



Community Wellbeing in Penrith City



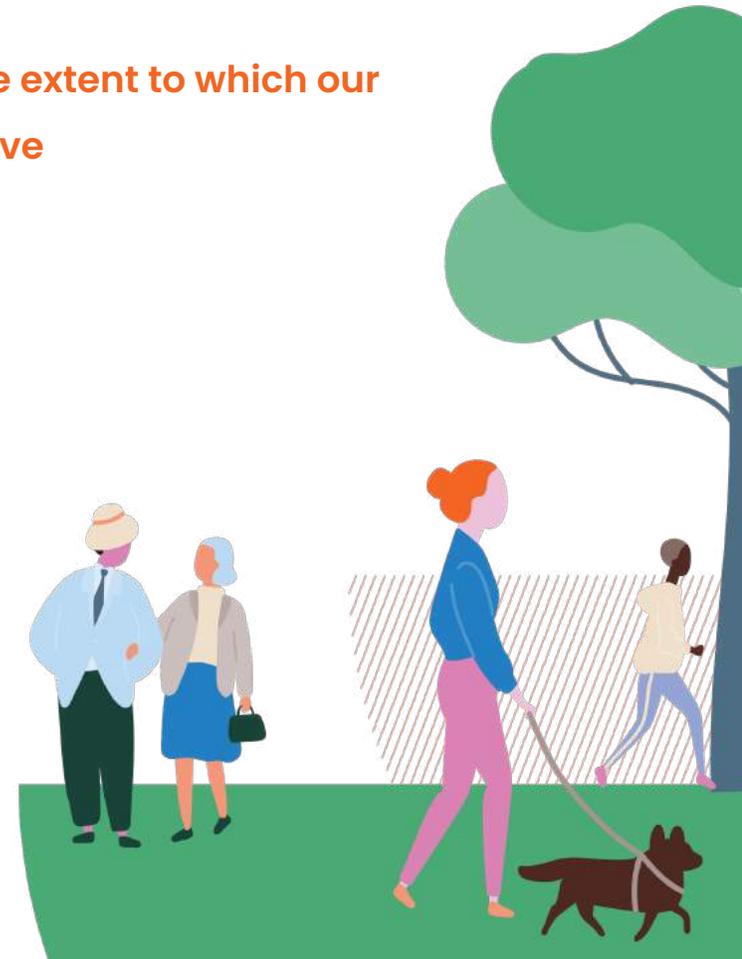
Background

Why and what it is

A Community Wellbeing Survey was undertaken to understand and track over time the extent to which our community is strong and connected, and is a place where people can live well and thrive

Specifically, to understand our community's

- Social wellbeing and connectedness
- Perceived quality of life
- Sense of personal wellbeing, housing and financial security
- Residents' connectivity within the community and participation in local activities
- Access issues to local services



Sample profile

614 Penrith City residents participated in an opt-in survey. The sample was weighted by age and gender to reflect the 2021 ABS community profile of Penrith City Council.

Gender

female **51%**
male **49%**
other/indeterminate **<1%**
prefer not to say **<1%**



Age



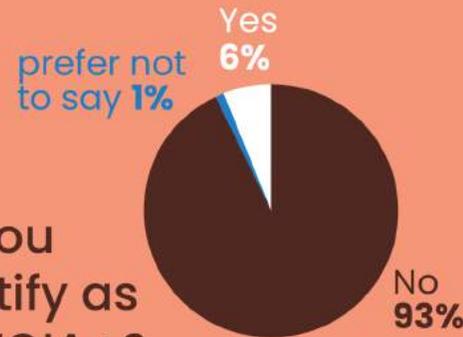
Catchment area



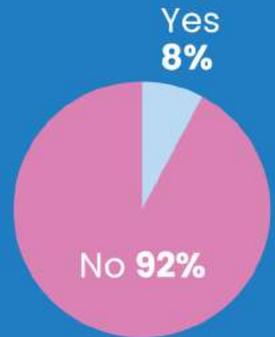
Speak another language other than English at home?



Do you identify as LGBTQIA+?



Are you of Aboriginal or Torres Strait Islander descent?



Country of birth

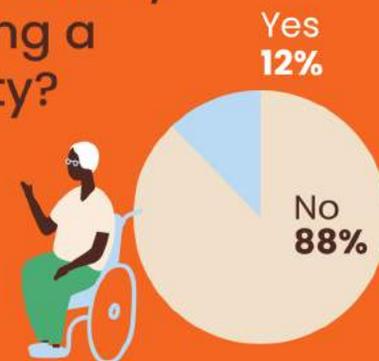
Overseas **18%**
Australia **82%**



Time lived in the area



Do you identify as having a disability?



