



# **2023 Community Support Services Mapping Project**

## **Mapping Insights Summary**

**Produced for the City of Rockingham  
By Janali & Co & Marsden Jacob Associates**

# 2023 Mapping Project overview

The City of Rockingham's 2023 Mapping Project extends on the insights gained from the preceding 2018 Community Services Mapping Report, which established a foundational needs analysis referred to in this study. Whilst this report sheds light on emerging demand drivers and priority focus groups, many of the findings resonate with the key themes identified in the 2018 Mapping Project. The picture painted in this report portrays a sector grappling with the escalating demand for services, addressing increasingly complex needs amidst rising service delivery costs, insufficient investment in early intervention, and acute funding challenges in key areas of service demand.

## Objectives

This Mapping Insights Summary accompanies the full 2023 Mapping Report that serves as a foundational resource for both the community services sector and the City of Rockingham. Its purpose is to:



Raise awareness of the prevailing trends affecting the community sector.



Provide insights to guide the delivery of services, aligning them with the evolving needs of the community.



Support collective advocacy efforts that address service gaps and other challenges confronting the sector.



Inspire new initiatives and partnerships that leverage the strengths of the sector to respond to community needs.

Scan the QR code to read the 2023 Mapping Report :



# Project methodology

## Desktop research



- City strategies, plans & research
- 2021 Census data
- State/national research, data & information related to themes

## Engagement



- Online survey
- 9 focus groups with sector representatives
- 1 focus group with City officers
- 12 interviews

## Analysis



- Analysis of qualitative and quantitative data
- Data theming consolidating insights from the research and engagement

## Mapping report



- Development of an evidence base of needs, service demands, service gaps and opportunities
- Identification of key findings

## Who we heard from

100

Survey respondents representing community sector organisations

140

Focus group participants, representing 40 community sector organisations

18

Participants across 12 semi-structured interviews

### Government and non-government services with a focus on:

- Homelessness
- Family and domestic violence
- Mental health
- Drug & alcohol misuse
- Poverty and unemployment
- Children, young people & families
- People with a disability
- Seniors
- LGBTQIA+ inclusion
- First Nations people
- Culturally and linguistically diverse communities


# Community profile

Population growth and demographic change influence the need and demand for community services in the City of Rockingham. In this context, reliable and current data on population trends is an important tool for service planning. The population snapshot below provides an overview of high-level population trends, based on 2021 census data.

## Population growth

Population in 2021

135,679



2046 projected population

243,641

Between 2016 and 2021 the City of Rockingham's population grew by 8.4% an average change of 1.64% annually.

## Cultural diversity


First Nations people increased from 2 to 2.7%





30.4% born overseas

## Disadvantage




SEIFA score for City of Rockingham

989

compared to 1020 for greater Perth region


Hillman-East Rockingham lowest SEIFA score


900




Secret Harbour highest SEIFA score

1051



LEARN MORE 

Scan the QR code to read the full report or visit the online community profile [profile.id.com.au/rockingham](https://profile.id.com.au/rockingham)




## Suburb trends

**Karnup** and **Baldivis** regions will continue to be the **fastest growing regions** with the **youngest age profile**.

**Coastal North** and **Coastal Central** regions host an **aging population** profile with the **largest proportion** of residents aged **45-64 years and 65 years and over**.

**Low population growth** will see these regions continue to age.

## Age profile



64.2% working age (15-64 )

21.7% younger population (0-14)

14.2% older population (65+)

3 NB: the SEIFA score for Rockingham LGA in 2016 was 1001.  
NB: First Nations people refers to people who identify as Aboriginal or Torres Strait Islander

# Place profile

The City of Rockingham is located in Perth's outer Southern suburbs, 45 kilometres south-west of the Perth CBD. It is bounded by the City of Kwinana to the north, the Shire of Serpentine-Jarrahdale to the east, the Shire of Murray and the City of Mandurah to the South and the Indian Ocean to the west.

