Mostly disagree/ **SD**-Strongly disagree / **X**-Don't no

3a. There are enough parklands and open spaces near you

3b. Shared indoor and outdoor areas are clean and well maintained

3c. There are garden areas around your building that you are able to use and enjoy

3d. There are community rooms or similar meeting spaces available for people to come together

Other (please specify)

* 4. Do you agree with the following statements about your local area?

SA-Strongly agree/ **MA**-Mostly agree/ **N**-Neither/ **MD**-Mostly disagree/ **SD**-Strongly disagree / **X**-Don't no

4a. There are a good range of shops

4b. The local area is well served for public transport

4c. The range of health care and social services meets your needs

4d. There are good education and training opportunities

4e. There are good work opportunities

4f. You feel a part of the community

4g. Local events and activities meet your needs

4h. SGCH keeps you well informed about local events, activities and services

Other (please specify)

Appendix 3

* 5. Do you agree with the following statements about safety, relationships and SGCH?

SA-Strongly agree/ **MA**-Mostly agree/ **N**-Neither/ **MD**-Mostly disagree/ **SD**-Strongly disagree / **X**-Don't no

5a. You feel safe living in this neighbourhood

5b. You can get help from neighbours, or from friends and family living locally, when you need it

5c. You have positive relationships with your neighbours

5d. Your local neighbourhood has a good reputation in the wider community

5e. When dealing with SGCH, your enquiries are dealt with quickly and well

5f. When dealing with SGCH, you are treated with courtesy and respect

Other (please specify)

* 6. Do you have children and/or childcare responsibilities?

☐ Yes

☐ No (if hard copy - go to Q8)

Appendix 3

* 7. Do you agree with the following statements about childcare and schools?

SA-Strongly agree/ **MA**-Mostly agree/ **N**-Neither/ **MD**-Mostly disagree/ **SD**-Strongly disagree / **X**-Don't no

There are good childcare facilities

There are good schools for children and young people

Other (please specify)

* 8. In the last 12 months have you participated in any activities, groups or events in which you have developed new interests, skills or social connections

☐ Yes

☐ No (if hard copy - go to Q11)



Bonnyrigg and Newleaf - Annual Place Making Survey

9. Please tick all activity types you were involved in

☐ An SGCH Tenant Group (local or SGCH wide) meeting

☐ A meeting of tenants and/or local stakeholders

☐ Social groups including BBQ, trip, gardening, sports, arts and craft, cooking, dancing, cultural, senior, youth etc.

☐ Well-being such as health advice, exercise (yoga, Thai Chi etc.), cooking skills etc.

☐ Educational or Training (SGCH Strive, languages, computers, conferences, workshops etc.)

10. How helpful was the participation in improving your:

VH - Very helpful/ **FH** - Fairly helpful/ **N** - Neither/ **NVH** - Not very helpful/ **NH** - Not helpful at all

Health

Well-being

Feeling part of the community

Other (please specify)

Appendix 3

* 11. When do you use communal spaces and facilities in your area (tick all that apply)

- ☐ 11a. Between 8am and 6pm only
- ☐ 11b. Anytime, including after 6pm
- ☐ 11c. I am restricted as they are closed some of the time
- ☐ 11d. I am restricted in when I use them as there is anti social behaviour some of the time
- ☐ 11e. I do not want to use them
- ☐ 11f. There are none
- ☐ 11g. They are not in an usable condition
- ☐ 11h. I am unable to access them
- ☐ 11i. I do not feel welcome and/or there are others who prevent me from using them

Other (please specify)

* 12. In the last 12 months has your neighbourhood, and how you think about it:

- ☐ 12a. Significantly improved
- ☐ 12b. Somewhat improved
- ☐ 12c. Much the same
- ☐ 12d. Somewhat worse
- ☐ 12e. Significantly worse

* 13. Overall how satisfied are you with your neighbourhood

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied or dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

Do you have anything further to add or tell is about?

14. If you would like to have a chance to receive a \$200 or \$50 voucher, please provide your name and mobile and/or email

