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CITY OF JOONDALUP

# SOCIAL NEEDS ANALYSIS

Final Report

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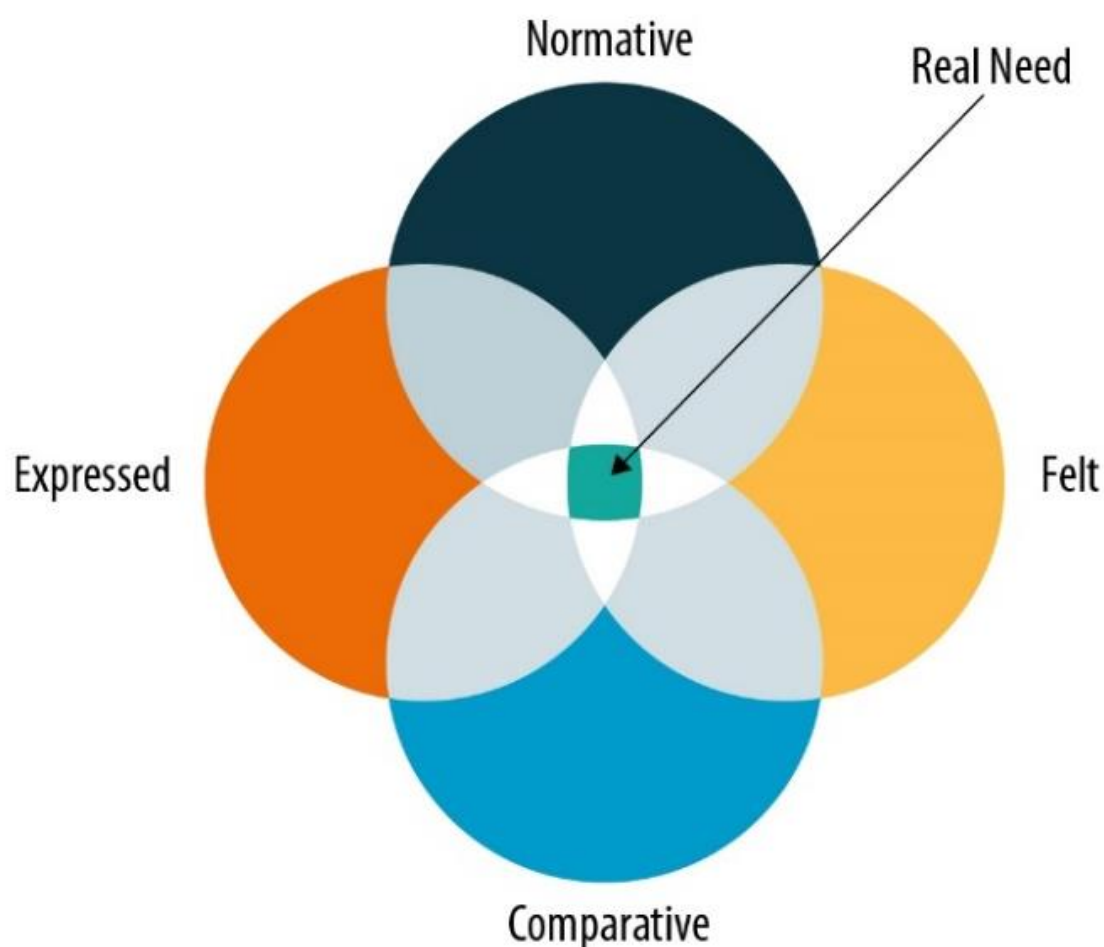
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## 1 EXECUTIVE SUMMARY

This Social Needs analysis has been prepared for the City of Joondalup to assist the City in identifying the social needs of the City's existing and future population for the purpose of developing service and infrastructure plans, strategies and advocacy. The need for social infrastructure and services has been assessed using Bradshaw's Taxonomy of Need, which assesses four types of need:

- **Felt or Perceived Need:** the views of the local community that can be measured through consultation.
- **Expressed Need:** existing demand that can be measured through the audit of current usage statistics and locations.
- **Normative Need:** an accepted industry standard that is professionally defined and applied to the community demographic.
- **Comparative Need:** performance against benchmarks and similar areas.

The simultaneous presence of all types of needs equates to the identification of real need:



Social needs are gaps between the services available to the community and the services that should be available. This need is reflected by an undersupply of certain services and infrastructure relative to the current and future demand for them. The ideal situation is when the supply for the social category meets demand within a short timeframe that creates an equilibrium in the social services market. If supply exceeds existing demand there is an oversupply, resulting in the underutilisation of assets or services. Conversely, if demand for a social category exceeds supply there is a shortage in service provision. Over an extended period, social service shortages can detrimentally affect the liveability of a region

This analysis has been undertaken for fourteen social service categories from seven social service streams (Table 1). These services are aligned to specific needs in the community that they contribute towards.

**Table 1. Service Streams, Categories and Supported Needs**

Service Stream	Service Category	Needs Supported
Aged Care & Seniors Support	Residential Aged Care	Specialised health and care needs of older adults
	Nursing Service	
Childcare & Child Health	Childcare	Early education and care Specialised health and care needs for very young
	Child Health	Early intervention for specialist demographic (young children and parents)
Community	Community Centres	Specialised health services and early intervention – all ages
	Disability, Youth, Homeless and other Targeted Services	Specialist support services – all ages Specialised early intervention and social cohesion – young people
Cultural	Cultural	Artistic and creative expression Social cohesion and connections Interest, engagement, and mental health benefits for community Learning
Education	Primary School	Learning and literacy Interest, engagement, and mental health benefits for community
	Secondary School	Social connections for local families Early intervention
Library	Library	Learning and literacy Interest, engagement, and mental health benefits for community Social cohesion and connections – all ages and interests (though currently senior and young children/families probably dominate) Early intervention (connection to social services)

Service Stream	Service Category	Needs Supported
Sport & Recreation	Aquatic Recreation	Physical and mental health Social cohesion and connections – all ages and interests
	Organised Sport	Physical and mental health Social cohesion and connections – all ages and interests
	Playgrounds	Physical and mental health Social cohesion and connections – all ages and interests
	Public Open Space	Physical and mental health

**Source: Pracsys 2021**

To identify the real need for each of these social service Categories, the analysis has assessed the level of need for each of the four need types, the total number of affected persons based on the normative need assessment, the affected group and the timing of the need based on the normative need assessment. A numerical scale has been applied to each of the four need types to identify the real need for each category, which is the average of the numerical scale for each need type. The real need for each social service category is shown in Table 2.

**Table 2. Real Need Summary**

Service Stream	Service Category	Need Timing	Real Need (Qualitative)	Identified Need
Aged Care & Seniors Support	Residential Aged Care	2023	Minor - Average Need	<ul style="list-style-type: none"> <li>Cater to persons wanting at home services</li> <li>Cater to persons entering aged care later in life, with more critical conditions</li> <li>Lower level of services compared to benchmarked areas based on the comparative need assessment</li> </ul>
	Nursing Service	N/A	Average - High Need	<ul style="list-style-type: none"> <li>Increased need for assistive technology</li> <li>Increased need for at-home services</li> <li>Lower level of services compared to benchmarked areas based on the comparative need assessment</li> </ul>
Childcare & Child Health	Childcare	None	No – Minor Need	<ul style="list-style-type: none"> <li>The City is serviced adequately as a whole with need identified in specific local areas</li> <li>Need to be aware that persons from outside the City will access childcare places, placing stress on the overall network</li> </ul>
	Child Health	None	No Unmet Need	<ul style="list-style-type: none"> <li>The City is serviced adequately as a whole with need identified in specific local areas</li> <li>Increased rates of young families moving to the area may result in increased demand going forward</li> <li>Need to increase connection of facilities to the community</li> </ul>
Community	Community Centres	None	Minor Need	<ul style="list-style-type: none"> <li>Increased provision of community spaces and flexible spaces</li> <li>Increased provision of shared office spaces</li> </ul>
	Disability, Youth, Homeless and other Targeted Services	None	High Need	<ul style="list-style-type: none"> <li>Increased provision of mental health services</li> <li>Increased provision of youth services</li> <li>Increased provision of domestic violence assistance services</li> <li>Increased homelessness assistance</li> </ul>
Cultural	Cultural	Now	Major Need	<ul style="list-style-type: none"> <li>Significant undersupply of cultural services and facilities</li> <li>Need identified for cultural infrastructure such as live entertainment theatres, auditoriums, amphitheatres and art galleries</li> </ul>

Service Stream	Service Category	Need Timing	Real Need (Qualitative)	Identified Need
Education	Primary School	2033	No – Minor Residual Need	<ul style="list-style-type: none"> <li>There is an adequate supply of facilities currently, however, there will be a need for more primary schools in the future</li> </ul>
	Secondary School	2031	No - Minor Residual Need	<ul style="list-style-type: none"> <li>There is an adequate supply of facilities currently, however, there will be a need for more secondary schools in the future</li> <li>Identified need for vocational opportunities at schools</li> </ul>
Library	Library	None	No – Minor Residual Need	<ul style="list-style-type: none"> <li>Overall supply of services is adequate, however, there was a slight need for non-catalogue services and some service alterations, including: digital services, colocation with community services, increased assistance with technical needs of residents and increased services for teenagers</li> </ul>
Sport & Recreation	Aquatic Recreation	2032	No – Minor Residual Need	<ul style="list-style-type: none"> <li>There is an adequate supply of facilities currently, however, there will be a need for additional aquatic recreation facilities in the future</li> <li>Engagement identified a need for additional aqua classes</li> </ul>
	Organised Sport	None	No – Minor Residual Need	<ul style="list-style-type: none"> <li>Identified need for additional female changing rooms</li> <li>Identified need for additional courts</li> <li>Identified need for additional classes and female sports teams</li> </ul>
	Playgrounds	N/A	No – Minor Residual Need	<ul style="list-style-type: none"> <li>Identified need for additional shade and nature playgrounds</li> </ul>
	Public Open Space	N/A	No – Minor Residual Need	<ul style="list-style-type: none"> <li>Identified felt need for additional amenities and functions within parks</li> </ul>

Source: Pracsys 2021, element 2021

Note: 1 = Meets Need, 2 = Minor Residual Need, 3 = Some Need, 4 = High Need, 5 = Major Need



Based on this real need assessment, the Social Service Categories have been prioritised for the City of Joondalup based on a number of factors, including:

- Real Need
- Number of Affected Persons
- Timing of Need
- Groups Affected

After accounting for these factors, the analysis has identified the most pressing social need occurs for cultural, disability, youth, homeless and other targeted services and nursing service (Table 3).

**Table 3. Need Prioritisation**

Service Stream	Service Category	Real Need Prioritisation
Cultural	Cultural	1
Community	Disability, Youth, Homeless and other Targeted Services	2
Aged Care & Seniors Support	Nursing Service	3
Aged Care & Seniors Support	Residential Aged Care	4
Community	Community Centres	5
Sport & Recreation	Organised Sport	6
Childcare & Child Health	Childcare	7
Education	Secondary School	8

Source: Pracsys 2021

## 2 INTRODUCTION

### 2.1 Background

The City of Joondalup is one of the most liveable cities in the world and a sought-after residential destination.<sup>1</sup> It is also one of the most populated local governments in Western Australia, with around 162,737 people living within its boundaries as of 2021. The City's population is also forecasted to grow to 181,841 people in the next 20 years. To support this growth and prepare for the future, the City needs to plan and advocate for an appropriately sequenced delivery of social infrastructure and facilities to ensure people have access to necessary services, such as a good local park and playground and education and health services.

Sequencing the delivery of social infrastructure and services is a complex task and includes extensive planning and coordinated support for timely delivery. Done appropriately, sequencing allows for social services to be delivered where and when the need for them is greatest. Best-practice sequencing is about proactively identifying and methodically planning for the trigger points that will necessitate new and upgraded social infrastructure and services and ensuring it is operational at these trigger points.<sup>2</sup>

Social needs not only grow as the population increases; the structure of those needs changes in line with major shifts, such as the evolving nature and location of work, demographic ageing and rapid technological transformation.

The provision of adequate social services and infrastructure is an important responsibility for governments in Australia as an area of market failure that provides large positive externalities. Best-practice sequencing requires collaboration across all levels of government and the private sector. Whilst the City of Joondalup is not the direct social services provider, it has a responsibility for ensuring that the local community has adequate access to required services by planning and advocating for the right social infrastructure and facilities to be delivered on time and in the right locations.

To effectively plan for social infrastructure, robust data and analysis are required to guide decision making. The City of Joondalup has identified that the lack of available high-quality data is currently hindering their social needs planning. This limitation affects the City's capability to investigate social infrastructure projects.

The technical and evidence-based needs analysis undertaken by Pracsys and element will allow the City to understand the current and future gaps in service and infrastructure provision and plan a sequenced delivery of services accordingly. The analysis will inform the development of strategic service and infrastructure plans and the City's advocacy priorities.

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<sup>1</sup> The City of Joondalup, 2011, <https://www.joondalup.wa.gov.au/kb/resident/liveable-communities-award-2011>

<sup>2</sup> Infrastructure Australia, 2018, Planning Liveable Cities

## 2.2 Scope and Objectives

The scope of the Project is to undertake a technical social needs analysis that objectively defines the social needs of the City's existing and future population. A best-practice approach was adopted to assess needs from multiple perspectives, including stakeholder engagement and data-driven analysis.

Pracsys and element have undertaken the following key tasks to achieve the above scope:

- Conducted a review of the literature and relevant strategies, including but not limited to City of Joondalup research, plans, strategies, demographic information and forecasts, and relevant external documents, such as strategic directions for State/Federal government, industries and peak bodies
- Defined catchments for various social needs, based on literature review
- Audited the existing services that provide for social needs in the City of Joondalup, including whether existing services are suitably located and accessible
- Undertaken best practice analysis to determine the current (2021) and future (2041) social needs of the City of Joondalup community, across various social categories
- Prepared and implemented a targeted stakeholder consultation plan, to understand the need from the perspective of key stakeholders, providers and the community in general
- Identified existing and predicted service gaps and potential oversupply
- Prioritised needs based on the collected evidence

These tasks have enabled the analysis to achieve the desired project objectives, which include:

- Understanding the City's current social needs
- Forecasting the City's future social needs
- Determining current and future gaps and oversupply of social services
- Providing an evidence-based system that enables project prioritisation

The analysis and recommendations will enable the City of Joondalup to holistically assess their provision of social services and how this provision needs to change over time to ensure residents are well supported into the future. The effective provision of social services will create significant benefits for the City, including improved mental and physical health, increased liveability and improved employment outcomes.

## 2.3 Report Structure

This social needs analysis report details the results of significant work undertaken by Pracsys and element and is structured as follows:

- Section 1 is the executive summary of this report and provides key conclusions of the analysis.
- Section 3 details the approach and methodology used to undertake this social needs analysis. This includes an overview of how social infrastructure need has been assessed using the Bradshaw Taxonomy of Needs model.

- Sections 4 to 10 detail the results of the analysis from each of the four perspectives of need. This includes a summary of the identified normative, comparative, expressed and felt need for each category of social services and infrastructure assessed in this analysis.
- Section 0 details how each of the social services and infrastructure can be prioritised based on the results of the analysis.
- Section 12 concludes the report.

Appendix 1 provides a Demographic Analysis summary, and Appendix 2 contains a full Engagement Outcomes report:

- The Demographic Analysis report provides an overview of each area's population, age profile and household structure.
- The Engagement Outcomes report provides an overview of the engagement undertaken by element to identify the expressed and felt need for social infrastructure in the City. The key outcomes have been synthesised into this report.

### 3 APPROACH AND METHODOLOGY

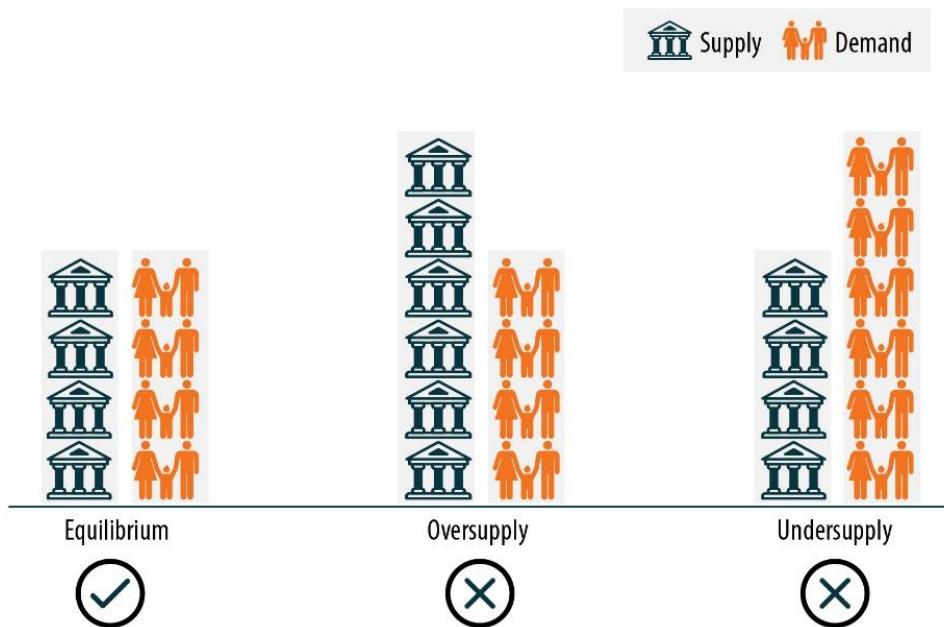
This section details the approach and methodology used for the Social Needs Analysis.

#### 3.1 Approach

##### Social Needs Analysis Definition

A social needs analysis is a systematic process that provides evidence about social needs in a place or population group and determines which needs should be prioritised. A social needs analysis is a tactical way of identifying and analysing gaps in social services. It also highlights the strengths and assets available to the local community and provides baseline data that can be used in an evaluation.

Social needs are gaps between the services available to the community and the services that should be available. This need is reflected by an undersupply of certain services and infrastructure relative to the current and future demand for them. The ideal situation is when the supply for the social category meets demand within a short timeframe that creates an equilibrium in the social services market. If supply exceeds existing demand there is an oversupply, resulting in the underutilisation of assets or services. Conversely, if demand for a social category exceeds supply there is a shortage in service provision. Over an extended period, social service shortages can detrimentally affect the liveability of a region.



##### Why Undertake a Social Needs Analysis?

It is critical that social services and infrastructure are delivered as effectively as possible for the local community. Without planning, programs are likely to be reactive and fragmented, not working strategically and lagging behind growing and changing social needs. A systematic needs analysis ensures that programs, policies and services are cohesive, equitable and informed by multiple forms of evidence, making them truly

responsive to community needs. A robust and systematic needs analysis should include three forms of evidence:<sup>3</sup>

- Lived Experience
- Practice Expertise
- Research Evidence

These three forms of evidence are reflected in Bradshaw's Taxonomy of Need Model, which outlines the four types of need.

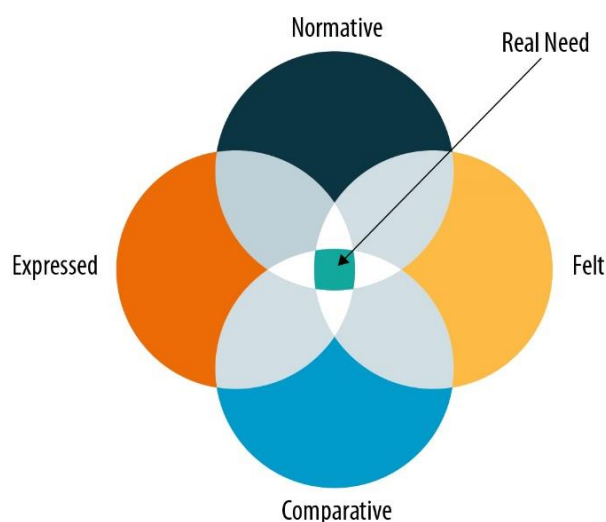
### Bradshaw's Taxonomy of Need

The Bradshaw's Taxonomy of Need is the most appropriate and best-practice conceptual approach to the social needs analysis. It is a popular approach that is accepted internationally and widely used by the Australian Government, such as by the Australian Institute of Family Studies and in health needs planning.

Based on Bradshaw's Taxonomy of Need, needs can be assessed from four perspectives:<sup>4</sup>

- **Felt or Perceived Need:** the views of the local community that can be measured through consultation.
- **Expressed Need:** existing demand that can be measured through the audit of current usage statistics and locations.
- **Normative Need:** an accepted industry standard that is professionally defined and applied to the community demographic.
- **Comparative Need:** performance against benchmarks and similar areas.

The simultaneous presence of all types of needs equates to the identification of real need:



<sup>3</sup> Based on Australian Institute of family Studies, Needs Assessment Publication

<sup>4</sup> Bradshaw, 1972, Taxonomy of Need



The different types of need have been assessed using a range of data and methodology types:

**Felt or Perceived Need:** best-practice stakeholder consultation

element.

**Expressed Need:** audit of existing facilities and usage statistics incl. waitlists

element.



**Normative Need:** bespoke social services gravity model



**Comparative Need:** benchmarking to comparable local government areas



## Real Need and Decision-Making

After collecting and analysing the different types of need, the results from each of the social need perspectives have been synthesised into this report. Based on the Bradshaw model, the real social need is where the four types of social need overlap; this intersection identifies the top priority needs. However, other social needs should not be dismissed, and an evidence-based prioritisation system has been applied to both 'real need' and other lower-priority needs. The criteria used for this prioritisation include:

- The number of people affected (breadth of the social needs gap)
- The equity effect of addressing the social need gap
- Strategic alignment to Local, State and Federal objectives
- Timing of the social need

## 3.2 Four Types of Need

This section details how modelling and analysis were undertaken for each of the four types of need.

### Normative Needs



Normative Need is the need for services and infrastructure based on measurable and accepted standards, research or expert opinions. It shows what the social need usage could and should be based on the unique demographic profile of localities.

Pracsys has created a unique methodology for modelling normative needs using spatial (gravity) modelling. The method has been accepted as robust by Infrastructure Australia. The method goes beyond a common method of applying facility-per-person provision ratios to the area in question, instead of accounting for the demographically and spatially differentiated interaction between users (demand) and services (supply).

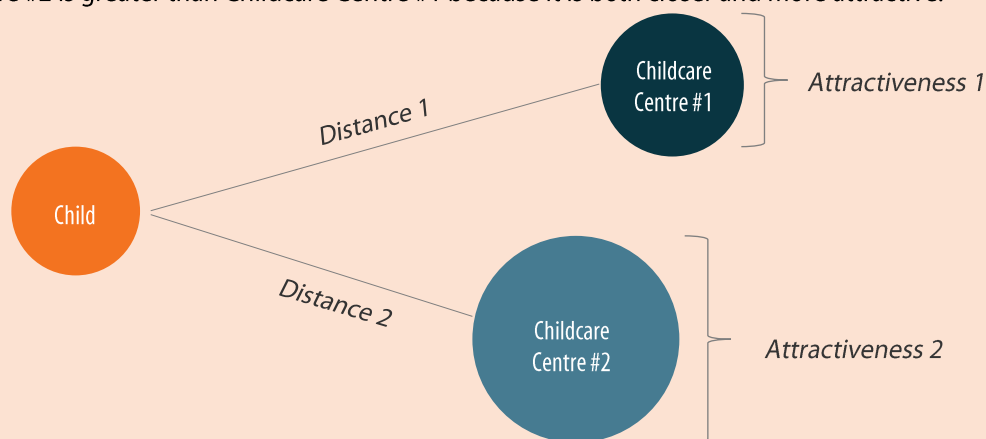
### What is Spatial (Gravity) Modelling?

Spatial (Gravity) models are a popular modelling approach widely used in various social sciences including international trade modelling, transport modelling, regional planning, tourism, migration and retail assessments. The basic concept is based on Newton's law of universal gravitation, in which the gravitational force between two objects is directly proportional to their masses and inversely proportional to the squared distance between them. This fundamental known relationship was applied for modelling trade, tourism and other social and economic interactions in the '60s and '70s. Social science models contain some elements of mass and distance, which lends them to the metaphor of physical gravity. A gravity model provides an estimate of the volume of flows of, for example, goods, services, or people between two or more locations. The United Kingdom for example uses the Facilities Planning Model (FPM)<sup>5</sup> to assess the strategic provision of community sports facilities in an area.

At the heart of the model is a notion that people are free to move around and do not necessarily use the service and facilities that are within their suburb or another notional boundary. In fact, they choose facilities based on their attractiveness and the convenience of accessing them (distance from their place of residence). An example of this is shown in Figure 1.

#### Gravity Model Concept: Spatial Decision-Making in the Childcare Market

Based on the gravity theory, the probability of the child in this simplified childcare market using Childcare Centre #2 is greater than Childcare Centre #1 because it is both closer and more attractive.



**Figure 1. Gravity Model Concept: Spatial Decision-Making in the Childcare Market**

Source: Pracsys 2021

The spatial model looks at the overall demand based on demographic characteristics and trends and existing supply within the entire local government area, calculating the distance between each facility and each person's place of residence and approximating the attractiveness of each facility. A probability formula is then used to allocate people to facilities to produce an objective estimate of normative needs.

<sup>5</sup> Sport Scotland, The Facility Planning Model, available at: <https://sportsotland.org.uk/media-imported/1616177/fpm-datasheet-1000-the-facility-planning-model.pdf>

The model allows for identification of the areas of current undersupply and, most importantly, provides functionality to forecast future demand and pinpoint the areas where this demand will occur. It is especially effective when used in combination with the Expressed Needs (actual usage) statistics, as it allows for direct comparison between what is happening on the ground versus how people are expected to behave based on their characteristics.

Spatial modelling allows for the assessment of normative needs based on demographic characteristics and people's behaviour, such as convenience. The results of the model are both numerical and spatial; they can be mapped to clearly illustrate projected changes in social need over time and identify areas of under- and over-supply of particular social services. The model produces results that are more reflective of real-life and at a more granular level than traditional methods based on provision ratios alone, which are static in their definition.

Each social service category has been assessed uniquely and the normative need for each category is based on research. Sections 4 to 10 provide further information on the normative need and intricacies of the analysis for each social service category.

## Comparative Needs



Comparative needs examine the service and infrastructure provision within the City of Joondalup compared to similar Local Government Areas (LGA). To undertake the comparative need assessment, we analysed all LGAs in Greater Perth to determine their age structure, household structure and population. Using this data, we identified a panel of LGA benchmarks on the basis that they had demographic comparability with the City of Joondalup, both now and into the future. Six suitable benchmarks were identified and used for the comparative analysis:

- City of Melville
- City of Rockingham
- City of Swan
- City of Stirling
- City of Mandurah
- City of Wanneroo (future compatibility)

Figure 2 and Figure 3 highlight the similarity in age and household structure between the City of Joondalup and the identified benchmarks.

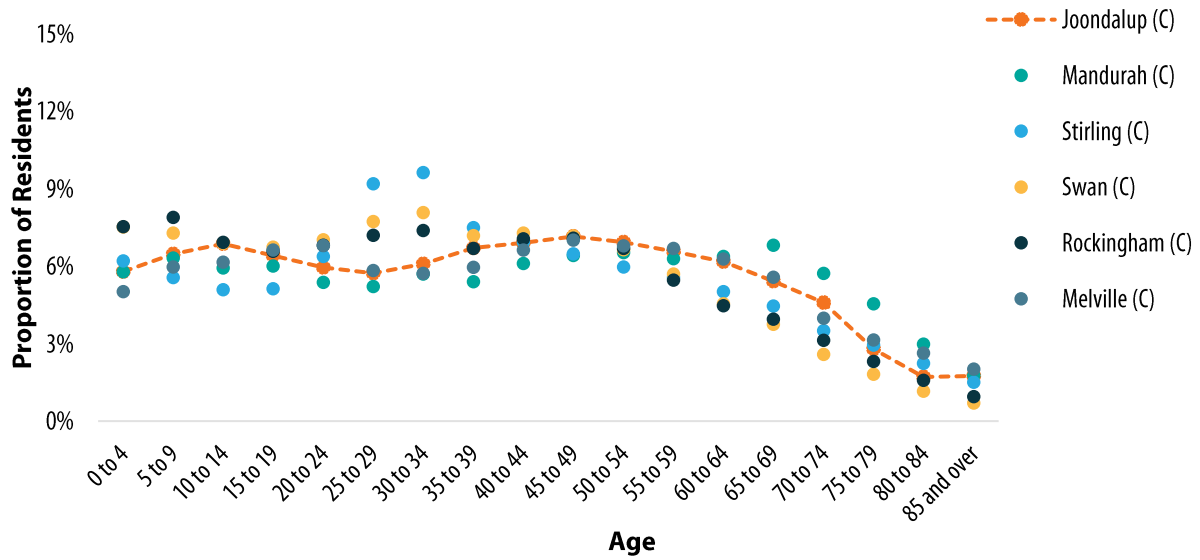


Figure 2. Age Profile

Source: ABS Census 2016

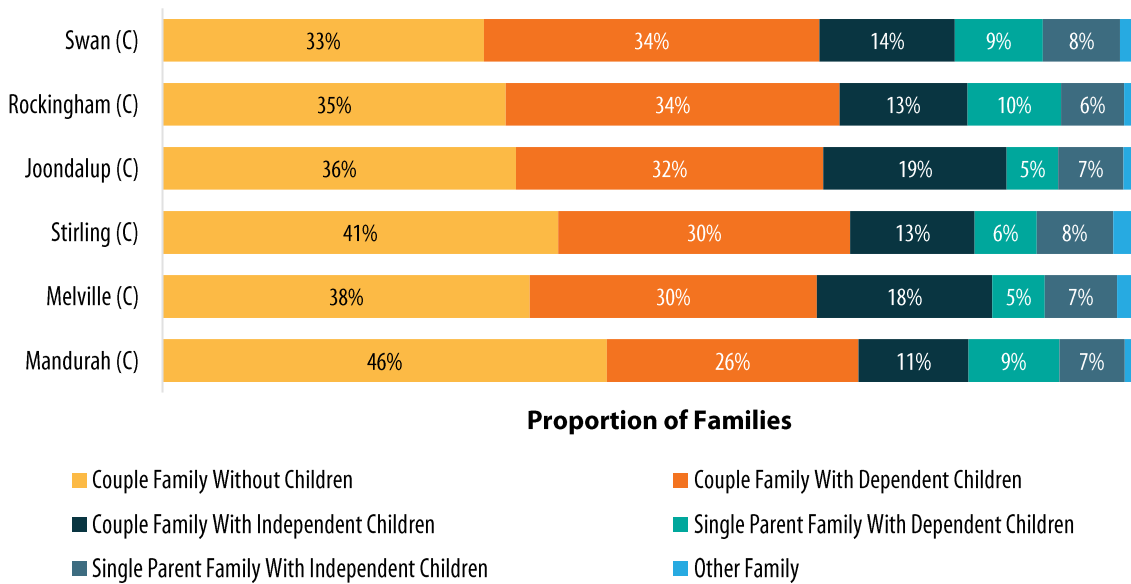


Figure 3. Household Structure Profile

Source: ABS Census 2016

After identifying suitable benchmarks and analysing their demography, the provision of services in each benchmarked area was analysed.

The provision of services was analysed by matching each Social Service category detailed in Section 0 to Western Australian Standard Land Use Classification (WASLUC) codes from the Department of Planning, Lands and Heritage’s (DPLH) Land Use and Employment Survey (LUES). In total, 42 individual land uses were assessed, matched to 20 unique social service categories and 7 social service streams (Table 4).

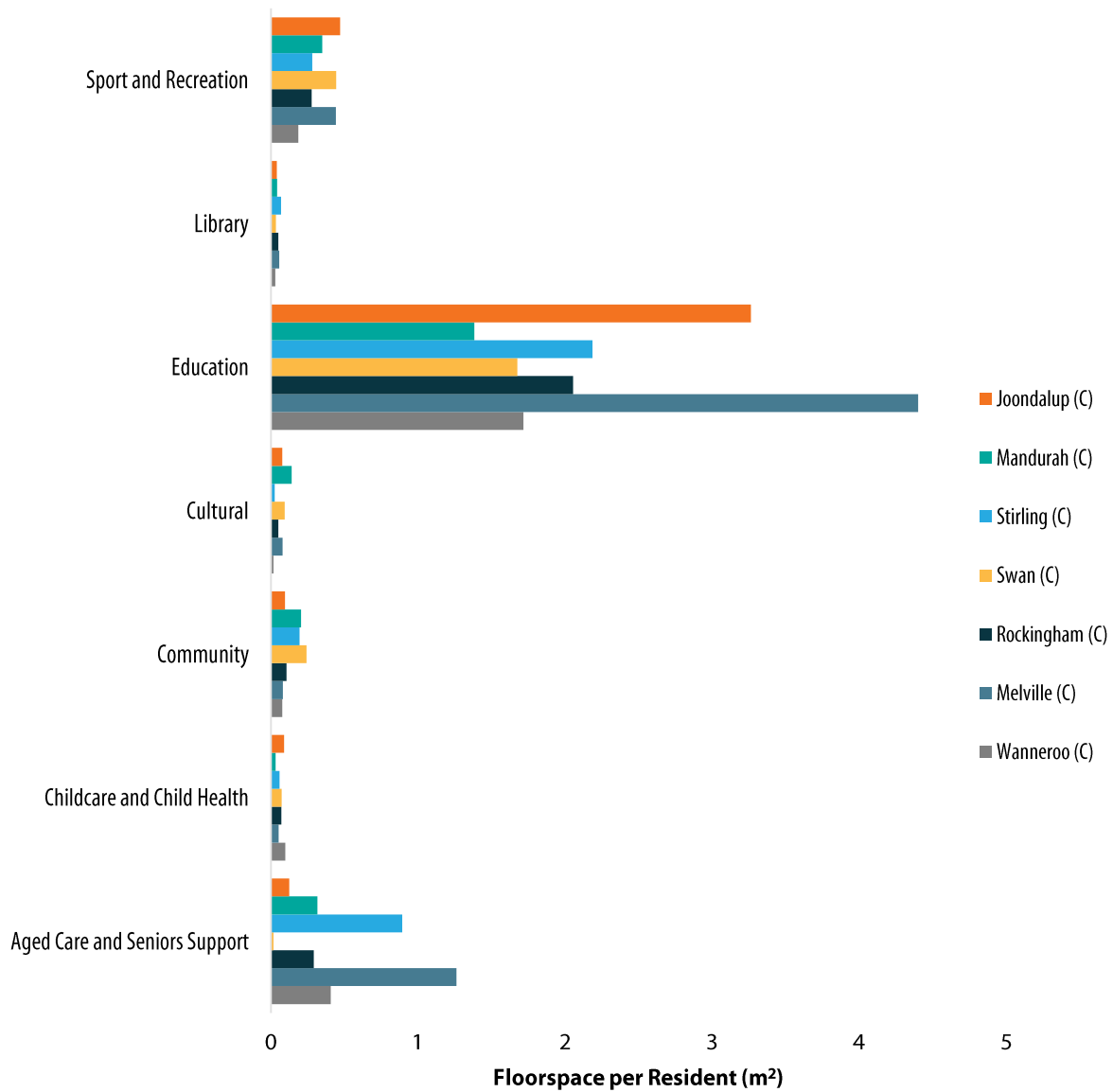
**Table 4. Social Service Stream to WASLUC Code Concordance**

Service Stream	Service Category	WASLUC Description
Aged Care and Seniors Support	Residential Aged Care	Nursing Homes for the Aged, C Class Hospitals
		Retirement Home - No Extended Care
		Retirement Home - Extended Care
Childcare and Child Health	Childcare	Child Day Care Centres, Creche & Nurseries
	Child Health	Child Health Services
Community	Disability, Youth, Homeless and other Targeted Community Services	Family Welfare Services
		Welfare and Charitable Services
		Youth Group Services
	Emergency Services	Ambulance Stations
		Fire Brigades
	General Community Centre Services	Community Health Centres (Medical)
Community Health Centres (Paramedical)		
Community Organisations		
Cultural	Art Gallery	Art Galleries
	Cinema	Motion Picture Theatres
	Other Cultural Activities	Cultural Activities
	Theatre	Amphitheatres
		Auditoriums
Live Entertainment Theatres		
Education	Kindergarten / Pre-Primary	Preschools
	Primary School	Primary Schools
	Secondary School	Secondary Schools
	University	Universities
	Vocational College	Vocational Training Colleges
Colleges of Advanced Education		
Library	Library	Libraries
Sport and Recreation	Aquatic Recreation	Swimming Pools (Indoor)
		Swimming Pools (Outdoor)
	Organised Sport	Athletics Track
		Basketball and/or Netball Courts
		Football and/or Cricket Playing Fields
		Gymnasiums, Health Clubs & Martial Arts Club
		Lawn Bowling
		Sports Activities Centres
		Sports Activities
		Sports Training Activities
		Tennis Courts (Outdoor)
	Tennis Courts or Squash Courts (Indoor)	
	Park with Equipment	Parks With Play Equipment
		Parks - Leisure and Ornamental
Playgrounds		
Public Open Space	Parks - General Recreation (Without Play Equipment)	

Source: DPLH 2017, Pracsys 2021

Matching service streams and categories to WASLUC Codes allowed the estimation of the total supply of floorspace for each service stream in each benchmarked area. The gross supply of floorspace was then

compared to the population to estimate the supply of floorspace per person by service stream (Figure 4).



**Figure 4. Floorspace per person by Service Stream**

Source: ABS Census 2016, DPLH 2017, Pracsys 2021

Using this methodology, the analysis demonstrates that there is a gap in the provision of services in the City of Joondalup currently compared to benchmarked areas.

This analysis is broken down further in Sections 4 to 10.



## Felt Needs

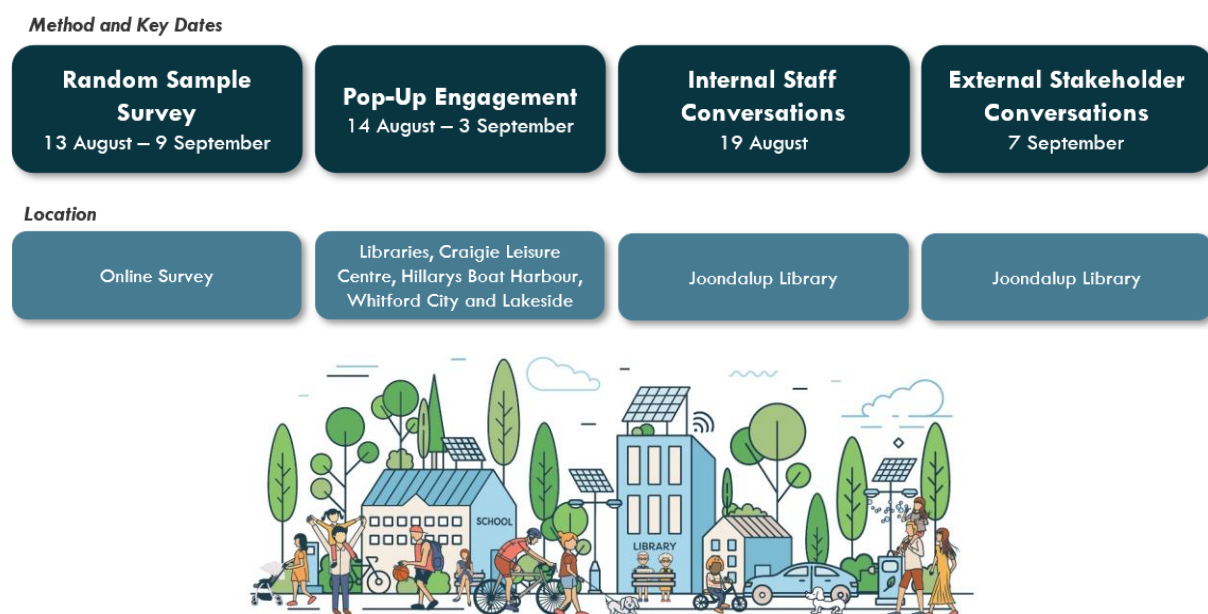


Felt needs are the views of the local community that can be measured through consultation. The assessment of felt need has been undertaken by element through targeted community and stakeholder engagement.

The objectives of the community and stakeholder engagement process were to:

- Extract good quality data, both quantitative and qualitative from stakeholders and the community to help determine the felt needs component of the social needs analysis
- Consult 'hard to reach' groups, such as young families who can struggle to find the time to fill out community surveys and feedback forms
- Avoid engagement fatigue within the community, making the engagement activities as convenient as possible for community members

The engagement has been undertaken over a number of months (Figure 5).



**Figure 5. Timeline of Engagement Methods**

Source: element 2021

As agreed with the City of Joondalup, element used four key methods of engagement to gain perspectives on need from community and stakeholders. These methods are detailed in Table 5.

**Table 5. Overview of Engagement Methods**

Method	Purpose of this Method	Communication Channels	Project Collateral	
<b>Surveys</b>	Random Sample Survey	To target the gaps in information being collected through other engagement projects ongoing in the City and the main source of data collection.	Postcard Invitations	Postcard Online survey

Method		Purpose of this Method	Communication Channels	Project Collateral
	Pop-Up Displays / Intercept Surveys	To complement the random survey, identify trends in services usage and demand, and capture demographic groups who do not usually participate in community engagement.	Flyer with link to survey Interactive posters	Interactive posters Flyers with link to survey Online survey
Stakeholder Conversations	Internal Staff Conversations	To gain feedback from representative Council officers from relevant business units across the City	Emails	Presentation
	External Stakeholder Conversations	To delve deeper into the felt needs of external stakeholders that are not able to be captured in the survey	Emails Phone calls	Presentation Frequently asked questions

Source: element 2021

Considering the relatively low response rates, key findings from the engagement methodologies are not sufficient to independently demonstrate need, however, are suitable to validate needs in conjunction with the normative, expressed, and comparative analysis.

The analysis has assessed the engagement outcomes report undertaken by element and identified key themes that are considered felt needs. These felt needs have been included in this report.

## Expressed Needs

Expressed needs are those that people have acted on. These are the actual actions of people, such as regularly using a recreation facility or visiting a library, shown in Section 9.2.

The best indicators of expressed needs within the framework are the recorded user data/user facts from various facilities and services. Waitlists and enquiries are important indicators that need to be assessed and considered, as they immediately highlight the potential undersupply. Understanding the demographic characteristics of service users is critical to forecasting future demand.

To assess expressed need for social services and infrastructure, the analysis combines both quantitative and qualitative data. Quantitative data is preferred when assessing expressed need as the purpose of this analysis is to identify how frequently persons use facilities, wait-lists for facilities and memberships to facilities. Qualitative data is useful to supplement gaps in quantitative data and to gather contextual information on how the use of these facilities is expected to change over time. Quantitative data has been provided by the City of Joondalup where possible and qualitative data has been gathered through element's engagement detailed in the Felt Need section above.

Based on the quantitative and qualitative data available, the analysis has assessed the usage statistics of facilities and the expected change in use of these facilities over time to identify if there is an underprovision of services/infrastructure for each of the social service categories.

Expressed needs also have some inherent limitations, as it is influenced by the current availability of services - if one community has many, well-distributed resources, its population is likely to use more services than a community with few services. As such, the expressed needs assessment must be combined with other assessments to construct an accurate picture of real social need.

The analysis has assessed the engagement outcomes report undertaken by element and identified key themes that are considered expressed needs. These expressed needs have been included in this report.