Housing type



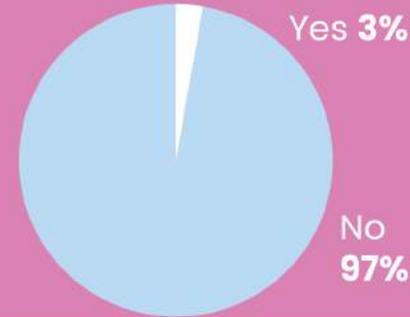
Ratepayer status



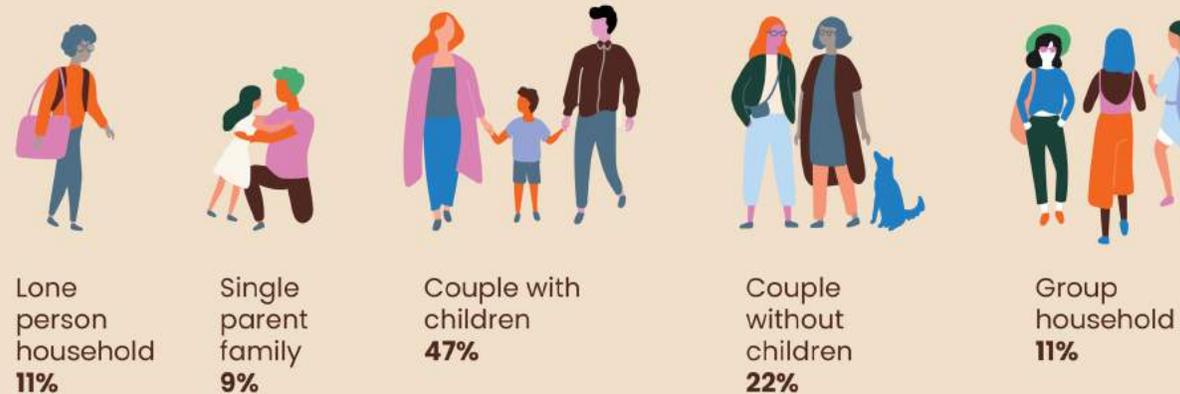
Household income



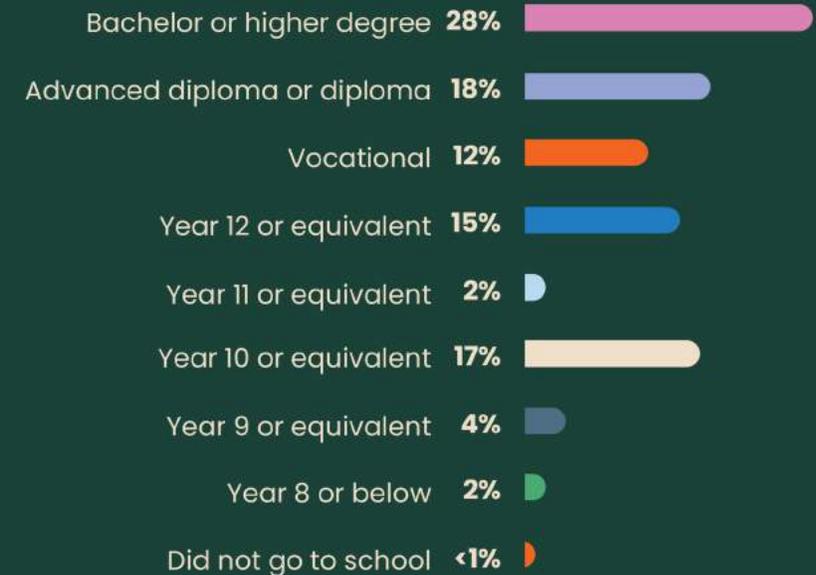
Live in public housing?



Household type



Highest level of education





**Penrith
as a place
to live**

89% of residents rate their **quality of life** as good to excellent

91% of residents are likely to recommend Penrith as a place to **PLAY**

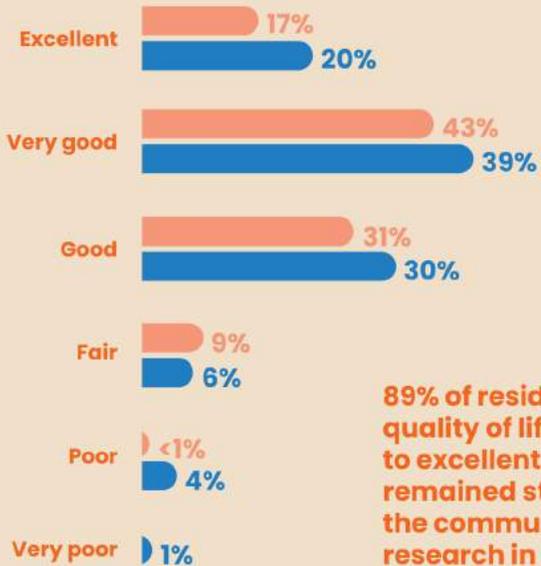
91% of residents are likely to recommend Penrith as a place to **WORK**

93% of residents are likely to recommend Penrith as a place to **LIVE**



Quality of Life in Penrith – Overall

How would you rate the overall quality of life in Penrith?

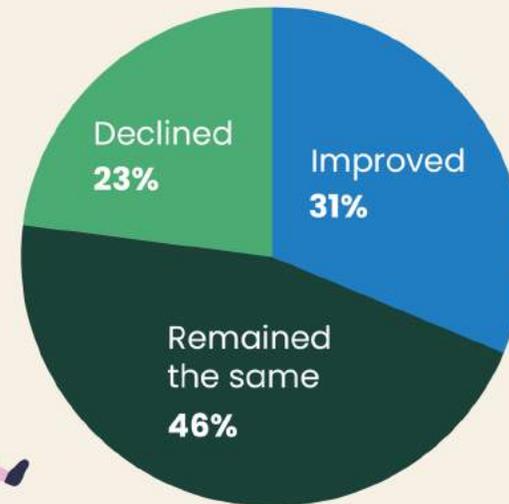


89% of residents felt that their quality of life in Penrith is good to excellent. Results have remained strong compared to the community satisfaction research in July.



Over the past few years, do you think your overall quality of life has improved, remained the same, or declined?

Base: N=609



31% of residents believe their quality of life has improved, whilst for 46% life has remained the same.



Quality of Life in Penrith – By Resident Group

How would you rate the overall quality of life in Penrith?

	Overall	Female	Male	18-24	25-34	35-49	50-59	60-69	70+	Established Urban area	Release areas	Rural areas
Mean rating	4.62	4.60	4.64	5.08	4.50	4.70	4.64	4.62	4.47	4.55	4.77	4.58
Top 3 box %	89%	88%	89%	87%	88%	91%	88%	88%	86%	87%	92%	88%
Base	614	312	299	38	162	172	93	56	93	295	172	147

	Time lived in the LGA		Speak a language other than English	Aboriginal/Torres Strait Islander	Person living with disability	Household income			Refused
	10 years or less	More than 10 years				Less than \$50,000	\$50,001 – \$100,000	Over \$100,000	
Mean rating	4.56	4.63	4.53	4.64	4.06	4.34	4.59	4.72	4.74
Top 3 box %	87%	89%	87%	86%	73%	82%	94%	90%	88%
Base	123	491	100	39	75	122	129	249	115

Residents who identify as living with a disability and those who have a combined household income of less than \$50,000 rate their quality of life significantly lower, while those residing in Release areas rate their quality of life significantly higher.