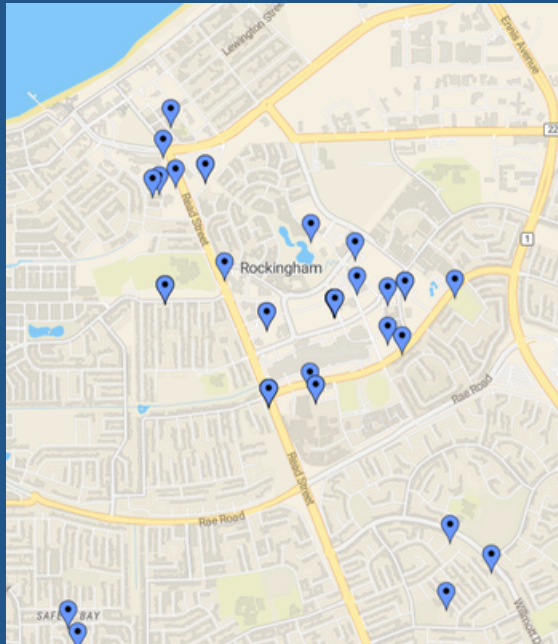
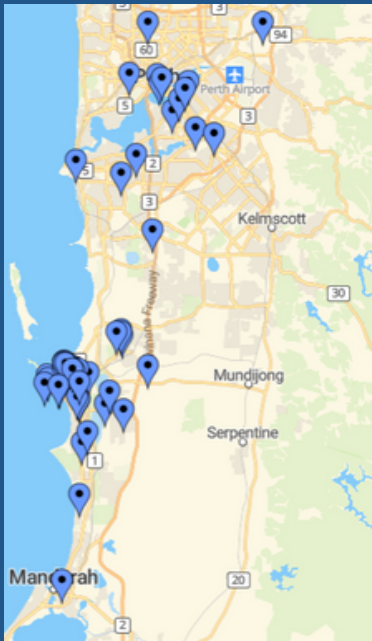
## Service delivery locations

55

survey respondents deliver in-reach services to City of Rockingham.

22

survey respondents are based in Rockingham (suburb).



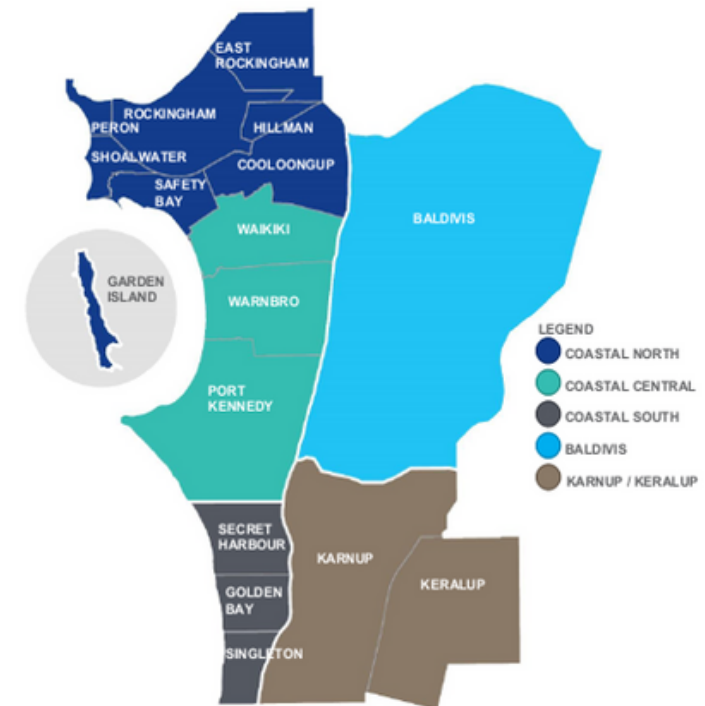
Other distribution trends noted include a small concentration of services operating from the City of Kwinana and low numbers of services in Baldivis. Scan the QR code below to view digital map with service locations of all respondents.



Above: both maps show location markers for community services, showing a distribution of service locations with concentrations around the Perth central metropolitan area and Rockingham city centre.