### 3.3 Limitations

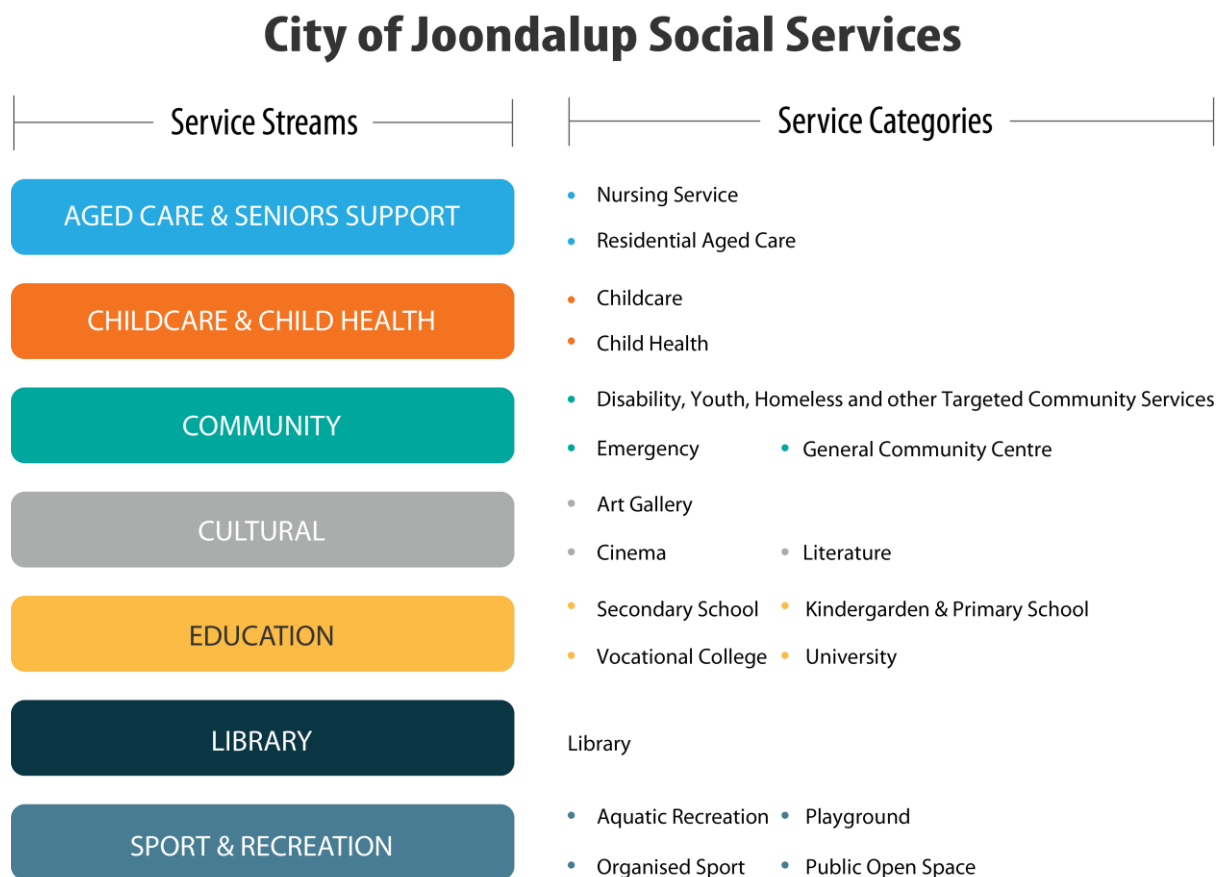
Each of the four perspectives of need has its limitations and as such, they do not individually demonstrate the real need:

- **Normative Need:** Normative need dimension is dependent on the normative standard used as for some social categories there may be a few accepted methodologies, for example, local government and state standards. Where possible, local government standards have been used. General participation rates from wider areas have been used where local government data is not available.
- **Comparative Need:** Comparative need dimensions have some limitations, as they are associated with the fact that the presence of services does not mean there is a need for services. To improve the results, a panel of benchmarks has been used.
- **Felt Need:** Felt dimension of need is subjective and limited by the perceptions of the individual and their knowledge of what is available and attainable. It is also highly dependent on the sample size achieved, and stakeholder groups consulted.
- **Expressed Need:** The expressed dimension of need also has some inherent limitations, as it is influenced by the current availability of services - if one community has many, well-distributed resources, its population is likely to use more services than a community with few services. In addition, there was limited quantitative data available on the current usage patterns, and the supplementary qualitative data again is influenced by the individual stakeholders consulted.

To overcome each individual limitation, the results from each of the four social needs perspectives are synthesised to demonstrate the potential real need. Only the final real need summary can be used as evidence of the real need.

### 3.4 Social Services Categories

This analysis classified a range of social services into categories and further into seven unique service streams (Figure 6).



**Figure 6. Social Service Streams and Categories**

Source: City of Joondalup 2021, Pracsys 2021

These streams have been determined through the detailed audit of each of the 500+ identified social service facilities in the City of Joondalup. Through this audit, facilities were categorised into 21 service categories and the seven broad service streams as shown above. This categorisation has been done based on the consideration of the service/programming that is delivered through each facility and the degree of differentiated demand for the service.

Further details of each service stream and category are provided in Sections 4 to 10.

## 4 AGED CARE & SENIORS SUPPORT

This section of the report details the needs assessment for aged care & seniors support.



### 4.1 Real Need – Aged Care

#### AGED CARE AND SENIORS SUPPORT

##### Residential Aged Care

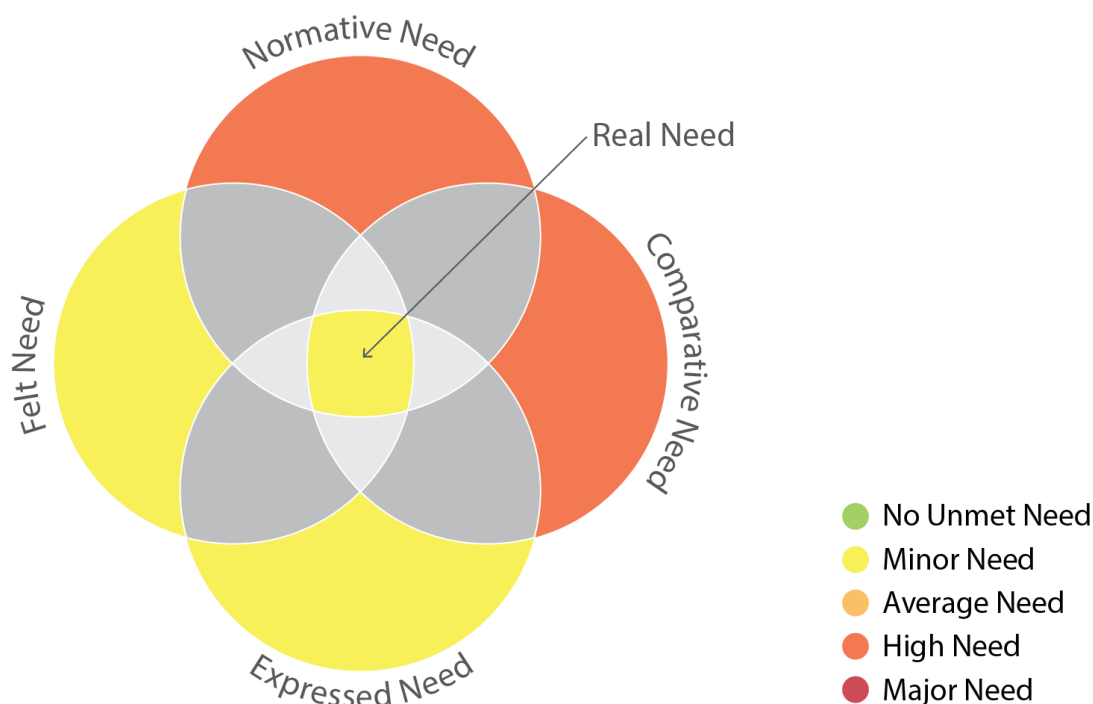


Table 6 shows the summary of four need dimensions for aged care.

**Table 6. Needs Assessment for Aged Care**

Need Assessed	Result
Normative Need	There is a normative need for increased aged care services in the future, with the analysis estimating a possible underprovision of around 330 aged care beds by 2041.
Comparative Need	There is a comparative need for increased aged care services, with the City of Joondalup having a comparatively lower provision of aged care floorspace per person compared to benchmarked areas.
Expressed Need	There is some expressed need for increased aged care services, especially in the future.
Felt Need	Engagement outcomes validated observed needs from the normative, comparative and expressed analyses regarding some current unmet demand for aged care services and indicated demand would increase in future.

Source: Pracsys 2021

Based on the results from the needs assessment, there is likely to be a gap in aged care services and facilities going forward. Encouragingly, there is currently a sufficient supply of these services, however, adapting these services to reflect the needs of residents will help to address this potential gap. Potential gaps identified include:

- At home services
- Services catering to persons entering aged care later in life, with more critical conditions



## 4.2 Real Need – Nursing Service

### AGED CARE AND SENIORS SUPPORT

#### Nursing Service

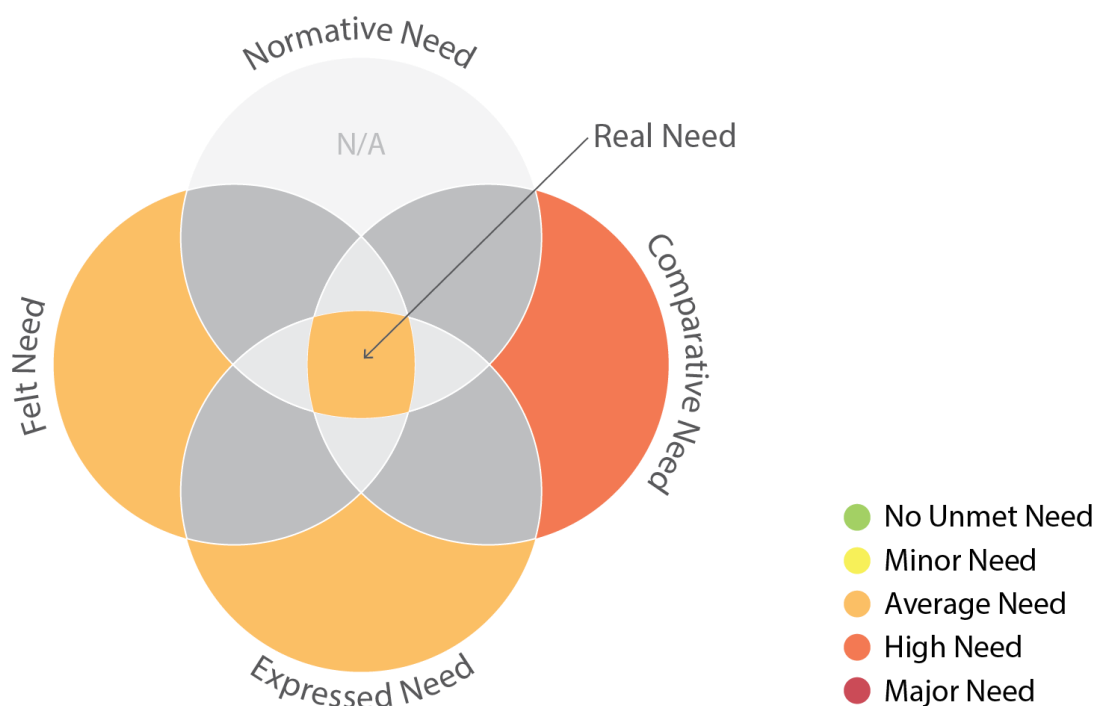


Table 7 shows the summary of four need dimensions for nursing service.

**Table 7. Needs Assessment for Nursing Service**

Need Assessed	Result
Normative Need	N/A
Comparative Need	There is a comparative need for increased nursing service, with the City of Joondalup having a comparatively lower provision of floorspace per person compared to benchmarked areas.



Need Assessed	Result
Expressed Need	There is some expressed need for increased nursing service, with a particular need for increased at-home services and assistive technology.
Felt Need	Engagement outcomes indirectly validated observed needs from the comparative and expressed analyses with an indication of increased demand for more critical aged care services and a shortage of skilled staff.

Source: Pracsys 2021

Based on the results from the needs assessment, there will be a gap in nursing services going forward.

Increasing nursing services will ensure residents are adequately supported. Additionally, increasing the provision of nursing service will reduce the number of persons entering aged care facilities. This will allow more residents to be cared for with fewer resources, as there will be fewer people requiring full-time care.

### 4.3 Expressed Need



The expressed need analysis for aged care & seniors support focuses on the actions of residents and how they utilise these services and facilities. Random survey data identified that 1.6% of respondents currently utilise nursing services, while 6.5% currently utilise residential aged care services. Beyond the presented data, there is limited quantitative data available on expressed need for this social service category. To supplement the quantitative data, stakeholder engagement was conducted by element. Community engagement by element indicated there were waitlists at some senior centres and increased demand for at-home services.

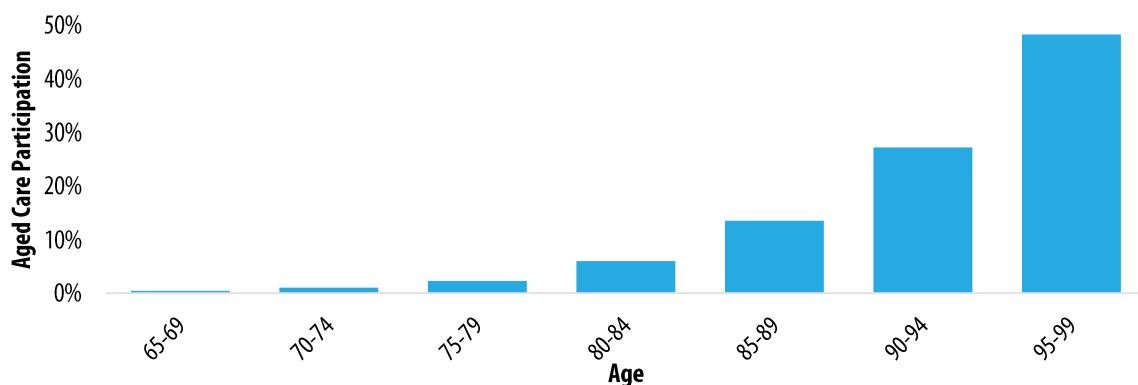
As such expressed need shows that there may be some increased demand for aged care services, especially for at-home services.

### 4.4 Normative Need



The normative need analysis for aged care & seniors support services and facilities has been undertaken by assessing the supply and demand for aged care beds in the City of Joondalup now and into the future.

The demand for aged care beds has been estimated by assessing the actual demand rate for aged care beds in the North Metropolitan Region of Greater Perth compared to the region's population. The analysis indicates that the demand rate for aged care beds increases sharply as people age (Figure 7).

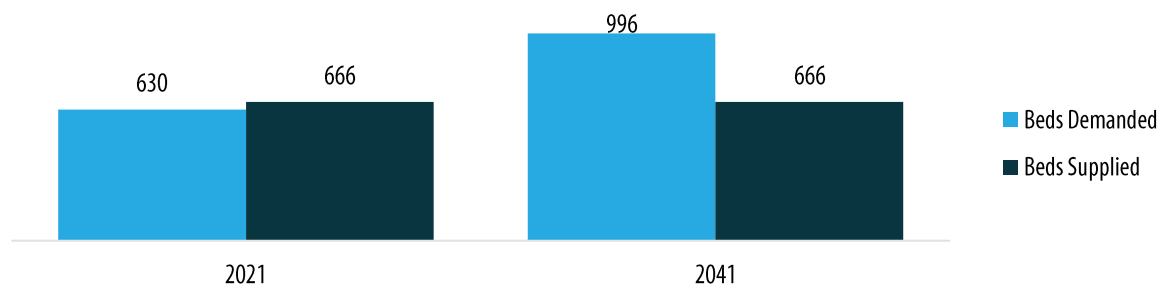


**Figure 7. Demand Rate for Aged Care Beds in the North Metropolitan Region**

Source: ABS Census 2016, Australian Institute of Health and Welfare 2020, Pracsys 2021

Using these participation rates and population forecast for the City, the analysis estimates the demand for aged care beds now and into the future.

This demand has been compared to the current supply of beds in the City of Joondalup to estimate the need for aged care beds going forward (Figure 8)<sup>6</sup>. Please note the supply takes into account only the existing facilities, planned or future facilities have not been modelled.

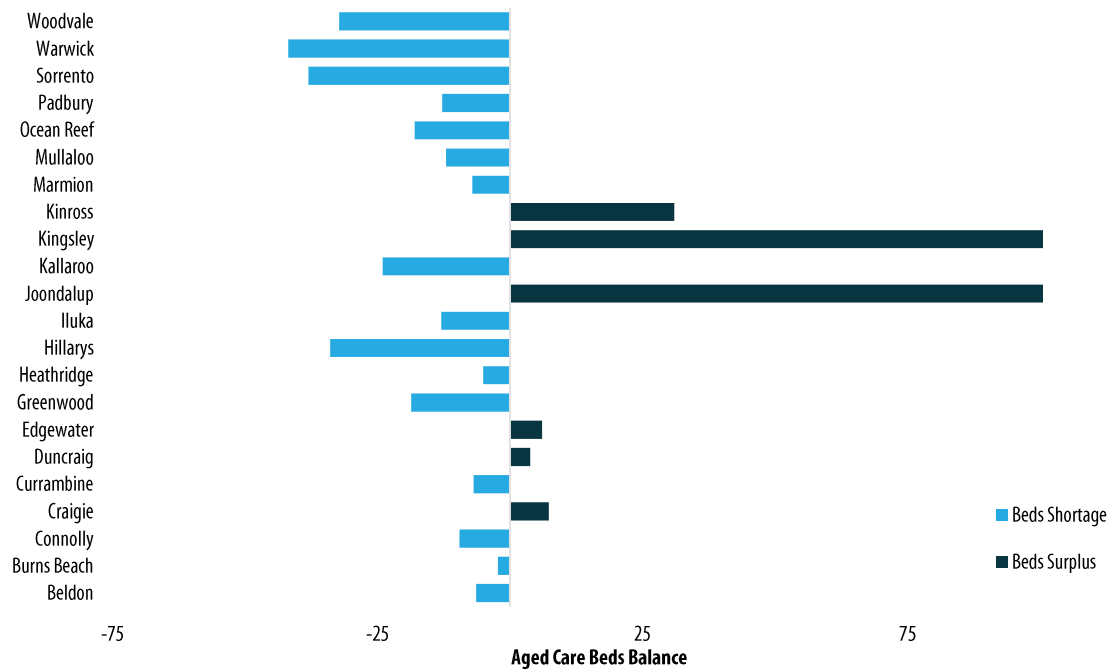


**Figure 8. Demand for Aged Care Beds in the City of Joondalup**

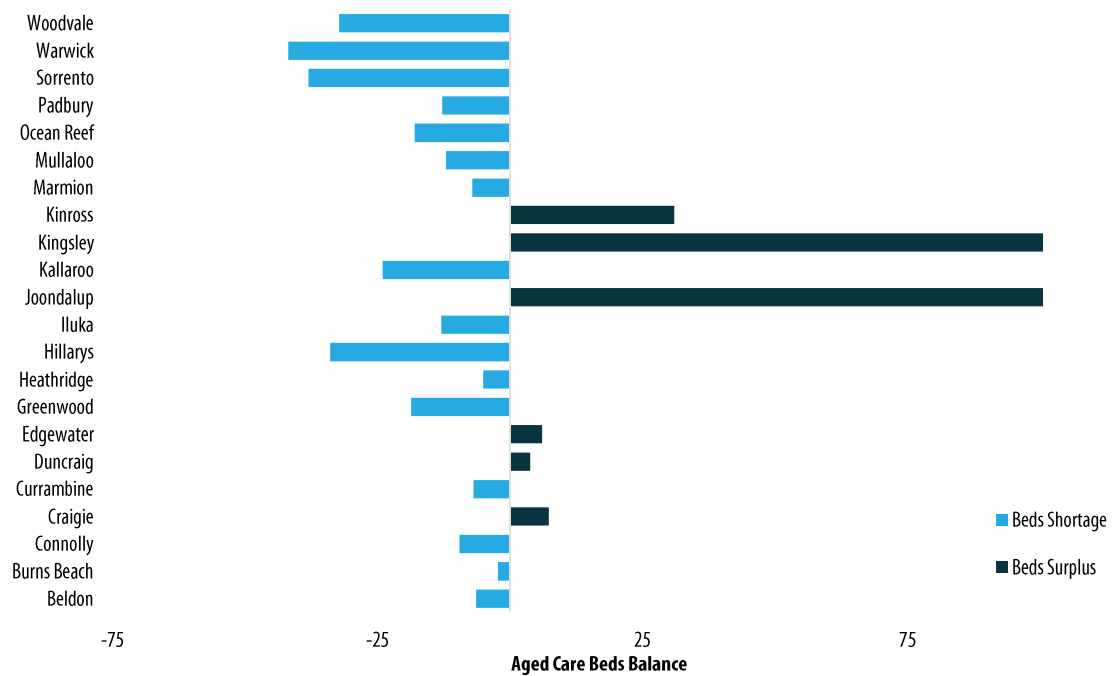
Source: ABS Census 2016, Forecast.id 2021, Australian Institute of Health and Welfare 2020, Pracsys 2021

Normative analysis shows that the City of Joondalup has an overall adequate supply of aged care beds currently, however, there will be a significant undersupply by 2041 due to the aging population. Looking at suburbs within the City, the largest demand for aged care beds by 2041 will likely occur in Hillarys and Sorrento (Figure 9, Figure 10 and Figure 11). It does not necessarily mean that the aged care facilities will have to locate in these suburbs in the future as it may be more efficient to increase supply in the existing locations, however, it allows to identify where the target population is likely to be.

<sup>6</sup> Australian Institute of Health and Welfare, 2021, <https://www.gen-agedcaredata.gov.au/>



**Figure 9. Aged Care Bed Undersupply/Surplus by Suburb (2021)**  
 Source: ABS Census 2016, Australian Institute of Health and Welfare 2020, Pracsys 2021



**Figure 10. Aged Care Bed Undersupply/Surplus by Suburb (2041)**  
 Source: ABS Census 2016, Australian Institute of Health and Welfare 2020, Pracsys 2021

The normative need analysis shows current equilibrium and future underprovision of aged care & seniors support services within the City.



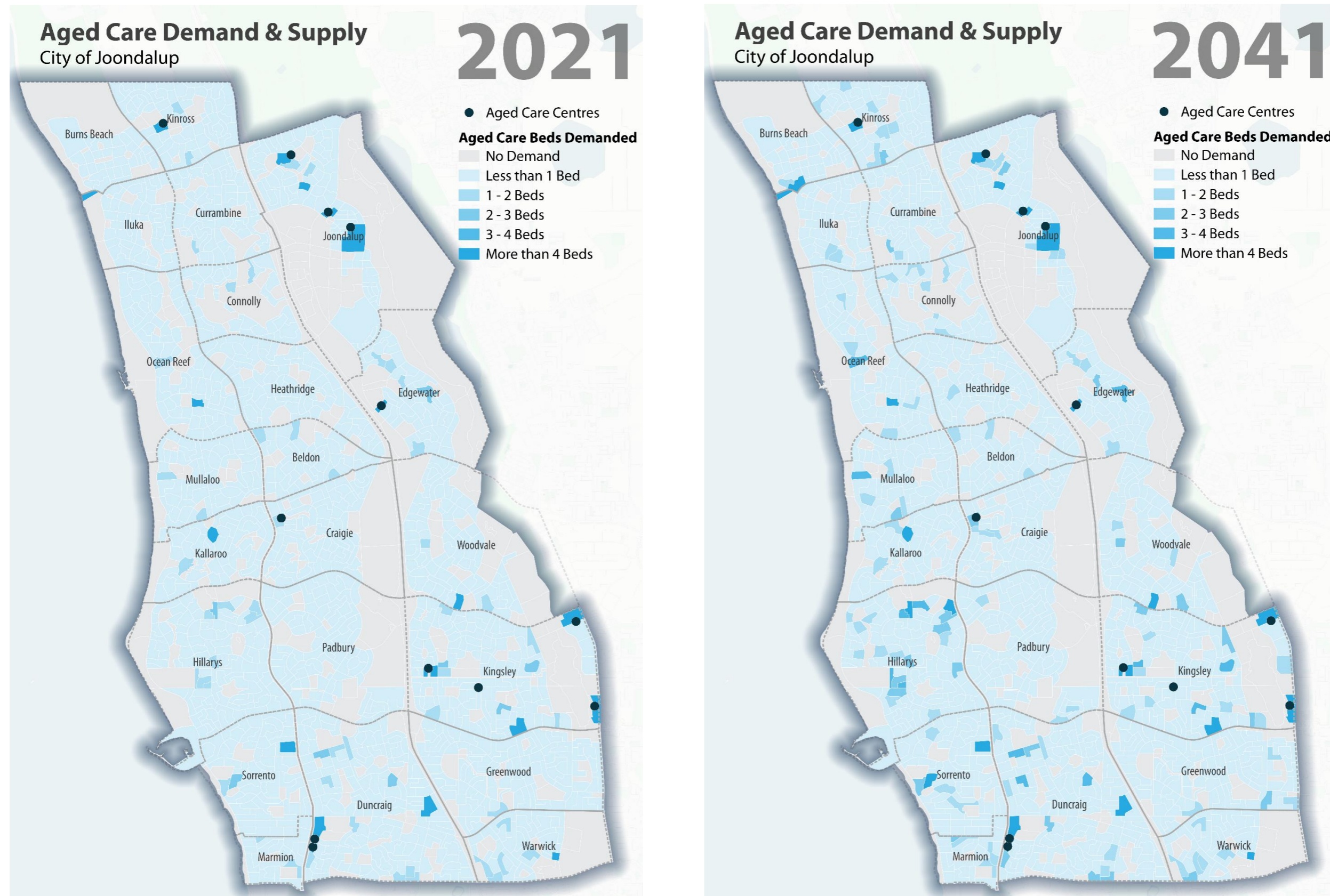


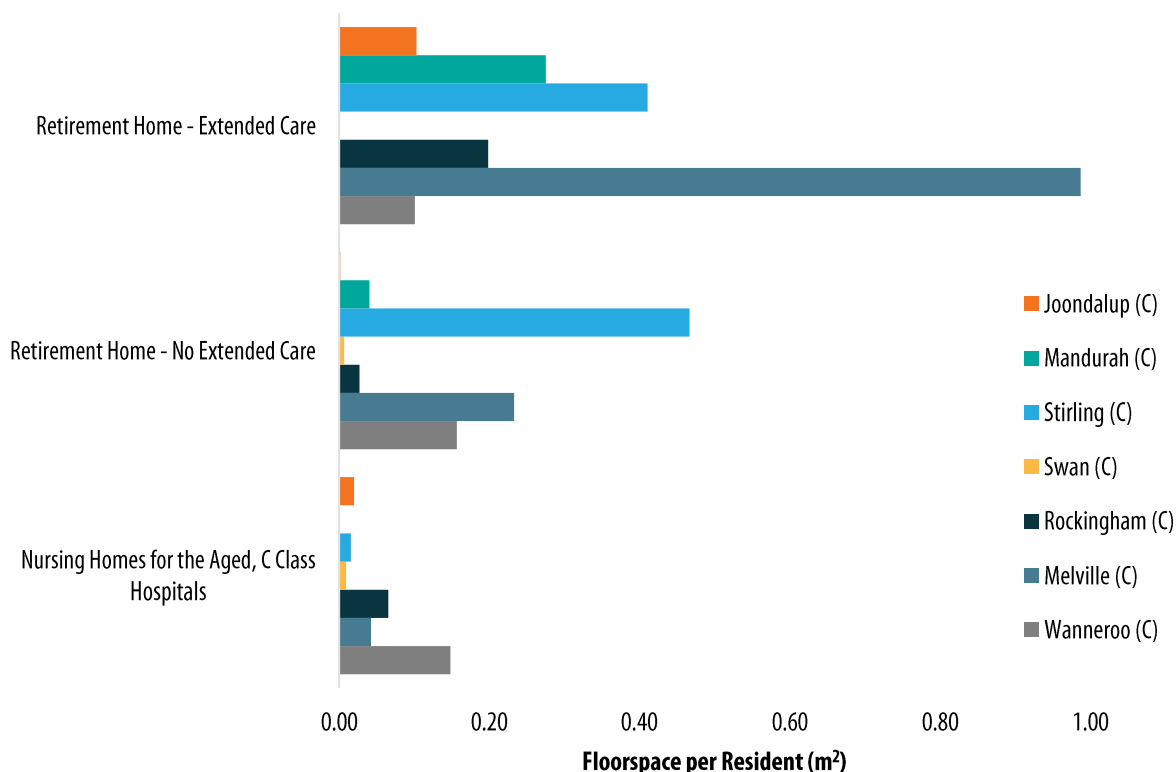
Figure 11. Aged Care Demand and Supply in the City of Joondalup (2021 and 2041)

Source: Australian Institute of Health and Welfare 2020, Forecast.id 2021, Pracsys 2021



## 4.5 Comparative Need

To assess if there is a comparative social need for increased aged care & seniors support services the analysis has assessed the provision of floorspace per resident in benchmark areas for aged care & seniors support related WASLUC Codes (Figure 12).



**Figure 12. Floorspace per resident for Aged Care & Seniors Support Services**

Source: DPLH 2017, Pracsys 2021

The City of Joondalup has a lower provision of residential aged care than the majority of benchmarks and accordingly, likely has a comparative need for increased aged care & senior support services and facilities. The City of Joondalup is the ideal location for these services for a number of reasons, including:

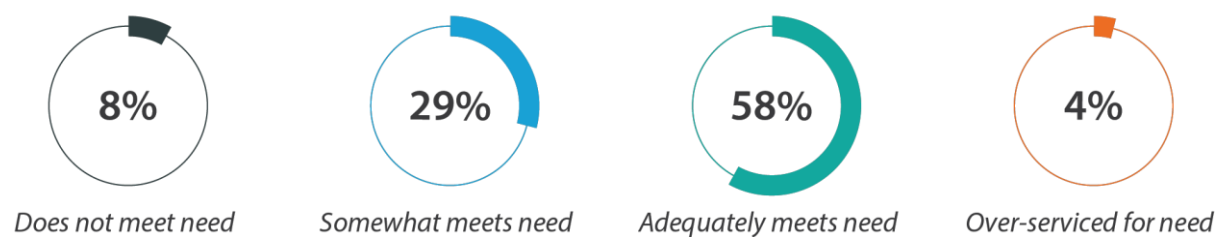
- The City has a large scale hospital, allowing carers to quickly access support services when needed
- The City has a number of educational institutes that often utilise aged care homes for training and internships
- The City is uniquely positioned to support the North West Corridor and can provide aged care accommodation for residents from the nearby areas.



## 4.6 Felt Need

This section summarises the key themes that emerged throughout community engagement in regards to the aged care & seniors support service stream. Felt need summarises the views of the community that has been consulted.

A random survey was conducted to understand to which extent the community felt their need for aged care and seniors support is currently being met (Figure 13). Results from the survey suggest that currently, 37% of respondents are not having their aged care and senior support service needs fully met.



**Figure 13. Extent that Existing Aged Care and Seniors Support Services are Meeting Community Needs**

Source: Pracsys 2021

Similar trends were also identified as part of a pop-up survey, with some respondents identifying that existing aged care and seniors support services were not entirely sufficient for their needs.

Generally, across all streams, one third of respondents believed access to social services (including aged care and seniors support services) is currently insufficient for them and their family's needs. Looking forward, 54% of respondents indicated that they and their family will require access to additional community facilities and services within the next decade (to 2031).

External stakeholder engagement undertaken by element has identified a number of trends for aged care & seniors support, including:

- People are entering aged care older, with more critical needs
- Demand for at-home services increases and declines in live-in aged care
- Demand for age-appropriate and accessible infrastructure
- Demand for assistive technology

Additionally, external service providers identified a number of issues, including:

- Difficulties attracting local staff with adequate training
- Better coordination and co-location with hospitals would improve the service delivery

Based on the limited community feedback, the demand for aged care services is expected to increase over time and those in aged care are likely to need increased support.



Overall, whilst the low response rates preclude felt needs being independently demonstrated, the analysis showed that there may be some current unmet need and an increased future need for aged care services. This finding corroborates the findings for the needs analysed above.







## 5 CHILDCARE & CHILD HEALTH

This section of the report details the needs assessment for childcare & child health services and facilities.



### 5.1 Real Need – Childcare

#### CHILDCARE AND CHILD HEALTH

##### Childcare

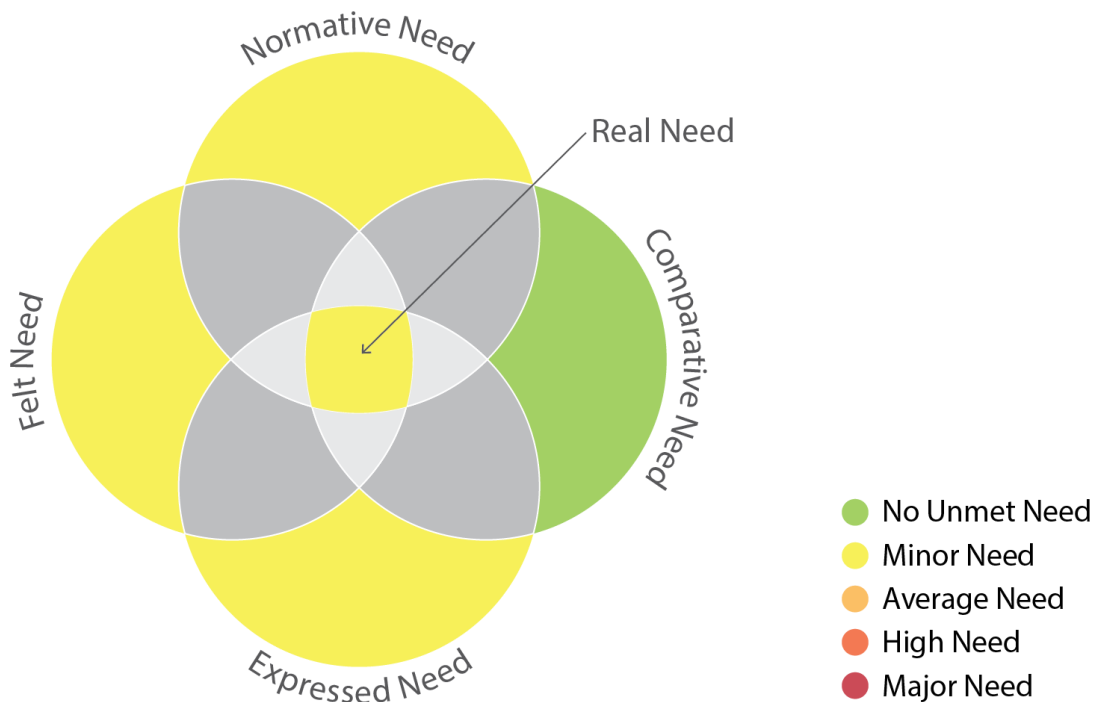


Table 8 shows the summary of four need dimensions for childcare.

**Table 8. Needs Assessment for Childcare**

Need Assessed	Result
Normative Need	The analysis shows there is an adequate supply of childcare places at the City-wide level currently and going forward. This being said, there are a number of spatial gaps at the suburb level that the City should look to address, particularly as employment grows and there is the potential for non-City residents to use local child care facilities..
Comparative Need	The analysis shows that the City of Joondalup has an adequate floorspace per resident of childcare facilities, indicating there is no unmet comparative need for increased provision of these services and facilities at an LGA level. This does not account for labour that may enter/leave the area and gaps at a local level should be investigated.

Need Assessed	Result
Expressed Need	Expressed need was demonstrated through development applications for Child Care centres. Similar to the other needs, a number of suburbs had no provision of and no development applications for child care centres.
Felt Need	Engagement outcomes validated observed needs from the normative, comparative and expressed analyses regarding some potential unmet demand for Child Care spaces.

Source: Pracsys 2021

The needs assessment has shown that there is a sufficient supply of childcare services at an LGA level and there are applications for new childcare centres. It should be noted, however, that the City of Joondalup has a large worker base and childcare facilities may be utilised by persons from outside the area. Additionally, certain spatial areas had an undersupply of childcare places indicating there is potential for some unmet need at a local level.



## 5.2 Real Need – Child Health

### CHILDCARE AND CHILD HEALTH

#### Child Health

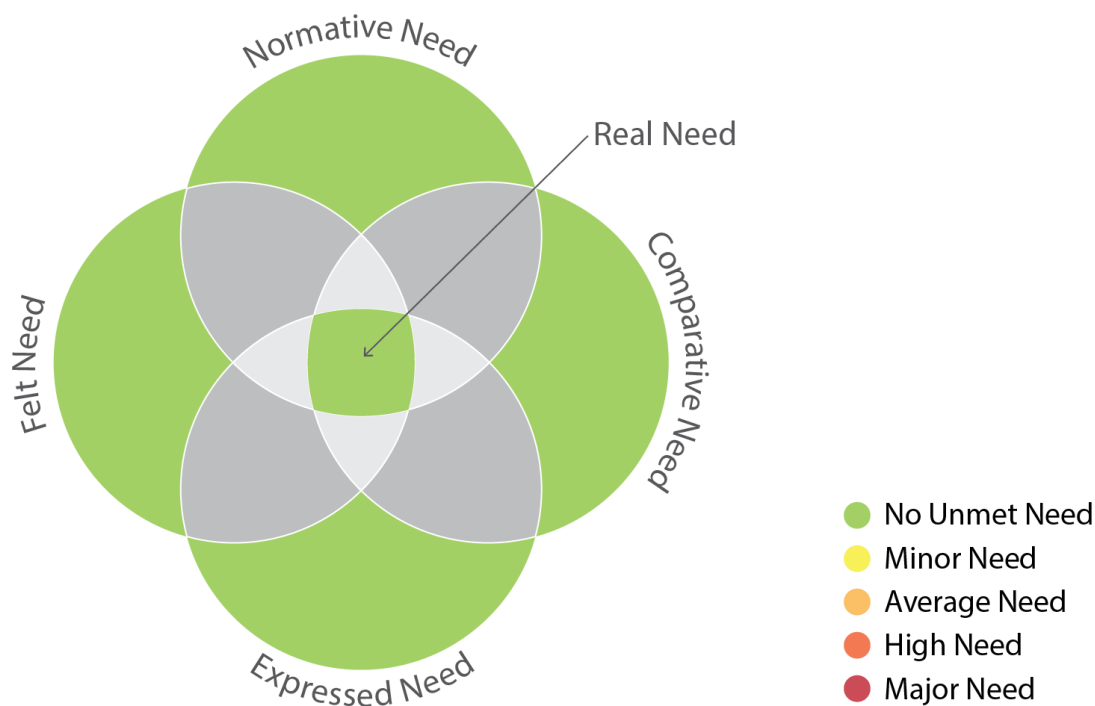


Table 9 shows the summary of four need dimensions of child health services.

**Table 9. Needs Assessment for Child Health**

Need Assessed	Result
Normative Need	The analysis shows there is an adequate supply of child health places for all but one child health centre currently and going forward indicating there is limited unmet normative need for increased provision of these services and facilities.
Comparative Need	The analysis shows that the City of Joondalup has an adequate floorspace per resident of child health facilities, indicating there is no unmet comparative need for increased provision of these services and facilities. This conclusion is based at the LGA level only.
Expressed Need	There is low evidence of an expressed need for increased child health services and facilities in the City of Joondalup.
Felt Need	Engagement outcomes validated observed needs from the normative, comparative and expressed analyses, there is limited evidence of unmet demand for Child Health Services.

Source: Pracsys 2021

The needs assessment has shown that there is an adequate supply of child health facilities and services at an LGA level in the City of Joondalup both now and going forward. This being said, there appears to be an expressed and normative need for childcare spaces in specific local areas within the City. The felt need analysis identified corroborated these findings based on:

- Increased rates of young families moving to Joondalup
- Young parents finding a connection to community difficult and increased rates of post-natal depression (connected to mental health)
- Slow decline in playgroup participation rates and volunteers that impact the connection to community

### 5.3 Expressed Need



The expressed need analysis for childcare and child health services is based on the number and location of places available and the actions of residents and how they utilise these services and facilities.

Currently, the City of Joondalup has a combined 6,171 childcare places spread over 100 individual centres (Figure 14). There are a total of six child health centres that provide 2,549 spaces (see Figure 21). Childcare centre concentration varies across areas, with Joondalup and Padbury each having 12 centres, while areas such as Burns Beach, Iluka and Sorrento have none (Figure 14).



**Figure 14. Number of Childcare and Child Health Facilities Care Centres**

Source: ABS Childhood Education and Care Survey 2018, Forecast.id 2021, Pracsys 2021

The number of childcare places available also varies by area, with Joondalup's 969, Padbury's 761 and Ocean Reef's 519 available places the highest in the City. Development applications represent evidence of expressed need; applications for childcare centres between 2016 and 2021 presented in Table 10 show the number of additional childcare places proposed for each area.

**Table 10. Number of Childcare Places Available and Number of Additional Childcare Places Proposed in Development Applications (2016-2021)**

Suburb	Number of Places Available 2021	Number of Places in Development Applications
Beldon	229	-
Burns Beach	-	66
Connolly	60	-
Craigie	346	82
Currabine	177	-
Duncraig	503	286
Edgewater	357	-
Greenwood	346	166
Heathridge	127	-
Hillarys	331	-
Iluka	-	-
Joondalup	969	30
Kallaroo	127	75
Kingsley	448	78
Kinross	123	-
Marmion	45	-
Mullaloo	113	94
Ocean Reef	519	-
Padbury	761	72
Sorrento	-	-
Warwick	360	-
Woodvale	232	82

**Source: City of Joondalup 2021, Pracsys 2021**

Survey data identified that 14 percent of participants currently utilise childcare services, while 12 percent currently utilise child health services. Results of the survey also identified that there was a wait list for childcare in Iluka, a finding supported by the observation of no existing or proposed childcare places in Iluka (Table 10).

Internal and external stakeholder engagement undertaken by element has identified a number of trends for childcare & child health, including:

- Increase in demand for childcare centres
- Increased rates of young families moving to Joondalup

Expressed need for childcare & child health services and facilities appears to be satisfied at a local government level for the City of Joondalup. This being said, there does appear to be unmet demand at a localised level with certain suburbs having no supply of childcare. As more young families are expected to move into the area in the future and the City should closely monitor development applications to ensure an adequate provision of childcare and child health facilities holds in all areas going forward.

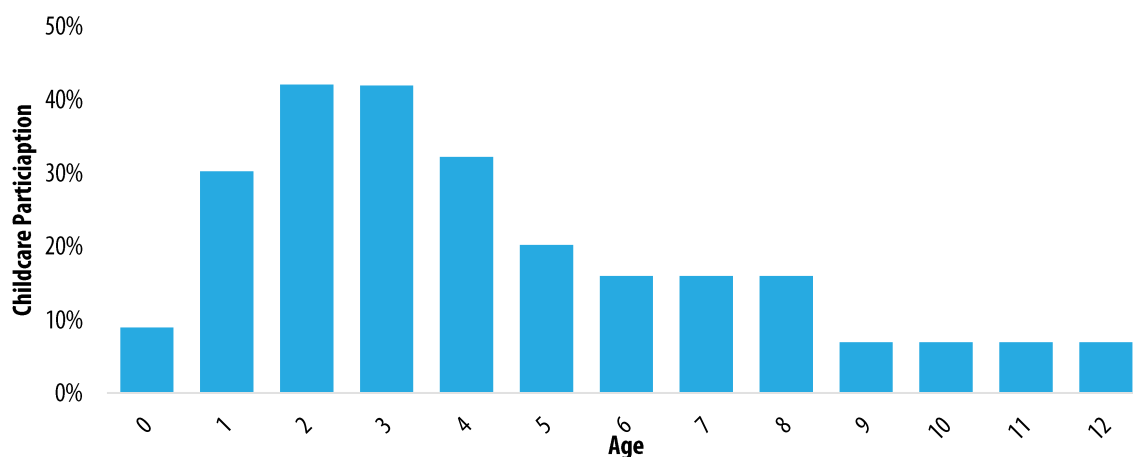


## 5.4 Normative Need

### Childcare

The demand for childcare has been estimated by assessing the factors that influence the participation rate for childcare. These factors include age, income and labour status.