Your Local Community – A Snapshot

56%

of residents strongly agree/agree that they **feel a part of the community**

17%

of residents disagree/strongly disagree that they **feel a part of the community**



8%

of residents **do not know anyone** in their local street/neighbourhood

94%

of residents have **helped someone** in the community (outside their family) in the last 12 months

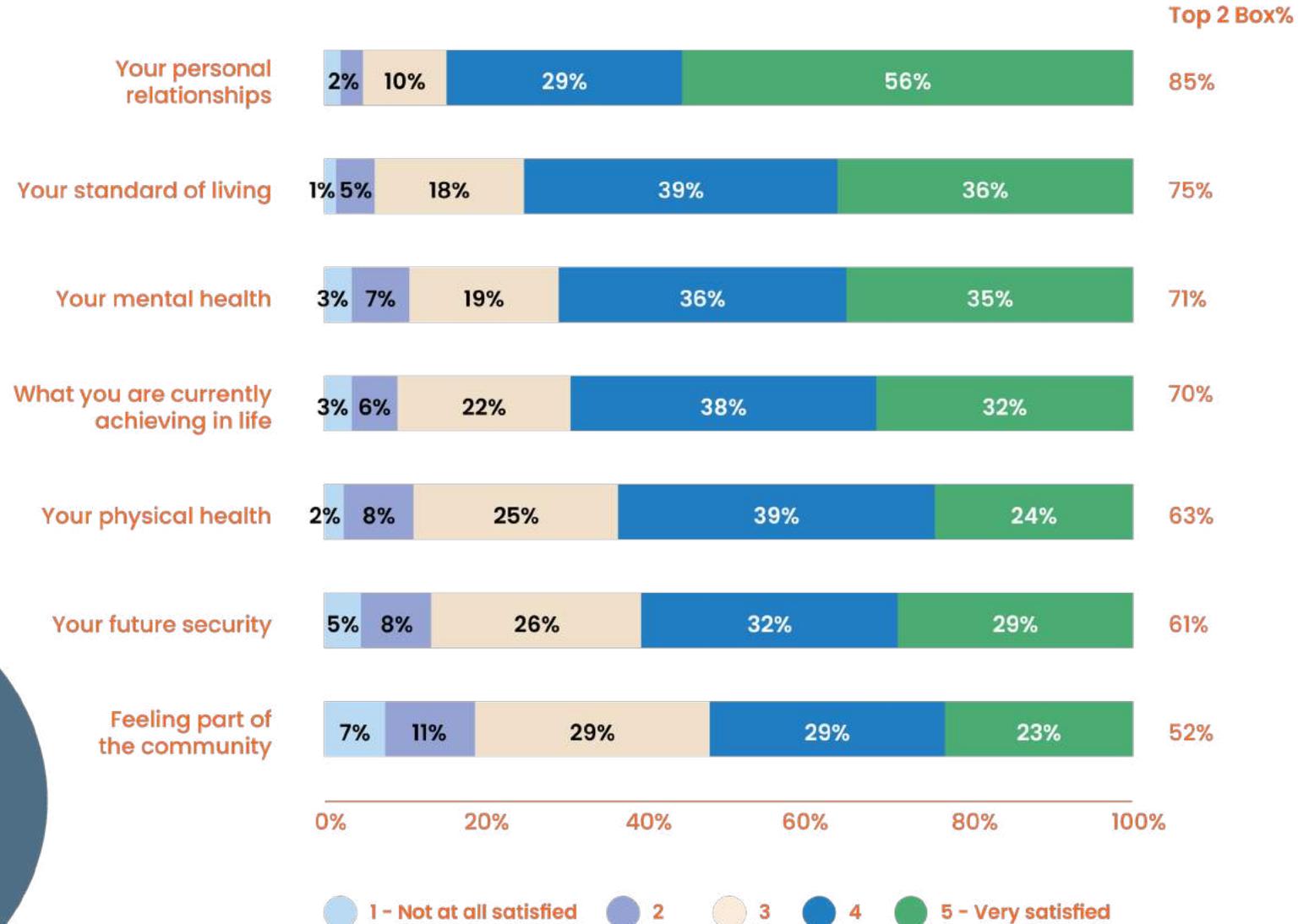


31%

of residents have **volunteered** as a member of a community organisation/group in the last 12 months

Satisfaction with Quality of Life Measures

Using the scale of 1 to 5, where 1 is not at all satisfied and 5 is very satisfied, how satisfied are you with the following?



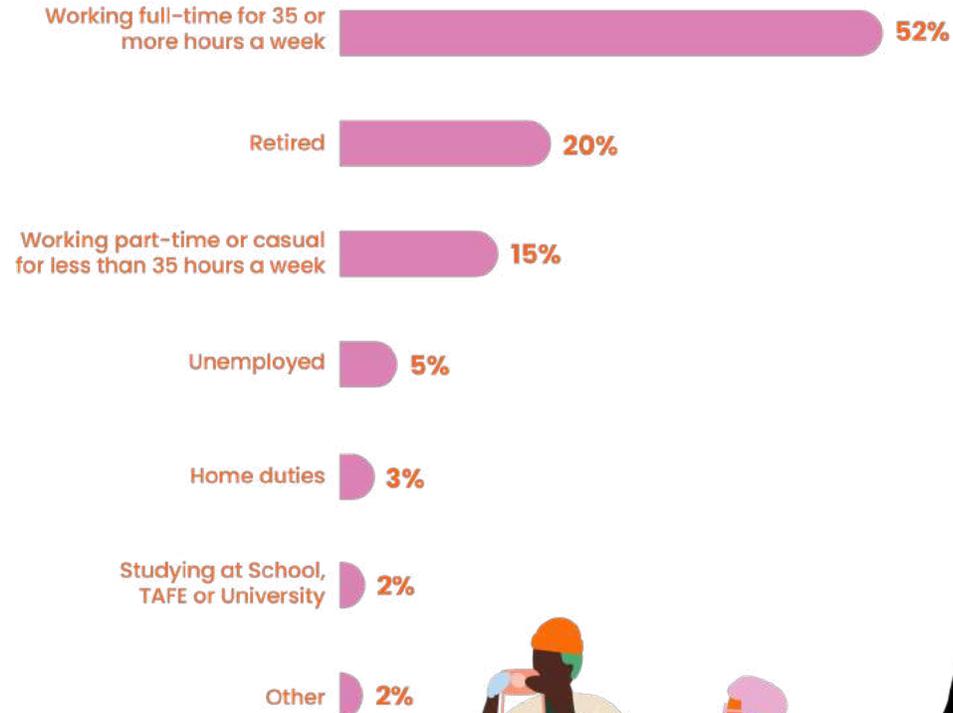
Three quarters or more of residents are satisfied with their personal relationships and standard of living in the Penrith City.