## Service delivery regions

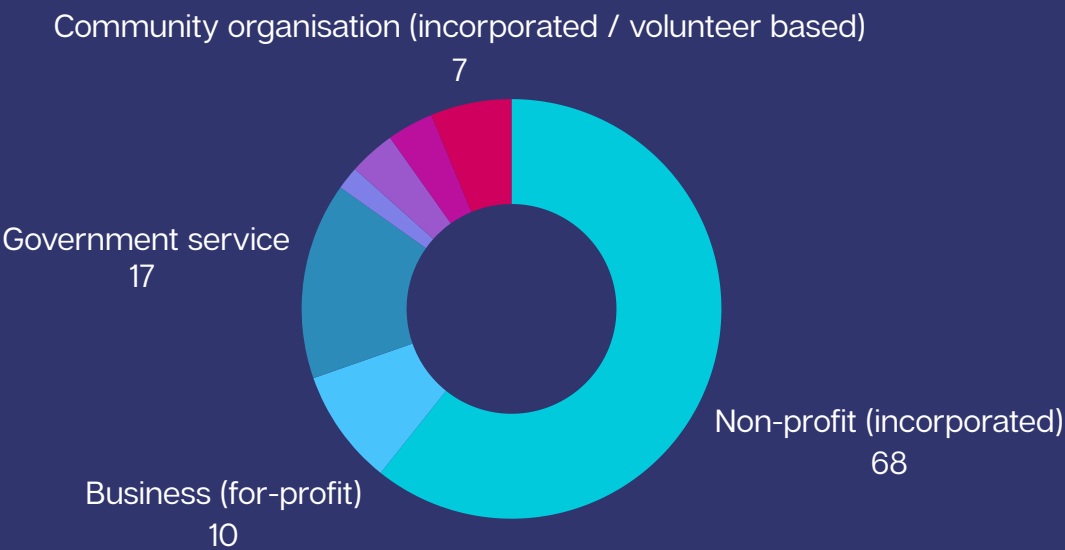
The City of Rockingham breaks its geographical region down into smaller service regions detailed in the map below.



# Community sector profile

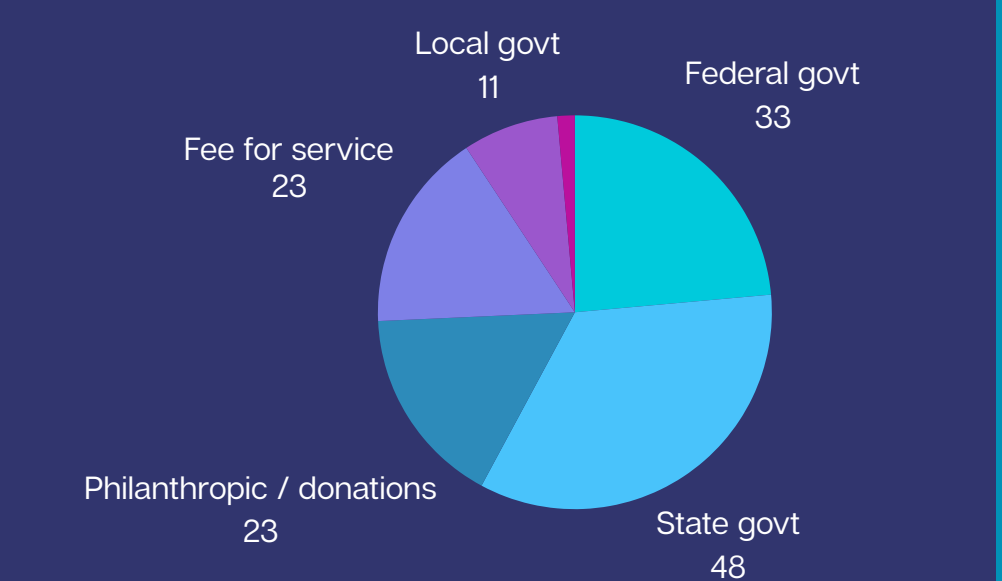
The City of Rockingham’s population is serviced by a dynamic community services sector that provides a range of supports targeted at meeting the needs of residents who may be experiencing hardship or vulnerability. The survey data below yielded from 100 community services provides an overview of the profile of the sector.

## Organisation type



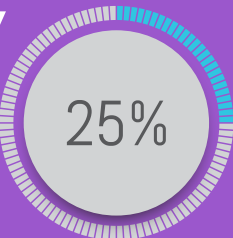
NB: Smaller values not labeled are community organisations (unincorporated) (4), faith-based organisations (2) .

## Funding sources



NB: Government agencies excluded from count. Government funding includes: service contracts and grant funding. Respondents could select more than one funding type.