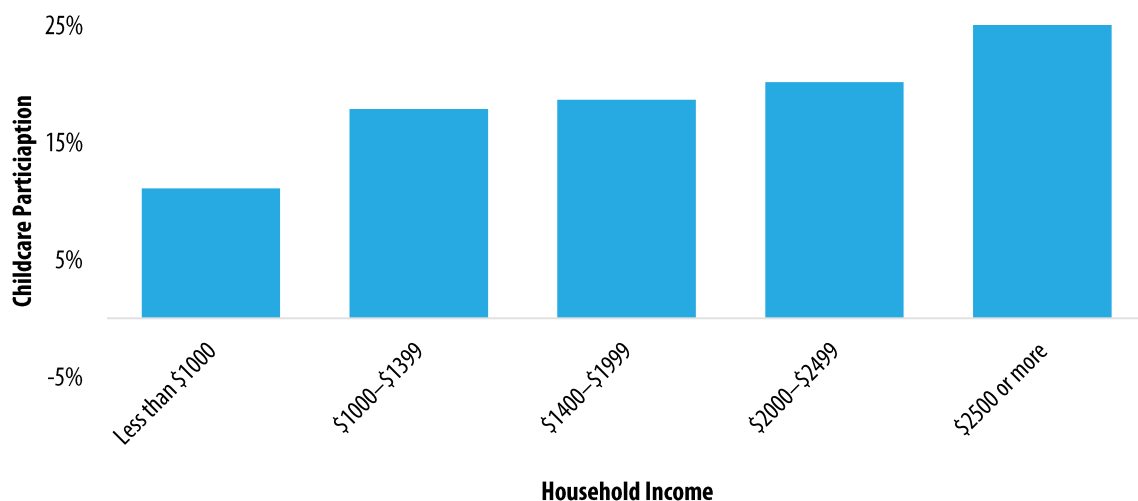
Those aged 2-3 are shown to have the highest participation rate for childcare (Figure 15).



**Figure 15. Childcare Participation Rate by Age**

Source: ABS Childhood Education and Care Survey 2018, Pracsys 2021

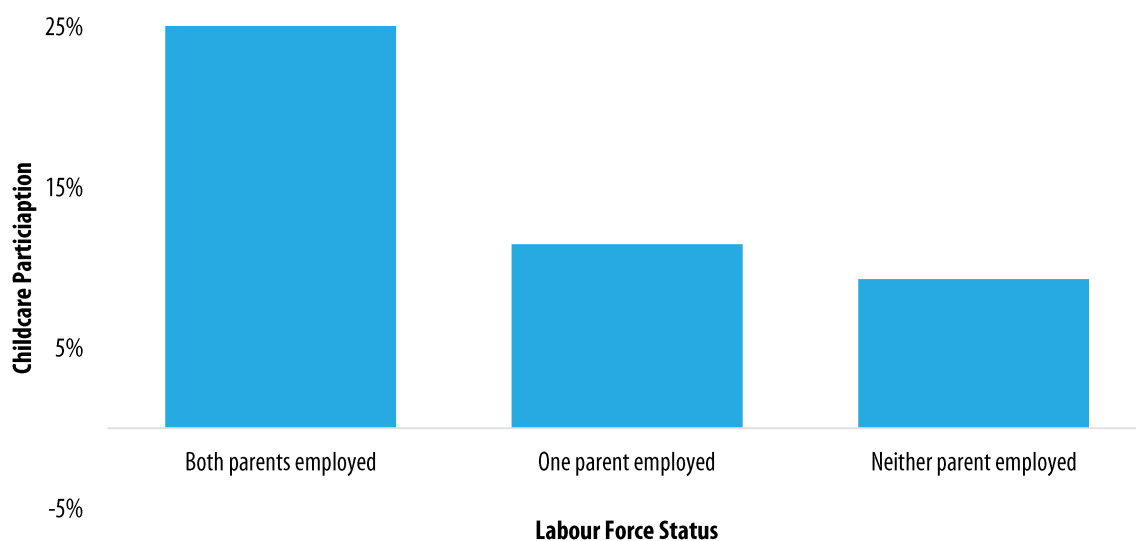
The analysis also shows that as household income increases, the participation rate for children in childcare from that household increases (Figure 16).



**Figure 16. Childcare Participation Rate by Household Income**

Source: ABS Childhood Education and Care Survey 2018, Pracsys 2021

Lastly, the childcare participation rate increases when both parents are employed (Figure 17).

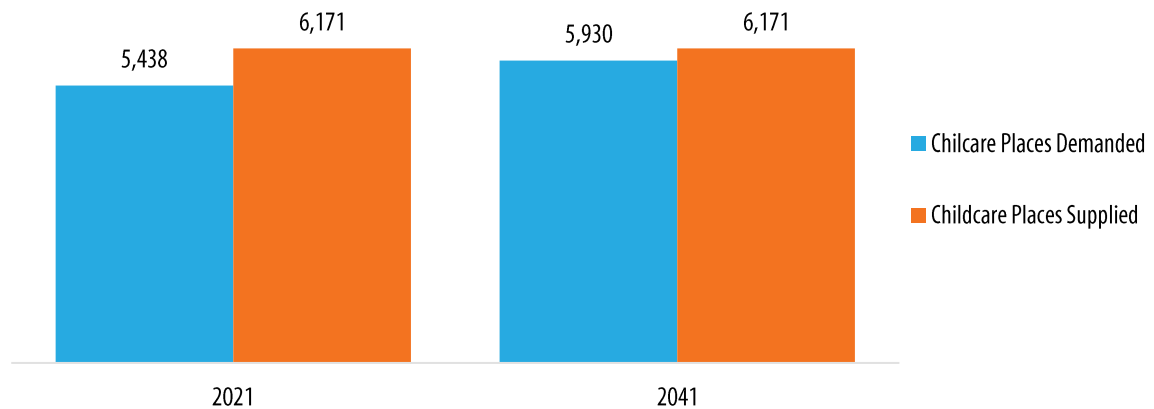


**Figure 17. Childcare Participation Rate by Labour Force Status**

Source: ABS Childhood Education and Care Survey 2018, Pracsys 2021

By taking into account all of these variables, the analysis is able to estimate the total demand for childcare in the City of Joondalup. Encouragingly, the analysis shows that the current supply is sufficient to meet current and future demand for childcare (Figure 18).<sup>7</sup>

<sup>7</sup> Australian Children’s Education & Care Quality Authority, 2021, <https://www.acecqa.gov.au/resources/national-registers>



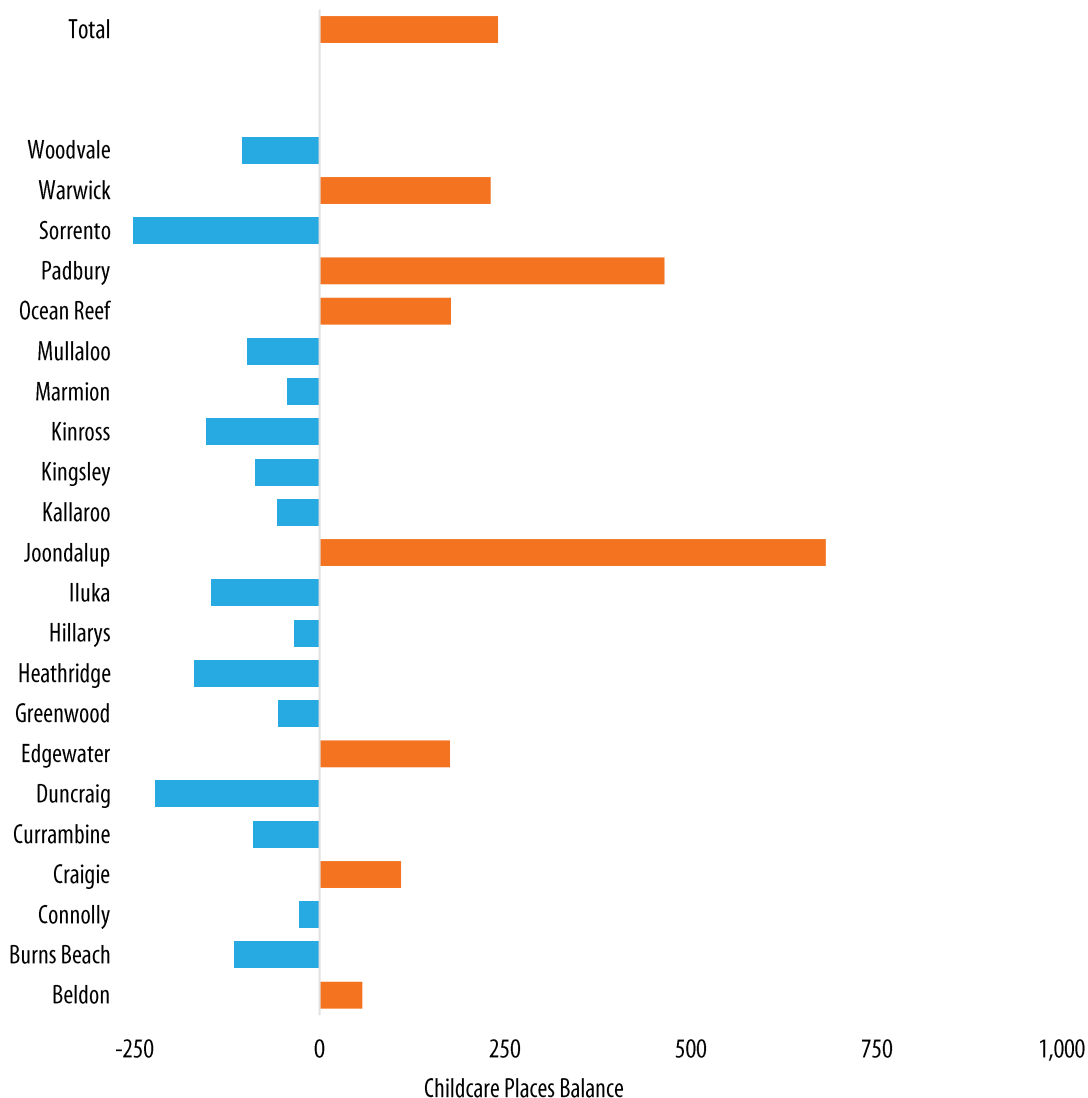
**Figure 18. Demand for Childcare in the City of Joondalup**

**Source: ABS Childhood Education and Care Survey 2018, Forecast.id 2021, Pracsys 2021**

It should be noted that this analysis assumes persons from outside of the City of Joondalup do not access childcare within the City and vice-versa. Accordingly, if the City of Joondalup imports a significant portion of its labour from outside of the area, there may be further demand for childcare places, which would account for the number of childcare centres in the centre of Joondalup compared to demand. Continued employment growth would then create greater demand for childcare places in the City.

The analysis shows that the suburbs of Duncraig and Kinross will have the greatest demand for childcare places by 2041 (Figure 19 and Figure 20).





**Figure 19. Childcare Places Undersupply/Oversupply by Suburb (2041)**

**Source: ABS Childhood Education and Care Survey 2018, Pracsys 2021**

The analysis shows that while at a local government level childcare places align with demand, there are spatial gaps evident with an undersupply of childcare places in a number of suburbs. This is corroborated by the findings in the expressed need analysis, specifically, that there is no indication that specific areas will have a local childcare facility in the near future to meet current or future demand (including Iluka and Sorrento). As childcare services are accessed locally and near the place of employment, the City of Joondalup should be conscious that certain areas may have an undersupply going forward and accordingly, childcare centres should be developed based on demand in the area. Even if an area has an oversupply of places, employment opportunities result in persons from outside the City utilising childcare services. Recent trends also indicate an increase in workforce participation, which is likely to result in further demand of childcare services within the City. There appears to be an undersupply of places in specific suburbs of Joondalup, with the highest need identified in Sorrento, Duncraig, Kinross and Iluka.

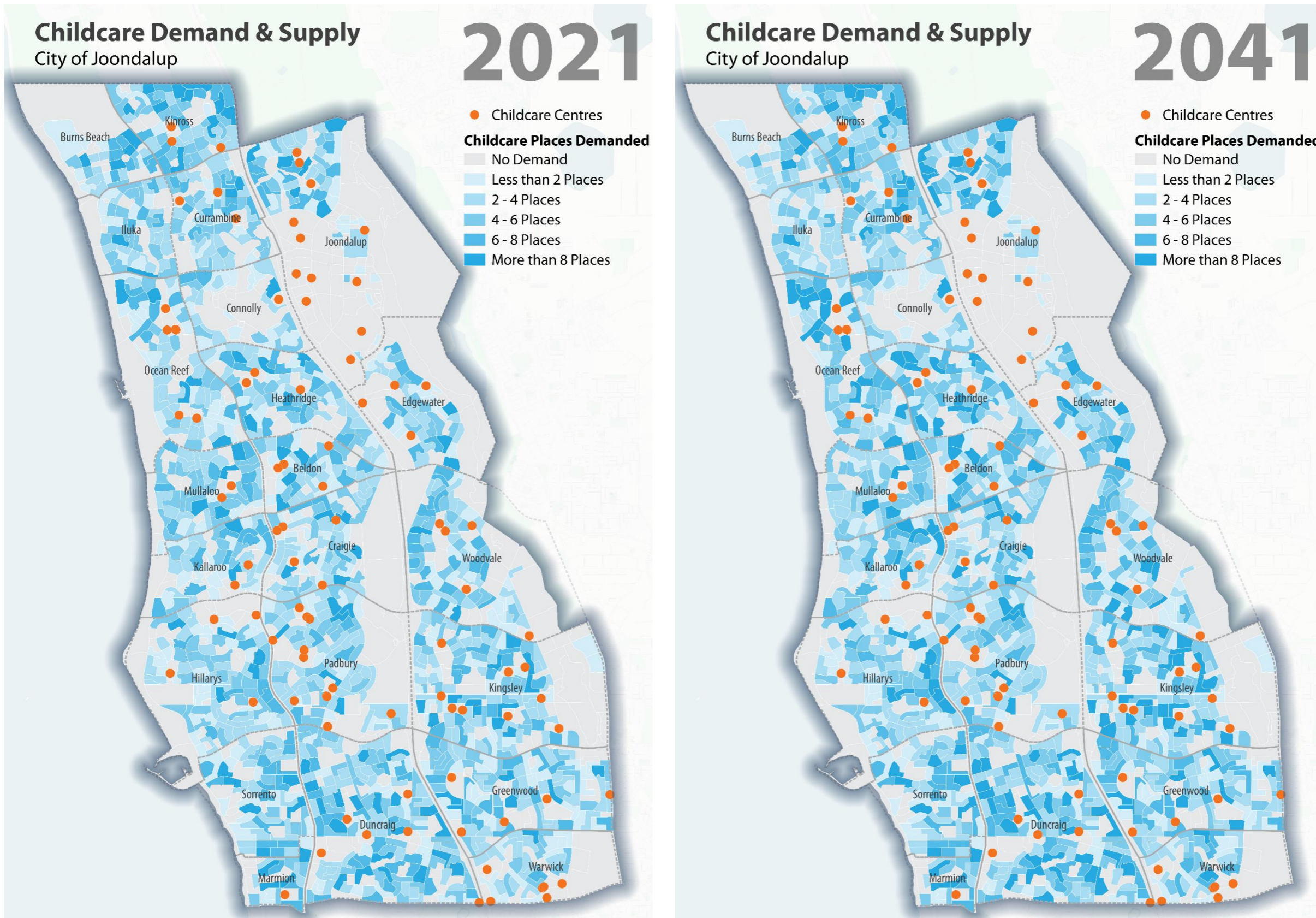
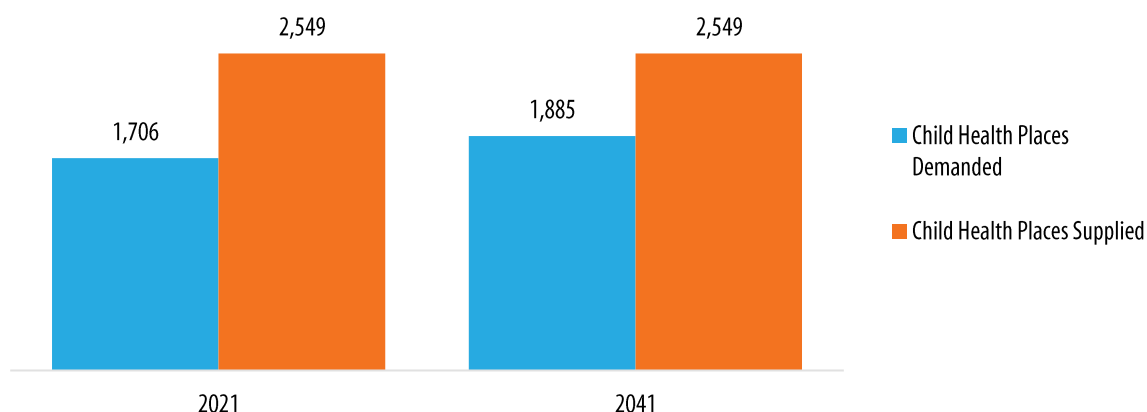


Figure 20. Childcare Demand and Supply in the City of Joondalup

Source: ABS Childhood Education and Care Survey 2018, Forecast.id 2021, Pracsys 2021

### Child Health

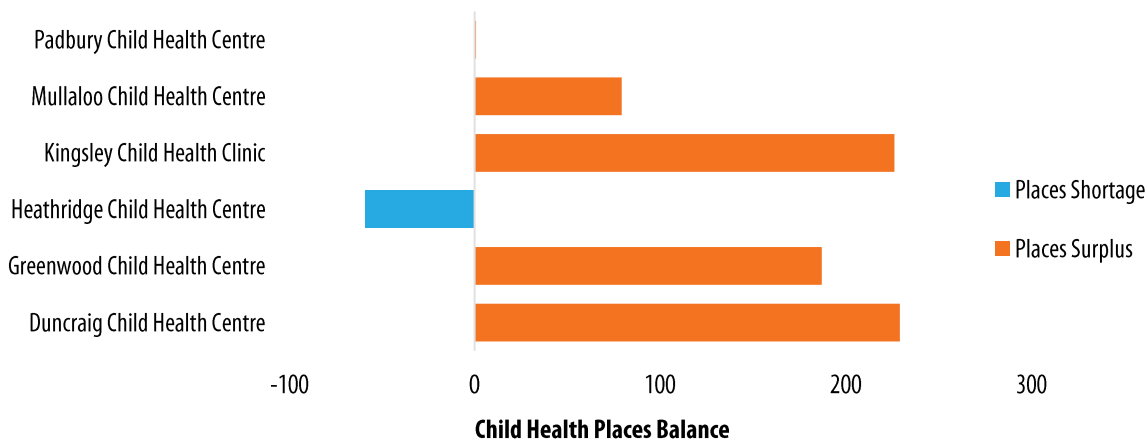
The normative need for child health services has been estimated based on normative provision standards that require a child health centre for every 40,000 people (425 infants).<sup>8</sup> Based on this normative provision standard, the analysis shows that there is a sufficient supply or potential oversupply of child health services to cater to demand, both now and into the future (Figure 21).



**Figure 21. Demand for Child Health Services in the City of Joondalup**

Source: Forecast.id 2021, Pracsys 2021

Most child health centres will have an excess of child health places in 2041. Heathridge child health centre appears likely to have a deficit of places (Figure 22).



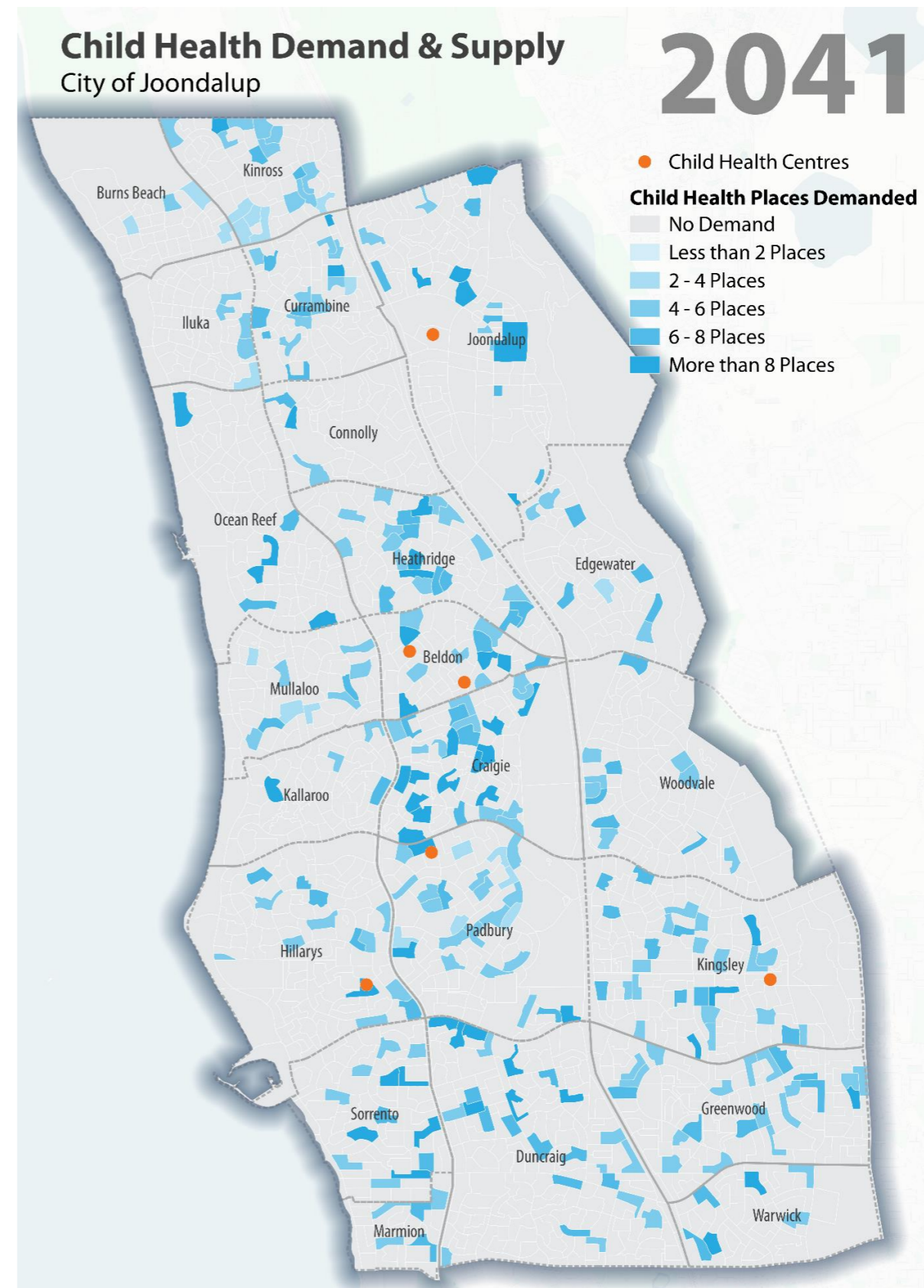
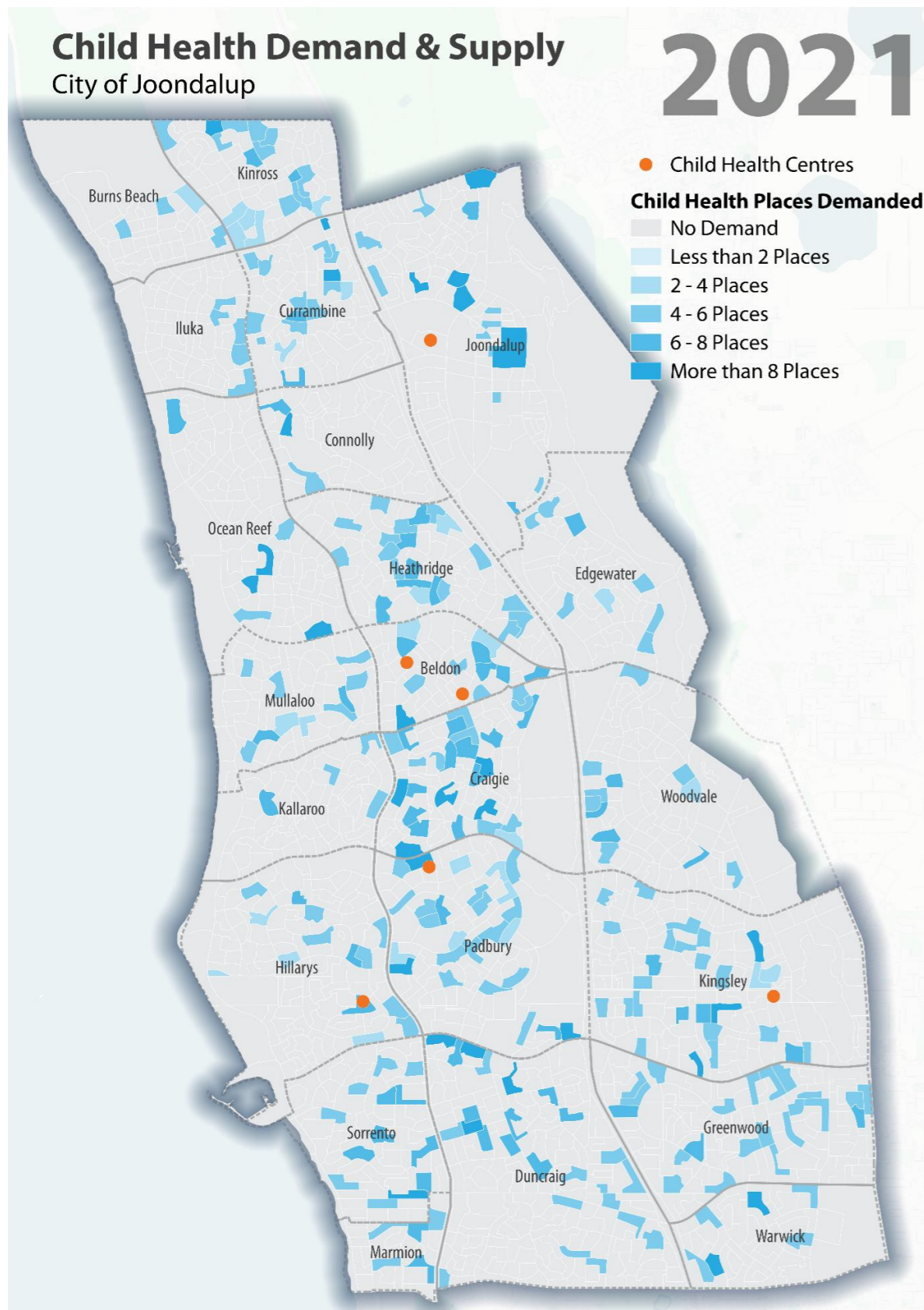
**Figure 22. Undersupply/Oversupply of Child Health Places by Child Health Centre (2041)**

Source: Forecast.id 2021, Pracsys 2021

Figure 23 shows the spatial distribution of demand for child health places going forward. There appears to be a potential gap in the northwest of the City .

<sup>8</sup> Parks and Leisure Australia, 2020, <https://www.parksleisure.com.au/Site/emails/email-wa/newsletters/cfg-released.aspx>



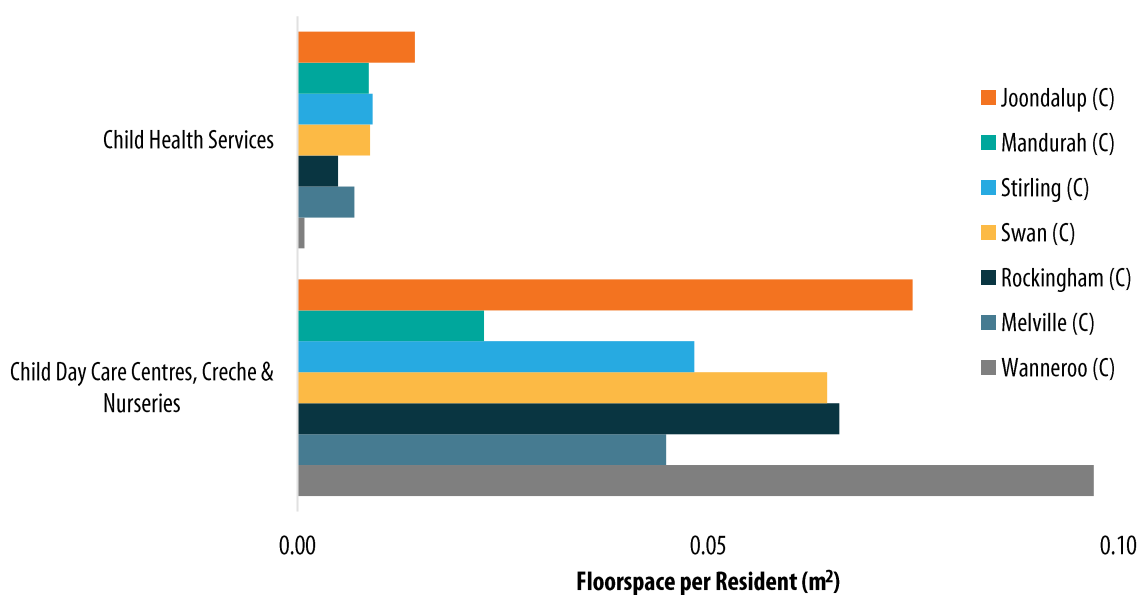


**Figure 23. Child Health Demand and Supply in the City of Joondalup**  
 Source: City of Joondalup 2021, Forecast.id 2021, Pracsys 2021



## 5.5 Comparative Need

To assess if there is a comparative social need for increased childcare & child health services the analysis has assessed the provision of floorspace per resident for childcare & child health related WASLUC Codes. This analysis shows the City of Joondalup has a high provision of childcare & child health services per resident when compared to the benchmarked areas (Figure 24).



**Figure 24. Floorspace per resident for Childcare & Child Health Services**

Source: DPLH 2017, Pracsys 2021

This analysis demonstrates there is no unmet comparative need for increased childcare & child health services and maintaining the current ratio of childcare & child health services per resident will ensure residents are appropriately serviced going forward.<sup>9</sup>

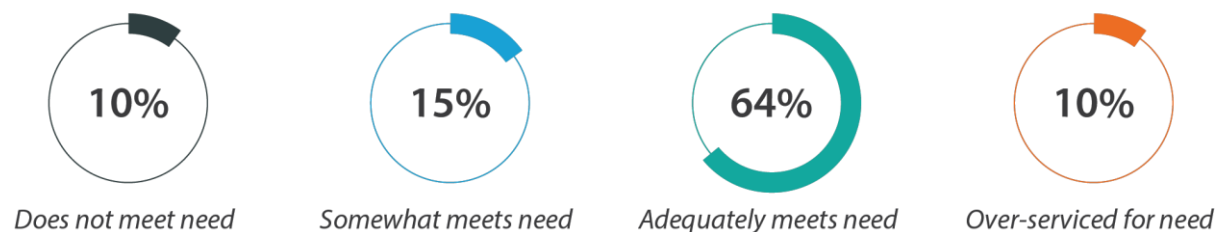


## 5.6 Felt Need

This section summarises the key themes that emerged throughout community engagement in regards to the childcare & child health service stream. Felt need summarises the views of the community that has been consulted.

A random survey was conducted to understand to which extent the community felt their need for childcare and child health services were currently being met (Figure 25). Results from the survey suggest that a quarter of respondents are not having their childcare and child health service needs fully met.

<sup>9</sup> The higher per person provision of child care centres in the City of Wanneroo is reflective of a greater concentration of young children in the City of Wanneroo.



**Figure 25. Extent that Existing Childcare and Child Health Services are Meeting Community Needs**

Source: Pracsys 2021

Similar trends were also identified as part of a pop-up survey, with some respondents identifying that existing childcare and child health services were not entirely fulfilling their needs. Results from the same survey also indicated that the majority of centres did not have sufficient availability.

Stakeholder engagement with the community was undertaken by element. Whilst response rates were low, the community engagement undertaken found that the demand for childcare & child Health services is likely meeting the needs of the community with a small number of identified issues, including:

- Young parents finding a connection to community difficult and increased rates of post-natal depression (connected to mental health)
- Slow decline in playgroup participation rates and volunteers
- Increasing workforce participation may lead to a change in the nature of early childhood services and experiences utilised by the community.

Overall, the felt need analysis shows that there may be an increased future need for childcare services in the City. This finding corroborates the finding for the needs analysed above that certain areas within the City may be underprovisioned.





## 6 COMMUNITY

This section of the report details the needs assessment for city management community centres and services.



### 6.1 Real Need – Community Centres

#### COMMUNITY

##### Community Centres

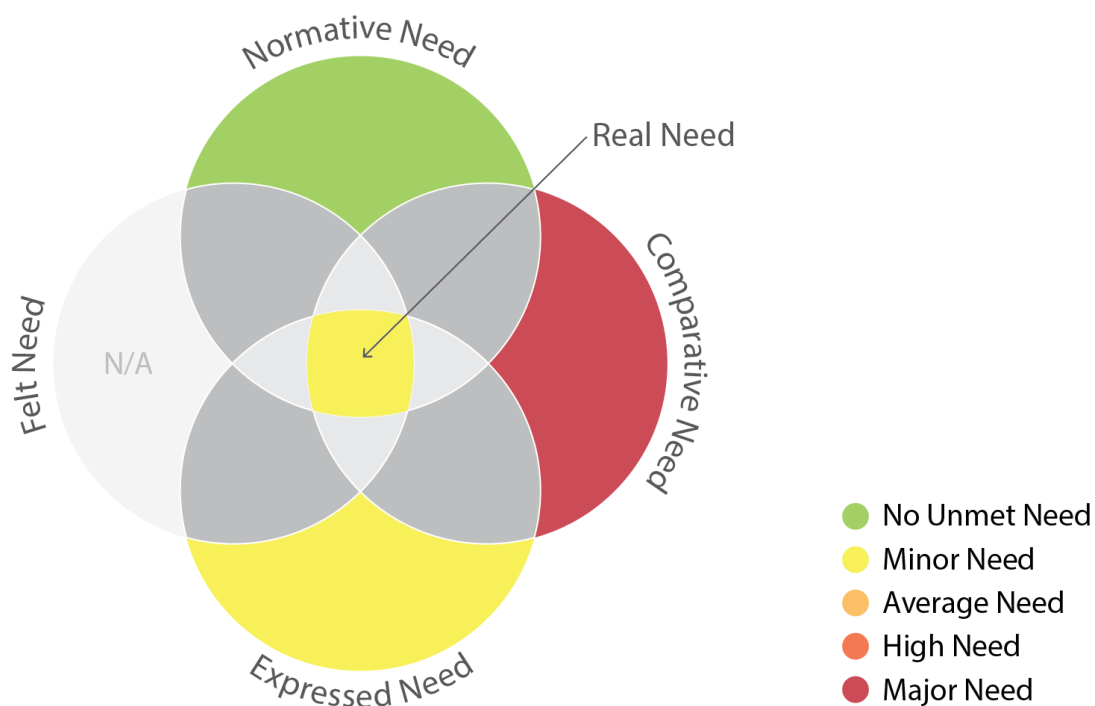


Table 11 shows the summary of four need dimensions for community centres.

**Table 11. Needs Assessment for Community Centres**

Need Assessed	Result
Normative Need	The normative need analysis shows there is an adequate supply of community centres to meet demand at a City level, however, there are potential gaps at a local level. Specifically, Joondalup, Currambine and Kingsley may not have the desired level of access to these facilities.
Comparative Need	The comparative need analysis shows that the City of Joondalup has an undersupply of floorspace per resident for community centres compared to benchmarked areas.
Expressed Need	The consultation shows that there may be growing demand for flexible community spaces.



Need Assessed	Result
Felt Need	Engagement outcomes validated observed needs from the normative, comparative and expressed analyses regarding current unmet demand for community facilities that may grow over time.

Source: Pracsys 2021

These results indicate that there will be a real need in community centres services and facilities going forward.

The wants of users can be met by adapting these services to reflect the results from the comparative and expressed need assessment. Identified gaps in services and facilities include:

- Increasing the provision of community spaces and flexible spaces
- Increasing the provision of shared office spaces



## 6.2 Real Need – Targeted Services

### COMMUNITY

*Disability, Youth, Homeless and other Targeted Services*

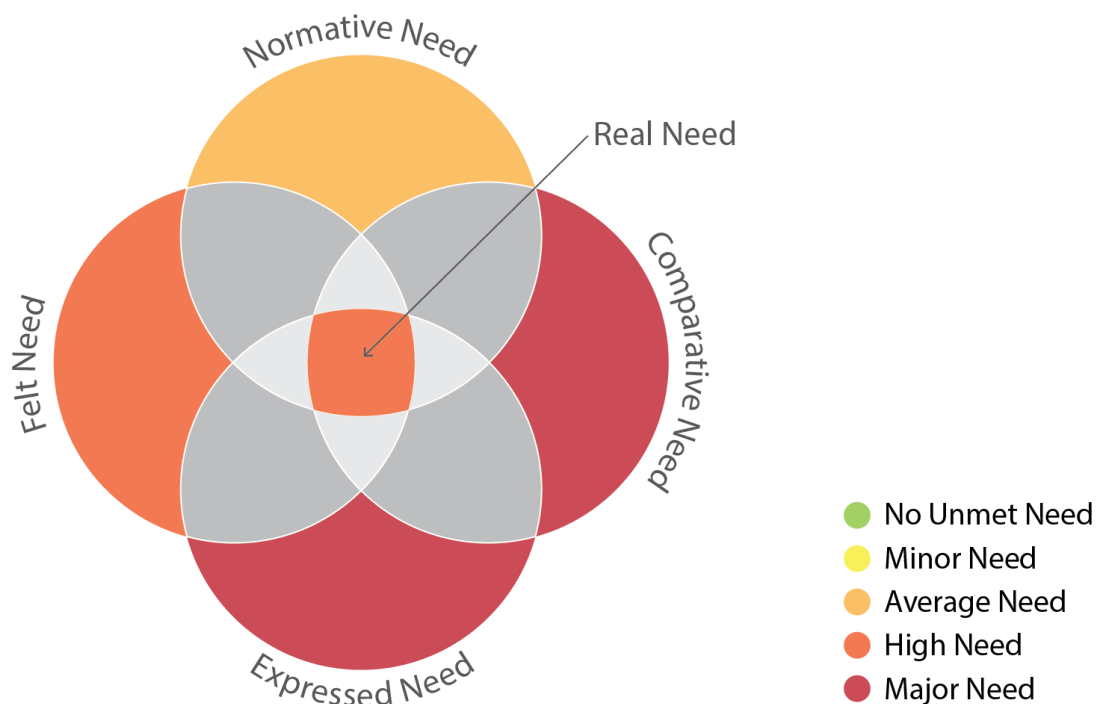


Table 12 shows the summary of four need dimensions for targeted services.

**Table 12. Needs Assessment for Targeted Services**

Need Assessed	Result
Normative Need	There is a potential need for some youth services going forward.

Need Assessed	Result
Comparative Need	The comparative need analysis shows that the City of Joondalup has an undersupply of floorspace per resident for a range of targeted services including youth group services, welfare/charitable services and family welfare services.
Expressed Need	The analysis shows that there is an expressed need for further provision of domestic violence services, homelessness assistance and affordable housing.
Felt Need	Engagement outcomes validated observed needs from the normative, comparative and expressed analyses regarding need for increased targeted services, mental health and youth services.

Source: Pracsys 2021

The analysis has identified a gap in a number of targeted services, including:

- Mental health services
- Youth services
- Domestic violence services
- Homelessness assistance



### 6.3 Expressed Need

The expressed need analysis for community services and facilities is based on the number of general community service organisations and the results from engagement undertaken by element. Currently, the most prominent community services are faith-based organisations and seniors club services (Figure 26).

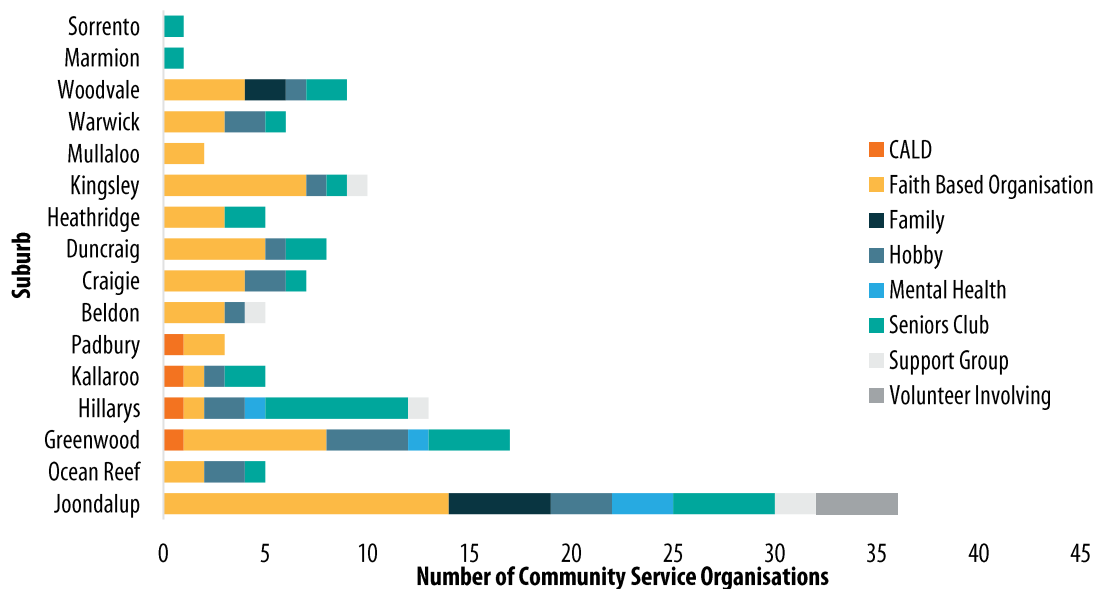


Figure 26. Number of Community Service Organisations by Type

Source: City of Joondalup 2021, Pracsys 2021

Results from a random survey indicated that respondents utilised a number of existing community services, including: ambulance; church; community centre; diabetes service; disability care; disability support group; emergency department; men's shed; opportunity shop; peer support group; and the police. More specifically, 25% of respondents indicated that they currently used emergency services, 23% indicated that they currently use general community services, and 3.8% of respondents indicated that they currently use disability, youth homelessness and targeted services.

Survey results also indicated that 3.5% of respondents were on a waitlist for community services or facilities, with the locations for waitlists including a senior's centre in Kingsley and various mental health services. A number of respondents also indicated that they utilised youth and other targeted services outside of the City because they were not available within the City.

Stakeholder engagement undertaken by element has identified a number of trends for community services and facilities, including:

- Increase in informal/casual users, a need for flexible spaces, better booking applications for community centres
- Lack of available commercial space and potential void of social services in the Joondalup city centre based on the external stakeholder's conversations
- Reduction in the available social and affordable housing stock and increase in street-based homelessness
- Increase in referrals regarding domestic violence
- Indication of the use of youth and other targeted services outside of the City due to the possible underprovision

Consultation by element with the Department of Communities (DoC) provided similar findings, with the department identifying housing stock issues in the Northern Corridor as well as the lack of options for residents to access services and housing options specific to their needs.