Satisfaction with feeling a part of the community is lower, with 52% of residents satisfied/very satisfied with this measure.

Current Employment Status

Over **half** (52%) of Penrith City residents work full time.

What is your current work status?



Working full-time for 35 or more hours a week

Significantly more likely to be:

- Males
- 25-59 year olds
- Living in Release areas
- Living in the LGA for 10 years or less
- Household income over \$100,000
- Do not identify as living with a disability

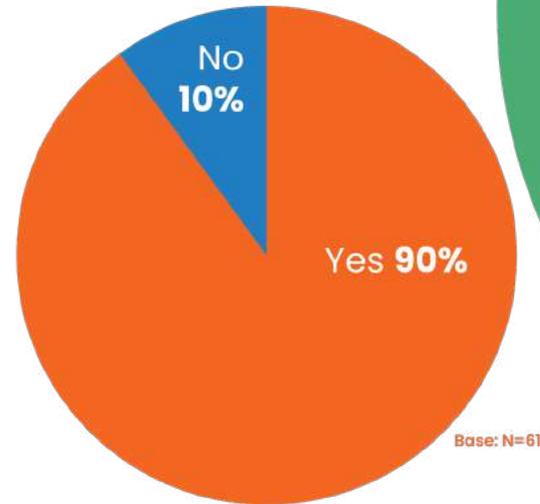
Significantly less likely to be:

- Females
- 60+
- Identify as living with a disability
- Living in Established Urban areas
- Living in the area for more than 10 years
- Household income less than \$50,000

Base: N=614



Housing Security



90% of residents feel secure in their housing situation. Male residents, those aged over 70, residents from Release areas and those with a household income of over \$100,000 indicated the highest level of security.

Do you feel secure in your housing situation?

	Overall	Female	Male	18-24	25-34	35-49	50-59	60-69	70+	Established Urban area	Release areas	Rural areas
Yes	90%	87%	94%	94%	84%	88%	92%	95%	96%	86%	95%	90%
Base	614	312	299	38	162	172	93	56	93	295	172	147

	Time lived in the LGA		Speak a language other than English	Aboriginal/Torres Strait Islander	Person living with disability	Household income			Refused
	10 years or less	More than 10 years				Less than \$50,000	\$50,001 - \$100,000	Over \$100,000	
Yes	86%	91%	86%	82%	85%	91%	84%	94%	87%
Base	123	491	100	39	75	122	129	249	115

Significantly less likely to feel secure in their housing situation:

- Residents aged 25 - 34
- Residents located in Established urban areas
- Residents with a household income of \$50,001 - \$100,000



Food Security



7% of residents overall have run out of food (and could not afford to buy more) at least once in the last 12 months.

Of concern, 4% of residents find themselves in this situation once a fortnight or more often.

In the last 12 months, how many times, if at all, has your household run out of food and could not afford to buy more?



Run out of food at least once a month
Significantly more likely:

- Live in Established Urban areas
- Identify as Aboriginal/Torres Strait Islander descent
- Identify as a person living with a disability

Food Security

In the last 12 months, how many times, if at all, has your household run out of food and could not afford to buy more?

	Overall	Female	Male	18-24	25-34	35-49	50-59	60-69	70+	Established Urban area	Release areas	Rural areas
Once a week or more often	1%	1%	0%	0%	1%	0%	1%	1%	1%	1%	1%	0%
Once a fortnight	3%	2%	3%	0%	6%	2%	1%	1%	1%	3%	2%	1%
Once a month	1%	1%	1%	0%	1%	3%	0%	0%	1%	2%	1%	1%
Less than once a month	3%	4%	1%	6%	3%	2%	1%	5%	1%	3%	2%	2%
Never	93%	92%	94%	94%	88%	92%	97%	93%	97%	90%	95%	96%
Base	614	312	299	38	162	172	93	56	93	295	172	147

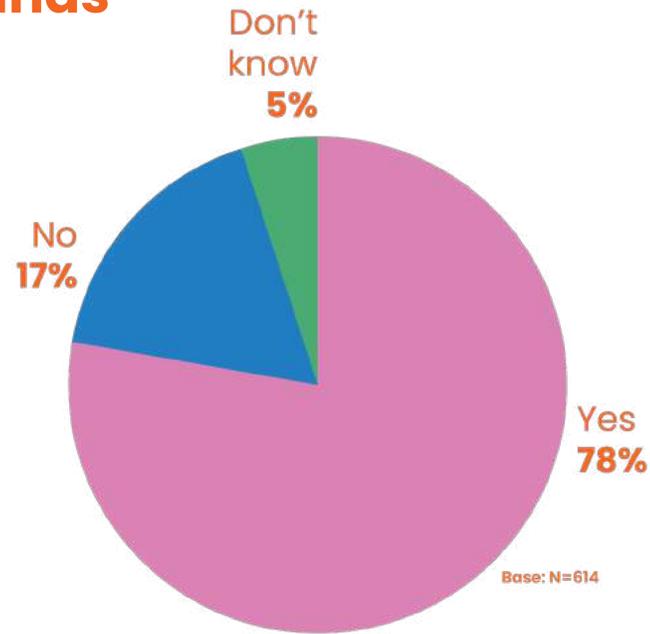
	Time lived in the LGA		Speak a language other than English	Aboriginal/ Torres Strait Islander	Person living with disability	Household income			Refused
	10 years or less	More than 10 years				Less than \$50,000	\$50,001 - \$100,000	Over \$100,000	
Once a week or more often	2%	0%	2%	2%	1%	1%	0%	1%	1%
Once a fortnight	4%	2%	3%	2%	5%	3%	3%	1%	5%
Once a month	2%	1%	1%	7%	6%	3%	1%	1%	1%
Less than once a month	4%	2%	1%	8%	11%	5%	3%	0%	5%
Never	88%	94%	93%	81%	76%	88%	94%	96%	88%
Base	123	491	100	39	75	122	129	249	115