## Funding security

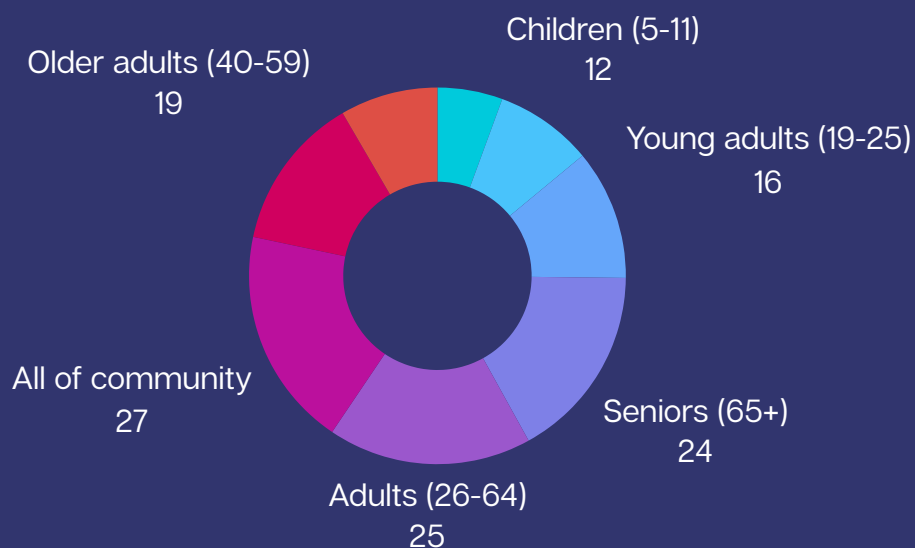


services responded that their funding was only secure for one year

# Community sector profile - continued

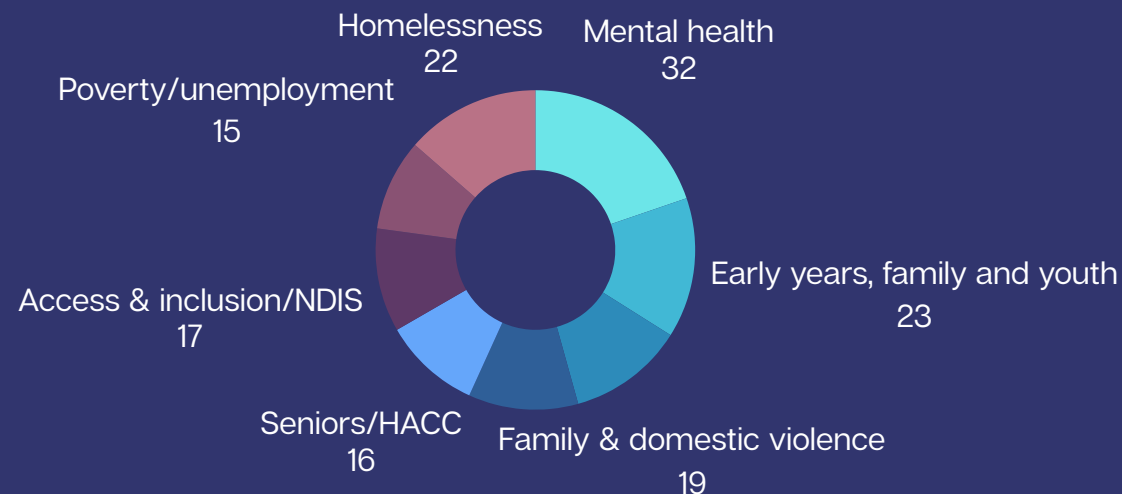
Whilst the some services target specific age profiles or issues, many cater for multiple target groups, deploy a range of delivery methods and focus on multiple issues.

## Service target groups - by age



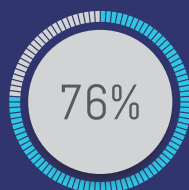
NB: Aboriginal and Torres Strait Islander people 55+ are seniors. Multiple responses allowed.

## Service focus

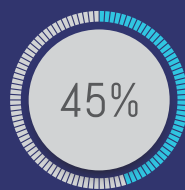


NB: Smaller value responses included crime/justice/safety (8), drugs and alcohol (11), support groups (12), medical (8), CALD (9), Aboriginal services/ACCOs (8). 33 responded 'other'. Multiple responses allowed.