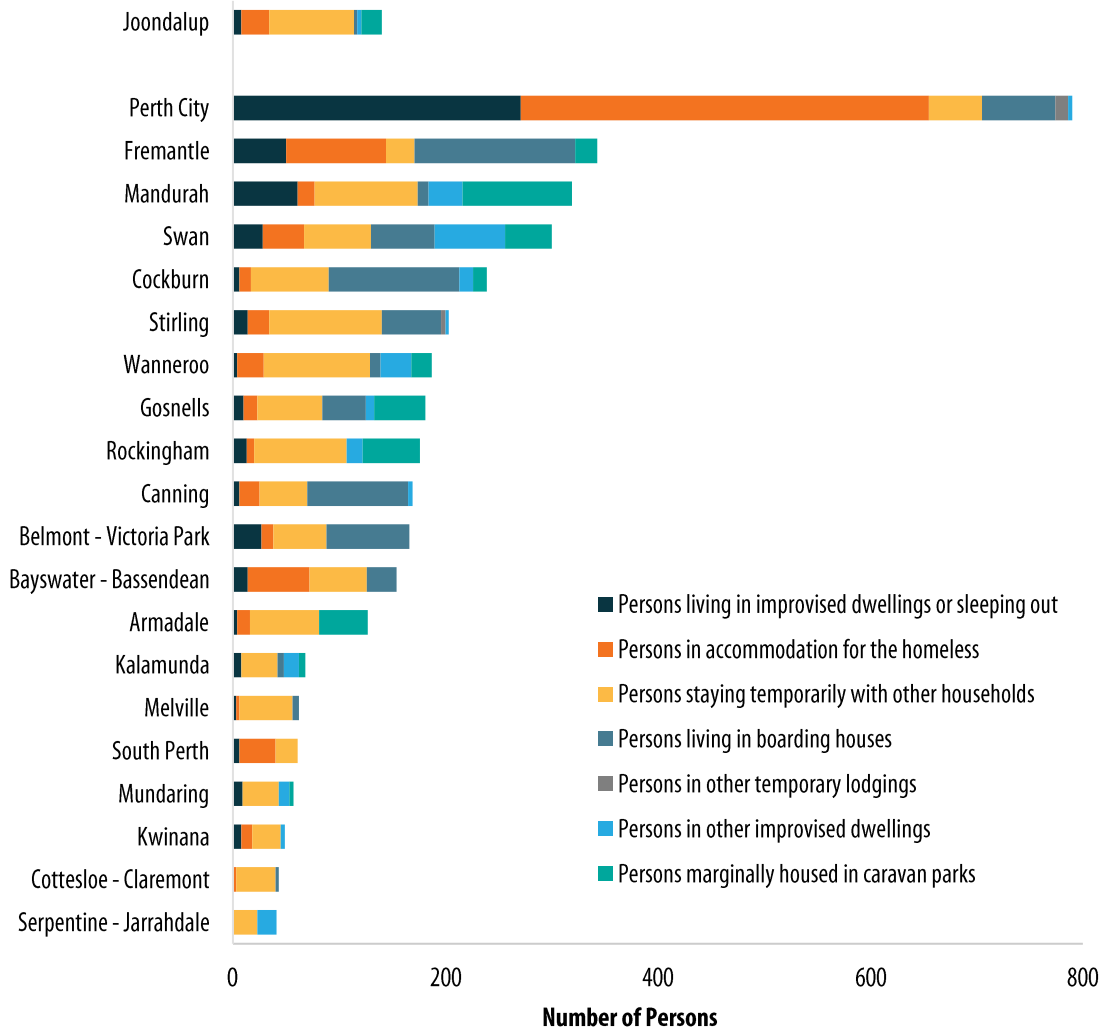
While data is not available at a local government level, national level data suggests that there may have been an increase in family, domestic and sexual violence resulting from COVID-19 pandemic related pressures.<sup>10</sup> National level data also indicates that there has been an increased demand for family, domestic and sexual violence services. Based on national level observations, the City of Joondalup should closely monitor this issue going forward.

### **Homelessness Services**

The level of homelessness in the City of Joondalup has been estimated using the ABS Estimating Homelessness dataset. Using this dataset, there is an estimated 140 persons in the City of Joondalup experiencing homelessness in 2016 (Figure 27).

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<sup>10</sup> Australian Institute of Health and Welfare, Family, domestic and sexual violence service responses in the time of COVID-19, 2021, <https://www.aihw.gov.au/getmedia/9d808ec3-8c3a-452d-b435-b0afa1df866d/aihw-fdv-8.pdf.aspx?inline=true>

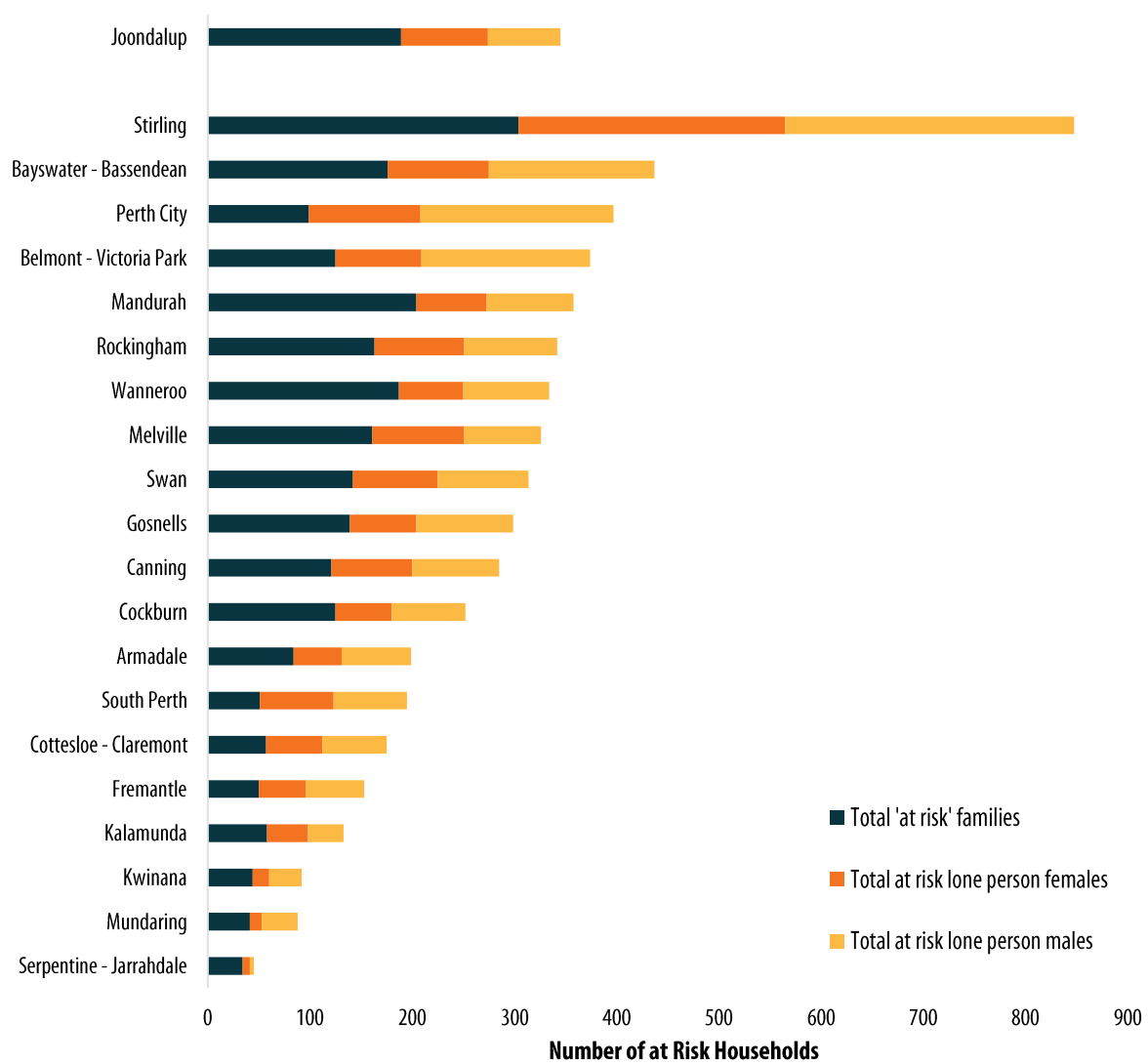


**Figure 27. Number of Persons Experiencing Homelessness**

Source: ABS Census 2016, Pracsys 2021

Based on population growth for the area, the number of homeless persons is expected to grow to 153 by 2041.

The City of Joondalup must also consider persons who are at risk of becoming homeless. This is important because community services and facilities can be used to assist these persons and reduce their likelihood of becoming homeless. The City of Joondalup has an estimated 345 households where residents are at risk of becoming homeless (Figure 28).



**Figure 28. Households at Risk of Becoming Homeless**

Source: ABS 2015, Pracsys 2021

End Homelessness WA undertakes significant research around homelessness and its causes. This research has identified a number of trends for homeless persons, including:<sup>11</sup>

- 50% of adults first experience homelessness before the age of 18
- 50% had one or more parents who were homeless
- There are higher rates of intergenerational homelessness among First Nations persons
- 20% of young women and 13% of young men attempted suicide in the last 6 months
- 42% of persons seeking homelessness assistance are doing so because of domestic and family violence
- 38% of persons seeking homelessness assistance are doing so because of financial difficulties

<sup>11</sup> End Homelessness WA, 2018, [https://drive.google.com/file/d/14cAbslDMh\\_W2ka9EcNhTbKrI04cV30ta/view](https://drive.google.com/file/d/14cAbslDMh_W2ka9EcNhTbKrI04cV30ta/view)

Based on these trends, it is clear that adult homelessness is often a result of a person’s family situation. Homelessness WA has identified a number of actions that will help to reduce homelessness and reduce the likelihood of people repeatedly becoming homeless:

- Reduce housing affordability problems by providing affordable housing that is designated for those experiencing homelessness
- Housing for homeless persons should be safe, decent and readily attainable
- Put systems in place to assist those transitioning from being homeless. This includes ongoing health and social support to reduce the likelihood of a person becoming homeless after finding accommodation
- Assist those in affordable housing in finding employment
- Provide tailored support for First Nations persons and those suffering from domestic violence
- Concentrate resources on long-term programs

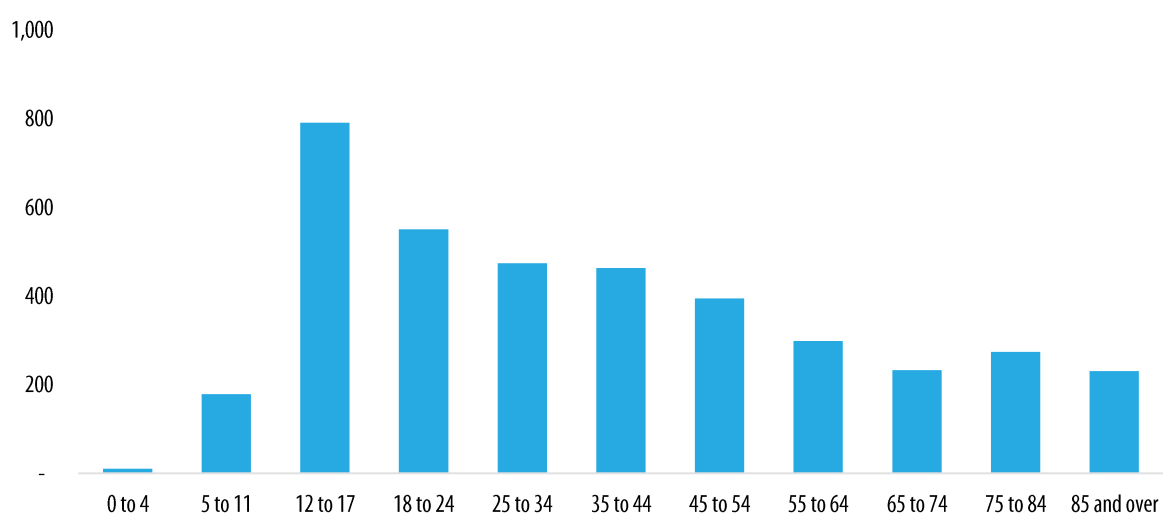
Stakeholder engagement conducted by element with the DoC identified that the department is considering sustaining problematic tenancies in a bid to avoid homelessness.

Based on the findings, the City of Joondalup should use their community services and youth services facilities to prevent homelessness and support those at risk.

### Mental Health Services

The normative need for mental health services in the City of Joondalup is based on data for Western Australia due to the lack of data at the Local Government Area level. It should also be noted that data is based on the use of mental health services and persons who are suffering from mental health issues but do not access support are likely excluded from this analysis. Accordingly, the actual demand for mental health services is expected to be greater than the data shows.

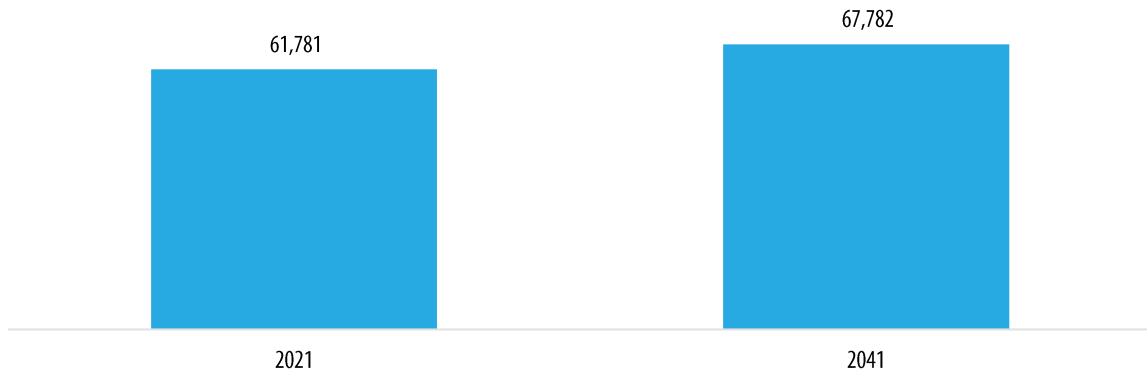
The analysis indicates that younger persons are the most likely to access mental health services (Figure 29).



**Figure 29. Mental Health Care Service Contacts per 1,000 persons**

Source: Australian Institute of Health and Welfare 2021, Pracsys 2021

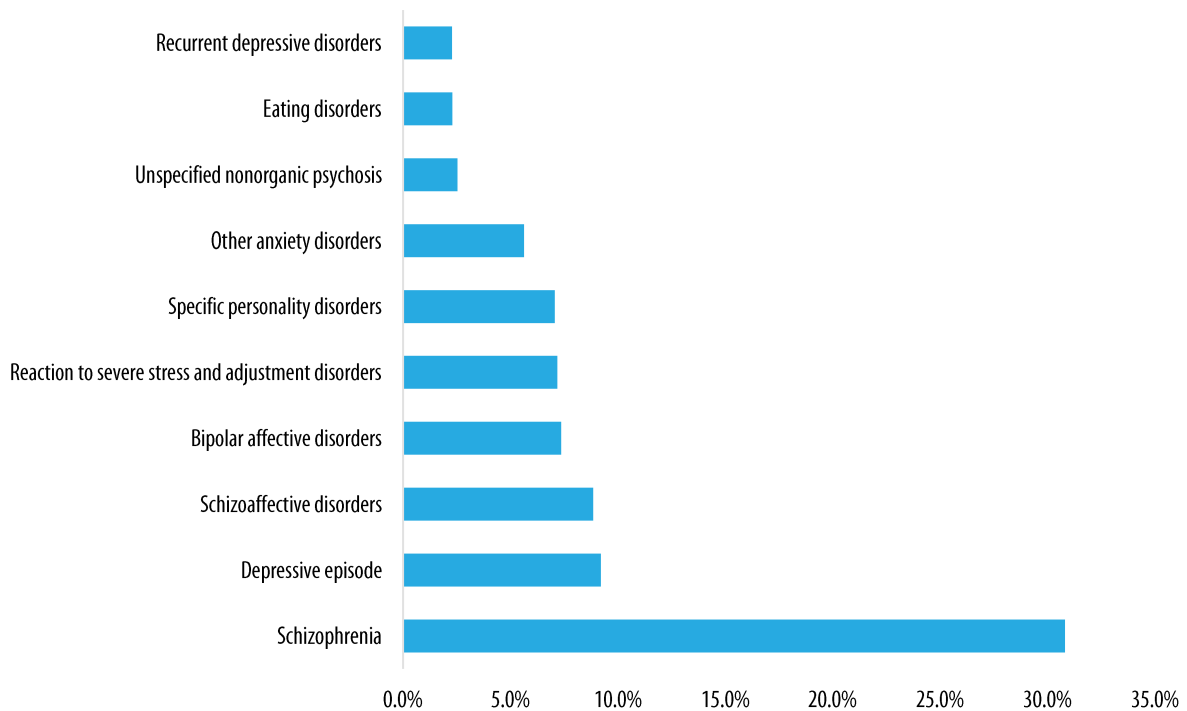
This data indicates that there is a sharp increase in mental health issues in early adolescence and this demographic should be a key priority for the City of Joondalup to reduce the impact of mental health issues. The analysis also shows there will be an increase in the demand for mental health services going forward (Figure 30).



**Figure 30. Demand for Mental Care Service Contacts**

Source: Australian Institute of Health and Welfare 2021, Forecast.id 2021, Pracsys 2021

Based on data for Australia, the most prominent mental health issues are Schizophrenia, Depressive Episodes and Schizoaffective Disorders (Figure 31).



**Figure 31. Reason for Accessing Mental Care Contact Services**

Source: Australian Institute of Health and Welfare 2021, Pracsys 2021

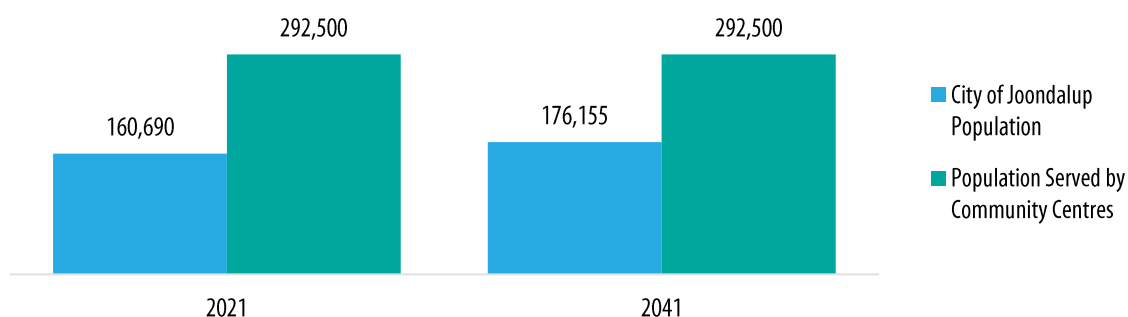
It is paramount that persons feel comfortable and safe when talking about their mental health issues. Accordingly, the City of Joondalup should encourage current service providers to identify and accommodate those suffering from mental health issues. These services can then be used to provide minor support to persons and if needed, they can be used to direct persons to the appropriate service for their particular issue. While data is not available at a local government level, national level data suggests that there may have been a detrimental impact to the mental health and wellbeing of the population resulting from the COVID-19 pandemic. National level data indicates that there has been an increased demand for mental health-related services since COVID-19 restrictions were first introduced in early 2020.<sup>12</sup> Based on national level observations, the City of Joondalup should closely monitor this issue going forward.



## 6.4 Normative Need

### Community Centres

The normative need for community centres has been estimated based on the normative provision standard that says a Local/Neighbourhood centre (300m<sup>2</sup> plus) can support 7,500 residents and one District centre (900m<sup>2</sup> plus) can support 20,000 persons.<sup>13</sup> Based on this normative provision standard, the City of Joondalup has an adequate supply of community centres both now and in 2041 (Figure 32).



**Figure 32. Demand for Community Centres in the City of Joondalup**

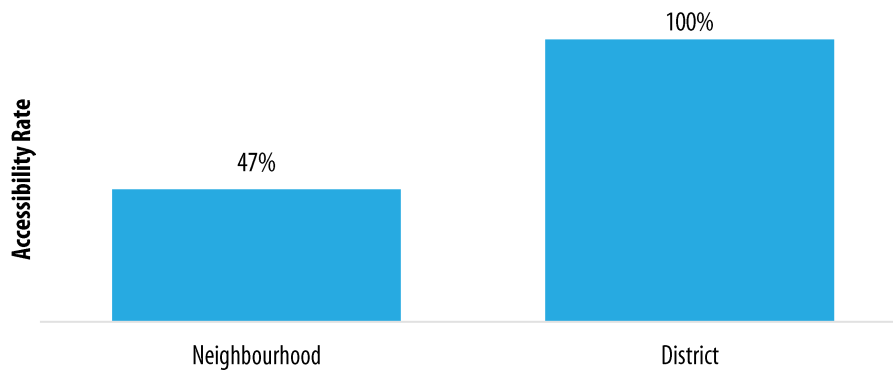
Source: The City of Joondalup 2021, Forecast.id 2021, Pracsys 2021

The analysis has also tested the accessibility of centres, based on the normative standard catchment being 800m for a Neighbourhood centre and 10km for a District Centre (Figure 33).

<sup>12</sup> Australian Institute of Health and Welfare, Family, domestic and sexual violence service responses in the time of COVID-19, 2021, <https://www.aihw.gov.au/getmedia/620b8637-5043-4c3c-b309-02d6161e2be9/Mental-health-impact-of-COVID-19.pdf.aspx>

<sup>13</sup> Parks & Leisure Australia, 2020, <https://www.parksleisure.com.au/Site/emails/email-wa/newsletters/cfg-released.aspx>

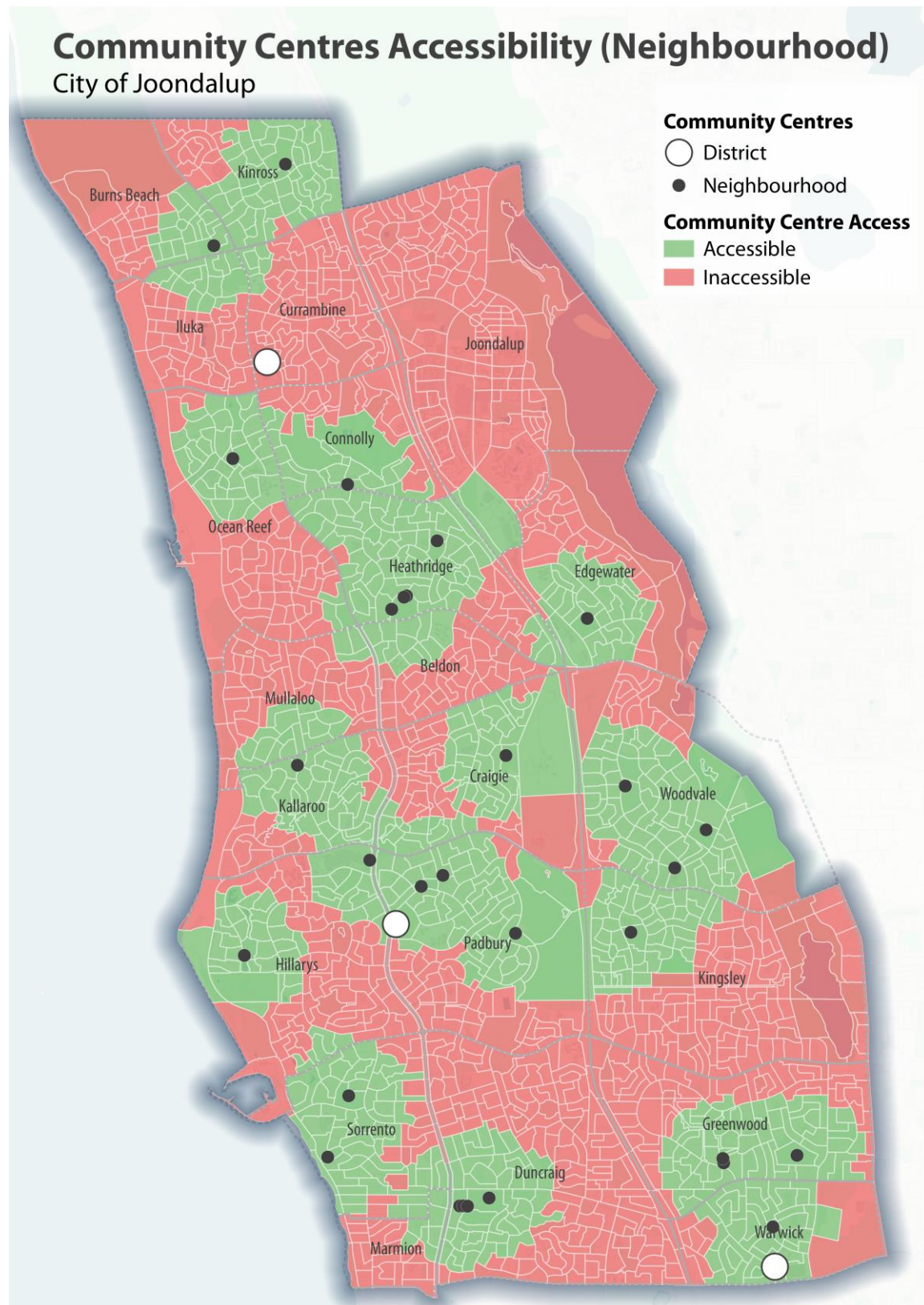




**Figure 33. Accessibility Rate of Community Centres in the City of Joondalup**

**Source: Pracsys 2021**

While the analysis indicates there is sufficient supply of community centres at a local government level, Figure 34 suggests that some suburbs such as Joondalup, Currambine and Kingsley may not have a normative standard of access. As community centres are accessed locally, the City of Joondalup should ensure that any future community centre developments address any current and future accessibility gaps in certain areas.

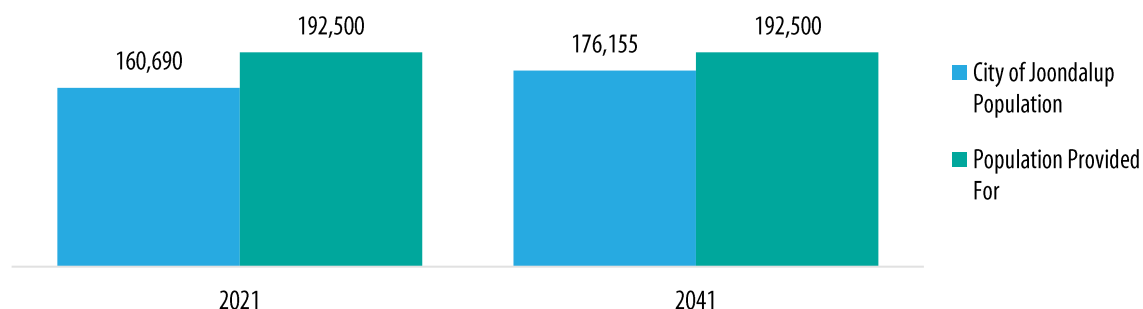


**Figure 34. Accessibility of Neighbourhood Community Centres in the City of Joondalup**

Source: The City of Joondalup 2021, Pracsys 2021

## Youth Services

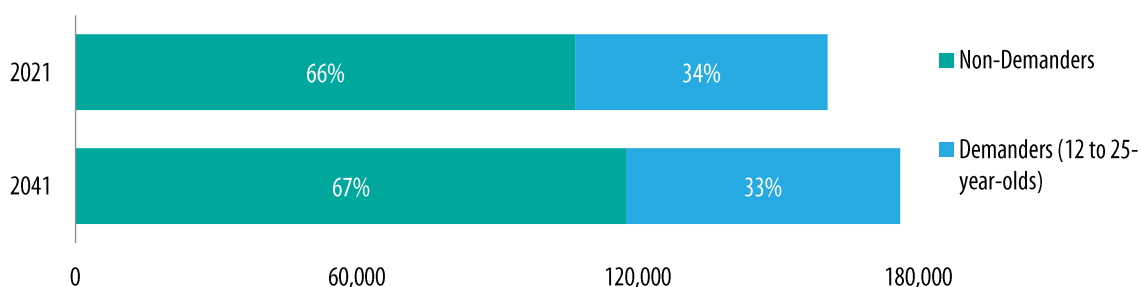
The normative need for youth centres has been estimated based on the normative provision standard that says there should be one youth centre per 25,000 residents, one skatepark per 17,500 residents and one BMX track per 7,500 residents.<sup>14</sup> Based on this normative provision standard, the City of Joondalup has an adequate supply of youth services both now and in 2041 (Figure 35).



**Figure 35. Demand for Youth Services in the City of Joondalup**

Source: The City of Joondalup 2021, Forecast.id 2021, Pracsys 2021

Based on the ages of those who use these facilities, around a third of residents within the City of Joondalup are demanders for youth services, with this proportion declining slightly from now to 2041 (Figure 36).



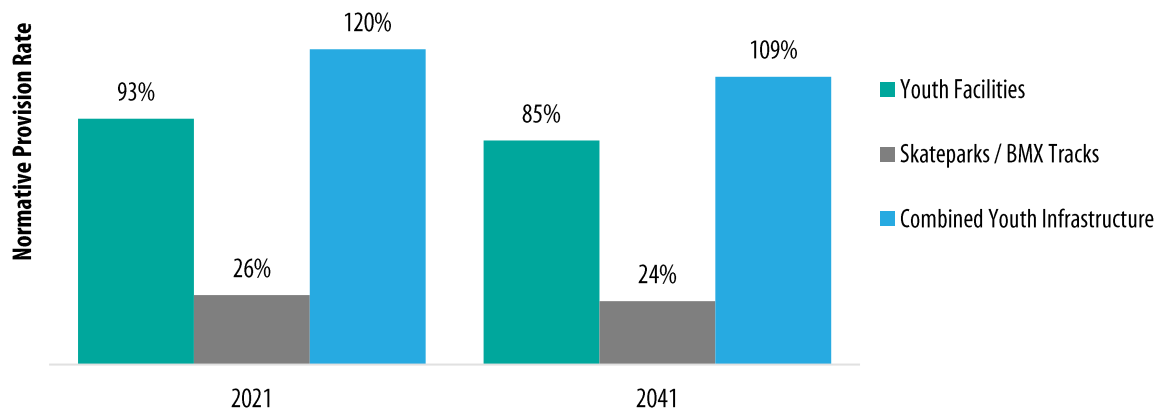
**Figure 36. Proportion of Residents who Demand Youth Services**

Source: Forecast.id 2021, Pracsys 2021

Despite the proportion of residents who demand youth services declining slightly, the overall number of persons demanding these services will increase over this period.

The analysis has also assessed the provision of specific youth services individually. This analysis shows that the City is close to meeting the overall demand for youth services through youth facilities, however, the provision of skateparks/BMX tracks only meets approximately a quarter of the demand for youth services (Figure 37).

<sup>14</sup> Parks & Leisure Australia, 2020, <https://www.parksleisure.com.au/Site/emails/email-wa/newsletters/cfg-released.aspx>



**Figure 37. Normative Provision Rate by type of Youth Service**

Source: City of Joondalup 2021, Forecast.id 2021, Pracsys 2021

The City of Joondalup should prioritise increasing the provision of skateparks/BMX tracks over youth facilities going forward as these facilities are the most underprovided. This being said, the analysis demonstrates that there is an adequate supply of youth infrastructure both now and going forward.

Figure 38 shows the spatial distribution of demand for youth services going forward.



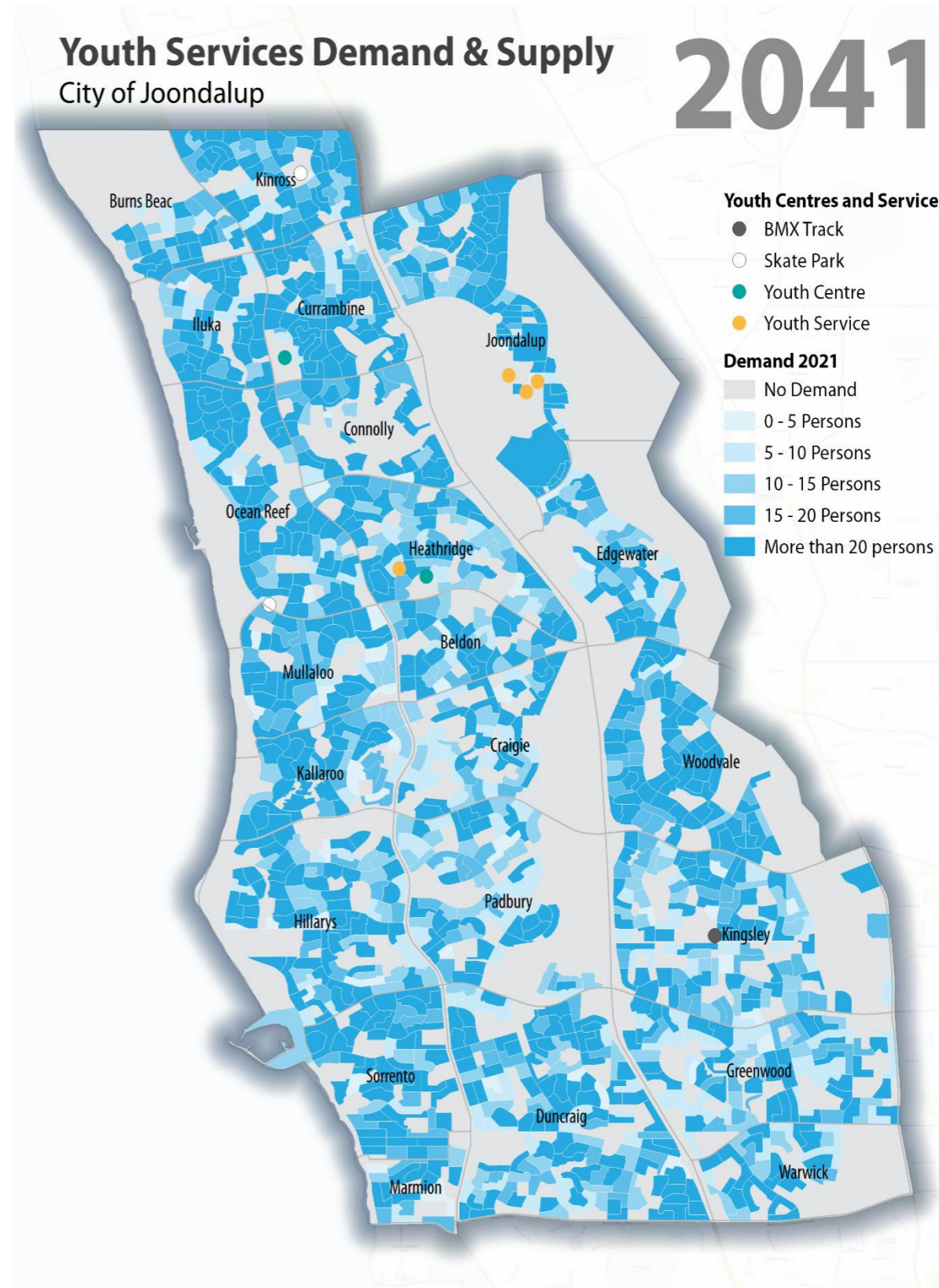
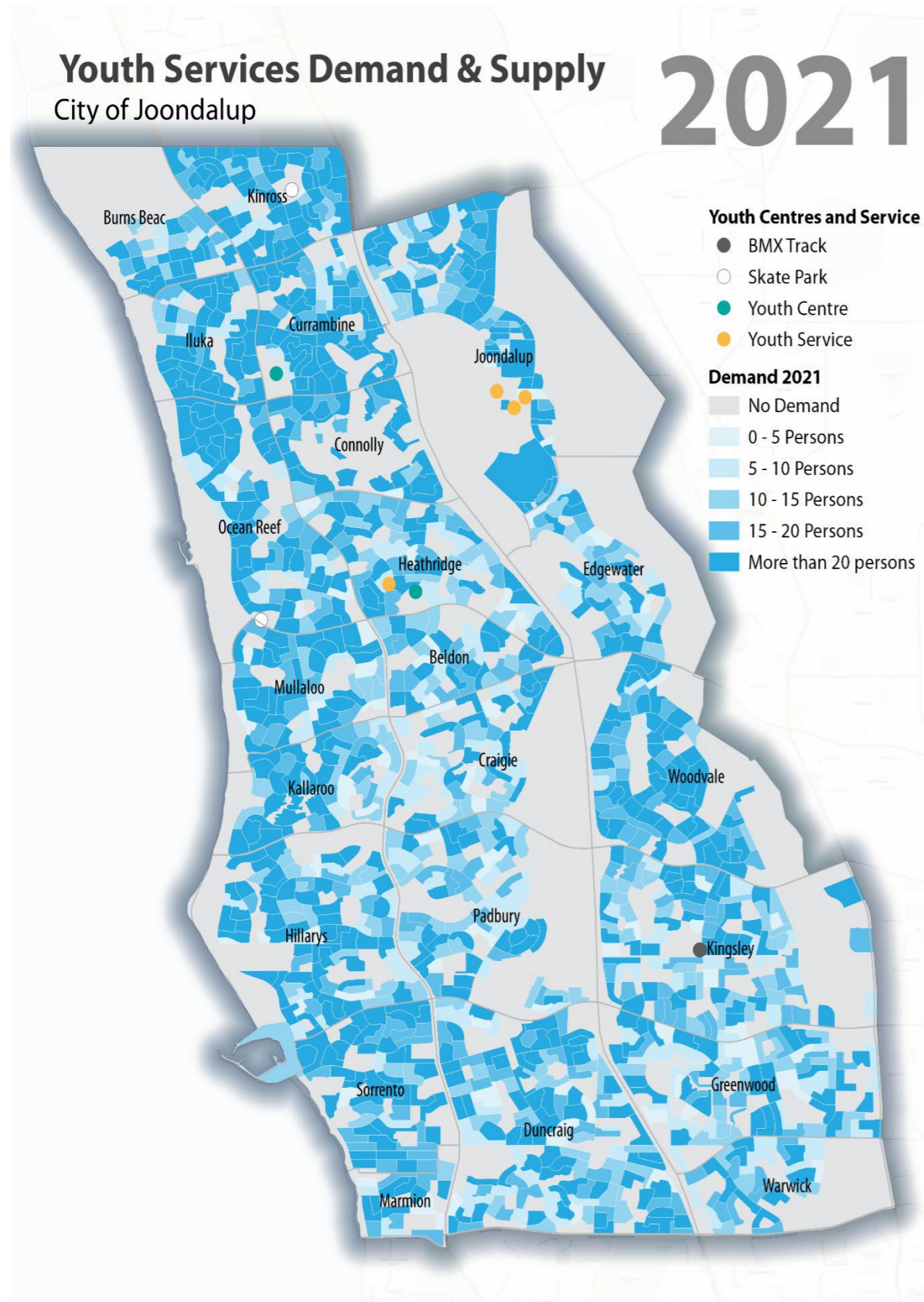
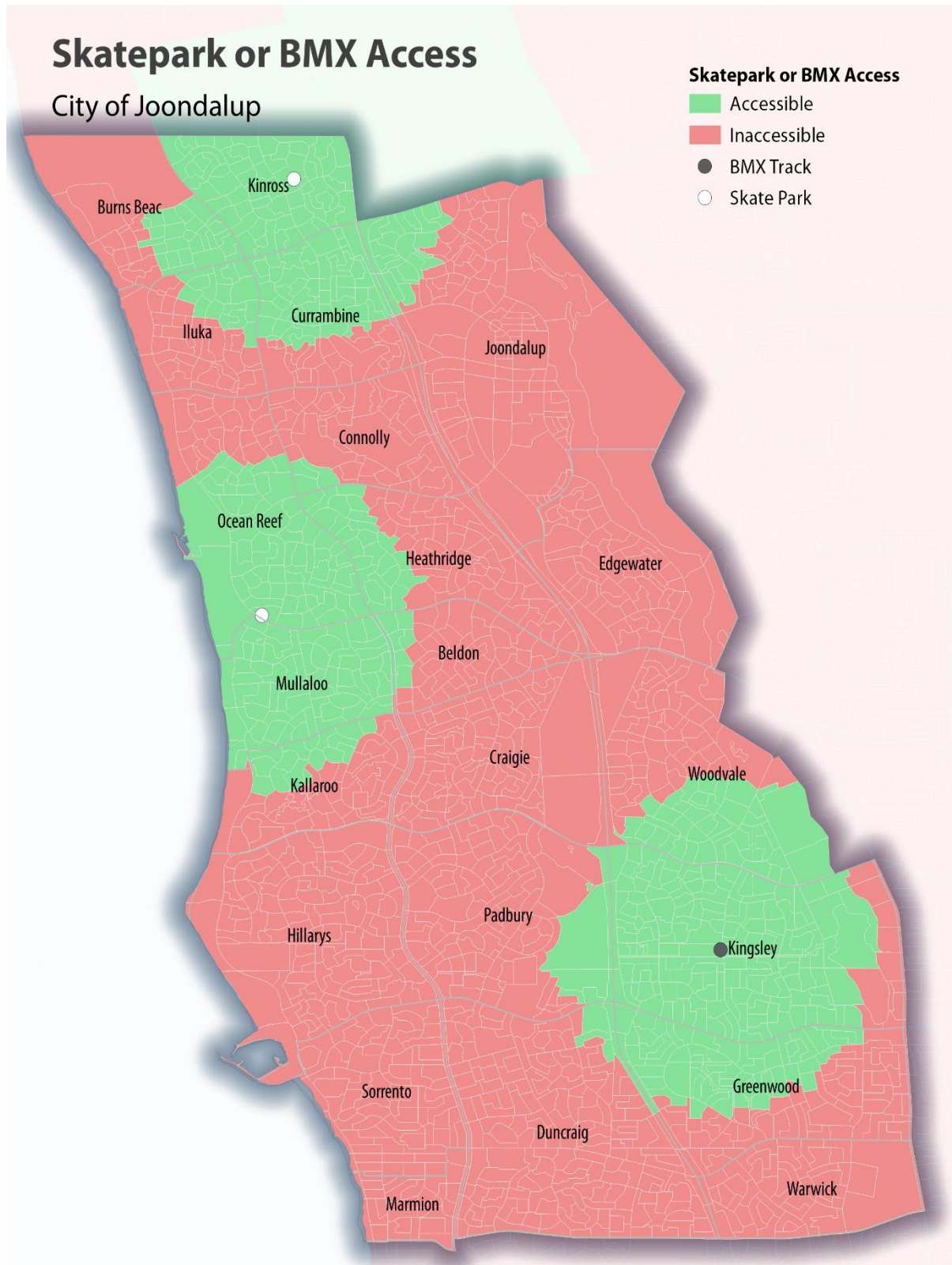


Figure 38. Youth Services Demand and Supply in the City of Joondalup

Source: City of Joondalup 2021, Forecast.id 2021, Pracsys 2021



Figure 39 shows that the majority of residents do not have access to a skatepark or BMX track facility.