Residents from established urban areas, those who identify as Aboriginal/ Torres Strait Islander and those living with a disability are significantly more likely to have run out of food (and could not afford to buy more) at least once in the last 12 months.

Access to Emergency Funds

If you needed to, could you access or raise \$2,000 within two days in an emergency?



Just over three quarters of residents could access \$2,000 if required in an emergency situation. Residents aged 25-34, Aboriginal/Torres Strait Islander residents and those living with disability were significantly less likely to have access to funds in an emergency.

	Overall	Female	Male	18-24	25-34	35-49	50-59	60-69	70+	Established Urban area	Release areas	Rural areas
Yes	78%	76%	80%	87%	63%	80%	87%	81%	86%	73%	84%	80%
Base	614	312	299	38	162	172	93	56	93	295	172	147

	Time lived in the LGA		Speak a language other than English	Aboriginal/Torres Strait Islander	Person living with disability	Household income			Refused
	10 years or less	More than 10 years				Less than \$50,000	\$50,001 - \$100,000	Over \$100,000	
Yes	65%	81%	69%	49%	56%	67%	70%	89%	73%
Base	123	491	100	39	75	122	129	249	115

Support in a Crisis – Type of Support

96% of residents feel they have support outside of their household to assist in a time of crisis.

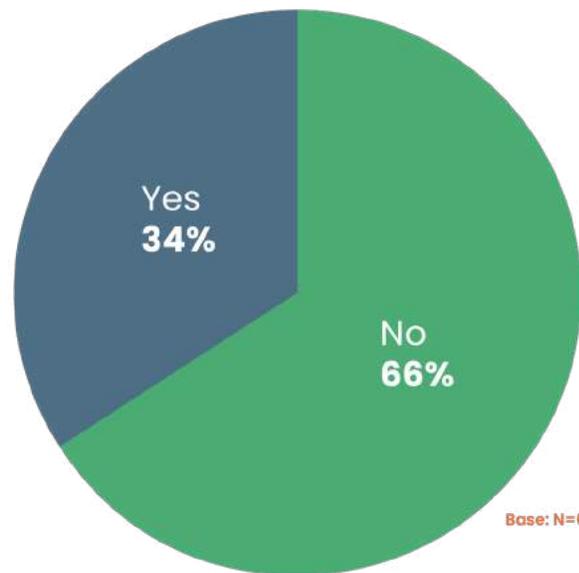
Residents who speak a language other than English, those who identify as living with a disability and those of lower household income groups are significantly less likely to feel supported in times of crisis.



If you needed to, could you ask someone who does not live with you for any of these types of support in a crisis?



Experiencing Discrimination



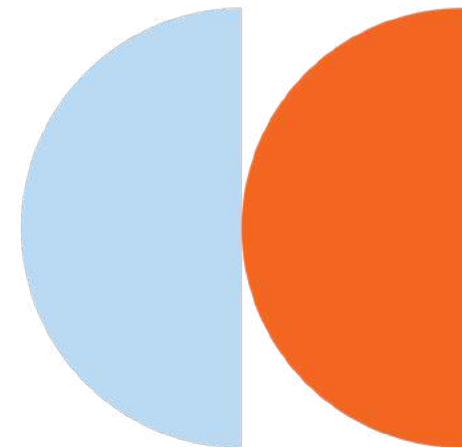
Over one third of residents have seen or experienced discriminatory attitudes towards themselves/other people because of race, religion, gender, ability, or age.

Female residents, those aged 18-34, those new to the LGA and those with a higher household income were more likely to have seen/experienced discrimination.

In the last 12 months, have you seen or experienced any discriminatory attitudes towards yourself or other people because of race, religion, gender, ability, or age?

	Overall	Female	Male	18-24	25-34	35-49	50-59	60-69	70+	Established Urban area	Release areas	Rural areas
Yes	34%	42%	26%	59%	45%	36%	32%	15%	17%	35%	37%	29%
Base	614	312	299	38	162	172	93	56	93	295	172	147

	Time lived in the LGA		Speak a language other than English	Aboriginal/Torres Strait Islander	Person living with disability	Household income			Refused
	10 years or less	More than 10 years				Less than \$50,000	\$50,001 - \$100,000	Over \$100,000	
Yes	46%	31%	29%	47%	39%	33%	29%	41%	27%
Base	123	491	100	39	75	122	129	249	115

