

Social Needs Analysis

Frequently Asked Questions

What is a social needs analysis?

Social infrastructure is the interdependent mix of facilities, places, spaces, programs, projects, services and networks that maintain and improve the standard of living and quality of life in a community. Social infrastructure provision in the City of Joondalup is a mix of City owned/managed assets and services, and those provided by external agencies and services.

The social needs analysis is a significant research project which will provide the City with independent, robust data about current and future needs for community services and infrastructure. The analysis is a technical, data driven evaluation process to quantify current and future needs to inform decision making, investment, and advocacy.

What community services and facilities are being analysed?

The analysis will include all community services and facilities provided by the City of Joondalup, and also services provided by third party agencies, including state government, and a range of other external organisations and not-for-profits.

The analysis will be considering services and facilities according to the following categories:

- Aged Care and Seniors Support (including nursing service and residential aged care);
- Childcare and Child Health;

- Community support (including disability, youth, homeless and other targeted community services, emergency services and general community centre services);
- Cultural (including art galleries, cinemas, performance spaces and creative spaces);
- Education (including kindergarten/pre-primary, primary school, secondary school, university, vocational college);
- Library;
- Sport and Recreation (including aquatic recreation, organised sport, parks with equipment and public open space).

Why is the City of Joondalup undertaking a social needs analysis?

There is a current lack of technically robust, objective social needs data to inform provision of community and social infrastructure; this knowledge gap hinders the City's ability to plan responsibly for the social needs of future generations.

The research outcomes will provide important benchmark data for the City to:

- Understand the current and forecast social needs of the community through evidence-based analysis;
- Determine gaps, duplications and/or oversupply of social infrastructure and services in the City;
- Provide an independent, evidence-based information source for future planning, investment, and advocacy.



What will the social needs analysis be used for?

The social needs analysis outcomes will be used to:

- Enable prioritisation of the many and varied social infrastructure projects being explored by the City from which social services will operate from;
- Guide strategic directions and decisions by both the City and external parties regarding the implementation of services, systems and infrastructure;
- Enable the City to advocate, influence and encourage external parties to establish known needed services, thereby consciously attracting the right mix of social services/infrastructure to the City.

Will the end results mean an increase or reduction of some services?

The analysis will identify where there are gaps or duplication in current community services and infrastructure. This information will be used by Council to review programs in future and align investment with measured and demonstrated need.

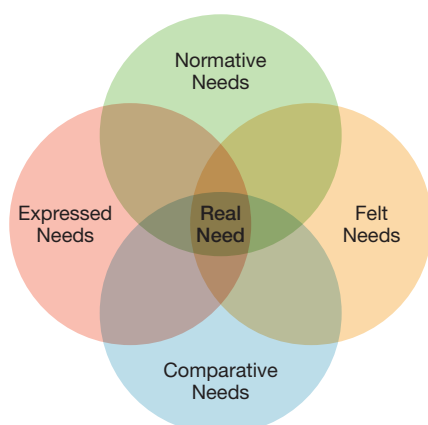
How is a social needs analysis undertaken?

The project will utilise stakeholder research and best practice needs analysis techniques to explore current and future needs with respect to the above categories of services and facilities.

The analysis of need is being undertaken based on best practice research, which includes investigating need from multiple perspectives. Each type of need is determined in a different way:

- Felt need: by garnering the views of the community and stakeholders;
- Expressed need: via an audit that can document the current state through observations and known current practice, such as current locations and patterns of services (e.g. location of services and usage statistics);
- Normative need: using demographic analysis that use statistically valid data sets, expert opinion and legitimate research to identify social needs of the population matched with accepted industry direction;
- Comparative need: through use of benchmarks and comparison of equivalent locations.

Needs are demonstrated where the four types overlap, with the results of different analyses validating each other (as shown below).



The benefits to the community of this technical, multi-layered analytical approach are that the results will be unbiased, reliable and validated, to better inform the City's investment and advocacy around community and social services.

The City has engaged the consultant partnership of Pracsys (economic consultants) and Element WA (community and stakeholder engagement consultants) to undertake the comprehensive, independent analysis of needs.

Why is community input being sought?

An important part of the analysis is to understand demand from the perspective of the beneficiaries and users of community and social services. This informs the felt needs component of the social needs analysis.

How is community input being collected?

Two survey techniques are being used to collect data on community perspectives and inform determination of felt need:

- Surveys completed by a random selection of residents in the City;
- Intercept/pop-up surveys from late July into August across a range of public spaces and facilities in the City.

How do I provide my feedback?

The project is primarily focussed on random sampling techniques for community inputs.

However, if you have particular interest in providing feedback, you can attend one of the intercept/pop-up activities. Check the City's website for times and dates.

If you cannot attend one of these activities, but would like to provide input to the project, contact the City's Senior Project Officer on **9400 4440** or email info@joondalup.wa.gov.au

What happens next?

The social needs analysis will be a technical, informing document used by the City in the future review of projects, programs, and strategies associated with the provision of community infrastructure and services.

The analysis will not be a strategy of itself, nor will it recommend any policy or strategic positions with regard to services. It will be a reliable source of independent data on validated needs for future services.

The social needs analysis, including outcomes of the felt needs analysis, will be presented to Council for information and published on the City's website as a resource for the community and other organisations involved in delivering community services and facilities.

Who do I contact for more information?

For more information, please contact the City's Senior Project Officer on **9400 4440** or email info@joondalup.wa.gov.au