**Figure 39. Accessibility to a Skatepark or BMX Track in the City of Joondalup**

Source: The City of Joondalup 2021, Pracsys 2021

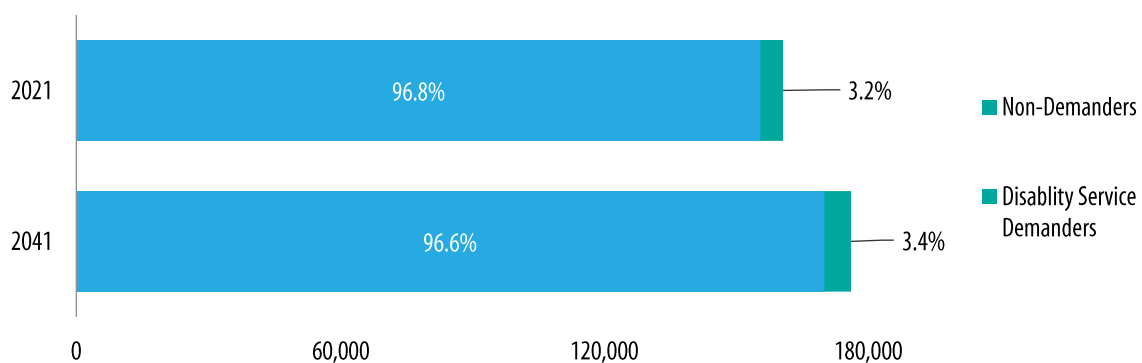
While the analysis indicates that there is sufficient supply of combined youth infrastructure at a local government level, there is likely unmet need at a localised level. As a result, the City of Joondalup should ensure that any future development of youth infrastructure, specifically Skatepark or BMX tracks addresses current and future accessibility gaps.

### Disability Services

There is no standard normative provision standard for disability services as a disabled persons demand for disability services is influenced by a number of factors, including:

- Type of disability
- Severity of disability
- Age of the disabled person
- Availability of medical professionals to accurately diagnose a person’s disability and associated needs
- Nationality/background of the disabled person
- Availability of the disabled person’s guardians
- Income of the disabled person’s guardians

Currently, the number of residents requiring assistance for core activities is estimated to increase from 5,126 in 2021 to 6,068 in 2041.<sup>15</sup> Additionally, the proportion of residents demanding disability services is expected to increase over this period (Figure 40).



**Figure 40. Proportion of Persons in the City of Joondalup Demanding Disability Services**

Source: ABS Census 2016, Forecast.id 2021, Pracsys 2021

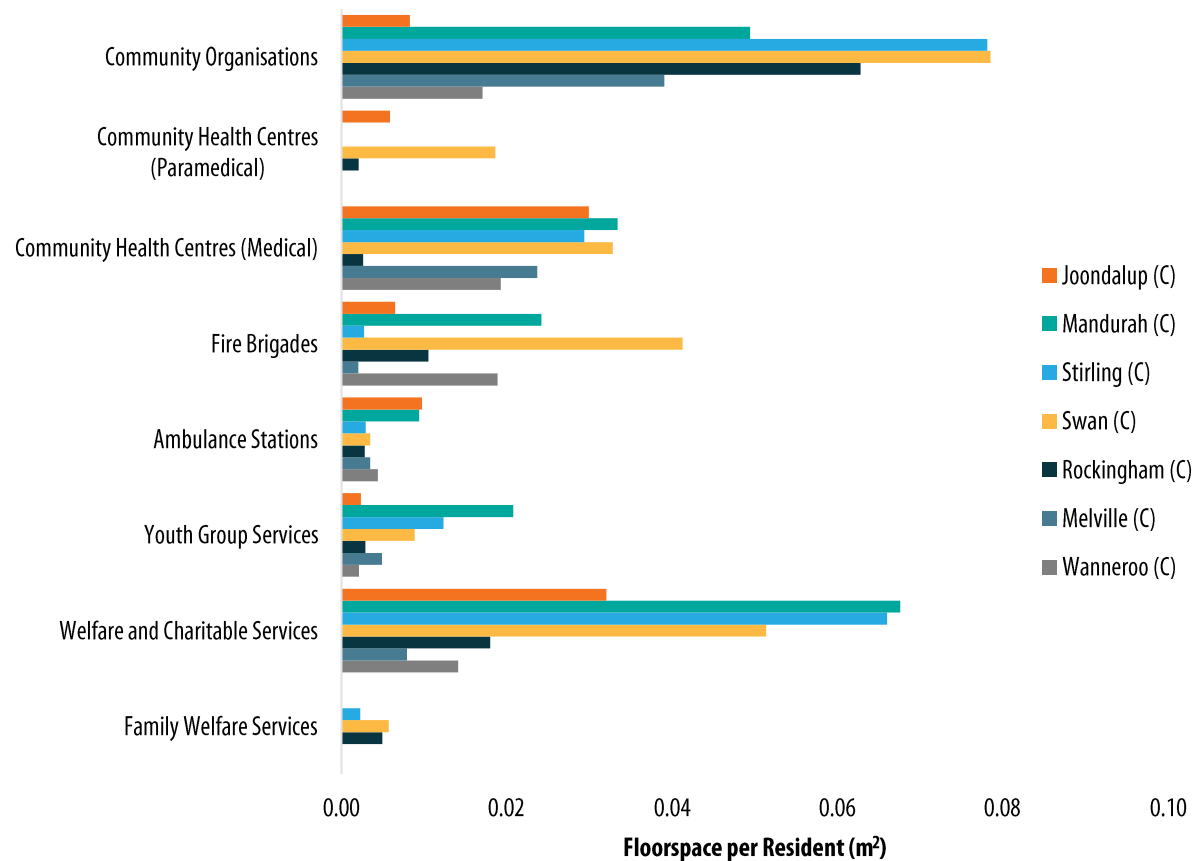
The City of Joondalup should closely monitor the needs of disabled persons and leverage other assets such as schools and hospitals to provide targeted support.

<sup>15</sup> ABS Census, 2016



## 6.5 Comparative Need

To assess if there is a comparative social need for increased community services the analysis has assessed the provision of floorspace per resident for community related WASLUC Codes. This analysis shows a clear underprovision of floorspace per resident for a range of community services (Figure 41).



**Figure 41. Floorspace per resident for Community Services**

Source: DPLH 2017, Pracsys 2021

The City of Joondalup exhibits a comparative need for increased Community services and facilities. The most underprovided community facilities are shown to be youth group services, family welfare services and community organisations. These facilities are paramount in establishing a sense of community and increasing the provision of these services will create significant benefits, including:

- Social interaction
- Increased volunteering
- Increased community pride
- Reduced youth anti-social behaviour
- Improved mental health

- Reduced domestic violence

The City of Joondalup should prioritise the development of youth group services, family welfare services and community organisations going forward to ensure residents are supported and given opportunities to participate actively in the community.



## 6.6 Felt Need

This section summarises the key themes that emerged throughout community engagement in regards to the community services stream. Felt need summarises the views of the community that has been consulted.

A random survey was conducted to understand to which extent the community felt their need for community services were currently being met (Figure 42). Results from the survey suggest that 47% of respondents are not having their community service needs fully met. A number of respondents (11%) also identified that they were experiencing delays in accessing community services, with mother's mental health identified as one of those services.



**Figure 42. Extent that Existing Community Services are Meeting Community Needs**

Source: Pracsys 2021

Generally, across all streams, one third of respondents believed access to social services is currently insufficient for them and their family's needs. Looking forward, 54% of respondents indicated that they and their family will require access to additional community facilities and services within the next decade (to 2031).

Similar trends were also identified as part of a pop-up survey, with 36% of respondents indicating that existing community services were not entirely sufficient for their needs.

Stakeholder engagement conducted by element identified the following:

- There is an indication of some existing undersupply of some targeted services (including mental health and youth services), with comments that this is possibly cause by the lack of available office floor space for not-for-profits organisations providing these services
- There is an indication that exclusive lease arrangements and the declining suitability of aging community facilities is impacting community access to existing facilities
- There is an indication that the existing facilities and services are out of date with changing trends (including population changes, function of spaces and programming by groups)

- There is an indication of growing demand for mental health and support services (homelessness, disability care etc.) within the next decade
- Increase in public knowledge of the importance of mental health

Based on the felt need analysis, there is an indication of possible undersupply of targeted services in particular mental health and youth support. This finding corroborates the findings for the needs analysed above.





## 7 CULTURAL

This section of the report details the needs assessment for cultural services and facilities.



### 7.1 Real Need – Cultural

#### CULTURAL

#### Cultural

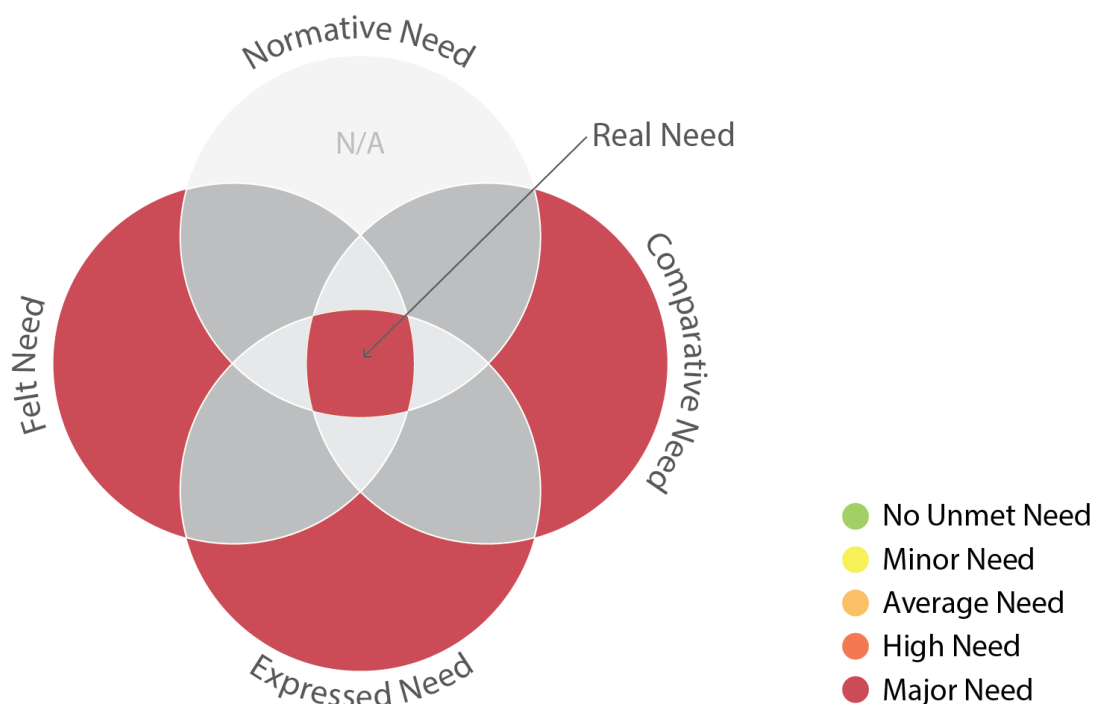


Table 13 shows the summary of four need dimensions for cultural services.

**Table 13. Needs Assessment for Cultural**

Need Assessed	Result
Normative Need	A high-level normative analysis identified a significant underprovision of cultural infrastructure and services compared to the expected level demanded.
Comparative Need	The comparative need analysis has shown a significant underprovision of floorspace per resident for cultural infrastructure including live entertainment theatres, auditoriums, amphitheatres and art galleries.
Expressed Need	The expressed need analysis demonstrates there is an undersupply of cultural infrastructure and services, resulting in residents leaving the area to access these services.

Need Assessed	Result
Felt Need	Engagement outcomes validated observed needs from the normative, comparative and expressed analyses regarding a significant under provision of cultural infrastructure and services.

Source: Pracsys 2021

The results from the needs assessment shows there is a significant undersupply of cultural services and this undersupply is resulting in residents leaving the City to access these services and facilities elsewhere. The City of Joondalup has a real need to increase the provision of cultural services and infrastructure.

## 7.2 Expressed Need



The expressed need analysis for cultural services and facilities is based on an audit of existing cultural infrastructure and the results from engagement undertaken by element.

The City of Joondalup currently has 6 motion picture theatres (cinemas), with 2 in Joondalup and the others located in Currabine, Hillarys, Kingsley, Warwick. In addition to motion picture theatres, the City of Joondalup has a single performing arts centre located in Sorrento.

A random survey conducted by element identified that 56% of respondents used cinemas within the City of Joondalup, while 25% and 16% responded that they utilised art gallery and performing arts facilities, respectively.

Internal consultation undertaken by element also identified a number of trends and issues related to the supply of cultural services and facilities, including:

- Lack of art studios and infrastructure e.g., dark rooms, pottery and wet rooms
- Lack of performing arts theatres, facilities within schools are being used to fill this gap
- Artists moving out of the City of Joondalup
- Growing demand for art exhibition spaces and performing arts theatres

These results demonstrate there is an expressed need for further provision of high-quality cultural services and infrastructure in the City of Joondalup.

## 7.3 Normative Need



Due to the lack of existing of cultural infrastructure and services standards, determining the normative need is difficult. While the DLGSC has published Western Australian Cultural Infrastructure Framework 2030+ which



aims to identify how participation can increase in arts, creative and cultural activities it does not address the issue at a localised level.<sup>16</sup>

The ABS publishes total participation rates in select cultural activities at a State level<sup>17</sup>. Applying the most recent participation rate for WA to the City of Joondalup's population, we determine that 49,650 people utilised cultural infrastructure and services in 2021. Analysis also determined that younger cohorts were more inclined to participate in select cultural activities at a State level, with 39% of people aged between 15 and 24 engaging in cultural activities compared to 27% of people aged over 65.

While the City of Joondalup does possess multiple cinemas it lacks major creative cultural infrastructure such as an art gallery or museum, with the closest facilities of these nature in the neighbouring City of Stirling and City of Wanneroo. Given implied strong levels of cultural activity participation and the lack of major cultural infrastructure, there is evidence that a gap exists between what cultural infrastructure and services are supplied in the City of Joondalup currently and what is demanded by residents.

As a result, the City of Joondalup should utilise the opportunities presented in DLGSC's Western Australian Cultural Infrastructure Framework 2030+ publication to support any cultural infrastructure developments now and into the future.

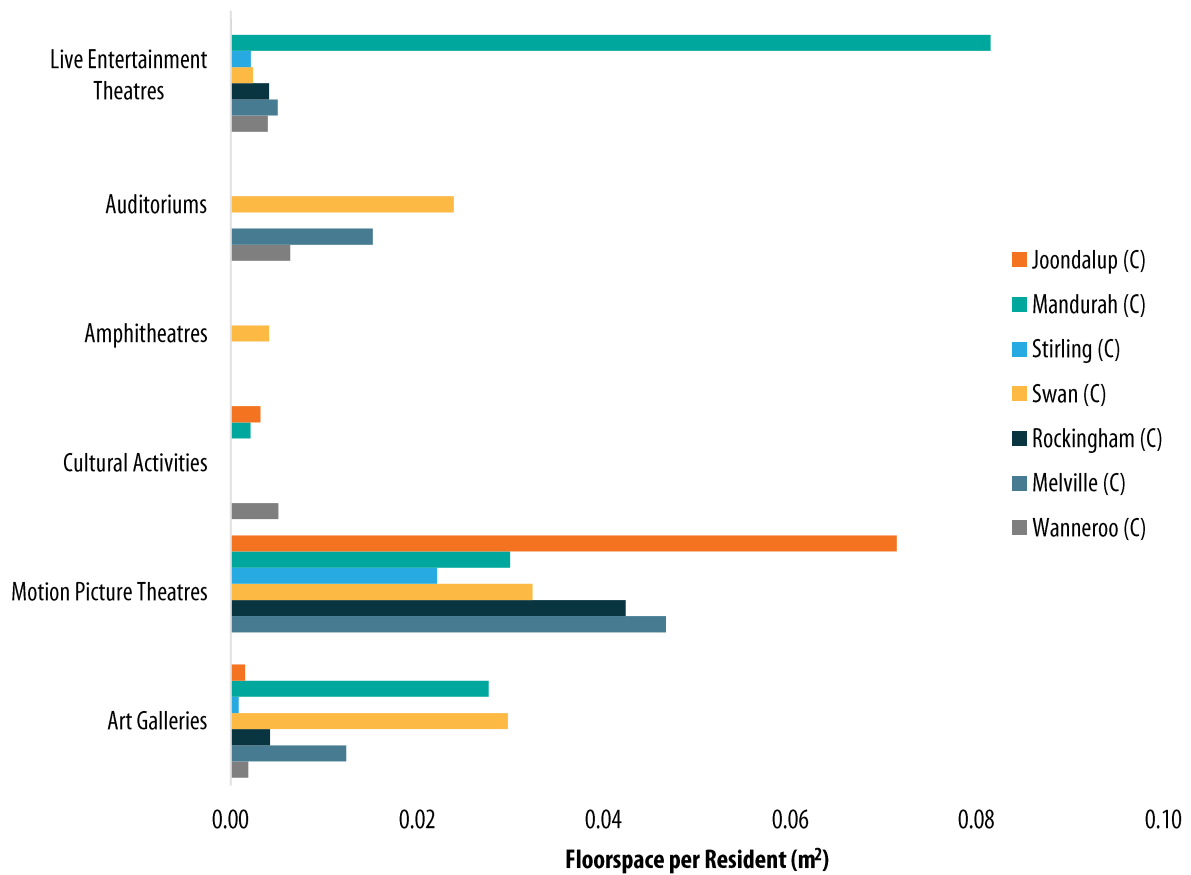
## 7.4 Comparative Need



To assess if there is a comparative social need for increased cultural services the analysis has assessed the provision of floorspace per resident for cultural related WASLUC Codes. This analysis shows a clear underprovision of floorspace per residents for all cultural services except for motion picture theatres (Figure 43).

<sup>16</sup> DLGSC, Western Australian Cultural Infrastructure Framework 2030+, 2020, [https://www.dlgsc.wa.gov.au/docs/default-source/culture-and-the-arts/cultural-infrastructure-toolkit/western-australian-cultural-infrastructure-framework-2030.pdf?sfvrsn=9155441\\_2](https://www.dlgsc.wa.gov.au/docs/default-source/culture-and-the-arts/cultural-infrastructure-toolkit/western-australian-cultural-infrastructure-framework-2030.pdf?sfvrsn=9155441_2)

<sup>17</sup> ABS, Participation in Selected Cultural Activities, 2019, <https://www.abs.gov.au/statistics/people/people-and-communities/participation-selected-cultural-activities/2017-18>



**Figure 43. Floorspace per resident for Cultural Services**

Source: DPLH 2017, Pracsys 2021

The underprovision of cultural infrastructure and services is evident and presents an opportunity for development of cultural infrastructure in the City of Joondalup.

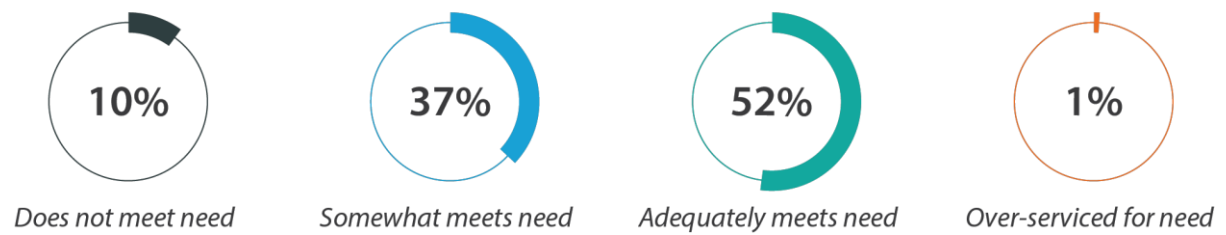
## 7.5 Felt Need



This section summarises the key themes that emerged throughout community engagement in regards to cultural infrastructure and services. Felt need summarises the views of the community that has been consulted.

A random survey was conducted to understand to which extent the community felt their need for cultural infrastructure and services were currently being met (Figure 44). Results from the survey suggest that 47% of respondents are not having their cultural infrastructure and services needs fully met.





**Figure 44. Extent that Existing Cultural Infrastructure and Services are Meeting Community Needs**

Source: Pracsys 2021

Generally, across all streams, one third of respondents believed access to current cultural services is currently insufficient for them and their family's needs, with performing spaces identified as the most requested service. Looking forward, 54% of respondents indicated that they and their family will require access to additional cultural infrastructure and services within the next decade (to 2031). Due to the lack of high quality cultural facilities and services within the City, 33% of respondents indicated that they travelled outside of the City to access facilities including cinemas, performing arts and art galleries.

Similar trends were also identified as part of a pop-up survey, with 51% of respondents indicating that existing cultural infrastructure and services were not entirely sufficient for their needs.

Stakeholder engagement undertaken by element identified the following trends:

- There is good evidence that residents use cultural facilities (art galleries, performing arts centres and cinemas) outside of the City due to underprovision
- Cultural services category has been highlighted by the consultation results as most undersupplied within the City

Based on the felt needs analysis there is an indication of current and future undersupply of cultural infrastructure and services within the City. This finding corroborates the outcomes from the needs analysed above that demonstrate a high need for additional cultural infrastructure and services.







## 8 EDUCATION

This section of the report details the needs assessment for education services and facilities.



### 8.1 Real Need – Primary Schools

#### EDUCATION

##### Primary School

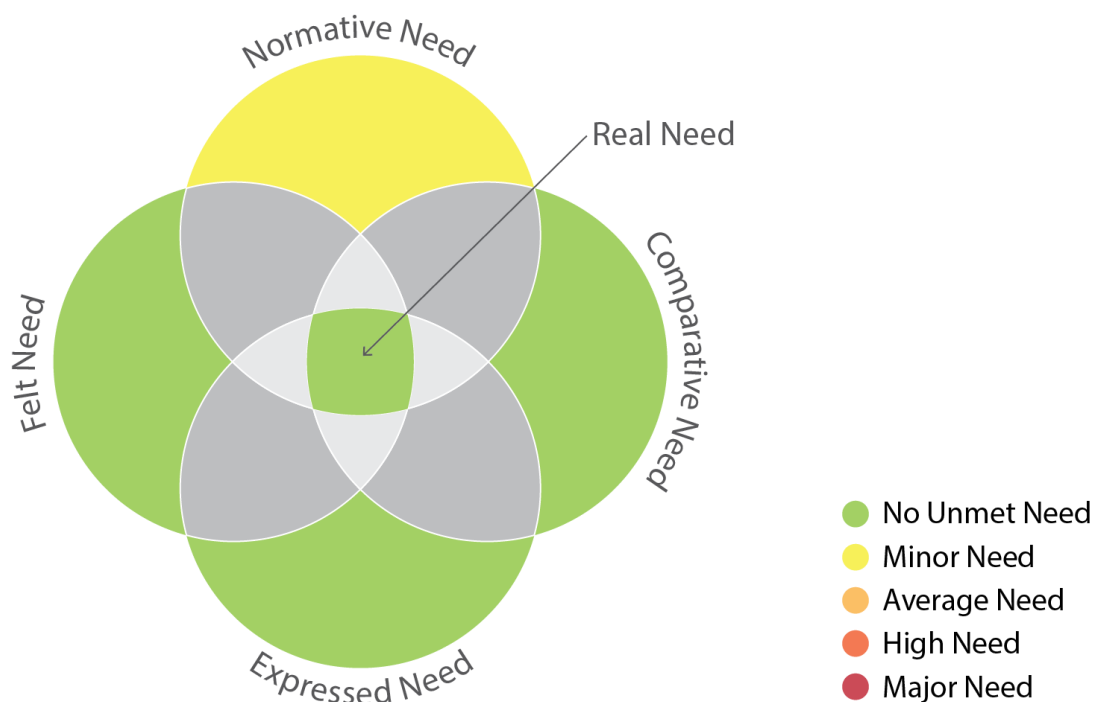


Table 14 shows the summary of four need dimensions for primary schools.

**Table 14. Needs Assessment for Primary Schools**

Need Assessed	Result
Normative Need	The normative need analysis shows that there will be an undersupply of primary school places going forward.
Comparative Need	The comparative need analysis shows that the City of Joondalup has a comparable level of primary school floorspace per person compared to the benchmarked areas.
Expressed Need	There was no unmet expressed need identified.
Felt Need	Engagement outcomes validated observed needs from the normative analyses regarding an unmet need for primary schools going forward.

Source: Pracsys 2021

The results from the needs assessment indicate the City is providing a sufficient supply of primary schools currently, however, there will be an undersupply going forward.



## 8.2 Real Need – Secondary Schools

### EDUCATION

#### Secondary School

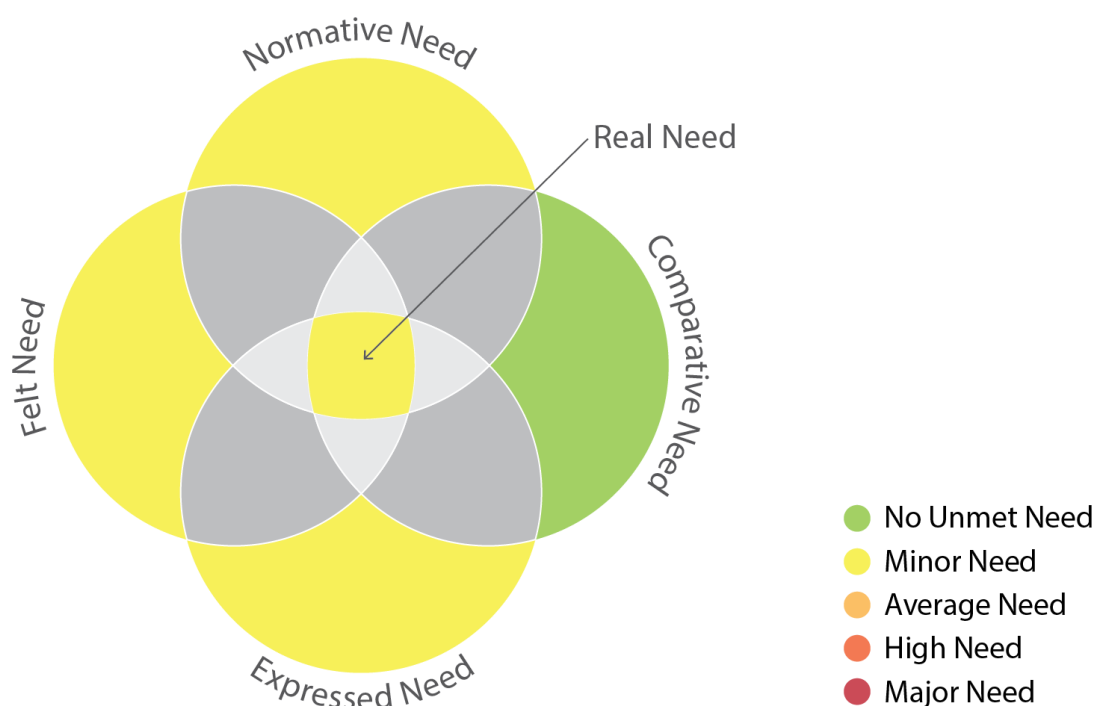


Table 15 shows the summary of four need dimensions for secondary schools.

**Table 15. Needs Assessment for Secondary Schools**

Need Assessed	Result
Normative Need	The normative need analysis shows that there will be an undersupply of secondary school places going forward.
Comparative Need	The comparative need analysis shows that the City of Joondalup has a comparable level of secondary school floorspace per person compared to the benchmarked areas.
Expressed Need	The expressed need analysis identified that there is a need for a number of additional courses.
Felt Need	Engagement outcomes validated observed needs from the normative and expressed analyses regarding future unmet demand for secondary schools and specific courses.

Source: Pracsys 2021

The results from the needs assessment indicate the City is providing a sufficient supply of secondary schools currently, however, there will be an undersupply going forward. There is also a need for additional courses.

## 8.3 Expressed Need



The expressed need analysis for education focuses on the action of residents and how they utilise services and facilities. The enrolments for both public and private schools in the City of Joondalup are shown in Table 16.

**Table 16. School Enrolments in the City of Joondalup**

School Type	Name	Suburb	Enrolments
Primary School	Bambara Primary School	Padbury	196
Primary School	Beaumaris Primary School	Ocean Reef	785
Primary School	Beldon Primary School	Beldon	336
Primary School	Burns Beach Primary School (2022)	Burns Beach	N/A
Primary School	Connolly Primary School	Connolly	398
Primary School	Craigie Heights Primary School	Craigie	408
Primary School	Creaney Primary School	Kingsley	354
Primary School	Currambine Primary School	Currambine	764
Primary School	Dalmain Primary School	Kingsley	283
Primary School	Davallia Primary School	Duncraig	540
Primary School	Duncraig Primary School	Duncraig	419
Primary School	Eddystone Primary School	Heathridge	251
Primary School	Edgewater Primary School	Edgewater	424
Primary School	Francis Jordan Catholic School	Currambine	362
Primary School	Glengarry Primary School	Duncraig	415
Primary School	Goollelal Primary School	Kingsley	244
Primary School	Greenwood Primary School	Greenwood	380
Primary School	Halidon Primary School	Kingsley	254
Primary School	Hawker Park Primary School	Warwick	225
Primary School	Heathridge Primary School	Heathridge	181
Primary School	Hillarys Primary School	Hillarys	586
Primary School	Joondalup Primary School	Joondalup	428
Primary School	Kinross Primary School	Kinross	685
Primary School	Liwara Catholic Primary School	Greenwood	443
Primary School	Marmion Primary School	Marmion	422
Primary School	Mullaloo Beach Primary School	Mullaloo	279
Primary School	Mullaloo Heights Primary School	Mullaloo	248



School Type	Name	Suburb	Enrolments
Primary School	North Woodvale Primary School	Woodvale	410
Primary School	Ocean Reef Primary School	Ocean Reef	216
Primary School	Padbury Catholic Primary School	Padbury	495
Primary School	Padbury Primary School	Padbury	104
Primary School	Poseidon Primary School	Heathridge	270
Primary School	Poynter Primary School	Duncraig	503
Primary School	Sorrento Primary School	Sorrento	446
Primary School	South Padbury Primary School	Padbury	402
Primary School	Springfield Primary School	Kallaroo	234
Primary School	St Luke's Catholic Primary School	Woodvale	490
Primary School	St Simon Peter Catholic Primary School	Ocean Reef	700
Primary School	The Montessori School	Kingsley	154
Primary School	West Greenwood Primary School	Greenwood	458
Primary School	Whitfords Catholic Primary School	Craigie	705
Primary School	Woodvale Primary School	Woodvale	406
Secondary School	Belridge Secondary College	Beldon	1,015
Secondary School	Duncraig Senior High School	Duncraig	1,621
Secondary School	Greenwood College	Greenwood	1,071
Secondary School	Kinross College	Kinross	717
Secondary School	Lake Joondalup Baptist College	Joondalup	1,468
Secondary School	Mater Dei College	Edgewater	831
Secondary School	Ocean Reef Senior High School	Ocean Reef	1,234
Secondary School	Prendiville Catholic College	Ocean Reef	1,133
Secondary School	Sacred Heart College	Sorrento	1,425
Secondary School	St Mark's Anglican Community School	Hillarys	1,722
Secondary School	St Stephen's School	Duncraig	2,034
Secondary School	Warwick Senior High School	Warwick	699
Secondary School	Woodvale Secondary College	Woodvale	1,436

Source: City of Joondalup 2021

A random survey conducted by element identified that 28% of respondents used kindergarten, pre-primary or primary school education services in the city, 15% used secondary school education services, 12% used university education services and only 6% used vocational college services.

Stakeholder engagement undertaken by element with education service providers identified a number of trends in current service use and delivery, including:

- Increased online service delivery
- Increased focus on careers and engagement with industry
- Increased priority for STEM and growth in cyber, IT and transition trades
- Significant rise in mental health inquiries and adjustment plans

Additionally, it was identified that nursing and other essential courses are too full at a tertiary level.

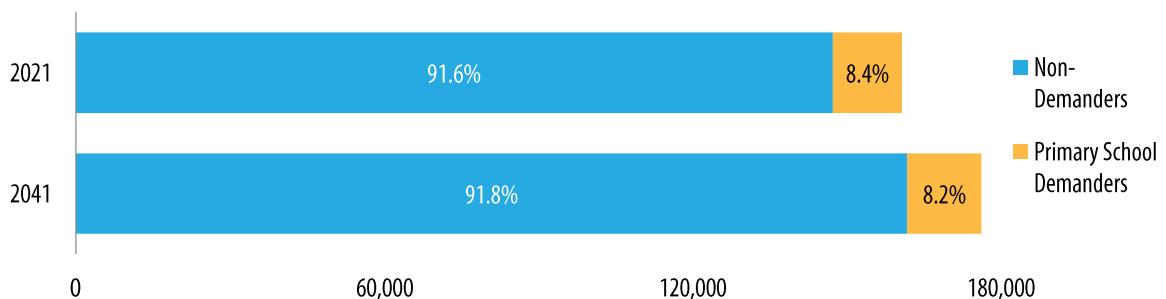
Overall, there was limited unmet expressed need identified for the higher provision of education services.



## 8.4 Normative Need

### Primary Schools

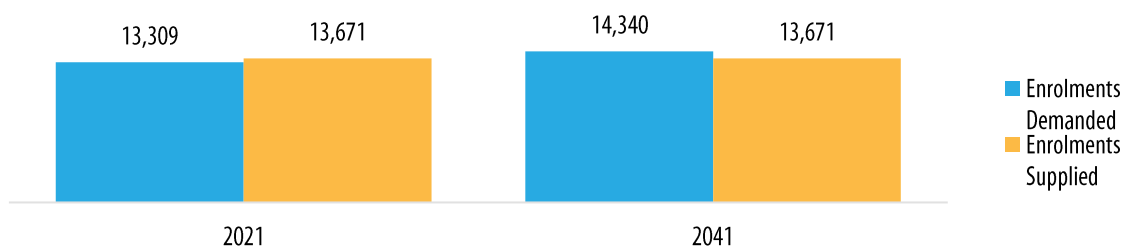
The normative need for primary schools has been estimated by assessing the number of children in the City of Joondalup who are aged between 6-11 but are not home-schooled. Additionally, population forecasts have been used to assess the changing demography of the area. This forecast shows that a smaller proportion of residents will demand primary school places by 2041 due to demographic changes (Figure 45).



**Figure 45. Proportion of City of Joondalup Residents Demanding Primary School Places**

Source: ABS Census 2016, Forecast.id 2021, Pracsys 2021

Despite this reduction in the proportion of persons demanding primary school places, the City of Joondalup will have an underprovision of primary school places by 2041 due to the overall population growth (Figure 46).



**Figure 46. Demand for Primary School Places in the City of Joondalup**

Source: The City of Joondalup 2021, Forecast.id 2021, Pracsys 2021

The primary schools estimated to have the greatest undersupply of places by 2041 are Currambine Primary School, Hillarys Primary School and Kinross Primary School as these are the areas that will have an increase in primary school-aged children (Figure 47).



**Figure 47. Undersupply/Oversupply of Primary School Places by School 2041**

Source: Forecast.id 2021, Pracsys 2021

Increasing education places in these areas is recommended as the analysis shows these schools have an underprovision both now and going forward (Figure 48).



**Figure 48. Undersupply/Oversupply of Primary School Places by School 2021**

**Source: Forecast.id 2021, Pracsys 2021**

Figure 49 shows the spatial distribution of demand for primary school places throughout the City.



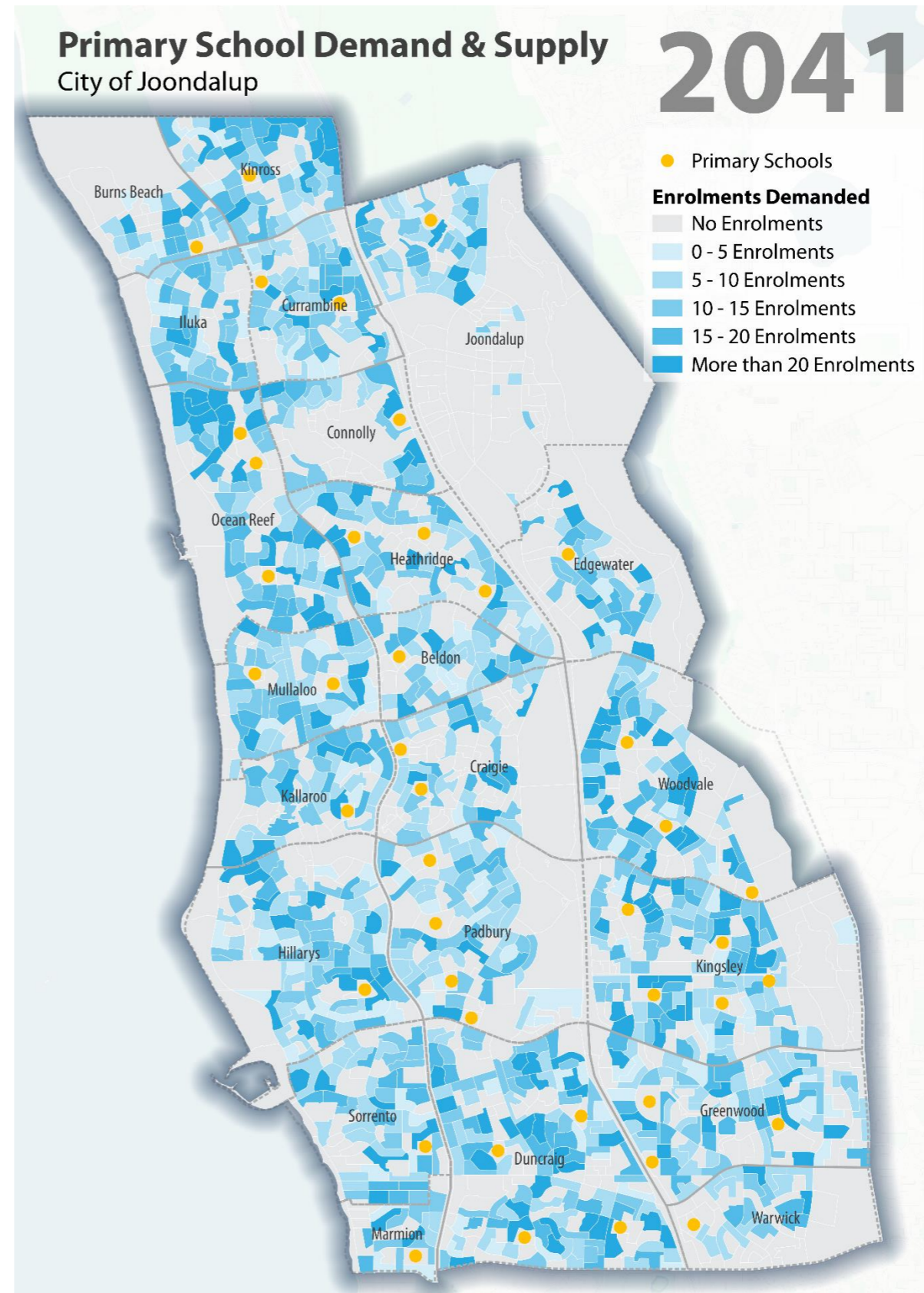
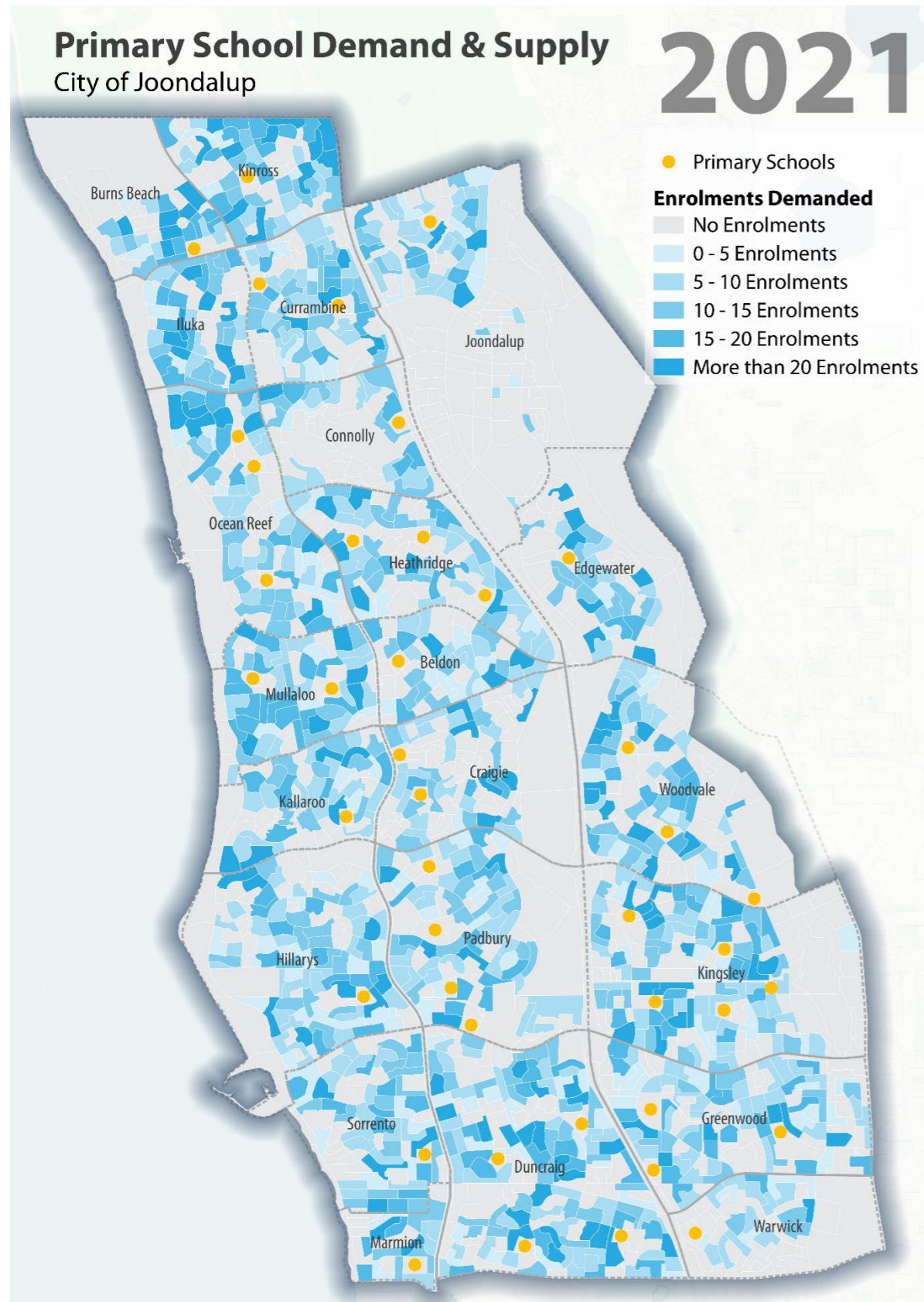
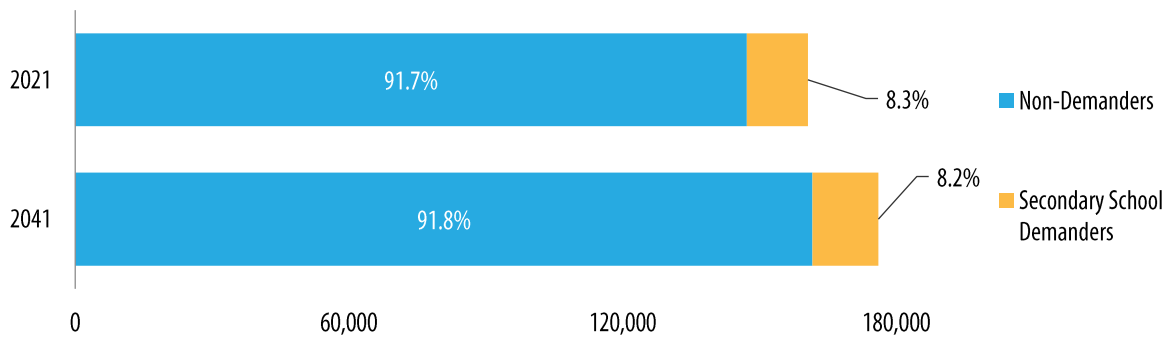


Figure 49. Primary School Demand and Supply in the City of Joondalup

Source: City of Joondalup 2021, Forecast.id 2021, Pracsys 2021

## Secondary Schools

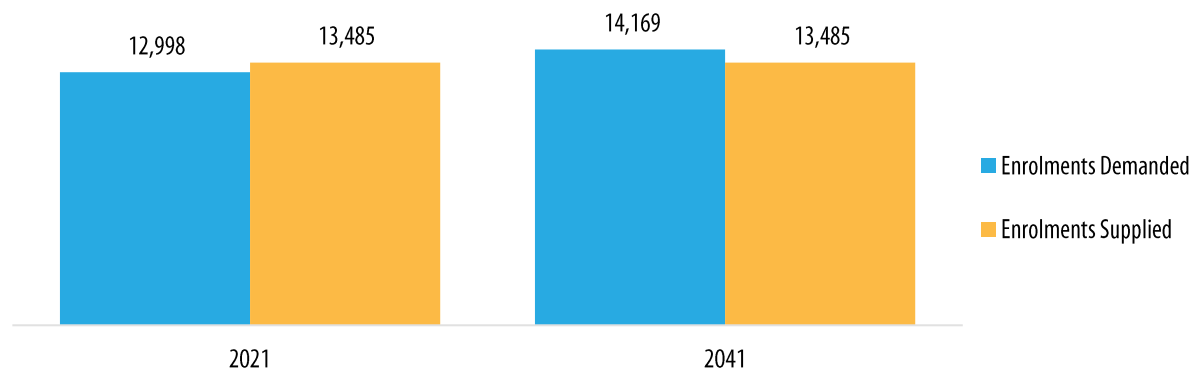
The normative need for secondary schools has been estimated by assessing the number of persons in the City of Joondalup who are aged between 12-17 but are not home-schooled. Additionally, population forecasts have been used to assess the changing demography of the area. This forecast shows that a smaller proportion of residents will demand secondary school places by 2041 (Figure 50).