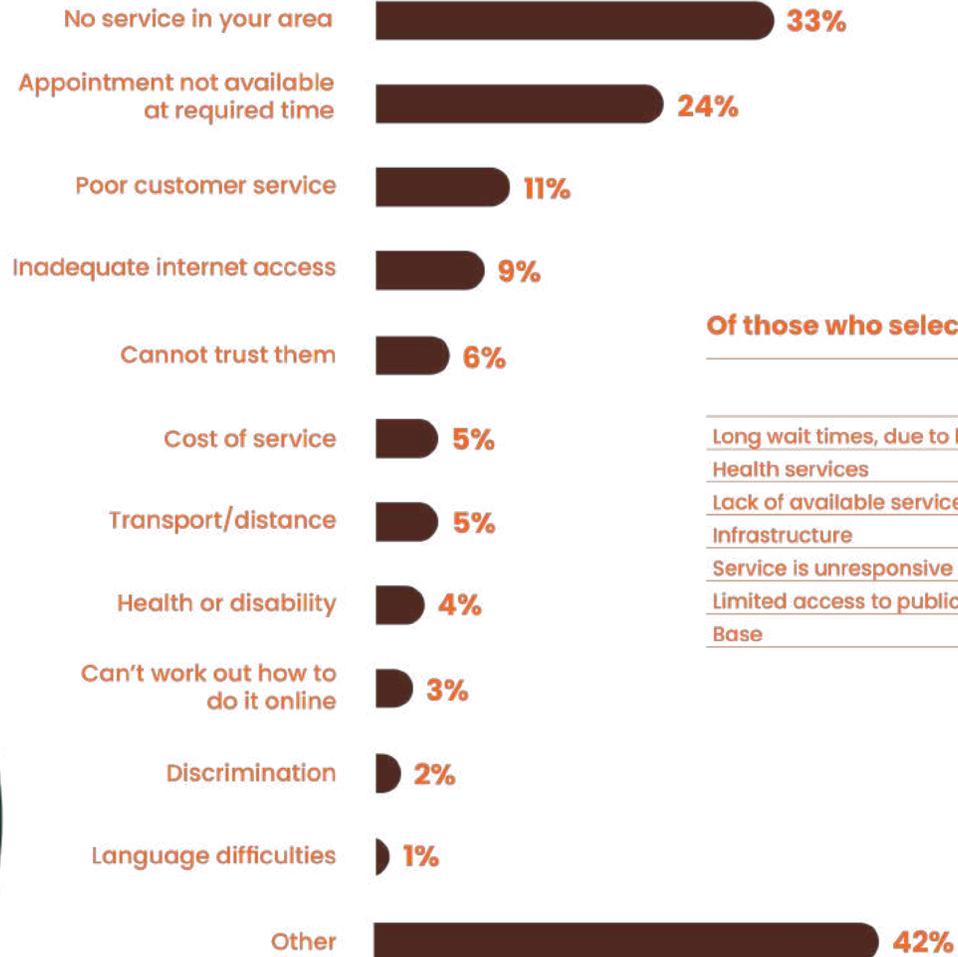


Problems Accessing Local Services – Reasons for Difficulty



For residents who have experienced problems accessing local services, key reasons provided include a lack of service provided in the nominated field, limited appointments and long wait times.

If you have experienced difficulty accessing services, what are the main reasons for this?



Of those who selected Other:

	Other specified (top responses)
Long wait times, due to limited services available	12%
Health services	6%
Lack of available service in the area	5%
Infrastructure	5%
Service is unresponsive	4%
Limited access to public transport	4%
Base	169