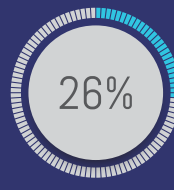
## Delivery methods



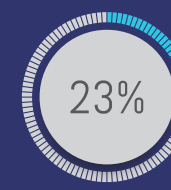
offer 1 to 1  
'direct to client'  
support



offer advocacy and  
education/training



offer counselling

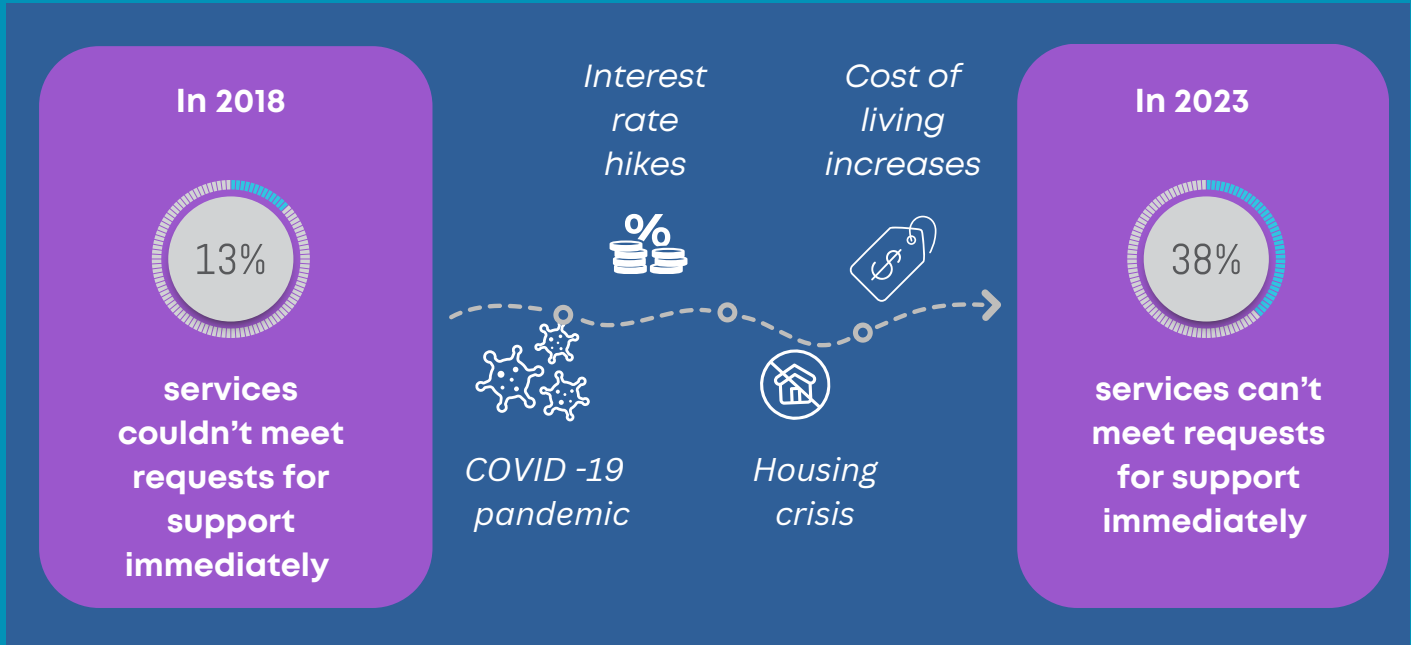


offer support  
groups

NB: Smaller value responses included emergency relief (16%), supported accommodation (10%), emergency relief (16%) harm minimisation (18%). 33% also listed other delivery methods. Multiple responses allowed.

# Service demand - trends

Demand for community services in the City of Rockingham has increased significantly in the last 5 years. Changes in the context for community service delivery have impacted on community needs and influence the demand for community services.



*“Financial counsellors (are) busier than ever, citing large mortgages and debts becoming unmanageable for people on low and moderate incomes (who were) traditionally not in this space of financial need.”*

*“In general, demand for individual disability advocacy is high and many services have limited capacity or waitlists for services.”*



*“We have 50 referrals a month for our mental health team..... it's 6-8 months to access services.... increased from two years ago when we had a 3 month wait list and 20-30 referrals a month.”*



# Structural drivers of service demand

Features within the environment that significantly influence the necessity and demand for community services in the City of Rockingham.



## Population growth and change

- Growing population and changing demographic profiles.
- Demands for services that are responsive to changing community profiles (i.e. multicultural services).



## Funding environment

- Inadequate investment in prevention and early intervention.
- Funding levels not keeping pace with increasing costs and service demands.