**Figure 50. Proportion of City of Joondalup Residents Demanding Secondary School Places**

Source: ABS Census 2016, Forecast.id 2021, Pracsys 2021

Despite this reduction in the proportion of persons demanding secondary school places, the City of Joondalup will have an underprovision of secondary school places by 2041 (Figure 51).

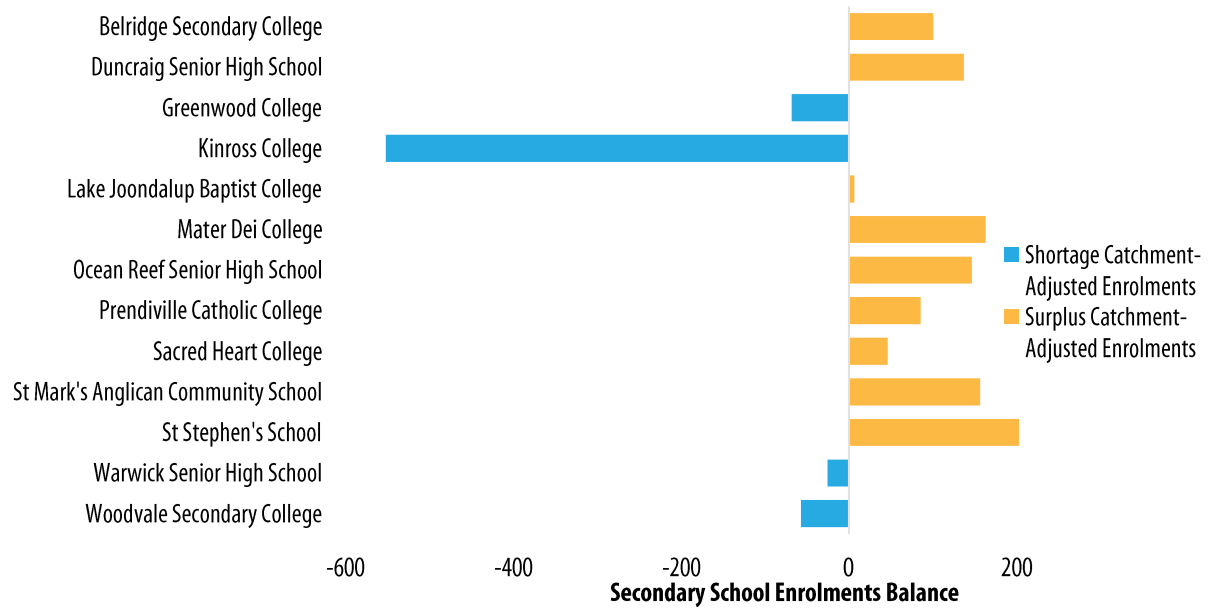


**Figure 51. Demand for Secondary School Places in the City of Joondalup**

Source: The City of Joondalup 2021, Forecast.id 2021, Pracsys 2021

The secondary schools estimated to have the greatest undersupply of places by 2041 are Kinross College, Woodvale Secondary College and Greenwood College (Figure 52).

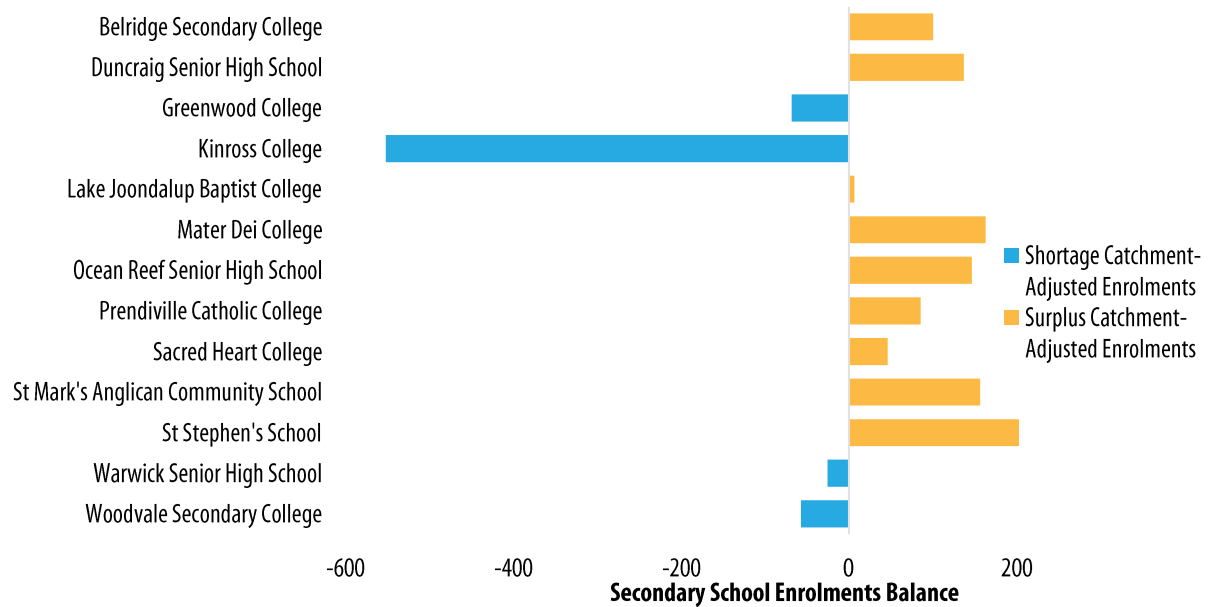




**Figure 52. Undersupply/Oversupply of Secondary School Places by School 2041**

Source: Forecast.id 2021, Pracsys 2021

Increasing education places in these areas is recommended as the analysis shows these schools have an underprovision both now and going forward (Figure 53).



**Figure 53. Undersupply/Oversupply of Secondary School Places by School 2021**

Source: Forecast.id 2021, Pracsys 2021

Figure 54 shows the spatial distribution of demand for secondary school places throughout the City.

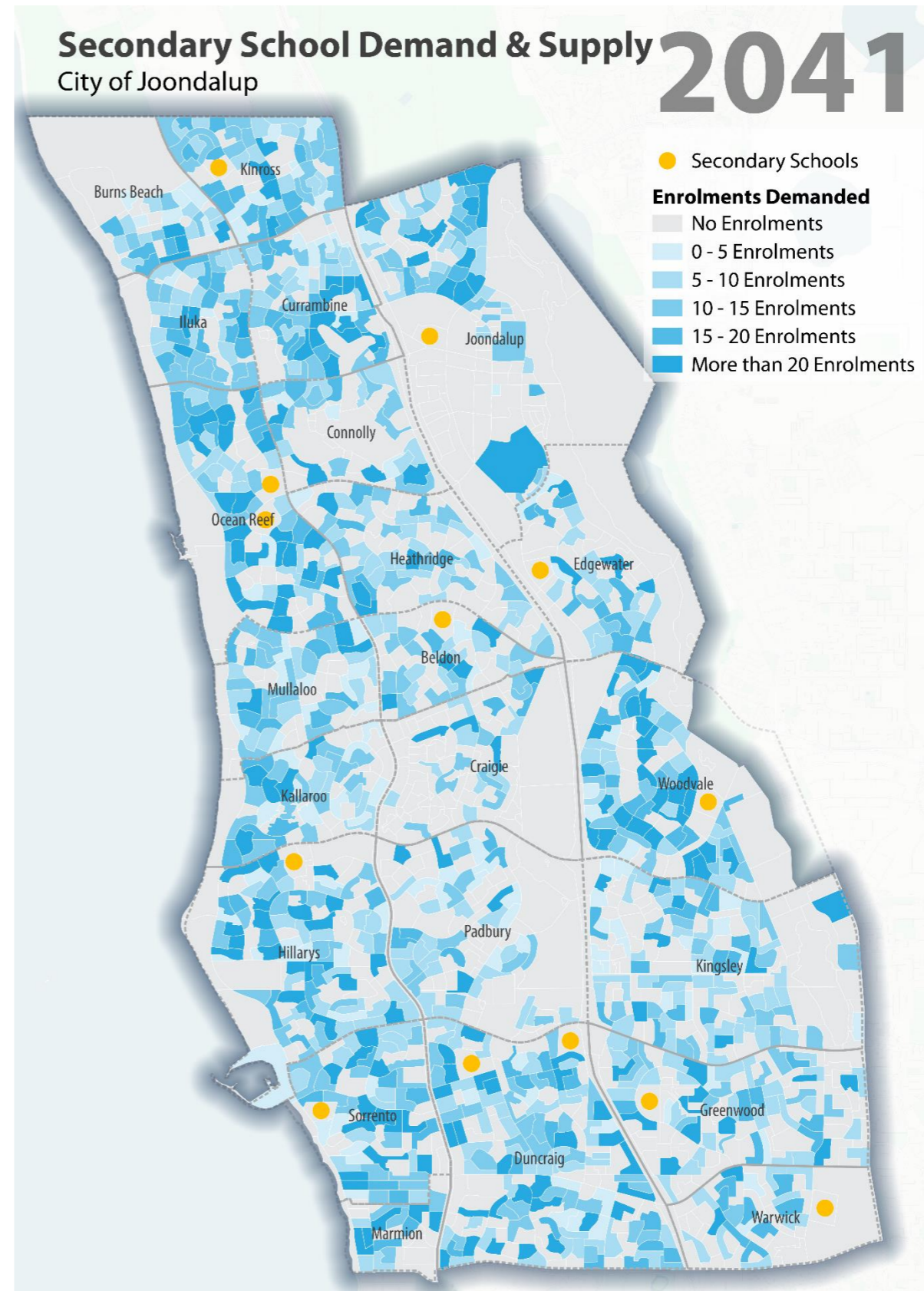
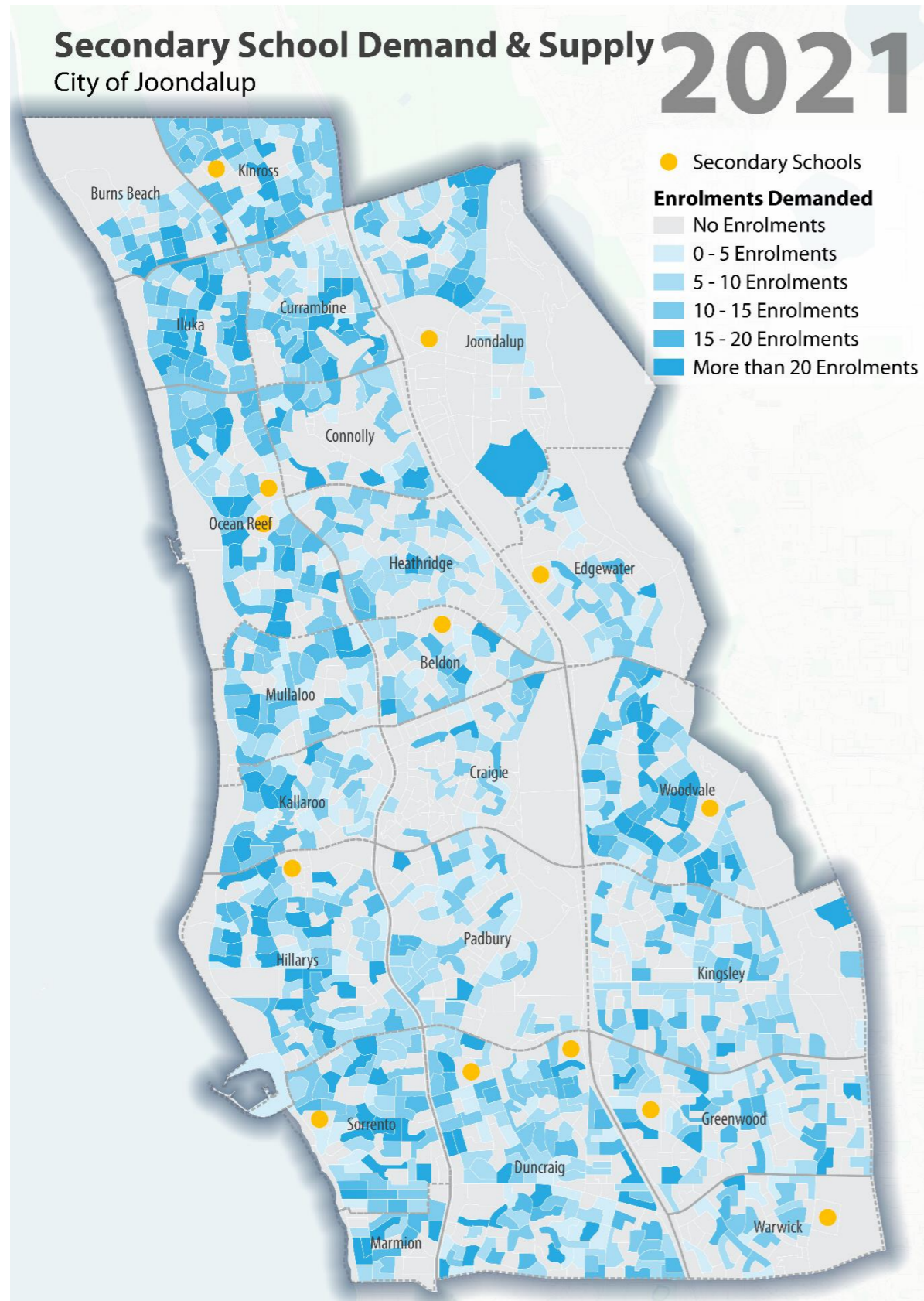


Figure 54. Secondary School Demand and Supply in the City of Joondalup

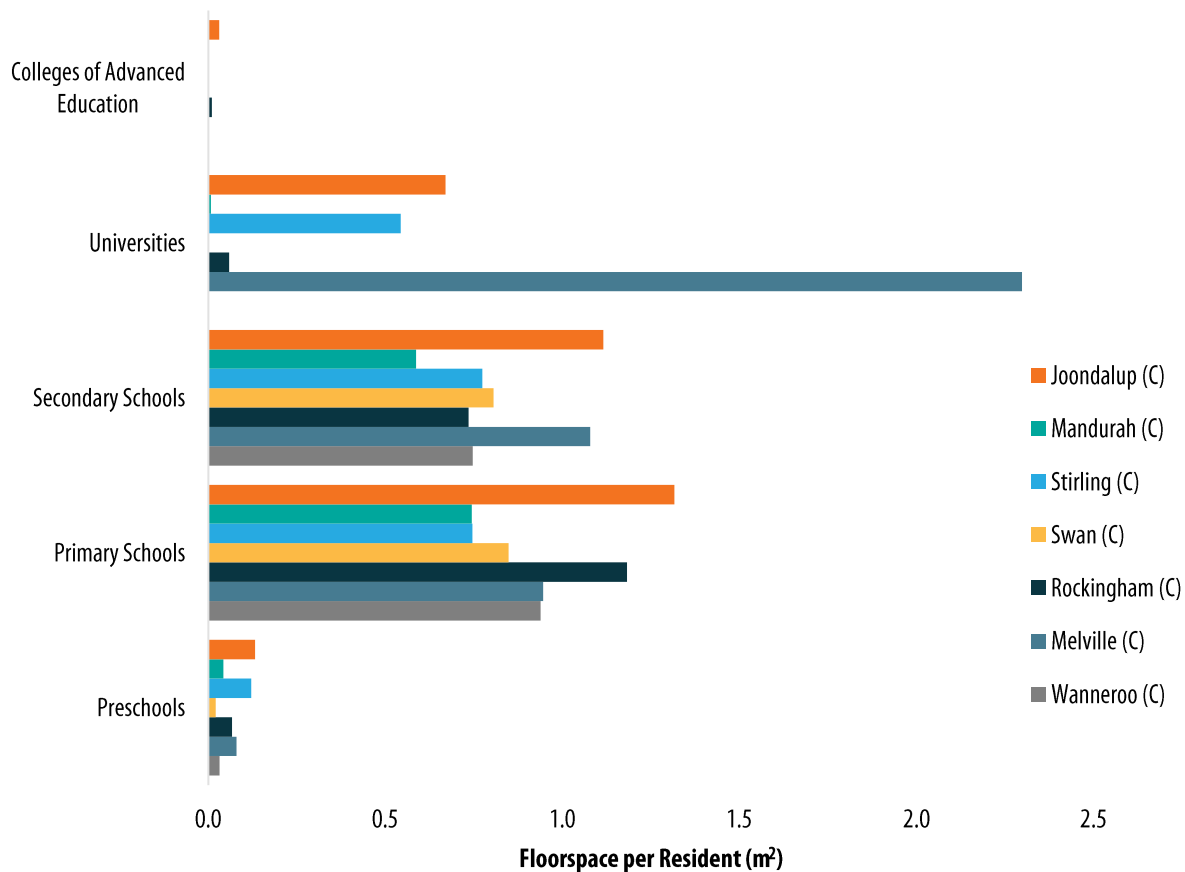
Source: City of Joondalup 2021, Forecast.id 2021, Pracsys 2021





## 8.5 Comparative Need

To assess if there is a comparative social need for increased education services the analysis has assessed the provision of floorspace per resident for Education related WASLUC Codes. This analysis shows that the City of Joondalup provides an adequate provision of education services, with the floorspace per resident being above the majority of benchmarks for each type of education service assessed (Figure 55).



**Figure 55. Floorspace per resident for Education Services**

Source: DPLH 2017, Pracsys 2021

The comparative need analysis has not identified an unmet comparative need for increased education services and facilities.

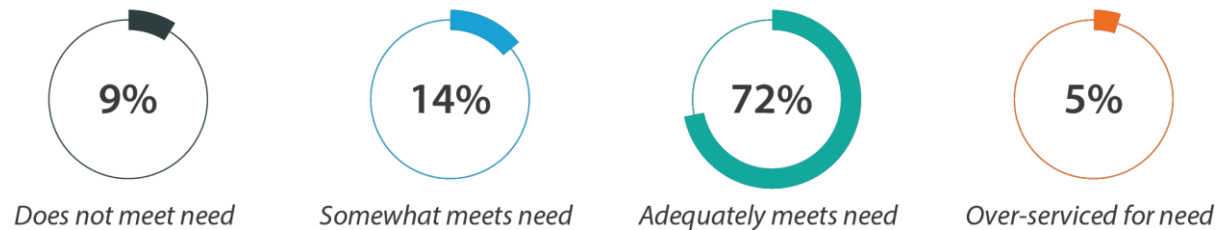
## 8.6 Felt Need



This section summarises the key themes that emerged throughout community engagement in regards to the education services stream. Felt need summarises the views of the community that has been consulted.



A random survey was conducted to understand to which extent the community felt their need for education services were currently being met (Figure 56). Results from the survey suggest that 23% of respondents are not having their education services needs fully met.



**Figure 56. Extent that Existing Education Services are Meeting Community Needs**

Source: Pracsys 2021

Similar trends were also identified as part of a pop-up survey, with 28% of respondents indicating that existing education services were not entirely sufficient for their needs.

Stakeholder engagement undertaken by element identified the following trends:

- There may be a demand for more secondary and private schools
- There may be a demand for schools with more open spaces
- There is potentially low availability of day classes
- Lack of interest in aged care and childcare (lower salaries)
- Difficulties finding staff with appropriate qualifications.
- Competing to attract staff who can earn more in the industry

Based on the felt needs analysis, there is an adequate provision of education facilities currently. It corroborates above needs analysis regarding the potential future need for secondary schools and identifies clear avenues for improvement that would enable education facilities to further meet the needs of residents.



## 9 LIBRARY

This section of the report details the needs assessment for library services and facilities.



### 9.1 Real Need – Library

#### LIBRARY

##### Library

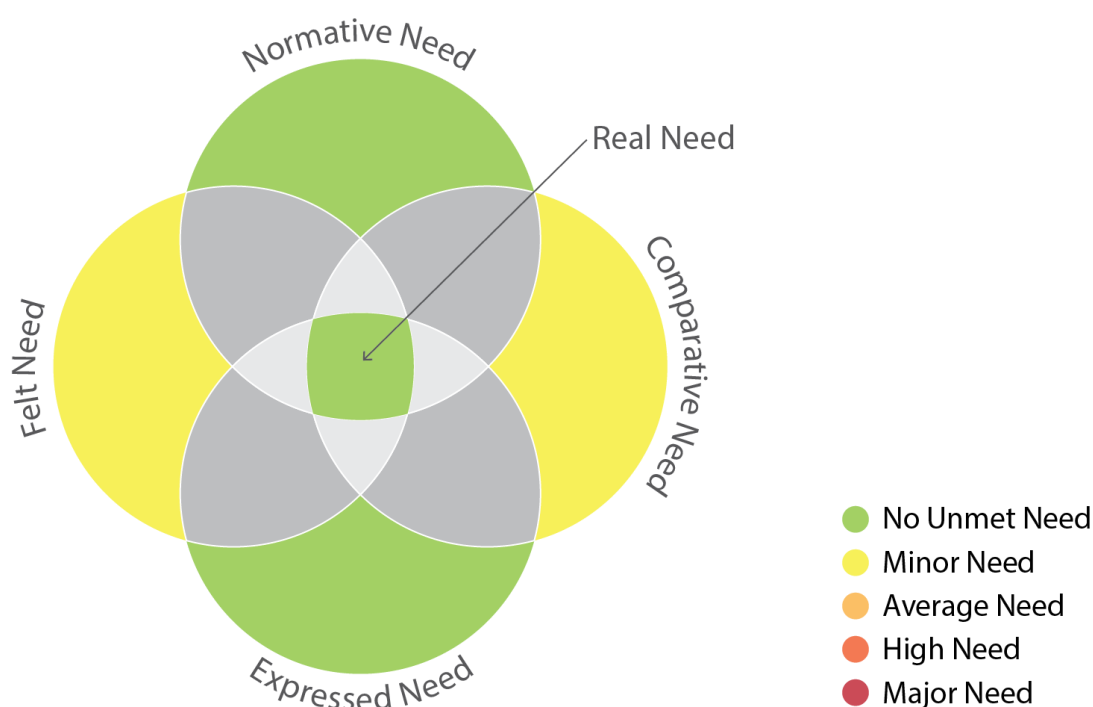


Table 17 shows the summary of four need dimensions for libraries.

**Table 17. Needs Assessment for Libraries**

Need Assessed	Result
Normative Need	The normative need analysis indicates there is an adequate supply of libraries in both the current state and going forward.
Comparative Need	The comparative need analysis showed the provision of catalogue related library services in the City is comparable to benchmarked areas, however, visits, memberships and floorspace are lower than average. This indicates that there could be unmet demand for non-catalogue related library services.
Expressed Need	Expressed need analysis identified that there is an adequate supply of library facilities although there may be a need to ensure localised provision is maintained and some unmet need for digital services.

Need Assessed	Result
Felt Need	Engagement outcomes validated observed needs from the comparative and expressed analyses regarding future unmet demand for additional library services.

Source: Pracsys 2021

The needs assessment for library services and facilities shows that there is a sufficient supply of these services and facilities, however, there is some need for the services offered to be altered and expanded. Services could be altered in a number of ways, including:

- Additional digital services
- Additional non-catalogue related services
- Colocation with community services
- Increased assistance with technical needs of residents
- Increased services for teenagers

## 9.2 Expressed Need

The expressed need for library facilities and services has been assessed based on membership data for libraries and the engagement undertaken by element.

The participation rate for local and active library members by age has been estimated based on data available from libraries in the City of Joondalup (Figure 57). Local and active library members includes categorised as people who live within the City of Joondalup and use library facilities and people who actively use library facilities within the City of Joondalup but live in a different local government authority.

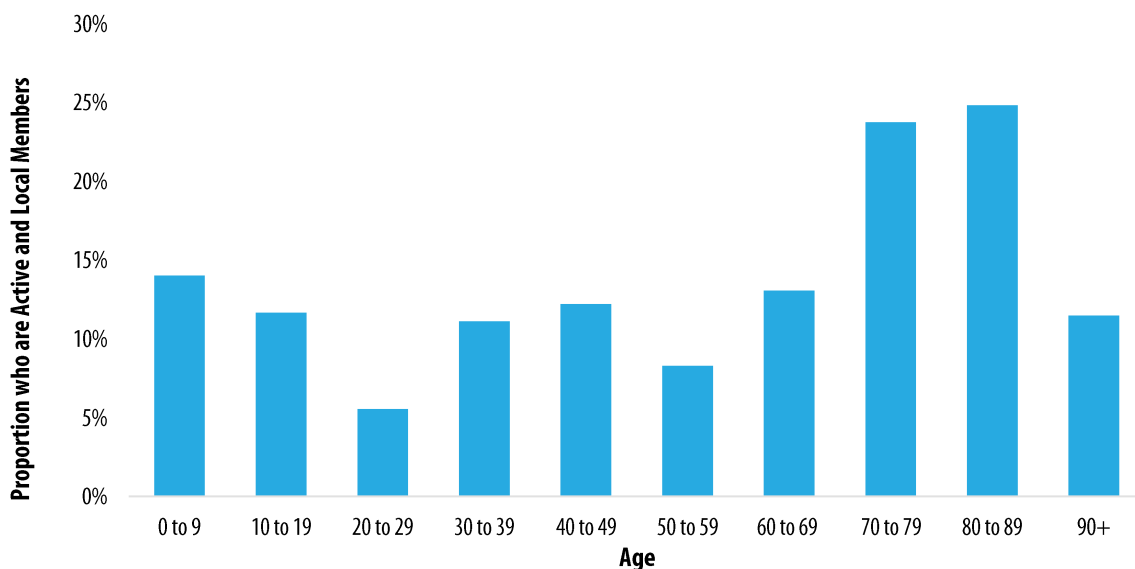
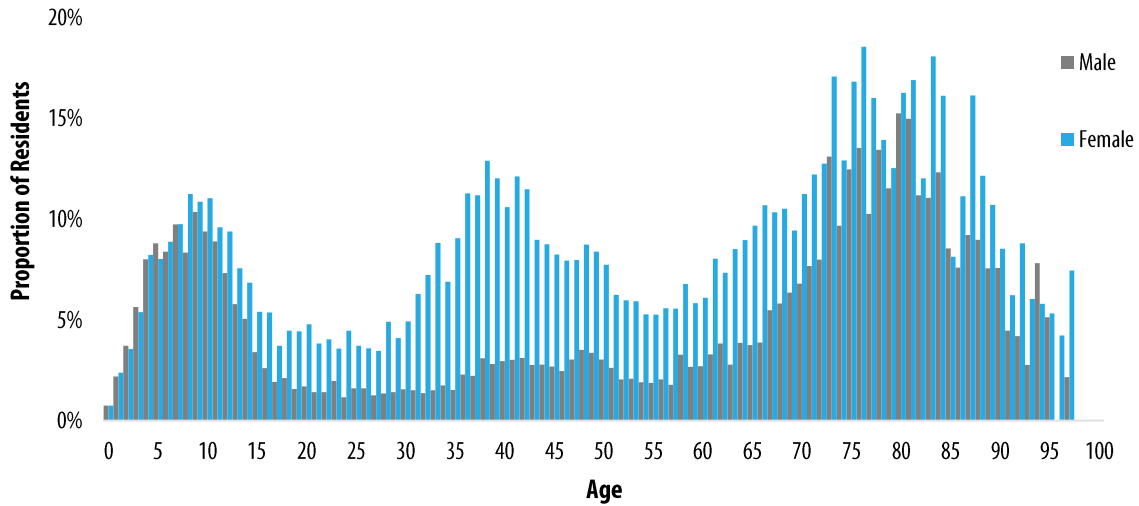


Figure 57. Participation Rate by Age for Local and Active Library Members in the City of Joondalup

Source: City of Joondalup 2021, Pracsys 2021

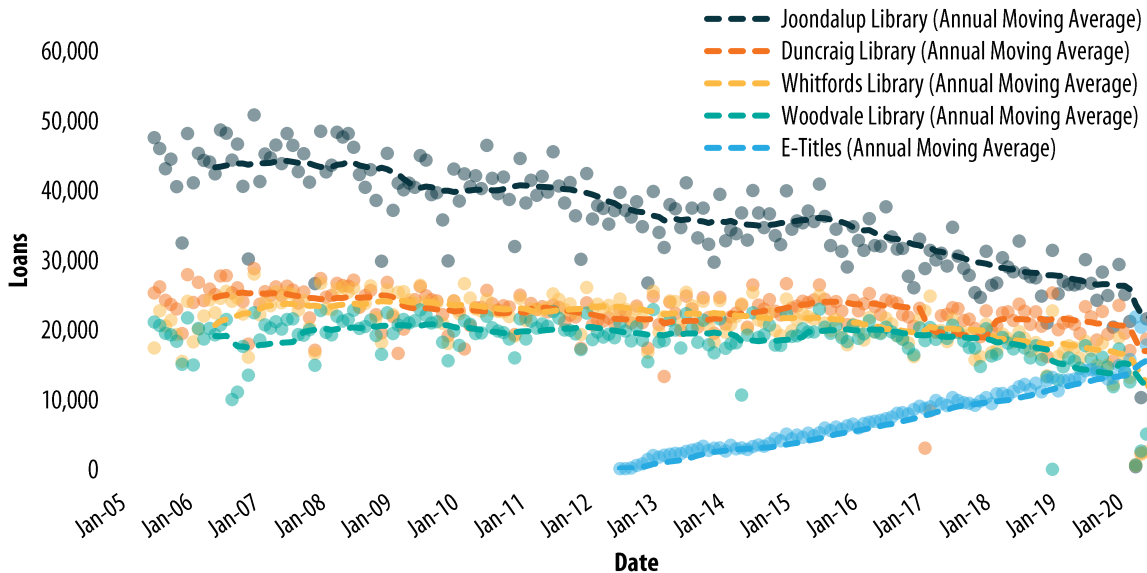
The library membership data shows there is a much greater expressed need for library services and facilities from females and those aged over 70 (Figure 58).



**Figure 58. Local and Active Membership of City Libraries by Age and Sex**

Source: City of Joondalup 2021, Pracsys 2021

Assessing the expressed need spatially, the analysis shows that persons utilise facilities that are proximate to them (Figure 60). Additionally, the demand for in-person library loans has been decreasing for all libraries in the City of Joondalup due to a rise in digital collections (Figure 59). This may indicate that some non-catalogue related services that would usually be accessed at the library may need to be provided digitally.



**Figure 59. Demand for Library Loans**

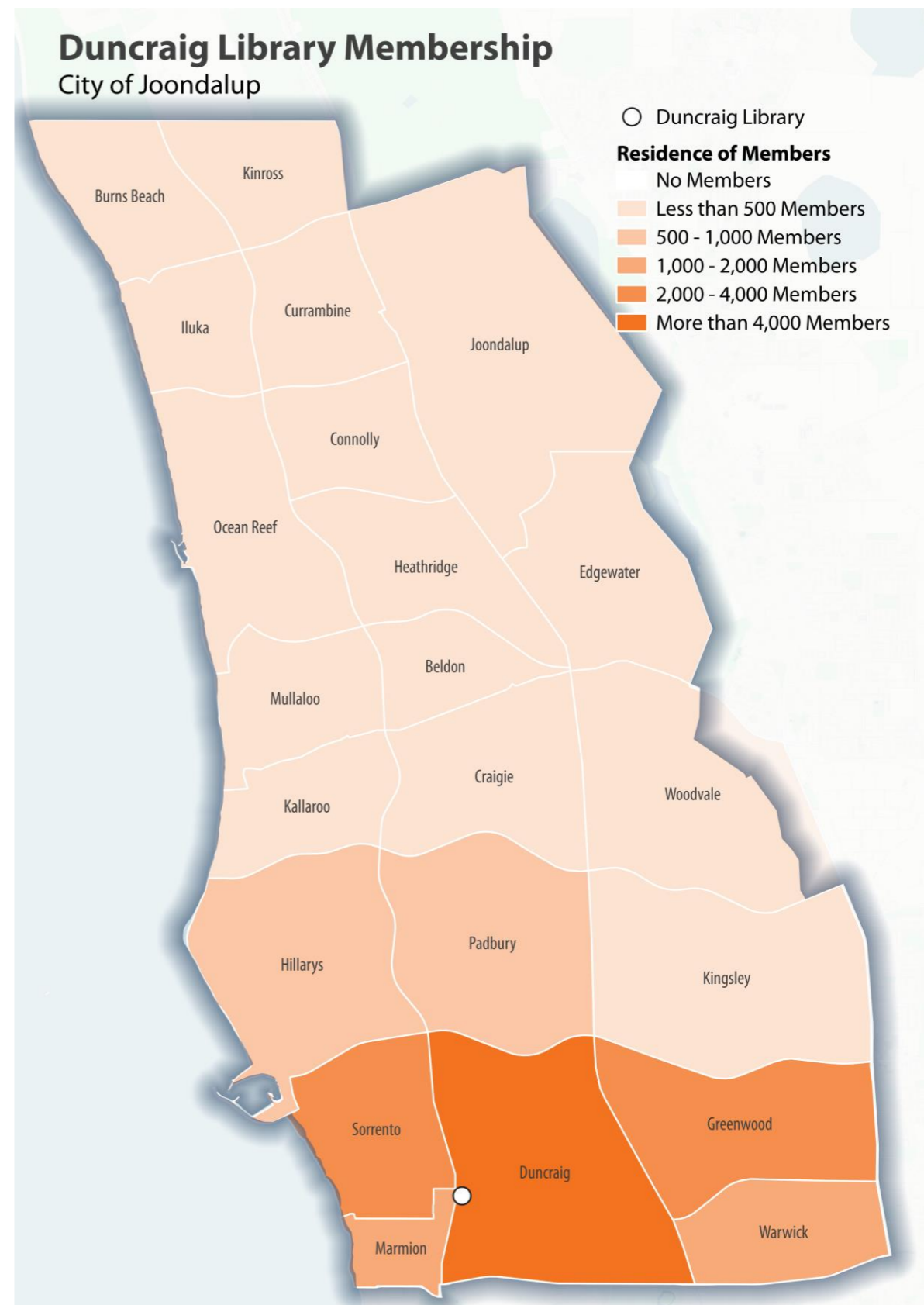
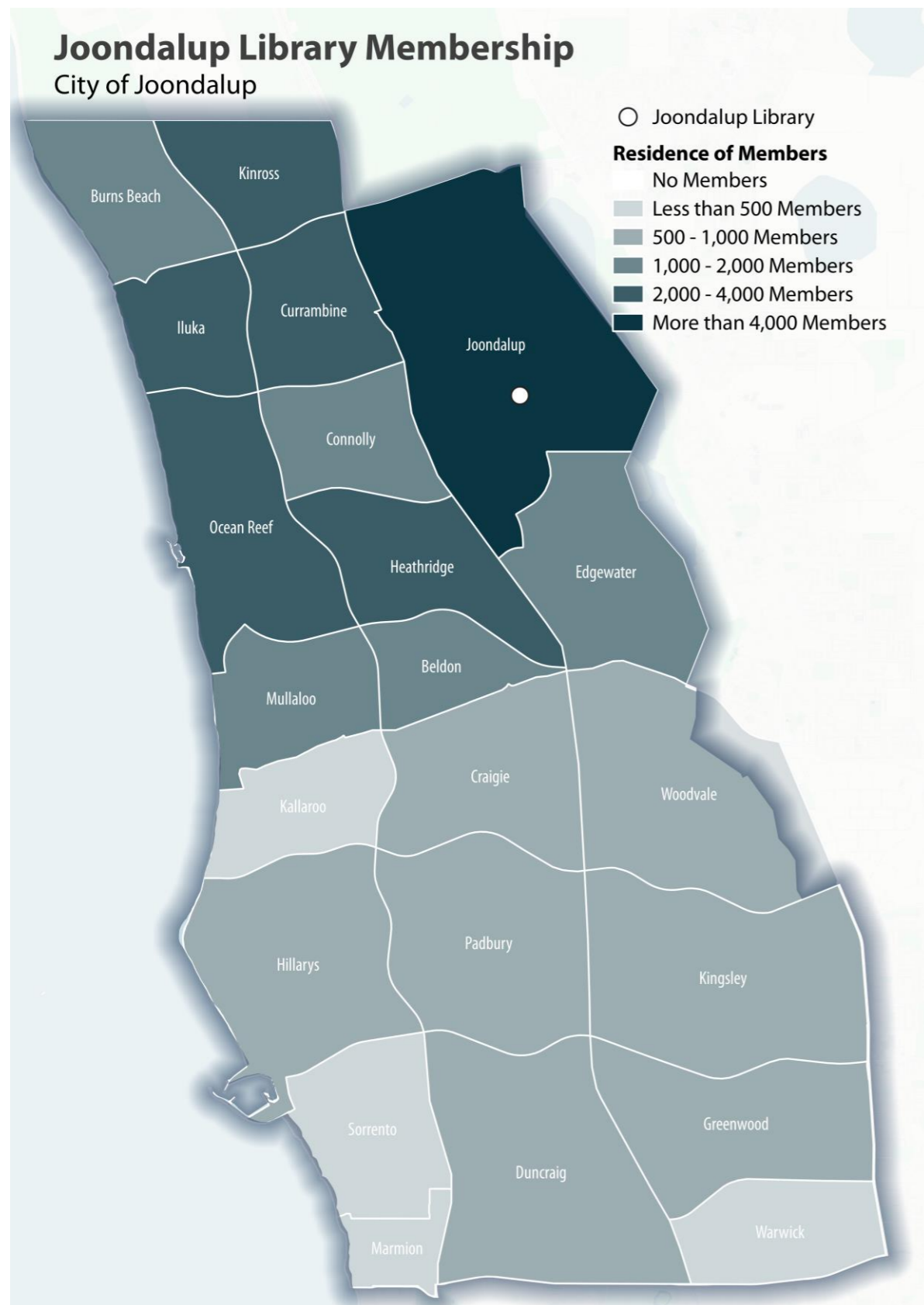
Source: City of Joondalup 2021, Pracsys 2021

The localised nature of access may mean that it may be important to retain services at a local level to avoid unmet demand in future. A random survey conducted by element identified that 56% of respondents used



libraries within the City of Joondalup. The survey also identified that the main uses of libraries were to borrow a book or DVD, using the internet, going to 'Meet the Author' events and story and toddler time.

In summary, the expressed need analysis has identified that persons do utilise library facilities and these facilities are adequately provided and spread throughout the City of Joondalup. However, the analysis also identifies a possible need for City of Joondalup to ensure that local access is maintained in the future and that the delivery of library services adapts to a more digital environment.