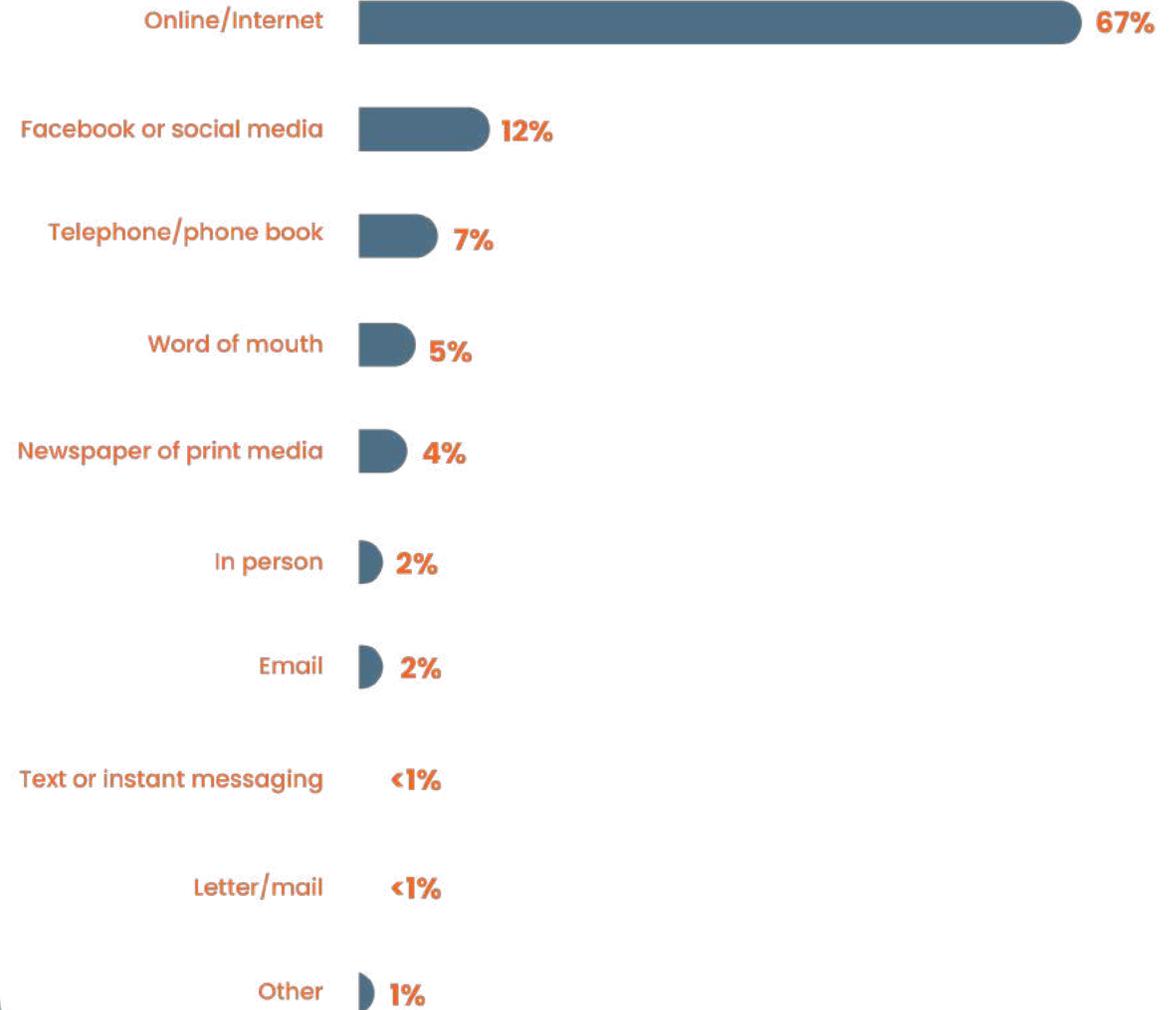
Base: N=169

Accessing Information about Services

Overall, residents most frequently use online/internet to access information about services provided (67%).

A further 12% of residents most frequently use Facebook/social media when seeking information about local services.

What would you say is your most frequently used method of accessing information about services?



Established Urban Areas

48% of residents live in Established Urban Areas
N=295

Summary of Findings



Generally lower levels of satisfaction with **mental health and personal relationships**

Less likely to feel they have good **job security**

(Established urban areas 74% compared to/with Release areas 89%)

89%
Release areas

74%
Urban areas

Lower levels of agreement regarding confidence using **digital devices and support from friends/family/neighbours**



More likely to know **no one** in their neighbourhood

(Established urban areas 12% compared to/with Release areas 5%, Rural areas 4%)



Generally feel less **secure in their housing situation**

(Established urban areas 86% compared to/with Release areas 95%)



More likely to have experienced an **episode of food shortage** in the last 12 months and less likely to be able to raise funds in an emergency

Sample profile

53% are female, while **46%** are male. **<1%** selected other/indeterminate and **<1%** prefer not to say.

Age

36% 18-34

26% 35-49

9% 50-59

28% 60+

18% identify as living with a disability.

77% have lived in the Penrith area for 10 years or more, while **23%** have lived in Penrith for <10 years.

Household income

24% less than \$50,000

21% \$50,001 - \$100,000

36% Over \$100,000

19% Did not answer

15% were born overseas, while **85%** were born in Australia.

Release Areas

28% of residents live in Release Areas N=172

Summary of Findings



Generally higher levels of satisfaction with **standard of living, personal relationships and quality of life**

More likely to feel they have **good job security**

(Release areas 89% compared to Established Urban areas 74%)



Generally higher levels of agreement regarding access to/confidence with, **digital devices and safety in their neighbourhood**



More confident in providing **basic needs for their family**

(Release areas 98% compared to Established Urban areas 94%, Rural areas 96%)



Higher level of confidence regarding **housing security**

(Release areas 95% compared to Established Urban areas 86%)



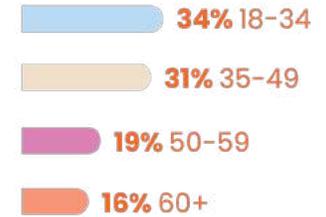
More likely to have participated in **community group activities and undertaken activities to help others in the community in last 12 months**



Sample profile

45% are female, while 55% are male.

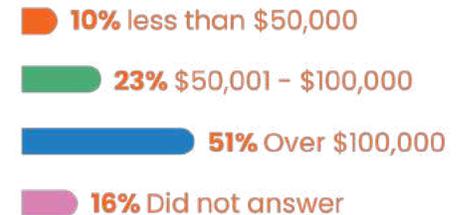
Age



7% identify as living with a disability.

81% have lived in the Penrith area for 10 years or more, while 19% have lived in Penrith for <10 years.

Household income



20% were born overseas, while 80% were born in Australia.

Rural Areas

Summary of Findings



Less likely to feel **safe in their neighbourhood** and using public transport hubs in the LGA



Less likely to agree there are **opportunities to have a say** on issues that are important to them and that **Council works on the community's behalf**

More likely to have participated in **community consultation** in the last 12 months

(Rural areas 14% compared to Release areas 5%)



Less likely to have participated in **social activities via internet**

(Rural areas 52% compared to Established urban areas 63%, Release areas 69%)



More likely to feel they **can get help from friends/family/neighbours** when needed

(Rural areas 90% compared to Established areas 76%)



Sample profile

52% are female, while **47%** are male. **<1%** prefer not to say.

Age

23% 18-34

29% 35-49

22% 50-59

26% 60+

7% identify as living with a disability.

84% have lived in the Penrith area for 10 years or more, while **16%** have lived in Penrith for <10 years.

Household income

23% less than \$50,000

19% \$50,001 - \$100,000

37% Over \$100,000

21% Did not answer

15% were born overseas, while **85%** were born in Australia.

24% of residents live in Rural areas N=147

Key Metrics by Residential Location



	Established Urban Area N=295	Release Areas N=172	Rural Areas N=147
Quality of life in Penrith		Generally higher rating of life in the LGA	
Security in housing	Less likely to feel secure in housing situation	More likely to feel secure in housing situation	
Provision of basic needs for your family		More confident providing basic needs for their family	
Access to emergency funds	Less likely to be able to raise \$2,000 if needed in an emergency		
Neighbourhood perceptions/experience		More likely to agree 'I feel safe in my neighbourhood'	More likely to agree 'I feel safe in my neighbourhood'
Likelihood of recommending Penrith as a place to live			Less likely to recommend Penrith as a place to LIVE
Knowing your local neighbourhood	More likely to know no one in their neighbourhood		
Helping others in the community		Most likely to have undertaken activities to help others in the community	
Participation in community group activities		Most likely to have participated in community group activities in L12M	
Participation in Political/Civic actions			More likely to have participated in community consultation in the L12M
Participation in social activities			Less likely to have spent time in Internet social activities
Walking around the neighbourhood		Less likely to walk in or around their neighbourhood	More likely to walk in or around their neighbourhood
Satisfaction with quality of life measures	Less satisfied with personal mental health		
Satisfaction with job security	Lower levels of agreement surrounding job security	Higher levels of agreement regarding personal job security	
Food security	More likely to have experienced at least 1 episode of food shortage in L12M		