## Complexity of service navigation

- Increasing demands for support in navigating complex services systems.
- Individuals with complex and/or acute needs face additional barriers.



## COVID-19 impacts

- Increasing prevalence of mental ill-health and social isolation post-COVID.
- Changes in help seeking behaviours, e.g. declining group participation, increasing demand for online delivery.



## Cost of living crisis

- Increased demand for emergency relief and homelessness services.
- Financial pressures on families impacting on mental health, relationships, parenting and family well-being.

# Individual drivers of service demand

Factors that relate to individual circumstances/experiences that influence the necessity and demand for services in the City of Rockingham.



## Complex presentations

- People's needs are increasingly complex and often more acute/intense.
- Intersectionality in complex needs presentations, e.g. gender diverse young person seeking support for multiple issues.



## Mental health

- High levels of need and demand for mental health services, significant service gaps and long wait times.
- Mental ill-health is driving demands for other services, e.g. parenting, homelessness.



## Problematic AOD use

- Problematic AOD use is a contributing factor in FDV and in the increasing severity of violence.
- Problematic AOD use is both a driver and outcome of mental health concerns.



## Family and domestic violence

- Increase in intensity and severity of violence associated with FDV.
- Women forced to make difficult choices between safety and housing stability.



## Housing insecurity and homelessness

- Increase in housing insecurity and homelessness.
- Increase in employed people unable to access affordable rentals.
- Increase in individuals and families living in cars.

# High priority drivers- data snapshot

The demand for community services is shaped by a variety of factors, including but not limited to demographic changes, funding priorities, awareness of available services, and shifts in social and economic conditions.



Mental health is the number one driver of service demand in the City of Rockingham



60% of services listed mental health as a main driver of service access/help-seeking

*“ No such thing as mild to moderate anymore. People are experiencing very chronic mental health issues by the time they get to us.”*

Services listed the following as the main drivers of service access:

-  Relationship/family breakdown
-  Financial difficulty/people on low incomes
-  Domestic and family violence
-  Availability of safe/stable accommodation
-  Misuse of drugs/alcohol

People are facing increasing challenges navigating complex service systems.



53%

of services indicated that ‘the complexity of accessing other supports that meet their needs’ is a key reason clients access their service.

*“ Where individuals require support in various service areas that intersect, it would be helpful to have more services that offer intensive support to navigate across these systems as opposed to operating within their own silo.”*

*“ The complexity is increasing. We don’t just see one or two presenting issues - from the list above I would say all of our clients are experiencing all of these things. The cost of living is currently unbearable, creating an additional stress that inhibits healing and recovery .”*

NB: Multiple responses allowed

# Community service system - gaps

During the 2018 Community Services Mapping project the two most frequently identified service gaps were 'emergency accomodation and shelters' and 'general mental health and counselling services'. The results from the 2023 Mapping survey tell a similar story with homelessness and mental health services continuing to be ranked as the most critical service gaps by the sector. In addition the data gathered through the consultation process points to gaps in specialised services for priority target groups and place-based services in Baldivis.

## Highest priority service gaps

54

services listed **mental health** as a priority gap

55

services listed **homelessness** as a priority gap

## Gaps in targeted services

The following target groups were identified as experiencing gaps in specialised services or place-based supports that meet their needs:

People from a  
CaLD  
background

People  
identifying as  
LGBTQIA+

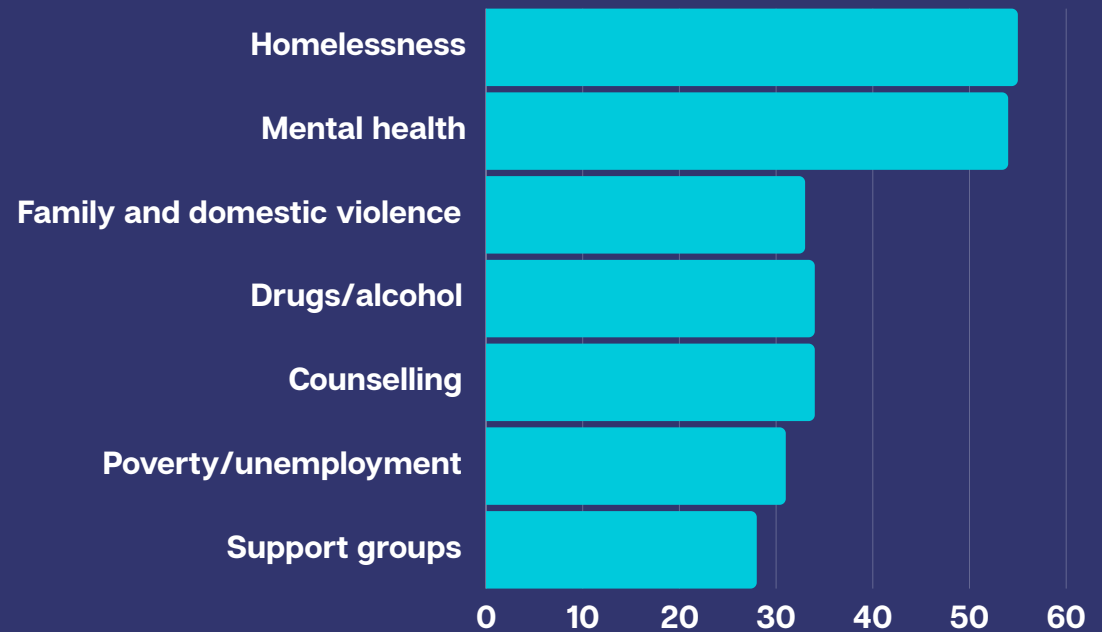
First Nations  
young people

Children  
aged 8 to 12  
years

Socially  
isolated men

People living in  
Baldivis

## Priority service gaps identified by community sector



NB: Smaller value responses not included medical (21), access and inclusion (NDIS) (26), crime/justice/safety (17), seniors / HACC (10), CaLD (18) . Multiple answers permitted.

# Priority groups

The research and consultation processes focussed on particular groups in the community who experience challenges in accessing services and supports that meet their needs. Mental health, family and domestic violence, homelessness, problematic AOD use and the cost of living were challenges that impacted across all targeted groups. The below provides a snapshot of census data for each group and a sample of qualitative data that reflects some of the other themes that emerged from the consultation.

## First Nations people

**3,605**

First Nations  
people

*“Many Aboriginal and Torres Strait Islander young people are disillusioned and disconnected from broader society. They see this country as their own country, yet often they feel they don’t belong.”*

## People from CaLD backgrounds

**8,187**

people speak a  
language other  
than English at  
home

*“We’re finding an increase in multicultural families seeking opportunities to engage with similar families.”*

## Children and young people

**47,230**

children and  
young people  
aged  
0 -24 years

*“The cycle of violence is starting at a younger age (10-12) with young people being apprehended for more serious offences/extreme acts of violence at a younger age.”*

## People experiencing financial disadvantage

**16,924**

people in  
low-income  
households

*“These parents, it’s the first time they’ve dealt with financial insecurity or poverty. They actually don’t know of services that are available.”*

# Priority groups - continued

## People living with disability and their carers

**6,912**

people aged 15+  
need assistance  
with core  
activities

*“We’ve seen an increase in requests for individuals requiring advocacy with urgent housing matters (i.e. individuals with a disability facing imminent homelessness).”*

## LGBTQIA+ people

**576**

same sex  
married or de  
facto couples

*“Usually LGBTQIA+ support services / activities / programs are a second thought rather than at the forefront.”*

## Parents

**24,325**

families with  
children

*“Parents are looking for connection in an ever isolating society.”*

## Socially isolated men

**6,952**

people are  
current or  
former defence  
force personnel

*“Making new friends is hard if you are not into sports or drinking.”*

## Seniors

**19,199**

people  
aged 65+

*“Not knowing how to use technology to access the internet and many don’t know how to use their mobile phone. They are also scared of being scammed and losing all of their money.”*

NB: 87% of veterans and 79% of defence personnel currently serving are male

# Community service system - challenges

The 2018 Community Services Mapping project revealed that the community services sector was struggling to meet the community's needs due to a lack of financial support. By 2023, the situation appears to have worsened, with funding challenges intensified by a growing demand for services. The following outlines the key challenges that emerged as themes from the consultation.



## Chronic under resourcing and funding challenges

- Failure of funding to keep pace with rising costs of delivery and increasing demand.
- Acute funding challenges for services responding to demand drivers, e.g. mental health.
- Short-term, inflexible funding agreements.



## Workforce recruitment and retention challenges

- Unsustainable funding arrangements create challenges in retaining staff.
- Increase in burnout and disillusionment, especially in sectors dealing with critical needs.
- Decline in volunteering impacting on organisations with volunteer work forces.