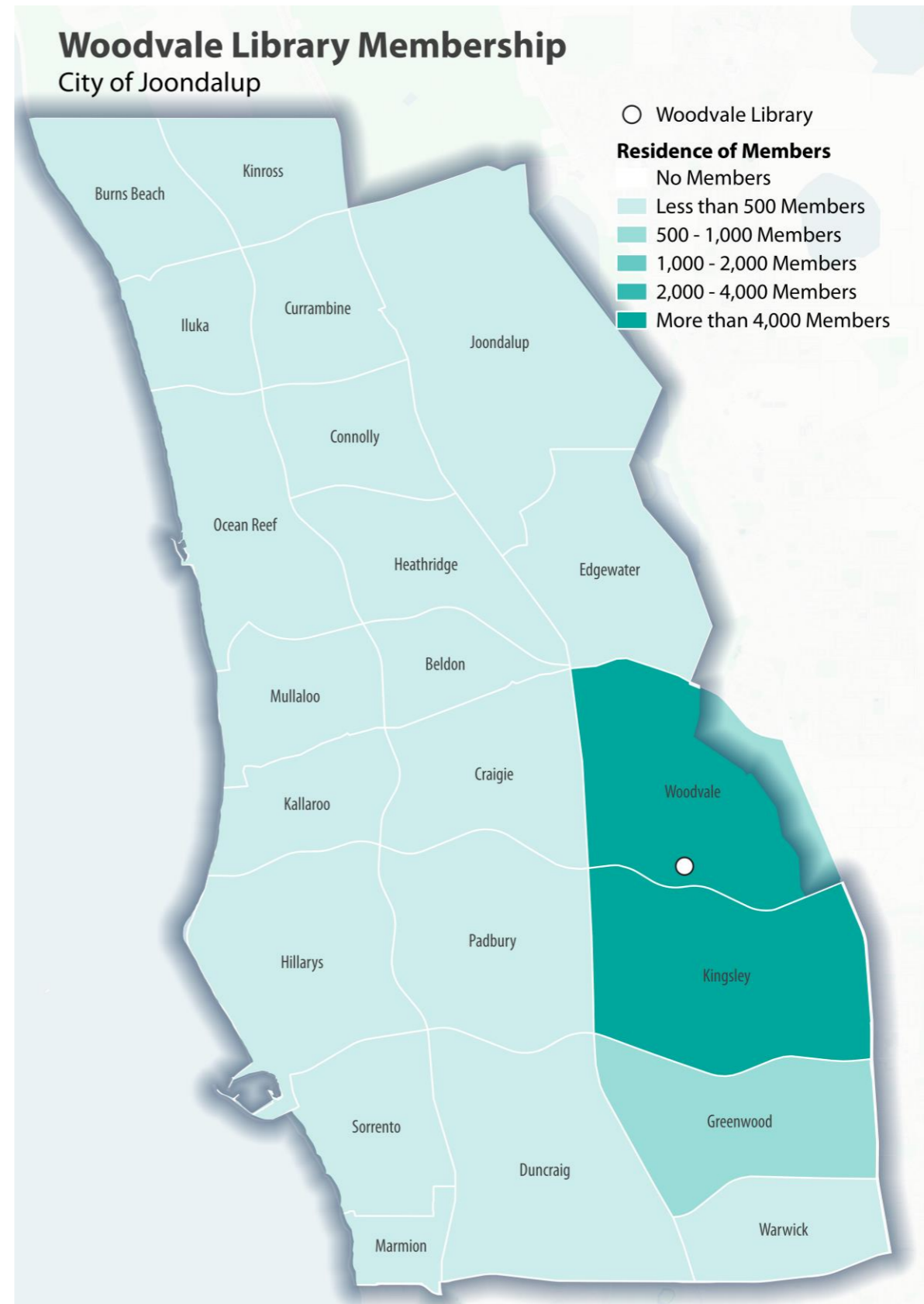
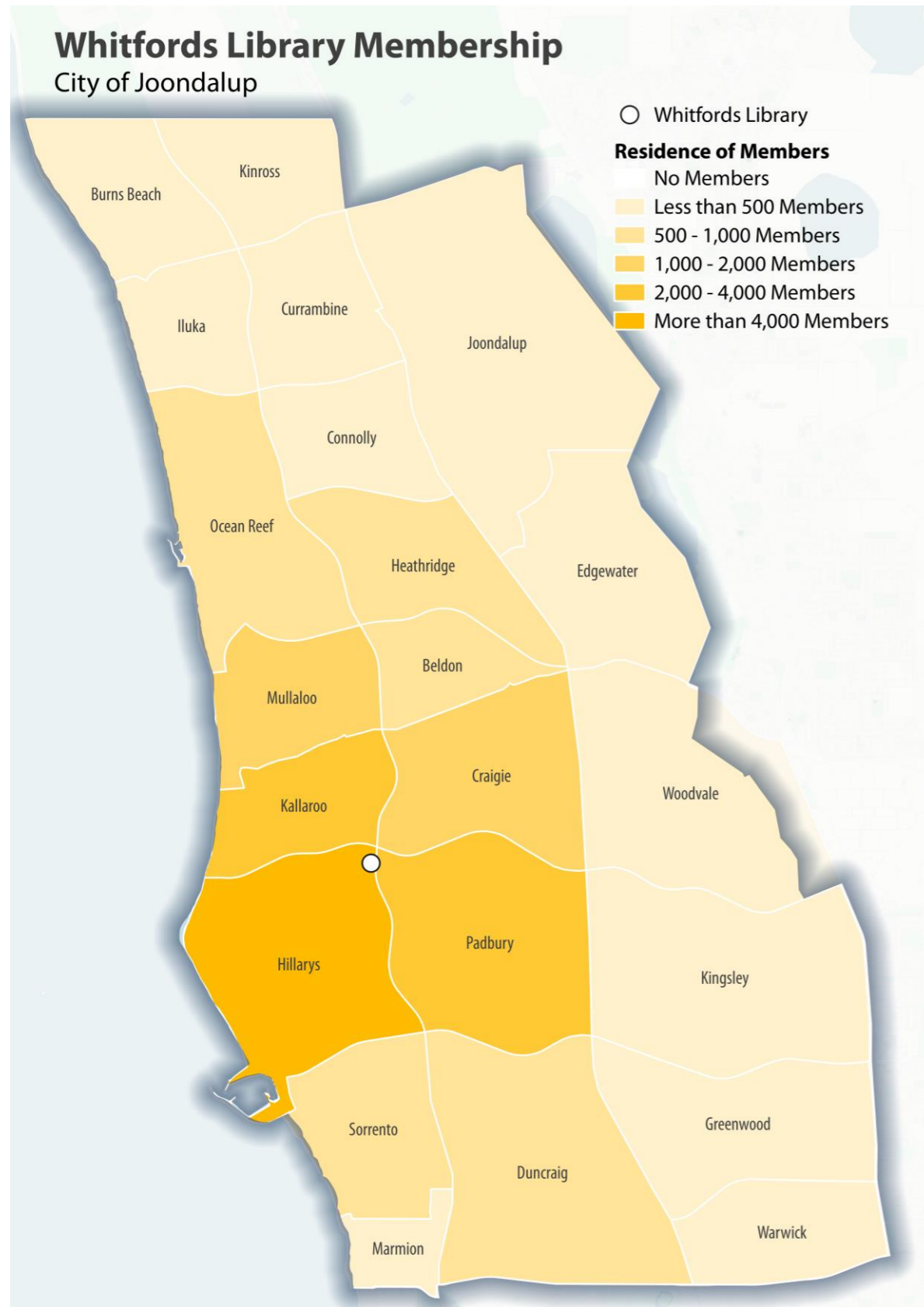


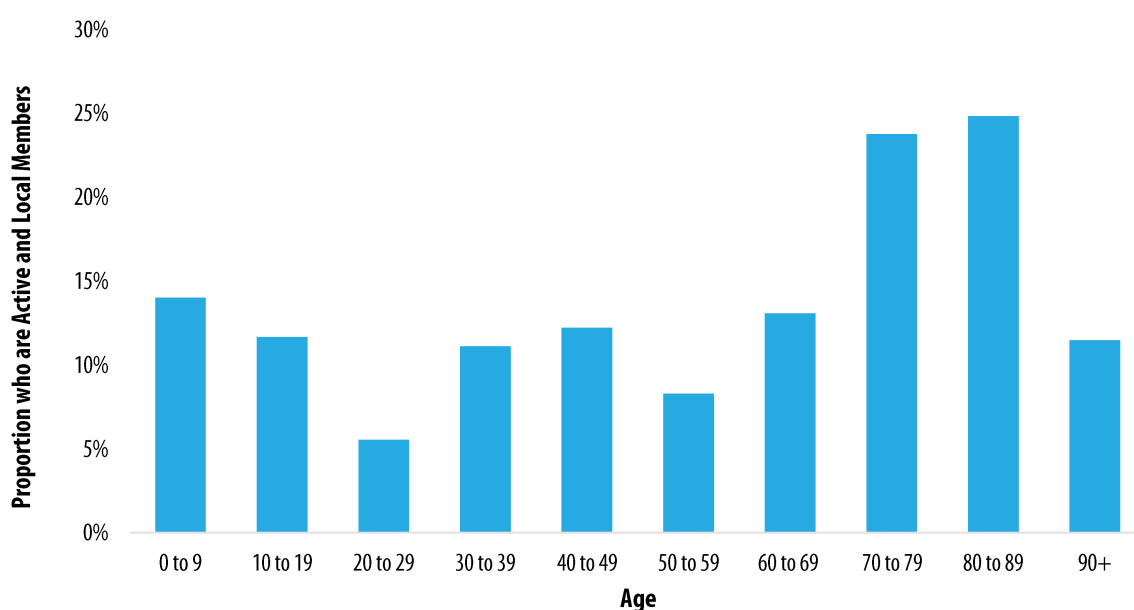
Figure 60. Library Membership by Suburb and Facility

Source: City of Joondalup 2021, Pracsys 2021



### 9.3 Normative Need

The normative need for Libraries has been estimated based on the membership data provided by City libraries, considering local and active members. The data provided detailed members by age, sex and library location. Using this data, the participation rate for local and active library members by age has been estimated (Figure 61).

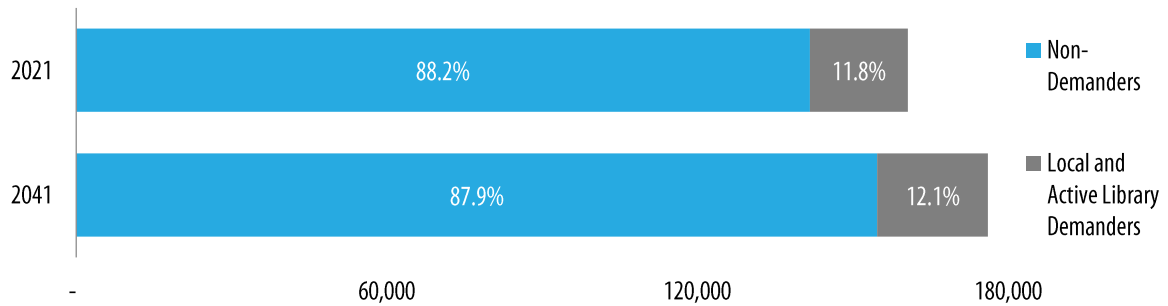


**Figure 61. Participation Rate by Age for Local and Active Library Members in the City of Joondalup**

Source: City of Joondalup 2021, Pracsys 2021

Using these participation rates by age, the analysis can then estimate demand for library services over time, using population forecasts. This analysis shows that the proportion of residents who will be active library users will increase by 2041 (Figure 62). While the proportion of residents who will be active library users will increase by 2041, the proportion of those that were active over the course of the year 2019-2020 is below the 35% target for public libraries according to APLA-ALIA standards.<sup>18</sup>

<sup>18</sup> Target of 35% of population being members of a library where they transacted in the last three years. Australian Library and Information Association; Australian Public Library Alliance APLA-ALIA Standards and Guidelines for Australian Public Libraries, 2021, <https://read.alia.org.au/apla-alia-standards-and-guidelines-australian-public-libraries-may-2021>

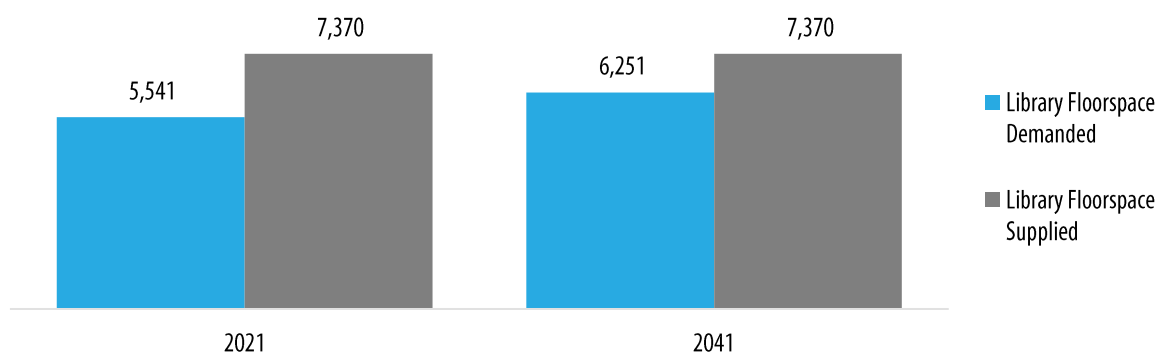


**Figure 62. Proportion of Residents Demanding Library Services per Annum**

Source: Forecast.id 2021, Pracsys 2021

The expressed need identified that 56% of respondents identified themselves as library users, although there was no indication of frequency. The number of members who transacted with the library in the past three years (ALIA standard definition) therefore sits between 11.8% and 56%. The midpoint is approximately 33.9% which indicates the City is likely close to the identified ALIA target.

After estimating the total demand for libraries from residents, the analysis has assessed the floorspace at libraries required to support the local population. Currently, there are 3.4 active members per metre squared of library floorspace. It should be noted that this includes active members who come from other local governments. Accordingly, the approximate 19,000 active members currently in the City of Joondalup demand around 5,500m<sup>2</sup> of library floorspace. This is below the current level of supply and the analysis shows that demand will not exceed the current supply of approximately 7,400m<sup>2</sup> of library floorspace by 2041 (Figure 63).



**Figure 63. Floorspace Demand for Libraries in the City of Joondalup**

Source: The City of Joondalup 2021, Forecast.id 2021, Pracsys 2021

While the analysis showed that the current and future level of demand will not exceed the supply of total library floorspace, it was not possible to determine whether there is an undersupply of specific areas, functions, or services delivered by libraries in the City of Joondalup. APLA-ALIA standards and guidelines



provide guidance on what services, areas and functions public libraries should provide for their members and should be used by the City of Joondalup to inform any future public library developments.

Figure 64 shows the spatial distribution of demand for library floorspace.

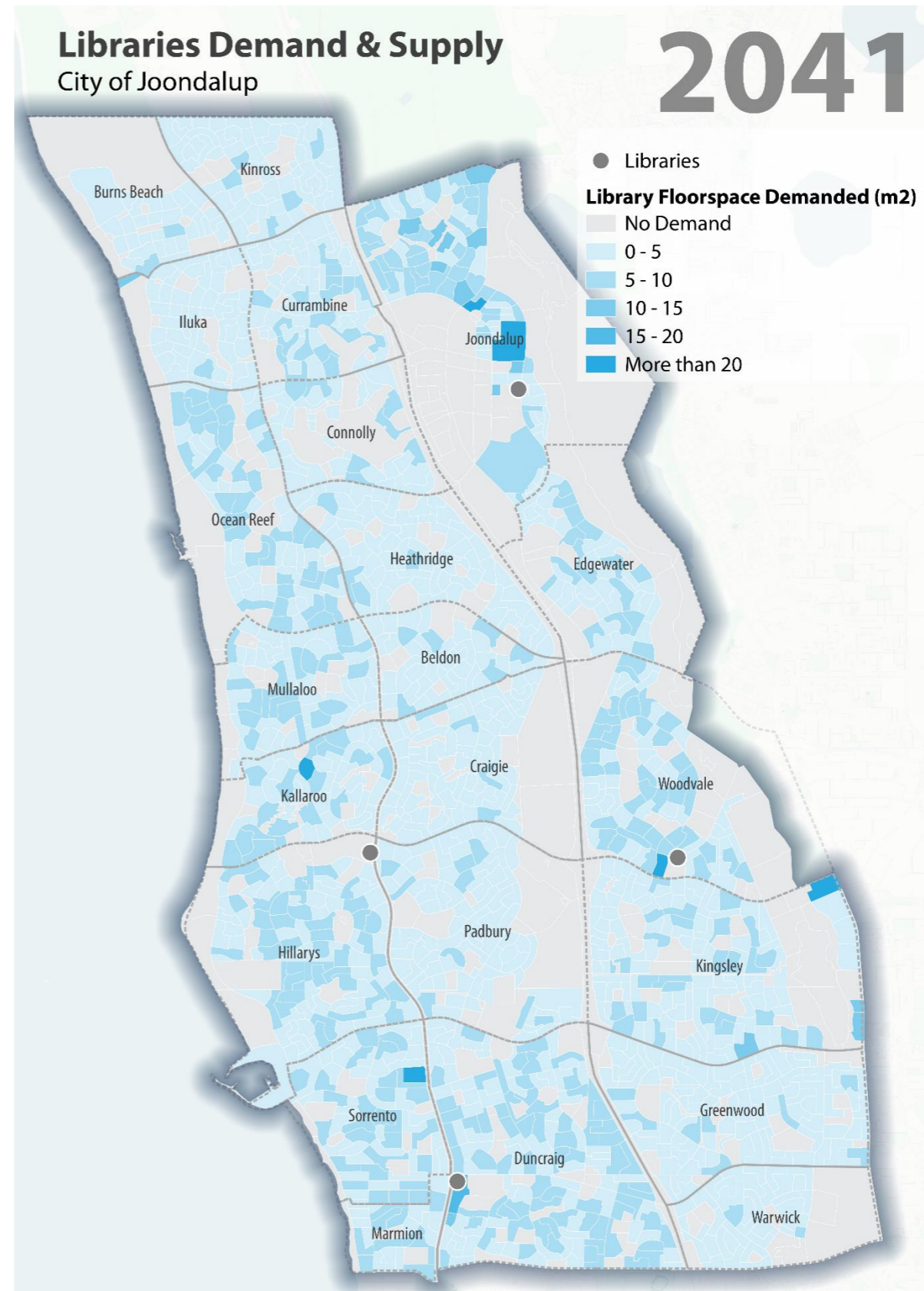
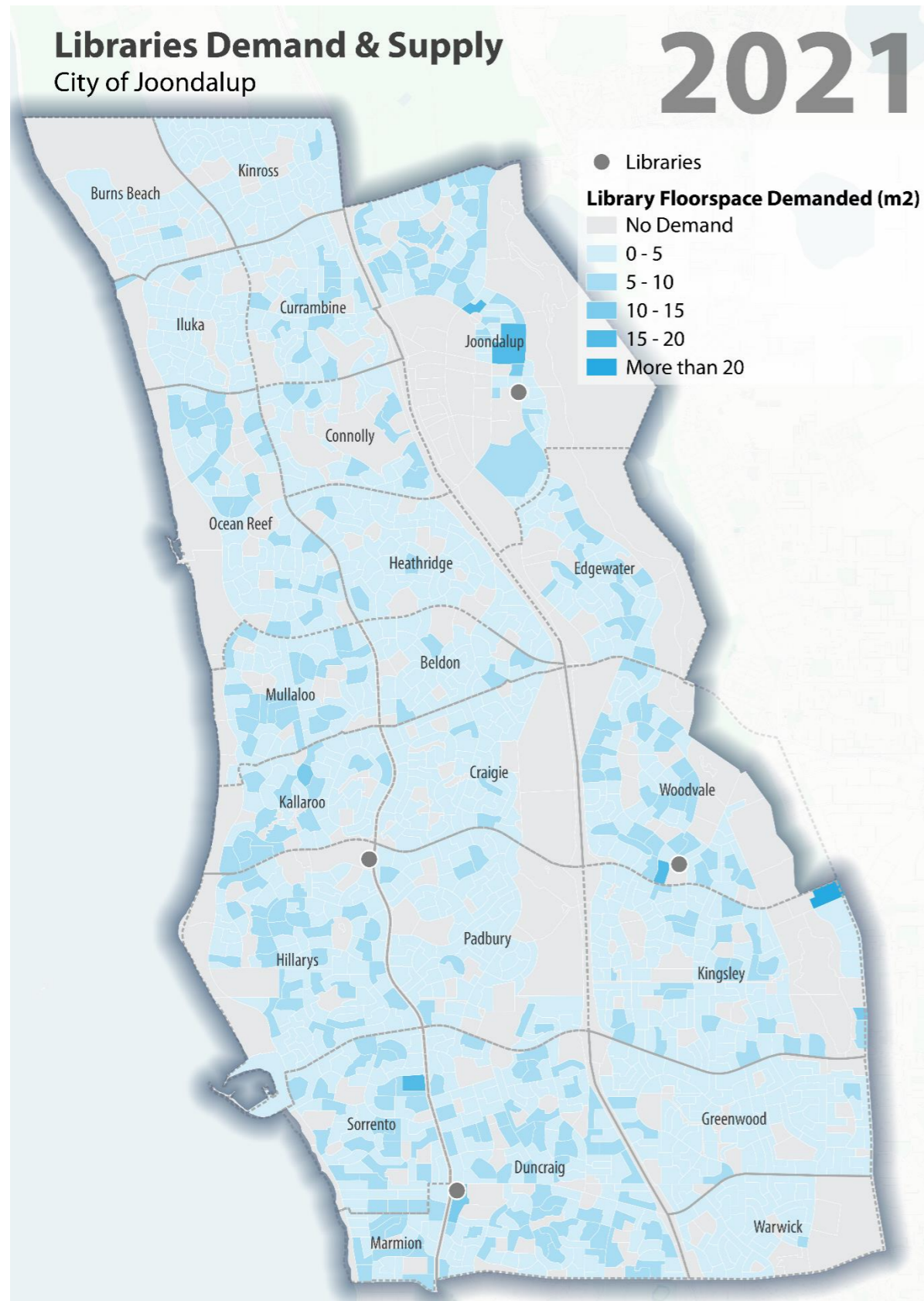


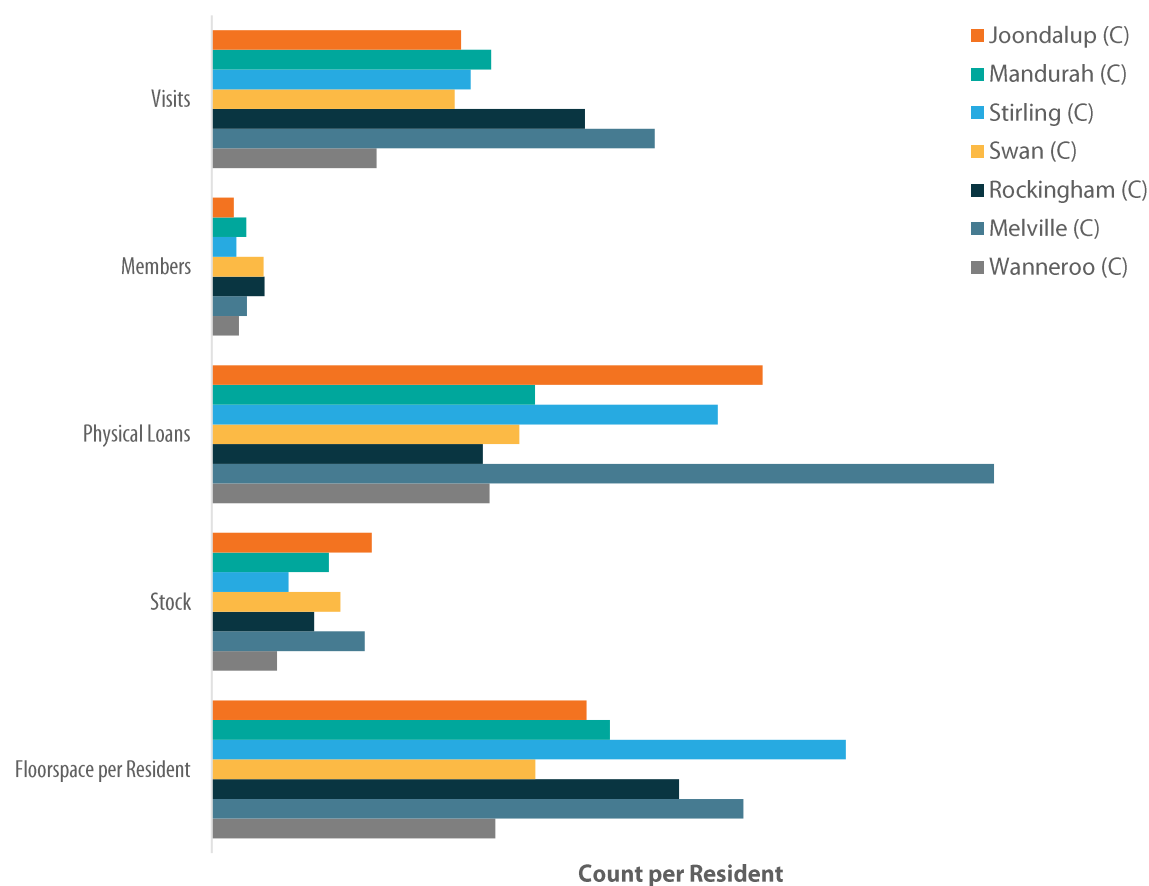
Figure 64. Library Floorspace Demand and Supply in the City of Joondalup

Source: City of Joondalup 2021, Forecast.id 2021, Pracsys 2021



## 9.4 Comparative Need

To assess if there is a comparative social need for increased library services the analysis has assessed the count per resident for a range of library metrics. This analysis shows that the City has a lower relative number of visits and members compared to benchmark but provides a moderate-to-high provision of library Catalogue related services compared to benchmarked areas (Figure 65).



**Figure 65. Count per resident for Library Services**

Source: DPLH 2017, Pracsys 2021

There was insufficient data to assess the diversity of services offered by the City’s Libraries. LUES floorspace for Library uses was used as a proxy for services. As can be seen, the floorspace per person provision of library services in the City is lower than the majority of benchmarks and could indicate an underprovision of non-catalogue related library services.

The analysis shows there is no unmet comparative need for increased catalogue related library services, there may be an unmet comparative need for other library related services.





## 9.5 Felt Need

This section summarises the key themes that emerged throughout community engagement in regards to the library services stream. Felt need summarises the views of the community that has been consulted.

A random survey conducted by element aimed understand to which extent the community felt their need for library services were currently being met (Figure 66). Results from the survey suggest that 19% of respondents are not having their library services needs fully met.



**Figure 66. Extent that Existing Library Services are Meeting Community Needs**

Source: Pracsys 2021

Results from a separate pop-up survey however suggested that 51% of respondents indicated that existing library services were not entirely sufficient for their needs.

Stakeholder engagement by element identified that the existing library facilities adequately meet the overall needs of residents, and the existing service delivery within the City's libraries are meeting and exceeding the needs of residents.

Based on these key themes identified by element, there is an adequate provision of library services with a small number of identified felt needs, including:

- Increased demand for flexible spaces, general services, and assistance. Face-to-face programming is still the most desired.
- There is a demand for general community services to be co-located with libraries
- There's an opportunity for libraries to collaborate with other services and overlap with the clients and services of the City's youth team. Opportunities to program teenager-focused events at libraries are limited, there's a need to bridge the gap.
- There is an opportunity to increase opening hours for study purposes
- There is an opportunity to evolve the role of the City's libraries away from a collection focus to a broader function including a place for study, community connection and access to social and community services
- As governments and businesses increasingly shift towards online services, people are often referred to libraries to ask for staff assistance to assist with access, placing an increasing burden on existing resources (e.g., the post office or Centrelink).

- Appeal to a wide audience, however, there are different generational understandings of what libraries deliver. Issues around perception, people aren't using the space as they don't understand the services and capabilities. Investigate potential rebranding of the library to 'community facility'.

Based on the felt needs analysis there is an indication of an unmet need for more diversified library services and opening hours. This finding corroborates the outcomes from the needs analysed above that demonstrate potential gaps in digital service delivery and the diversity of services offered at the City's libraries.







## 10 SPORT & RECREATION

This section of the report details the needs assessment for sport & recreation services and facilities.



### 10.1 Real Need – Aquatic Recreation

#### SPORT AND RECREATION

##### Aquatic Recreation

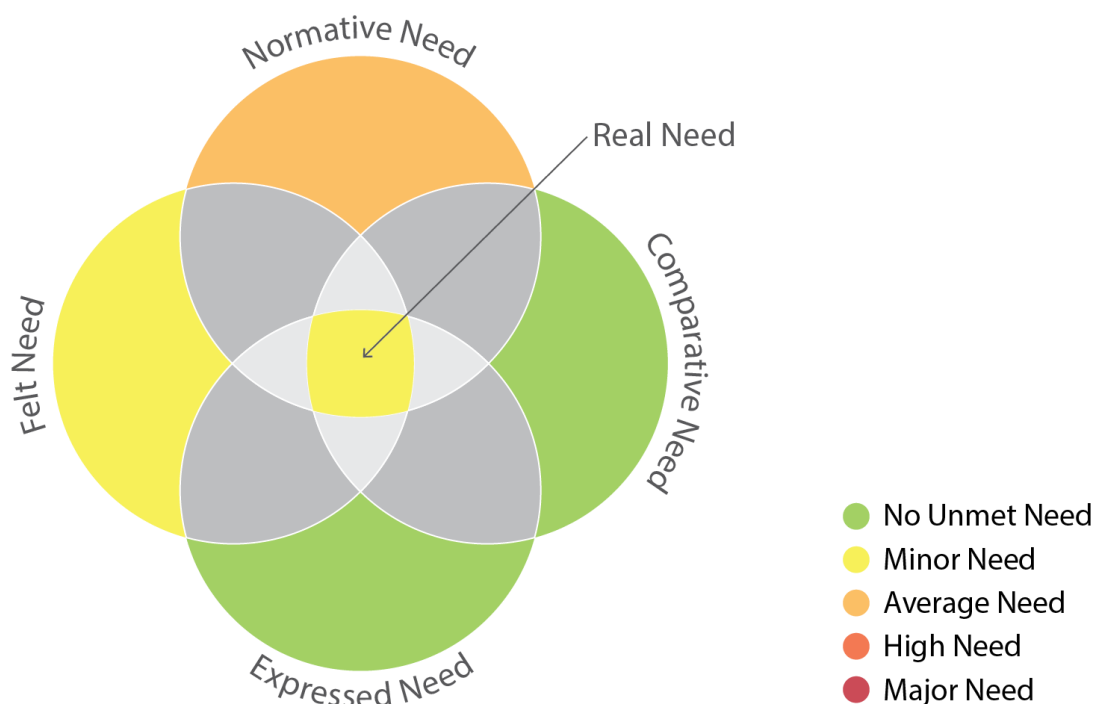


Table 18 shows the summary of four need dimensions for aquatic recreation.

**Table 18. Needs Assessment for Aquatic Recreation**

Need Assessed	Result
Normative Need	The normative need analysis showed there will be a slight underprovision of aquatic recreation facilities going forward.
Comparative Need	The comparative need analysis identified that there is an adequate supply of aquatic recreation facilities compared to the benchmarked areas.
Expressed Need	The expressed need analysis did not identify any unmet need for additional facilities, however, there are some services that may be needed.
Felt Need	Engagement outcomes validated observed needs from the normative and expressed analyses regarding future unmet demand for aquatic recreation facilities and services.

Source: Pracsys 2021

The needs assessment demonstrates there is some need for increased aquatic recreation services and facilities in the City of Joondalup.



## 10.2 Real Need – Organised Sport

### SPORT AND RECREATION

#### Organised Sport

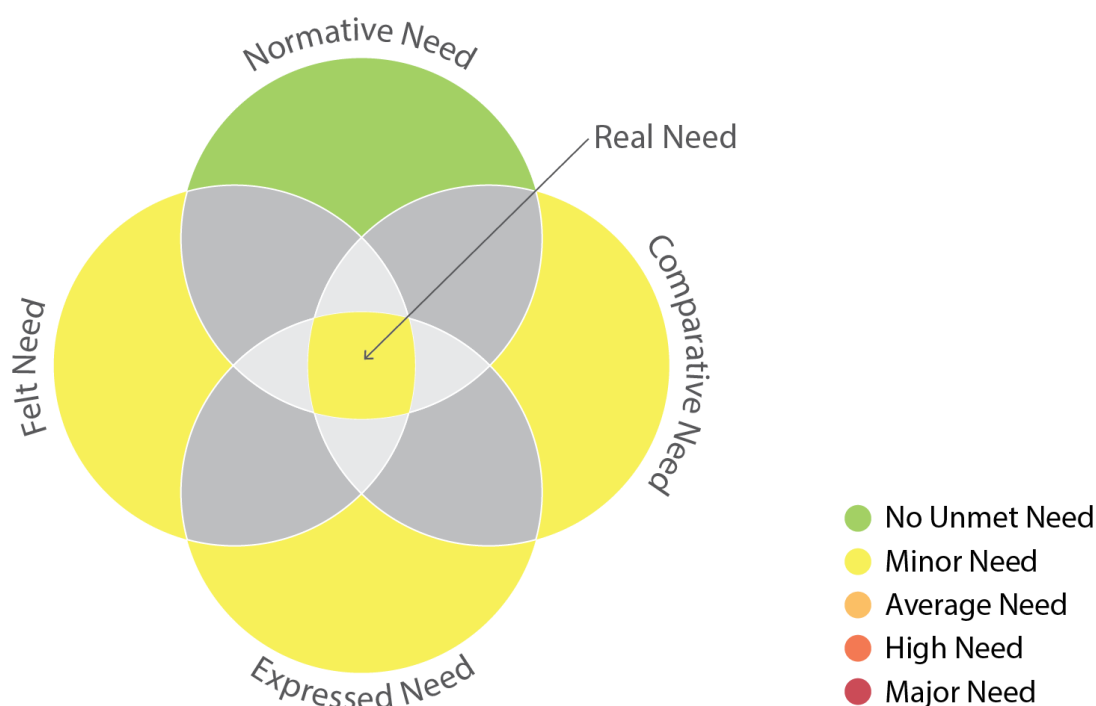


Table 19 shows the summary of four need dimensions for organised sport.

**Table 19. Needs Assessment for Organised Sport**

Need Assessed	Result
Normative Need	The normative need analysis showed there is a sufficient supply of organised sport facilities.
Comparative Need	The comparative need analysis identified that there is a slight underprovision of organised sport facilities compared to the benchmarked areas.
Expressed Need	The expressed need analysis identified an undersupply of particular sporting infrastructure and services such as classes, female teams and female changing facilities.
Felt Need	Engagement outcomes validated observed needs from the comparative and expressed analyses regarding unmet demand for certain organised sport facilities and services

Source: Pracsys 2021

The needs assessment demonstrated that there is a slight need for increased provision of organised sport facilities and services. The facilities demanded include female changing rooms and additional courts and the services demanded include additional classes and female teams.



### 10.3 Real Need – Playgrounds

#### SPORT AND RECREATION

##### Playgrounds

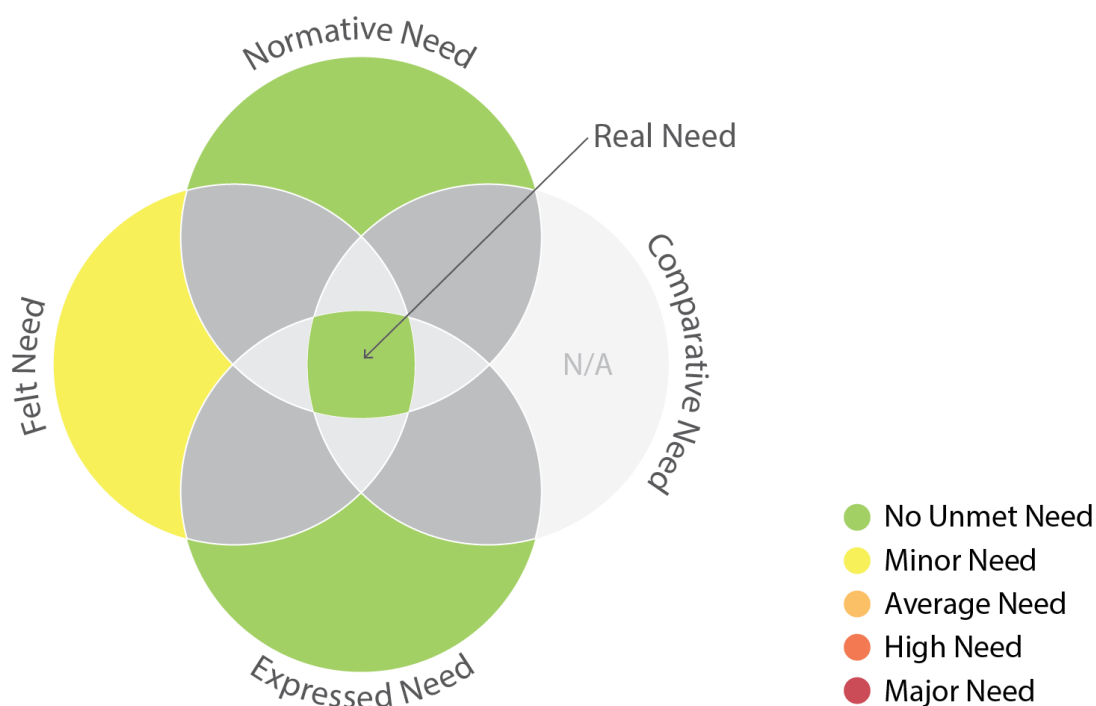


Table 20 shows the summary of four need dimensions for playgrounds.

**Table 20. Needs Assessment for Playgrounds**

Need Assessed	Result
Normative Need	The normative need analysis showed there is an adequate supply and access to playgrounds.
Comparative Need	N/A
Expressed Need	The engagement did not find an expressed need for additional playground services and facilities.
Felt Need	Engagement identified a felt need for additional amenities such as shade and nature playgrounds.

Source: Pracsys 2021

The real need assessment shows that the current supply of playground services and facilities may be adequate but there is potentially demand for additional shading and nature playgrounds.



## 10.4 Real Need – Public Open Space

### SPORT AND RECREATION

#### Public Open Space

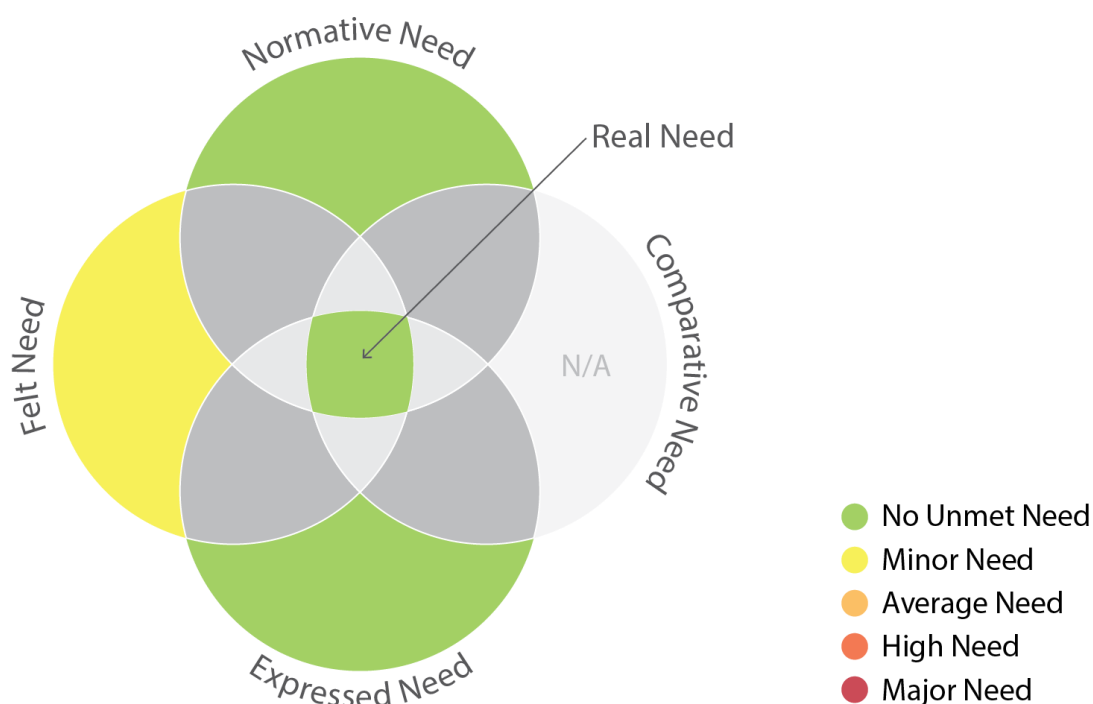


Table 21 shows the summary of four need dimensions for public open space.

**Table 21. Needs Assessment for Public Open Space**

Need Assessed	Result
Normative Need	The normative need analysis indicates that there is adequate access to public open space.
Comparative Need	N/A
Expressed Need	There were no apparent expressed needs for public open space.
Felt Need	Engagement identified a felt need for additional amenities and functions within parks.

Source: Pracsys 2021

The real needs assessment shows that there is adequate open space however there may be a need for additional amenities at the public open spaces.

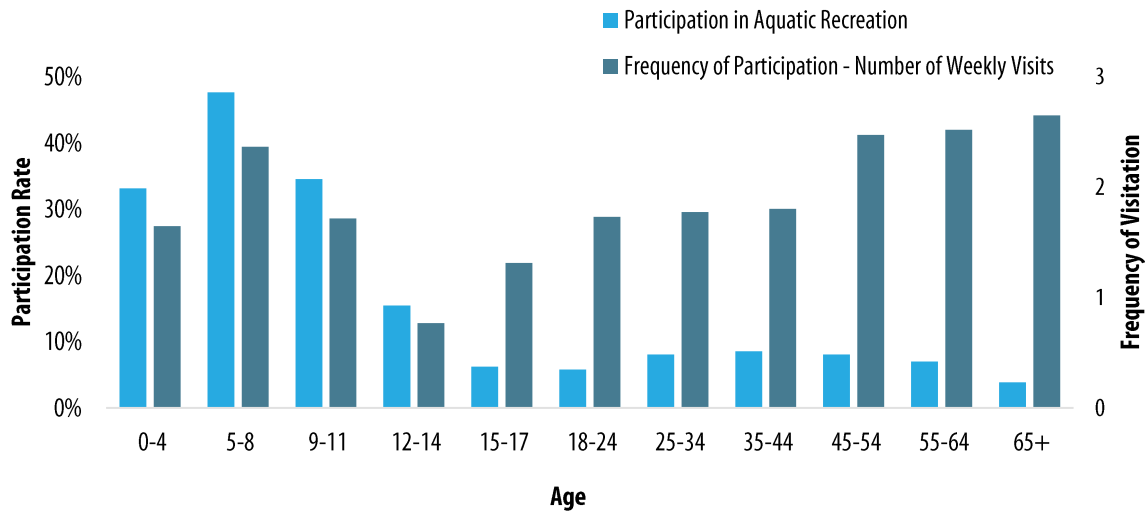




## 10.5 Expressed Need

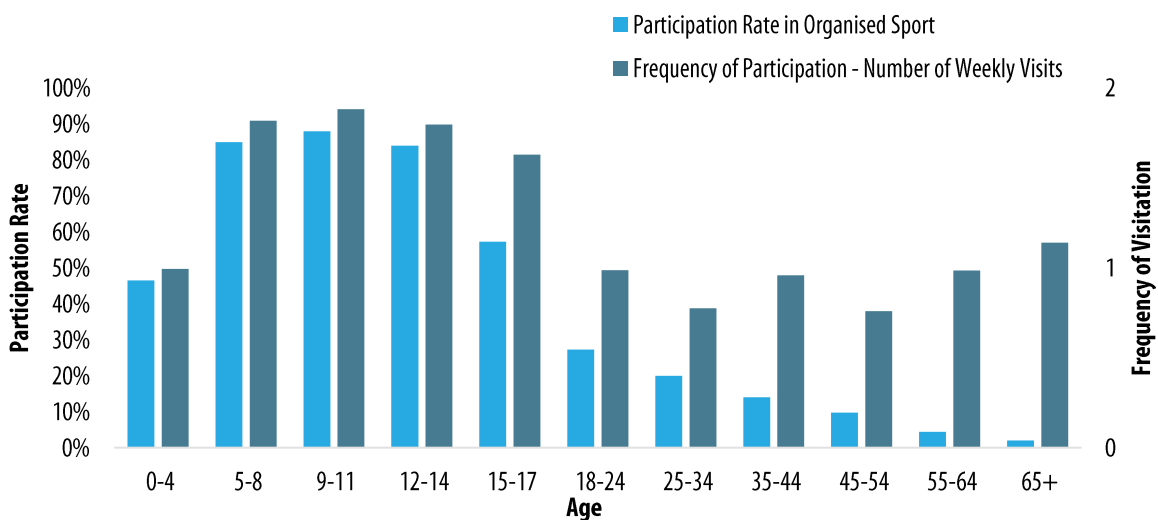
The expressed need analysis for the City of Joondalup is based on membership data for the Craigie Leisure Centre, participation data and engagement undertaken by element.

Participation rate data for organised sport and aquatic facilities are shown in Figure 67 and Figure 68.



**Figure 67. Participation Rate and Frequency of Visitation for Aquatic Facilities by Age**

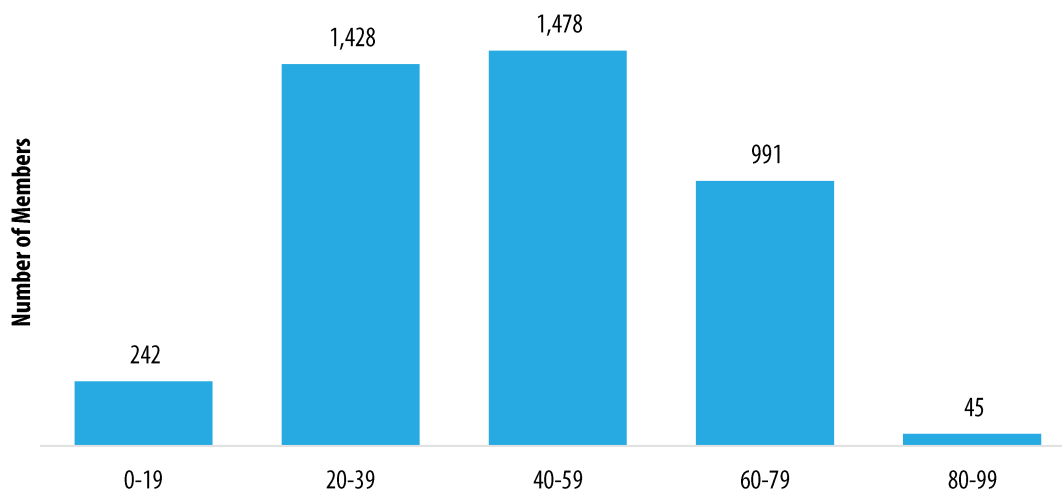
Source: ABS 2013, Australian Sports Commission 2018, Pracsys 2021



**Figure 68. Participation Rate and Frequency of Visitation in Organised Sport by Age**

Source: ABS 2013, Australian Sports Commission 2018, Pracsys 2021

Membership data for the Craigie Leisure Centre indicates that those aged 20-59 are the most prominent users of sport & recreation facilities and services (Figure 69).