Residents are less likely to meet metrics for quality of life



Residents are more likely to meet metrics for quality of life

Residents who identify as culturally and linguistically diverse

16% of residents speak a language other than English at home
N=100

Sample profile

Gender

female 42%
male 57%
prefer not to say 1%



Age

37% 18-34
32% 35-49
9% 50-59
21% 60+

Living in Public Housing

yes 1%



Catchment area

58% Established Urban area
22% Rural areas
20% Release areas



Country of birth
Overseas 58%
Australia 42%

Household income

20% less than \$50,000
19% \$50,001 - \$100,000
36% Over \$100,000
24% Did not answer

Summary of Findings

Less likely to feel able to **provide basic needs** for their family (90% compared to 97%)

More likely to **desire greater work hours** than currently undertaken (26% compared to 10%)

Less likely to have participated in **social activities** (no **social activities** 93% compared to 98%) or a **political/civic action** (none 42% compared to 57%) in the past month

Less likely to agree with the statement that they can get help from friends, family or neighbours when needed

Generally less supported by others (outside their home) in times of crisis - emotional support, advice, emergency food/money, help in maintaining family/work responsibilities

Residents who Identify as Living with a Disability

12% of residents identify as living with a disability
N=75

Sample profile

Gender

female **56%**
male **42%**
prefer not to say **2%**



Catchment area

70% Established Urban area
17% Release areas
13% Rural areas

Age

32% 18-34
19% 35-49
5% 50-59
44% 60+



Country of birth
Overseas **19%**
Australia **81%**

Living in Public Housing

yes
9%



Household income

44% less than \$50,000
21% \$50,001 - \$100,000
15% Over \$100,000
20% Did not answer

Summary of Findings

Generally lower rating for **quality of life** in the LGA (top 3 boxes on scale of 1 - not satisfied at all and 5 - very satisfied 73% compared to 91%) and significantly more likely to feel their overall quality of life has **declined** over the past few years (41% compared to 20%)

Less likely to be able to raise \$2,000 if needed in an emergency (56% compared to 81%)

More likely to have experienced at least 1 episode of **food shortage** in last 12 months (24% compared to 5%)

Generally less satisfied with **standard of living, physical/mental health and current achievements in life**

Less likely to agree with the majority of statements surrounding neighbourhood perceptions/experiences

Feel less supported by others (outside their home) in times of crisis - advice, emergency food/money, help in maintaining family/work responsibilities

Residents who Identify as Aboriginal/Torres Strait Islander

8% of residents identify as Aboriginal/Torres Strait Islander
N=39

Sample profile

Gender

female **68%**
male **32%**



Age



Living in Public Housing

yes
22%



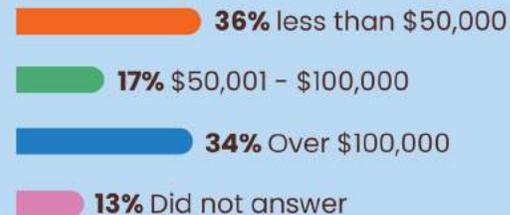
Catchment area



Time lived in the Penrith area

10 year + **72%**
<10 years **28%**

Household income



Summary of Findings

Less likely to be able to raise \$2,000 if needed in an emergency (49% compared to 80%)

More likely to have experienced at least 1 **episode of food shortage** in last 12 months (19% compared to 6%)

More likely to experience barriers accessing services due to **discrimination** (5% compared to <1%)

More likely to **walk in/around their neighbourhood** using streets/footpaths or parks, ovals or bushlands

Residents who know no one in their Community

8% of residents indicated that they know no one in their local neighbourhood N=47

Sample profile

Gender

female **59%**
male **37%**
other/indeterminate **2%**
prefer not to say **2%**



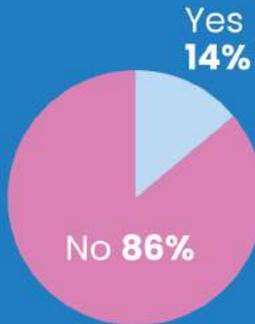
Age

61% 18-34
25% 35-49
4% 50-59
10% 60+

Household income

14% less than \$50,000
21% \$50,001 - \$100,000
43% Over \$100,000
21% Did not answer

Are you of Aboriginal or Torres Strait Islander descent?



Country of birth
Overseas **20%**
Australia **80%**



Identify as having a disability

11%

Catchment area

72% Established Urban area
11% Rural areas
17% Release areas

Time lived in the Penrith area

10 year + **54%**
<10 years **44%**

Speak another language other than English at home



19%

Live in public housing

2%



Residents who know no one in their community



Summary of Findings

Lower rating for **quality of life** in the LGA (top 3 box 63% compared to 91%)

Generally less likely to **feel safe** in their housing situation (62% compared to 92%)

Less likely to feel able to **provide basic needs** for their family (80% compared to 97%)

Less likely to be able to **raise \$2,000** if needed in an emergency (52% compared to 80%)

More likely to have experienced at least 1 episode of **food shortage** in last 12 months (18% compared to 6%)

Generally less satisfied with their **standard of living, physical/mental health, personal relationships, achievements in life, future security and feeling a part of the community**

Less likely to agree that they are satisfied with their **job/have good job security**

Feel **less supported by others** (outside their home) in times of crisis

Generally less likely to recommend **Penrith as a place to live/work/play**

Less likely to agree with the majority of statements surrounding **neighbourhood perceptions/experiences**

More information

This data set is part of a suite of resources. See Penrith City Council's Community Profile for more resources like this.

Note: Penrith Council engaged Micromex Research to undertake a randomised , statistically significant survey of resident community wellbeing in November 2022. The contents of this report are the findings from this research.