## Access to space for in-reach services

- Limited options for appropriate and available spaces for delivery of in-reach services.
- Cost of leasing/hiring spaces is a prohibitive factor for some services.



## Inadequate investment in prevention and early intervention

- Lack of investment in early intervention and prevention in areas of service demand.
- Limited opportunities for psychosocial education and support for families and individuals who are on a wait list for services and/or a diagnosis.

*“See the big picture when thinking of services - Rockingham is growing with young families and children but services to support them seem to be considered after the fact. Think about Baldivis as an example.”*

*“It’s hard to know where to locate an office in Rockingham as it doesn’t have a natural centre like Kwinana does around the Darius Hub”*



# Community service system - strengths and opportunities

The strengths that exist within the sector were also highlighted throughout the consultation (purple), as well as opportunities (pink) to build capacity and improve responses to better meet community needs.



## Collaborative community sector culture



- Collective advocacy on systems challenges, e.g. gaps in mental health and homelessness services.
- Collaborative place-based responses to social challenges, e.g. social isolation and FDV.



## Engaged & proactive local government (LG)



- Leverage LG's facilitator role to enhance strategic collaboration and build connections across sectors.
- Extend on LG's role as provider of localised information and data to guide service planning.



## Grass roots community groups, peer support & volunteerism



- Invest in building the capacity of citizen led activities that focus on service demand drivers and support the needs of emerging priority groups, e.g. CaLD community, socially isolated men.



## Building capacity to adapt to change



- Develop partnerships with specialist services that address unmet needs.
- Collaborate to build sector capacity to respond to changing demographics, e.g. LGBTQIA+ inclusion, trauma informed practice.



## Culturally responsive services



- Align activities with closing the gap targets.
- Build capacity for culturally responsive services and youth engagement.
- Support First Nations led initiatives that reduce inequity.



## Integrated service models



- Develop integrated service models that reduce barriers to service navigation.
- Identify opportunities for hub models that provide soft entry points for services.



## Help - seeking awareness



- Target campaigns that build awareness of available services and how to 'seek help'.
- Develop resources that support easy navigation of local services, e.g. service directories.



# Using this report

This Mapping Insights Summary provides a high level overview of the findings that are detailed in the 2023 Community Services Mapping Report. To access this full body of evidence and insights scan the QR code below. The evidence base presented in this report we hope will be used by the City of Rockingham, the community services sector and other local stakeholders to:



Build awareness of community and sector trends and issues



Align service planning with local needs, gaps and priorities




Support collective advocacy efforts that address systemic challenges



Build business cases for solutions that address priority gaps in services



Inspire new opportunities for collaboration and partnership



### Building on the evidence base

This study provides a ‘helicopter view’ of the community service system as a whole, identifying common themes across distinct sectors and zooming in on high priority concerns . This evidence base is one that can and should be built on through identification of additional data sources that can continue to build understanding of the themes that have emerged. Through working together to create a bank of local knowledge the City of Rockingham and the community services sector can continue to strengthen the evidence base to support effective local responses to local needs.

Scan this QR code to read the full report



# The Project Team

## Community Safety and Support Services, City Of Rockingham

This project was facilitated by the City of Rockingham's Community Safety and Support Services (CSSS) team. The CSSS team works with all levels of government, the not-for-profit sector and the community to maximise the availability of support services for at risk and/or marginalised groups.

The CSSS team achieves this through a range of activities including:

- training and education
- awareness raising
- coordinating collaborative partnerships
- advocacy

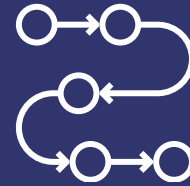


## The Consultant Team

The City of Rockingham (the City) engaged Sarah Janali Consulting (now Janali & Co) and Marsden Jacob Associates to undertake the following to support this project:

- research
- stakeholder engagement
- development of a report

# Strategic alignment



This project delivers on actions within Key Element 2 of the City of Rockingham Community Safety and Support Services Strategy 2022 - 2027:

*Partnerships for Collective Action and Advocacy*

# Contact information

If you would like to learn more about this project contact the City of Rockingham Community Safety and Support Services team on: (08) 9528 0333 or [customer@rockingham.wa.gov.au](mailto:customer@rockingham.wa.gov.au).