**Figure 69. Craigie Leisure Centre Membership by Age**

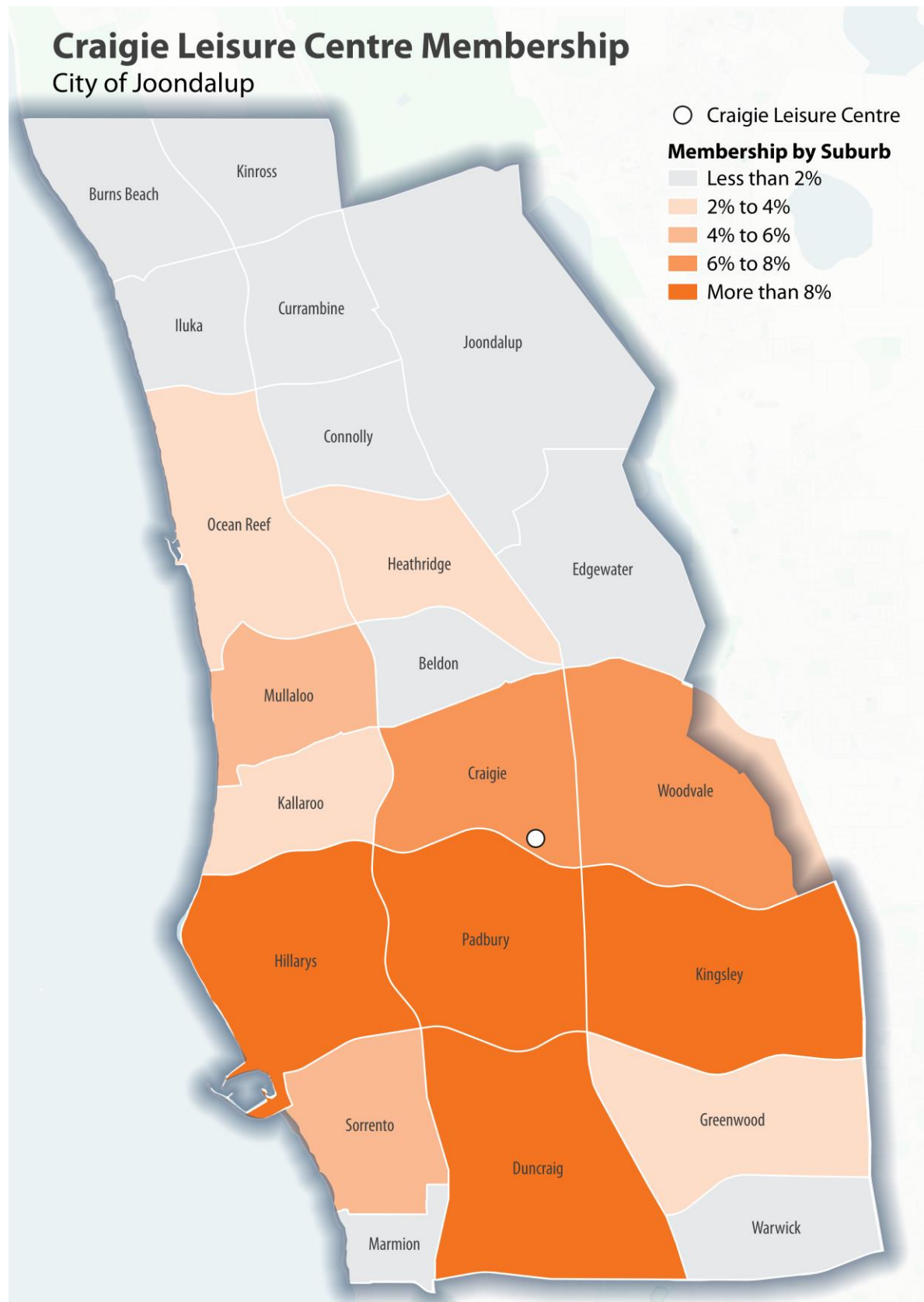
**Source: City of Joondalup 2021, Pracsys 2021**

Additionally, spatial analysis shows that residents utilise sport & recreation infrastructure that is proximate to them (Figure 70).

A random survey conducted by element identified that 81% of respondents used public open spaces, 52% used parks with equipment, 51% used aquatic recreation facilities and 30% engaged in organised sport. Some respondents indicated that they used sport and recreation services outside of the City because they were of quality compared to what is available within the City or they were not available within the City at all. Respondents were most likely to travel outside of the City to access public open spaces, parks with equipment and aquatic recreation.

Conversations with internal City staff and external service providers has identified a number of trends for sport & recreation services and facilities, including:

- Rise in informal sports has increased demand for active open spaces
- Significant rise in demand for female sports (including infrastructure such as changing rooms)



**Figure 70. Craigie Leisure Centre Membership Data by Suburb**

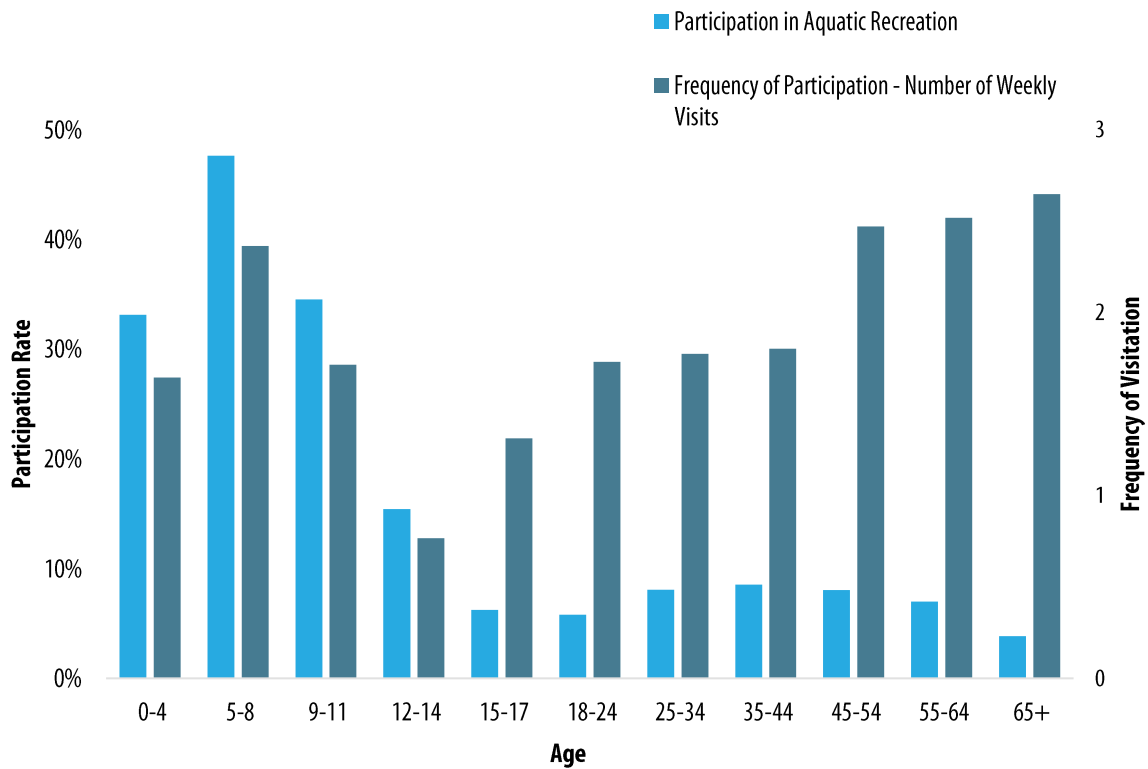
Source: City of Joondalup 2021, Pracsys 2021



## 10.6 Normative Need

### Aquatic Recreation

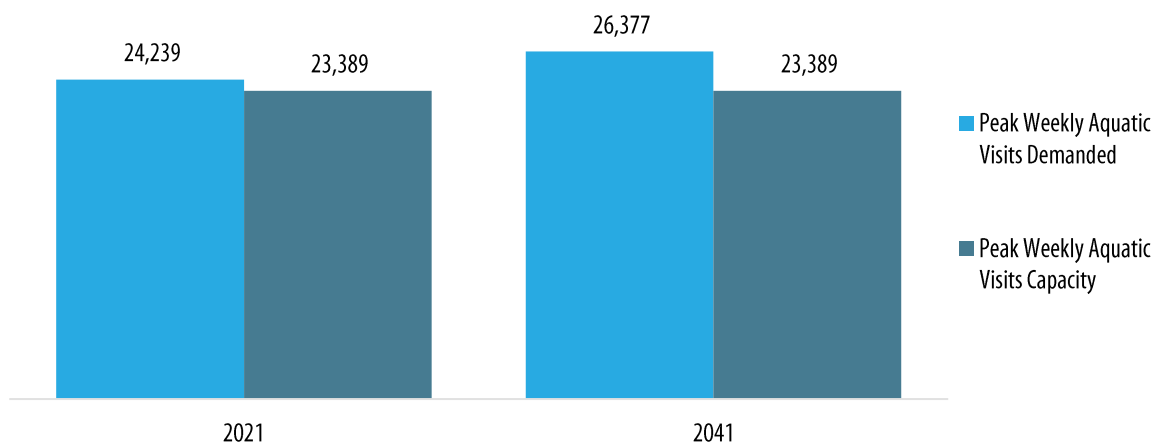
The normative need for aquatic recreation facilities has been based on the age-differentiated number of peak-period visits demanded by City residents. To estimate peak period visitation, the analysis has assessed the participation rate and frequency of participation by age in aquatic recreation. This data shows that persons aged 0-11 have the highest participation rate for aquatic recreation facilities, however, persons aged 45+ use these facilities most frequently (Figure 71).



**Figure 71. Participation Rate and Frequency of Visitation for Aquatic Facilities by Age**

Source: ABS 2013, Australian Sports Commission 2018, Pracsys 2021

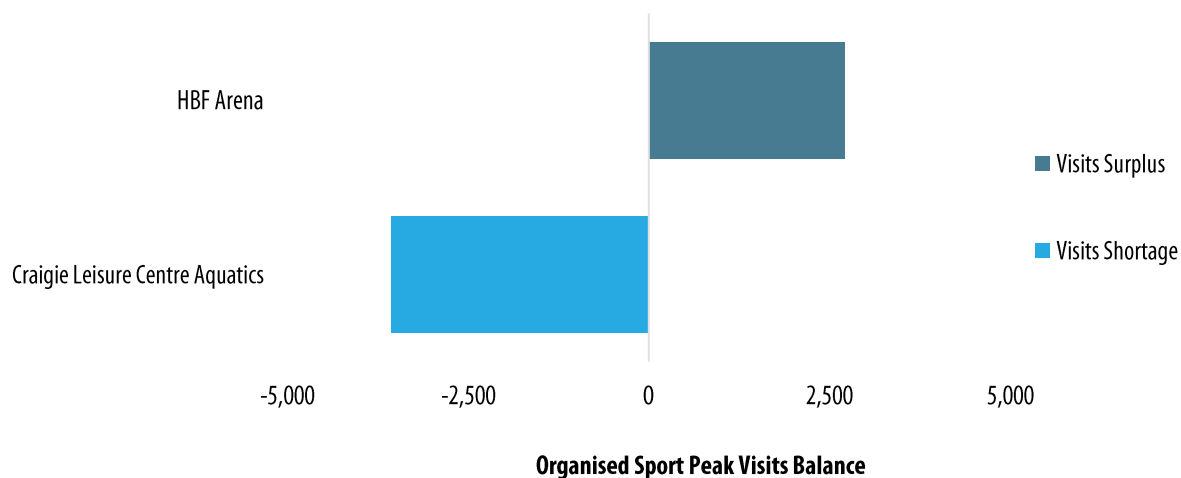
Based on this participation rate and frequency of visitation, the demand for aquatic recreation facilities in peak periods has been estimated. This analysis shows that the City currently has a slight undersupply of facilities, with demand increasing over time (Figure 72).



**Figure 72. Demand for Aquatic Recreation Facilities**

Source: City of Joondalup 2021, Forecast.id 2021, Pracsys 2021

Utilising gravity modelling, the analysis indicates that the Craigie Leisure Centre and HBF Arena will be overcapacity by 2041 (Figure 73).



**Figure 73. Demand for Aquatic Facilities by Facility**

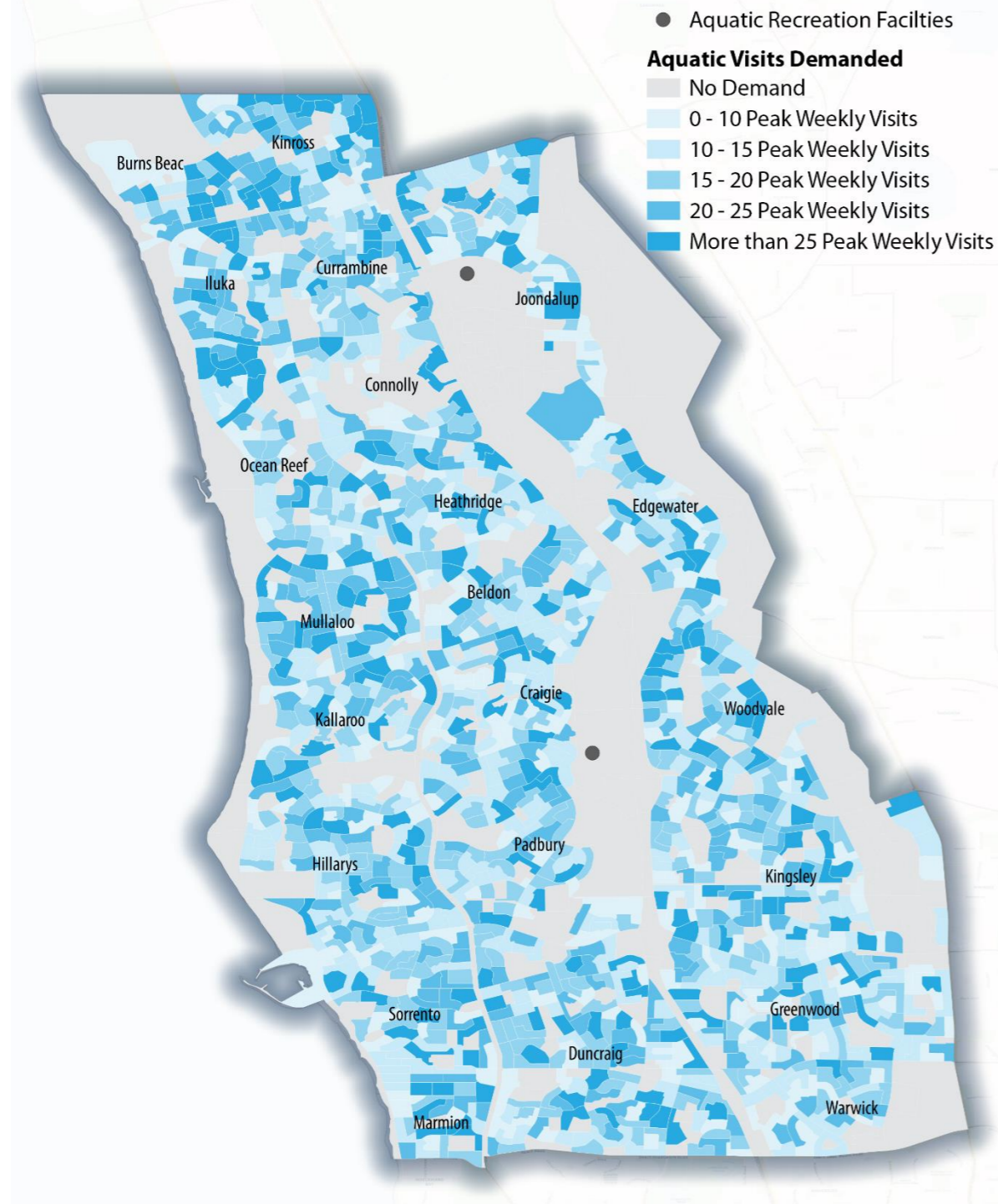
Source: Forecast.id 2021, Pracsys 2021

Figure 74 shows the spatial distribution for demand for aquatic recreation facilities.



# Aquatic Recreation Demand & Supply 2021

City of Joondalup



# Aquatic Recreation Demand & Supply 2041

City of Joondalup

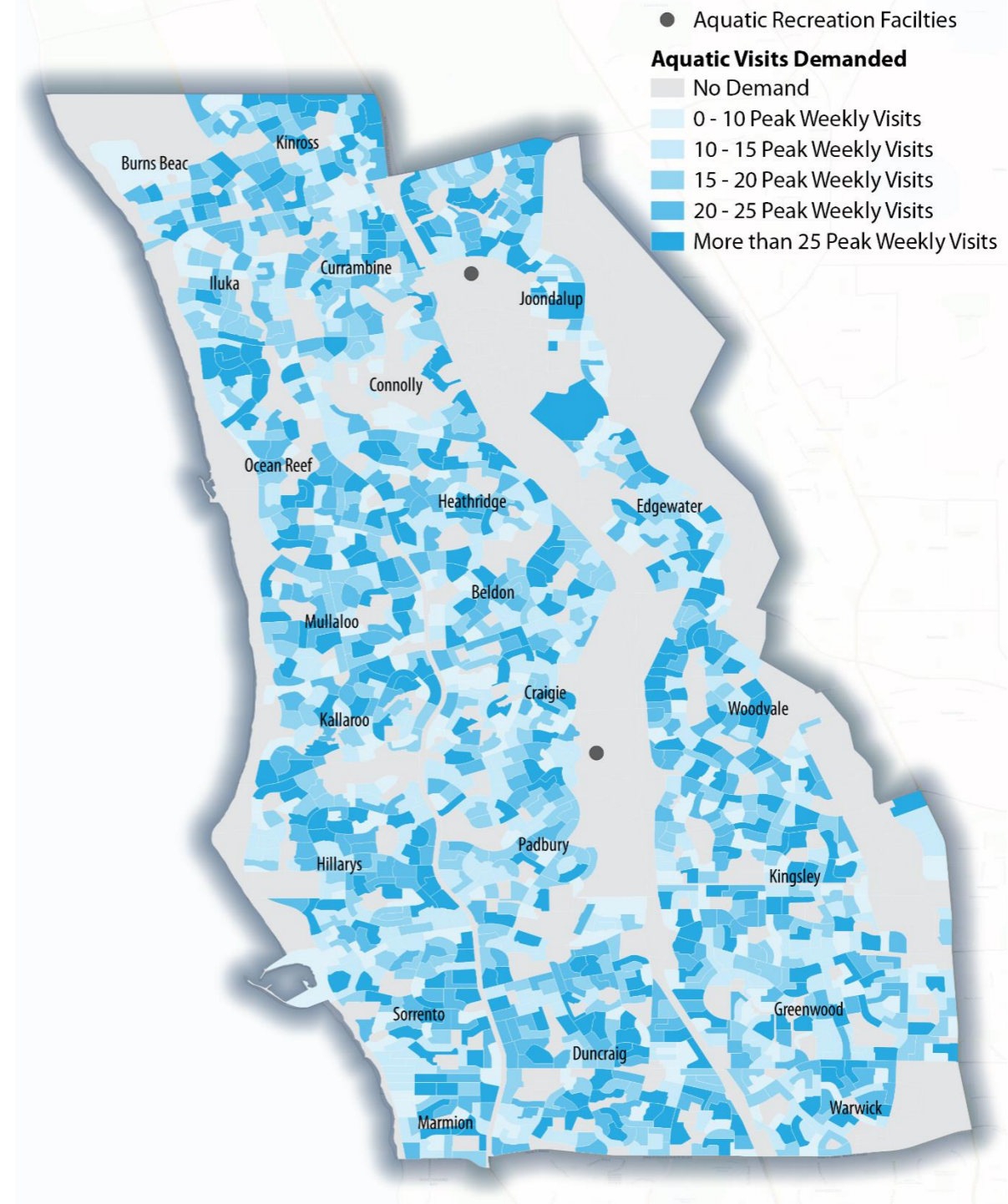
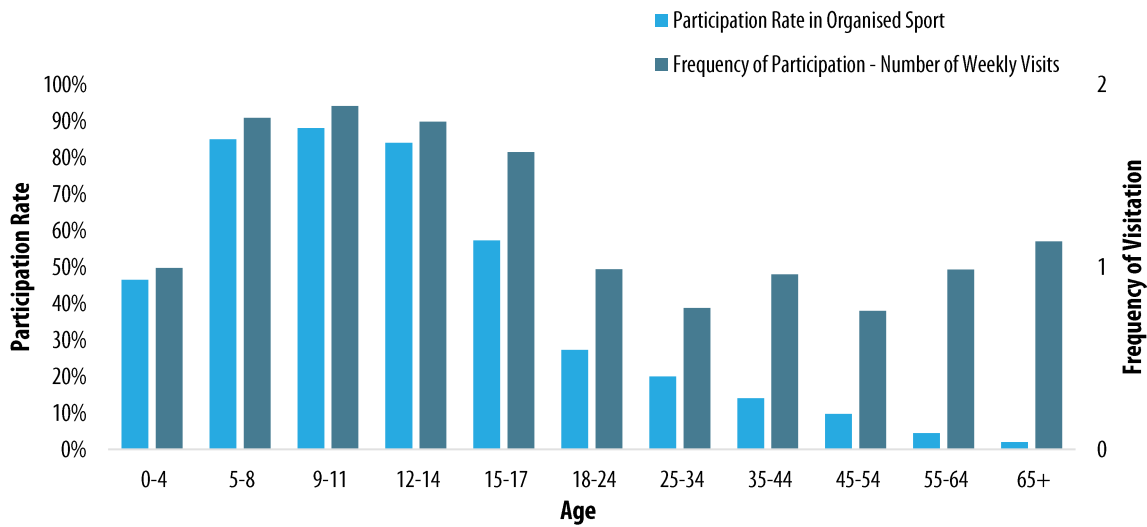


Figure 74. Library Floorspace Demand and Supply in the City of Joondalup

Source: City of Joondalup 2021, Forecast.id 2021, Pracsys 2021

## Organised Sport

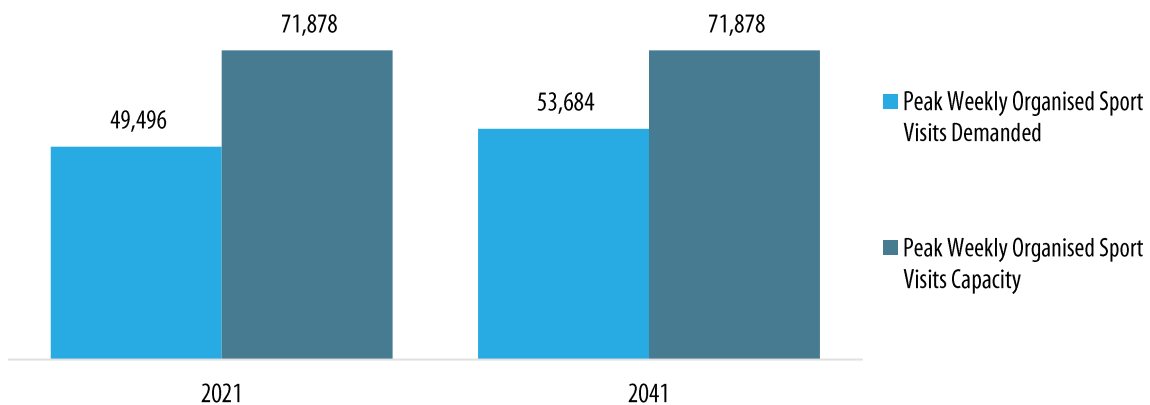
The normative need for organised sport facilities has been based on the age-differentiated number of peak-period visits demanded by City residents. To estimate peak period visitation, the analysis has assessed the participation rate and frequency of participation by age in organised sport. This data shows that persons aged 0-17 have the highest participation rate for organised sport facilities and have the highest frequency of participation (Figure 75).



**Figure 75. Participation Rate and Frequency of Visitation in Organised Sport by Age**

Source: ABS 2013, Australian Sports Commission 2018, Pracsys 2021

Based on this participation rate and frequency of visitation, the demand for organised sport facilities in peak periods has been estimated. This analysis shows that the City has enough supply of organised sport facilities to meet current and future demand (Figure 76).



**Figure 76. Demand for Organised Sport Facilities**

Source: City of Joondalup 2021, Forecast.id 2021, Pracsys 2021

Source: Forecast.id 2021, Pracsys 2021

Figure 77 shows the spatial distribution for demand for organised sport facilities.



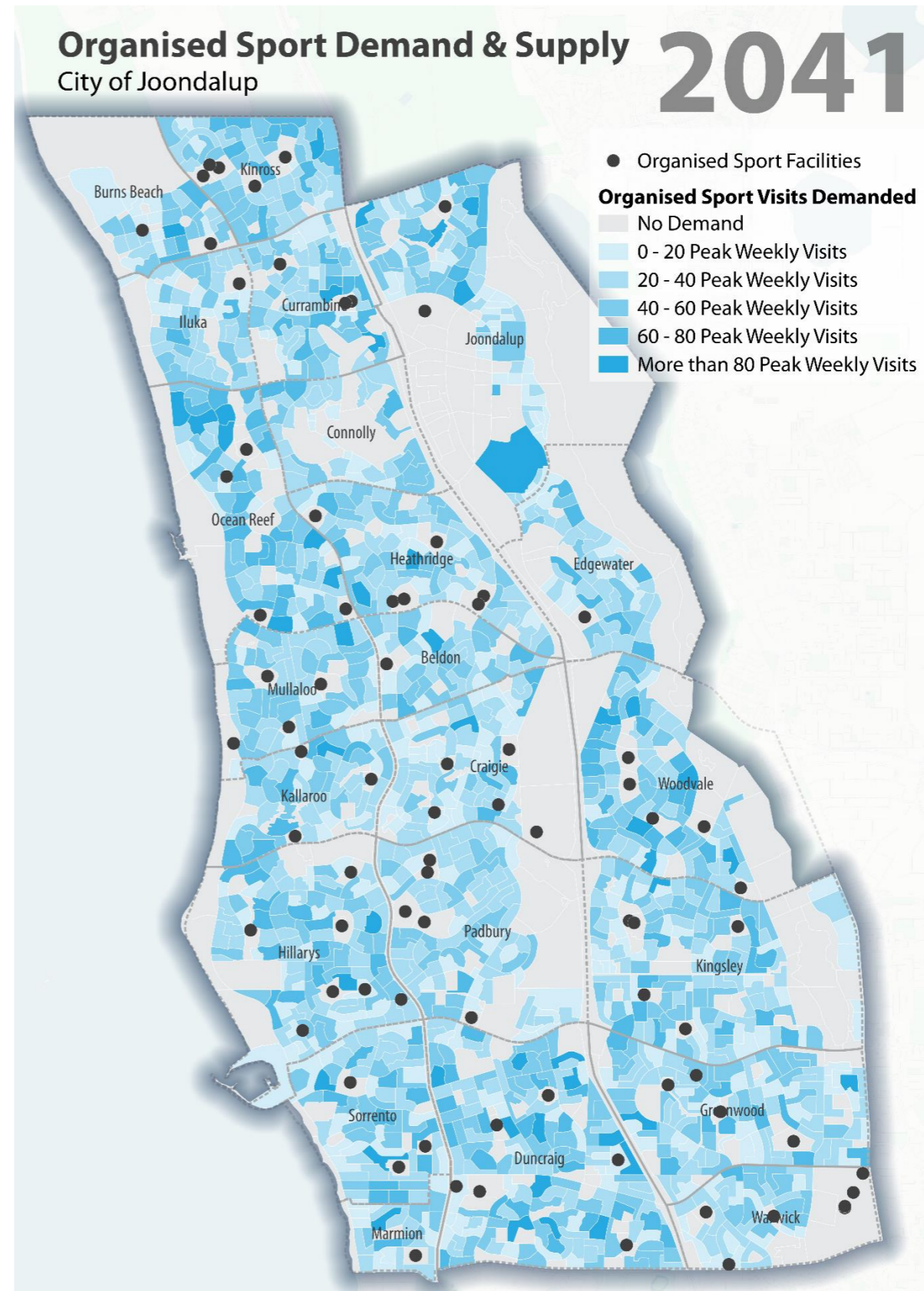
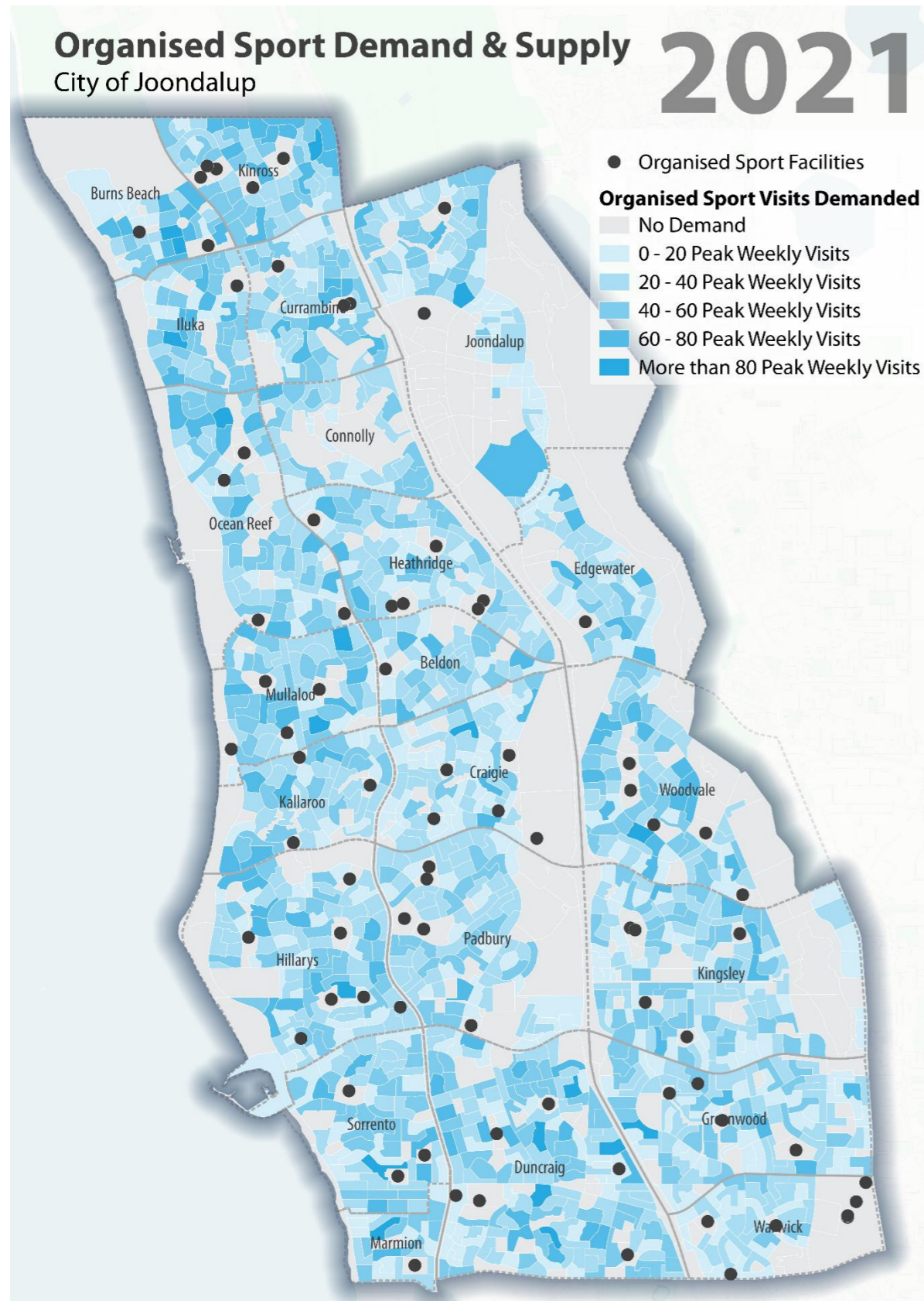


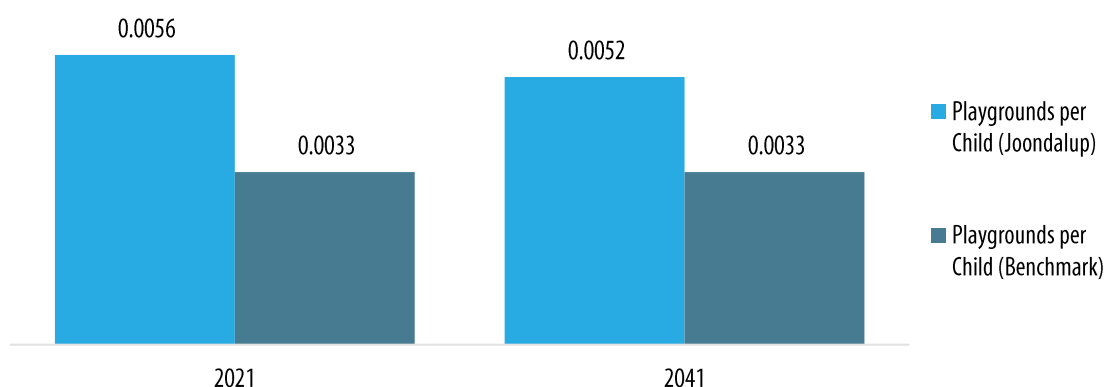
Figure 77. Organised Sport Demand and Supply in the City of Joondalup

Source: City of Joondalup 2021, Forecast.id 2021, Pracsys 2021



## Playgrounds

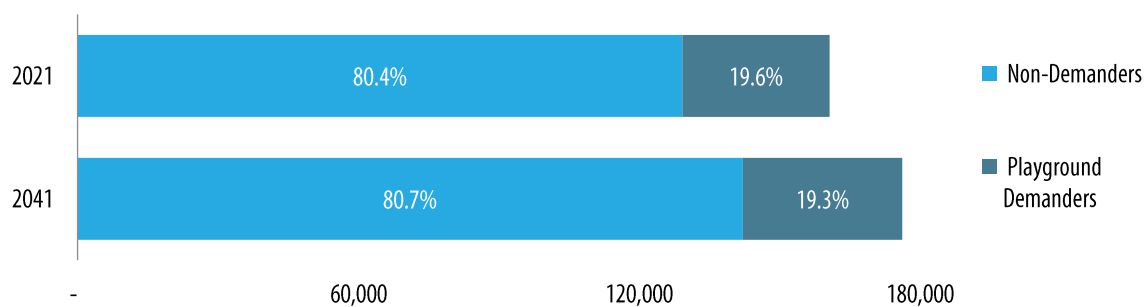
The normative need for playgrounds has been assessed based on the provision of one playground per 300 children aged 0 to 15.<sup>19</sup> Based on this normative provision standard, the analysis shows that there is an adequate supply of playgrounds in the City of Joondalup, both now and into the future (Figure 78).



**Figure 78. Playgrounds Per Child in the City of Joondalup**

Source: City of Burnside 2014, City of Joondalup 2021, Pracsys 2021

It should also be noted that the proportion of residents utilising playgrounds will slightly decrease over this period (Figure 79).



**Figure 79. Proportion of Residents using Playgrounds**

Source: Forecast.id 2021, Pracsys 2021

Encouragingly, these facilities are spread throughout the City and based on an 800m catchment for playgrounds,<sup>20</sup> 99% of residents have access to a Playground (Figure 80).

<sup>19</sup> City of Burnside, 2014, <http://www.engage.burnside.sa.gov.au>

<sup>20</sup> Parks and Leisure Australia, 2020, <https://www.parksleisure.com.au/Site/emails/email-wa/newsletters/cfg-released.aspx>

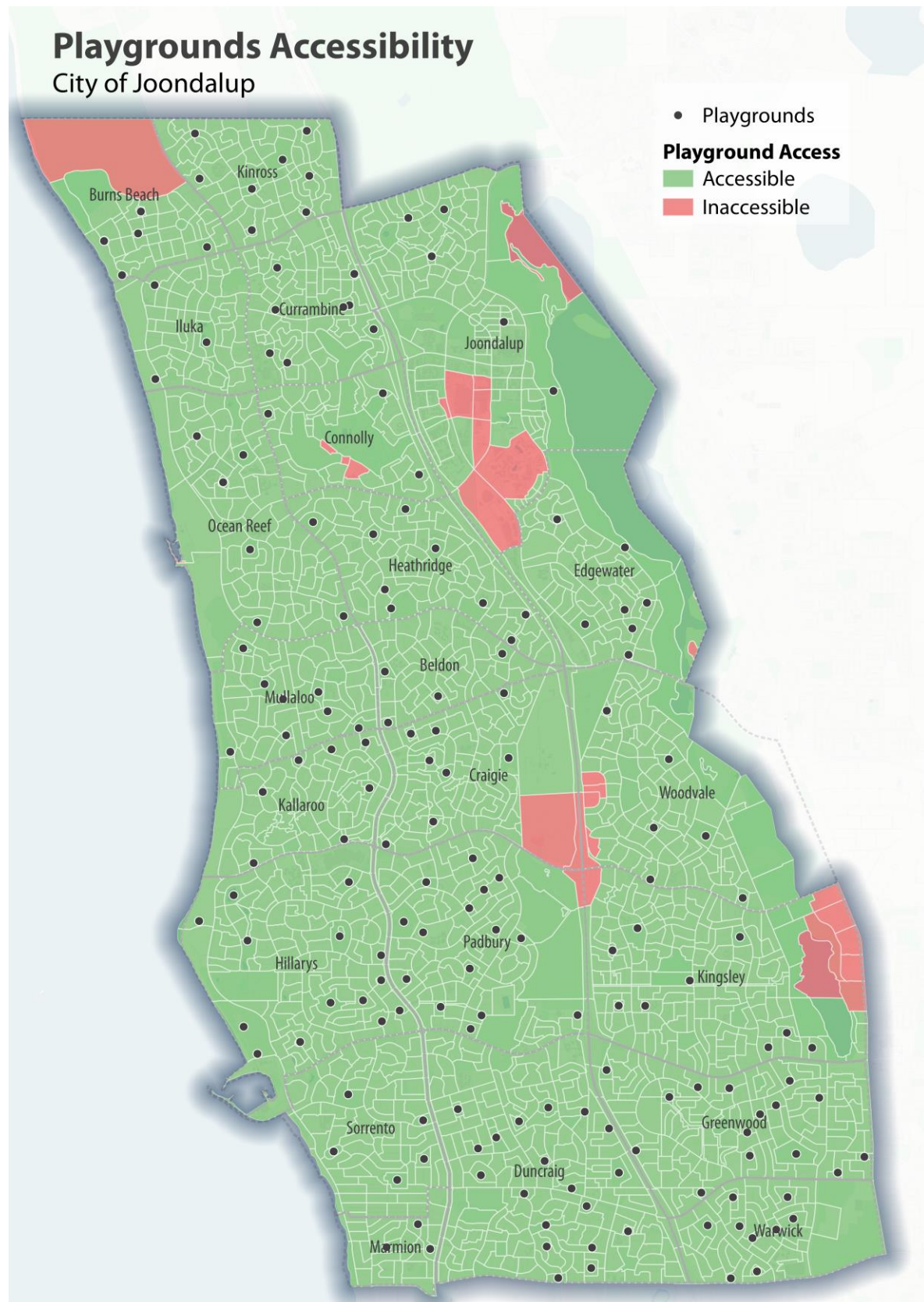


Figure 80. Playground Accessibility in the City of Joondalup

Source: Pracsys 2021

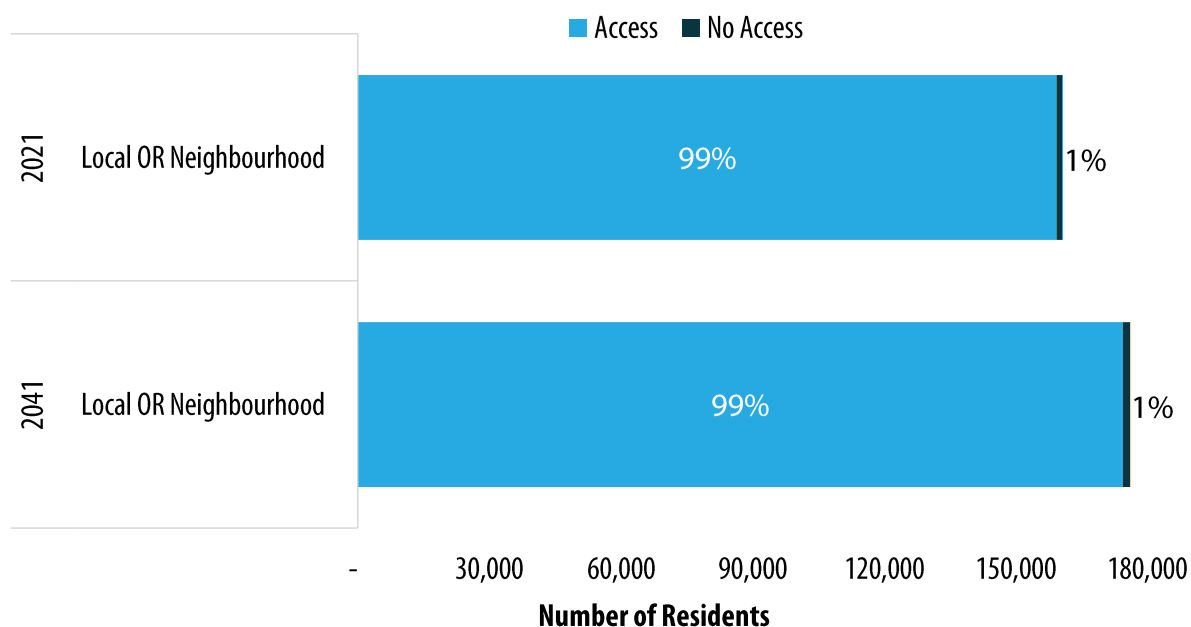


### Public Open Space

The normative need assessment for public open space is based on accessibility standards set by the Department of Local Government, Sport and Cultural industries which stipulates that accessibility standards are:<sup>21</sup>

- 400m access to Local POS (less than 1 Ha)
- 800m access to Neighbourhood POS (1 to 5 Ha)
- 2km access to District POS (5 to 15 Ha)
- 10km access to Regional POS (more than 15 Ha)

Based on these standards, the analysis has estimated the proportion of residents that have access to public open space both now and into the future (Figure 81).



**Figure 81. Proportion of Residents with Access to Public Open Space**

Source: City of Joondalup 2021, Forecast.id 2021, Pracsys 2021

Figure 82 shows the accessibility to public open space for residents within the City of Joondalup spatially.

<sup>21</sup> Parks & Leisure Australia (WA), 2020, <https://www.parksleisure.com.au/Site/emails/email-wa/newsletters/cfg-released.aspx>

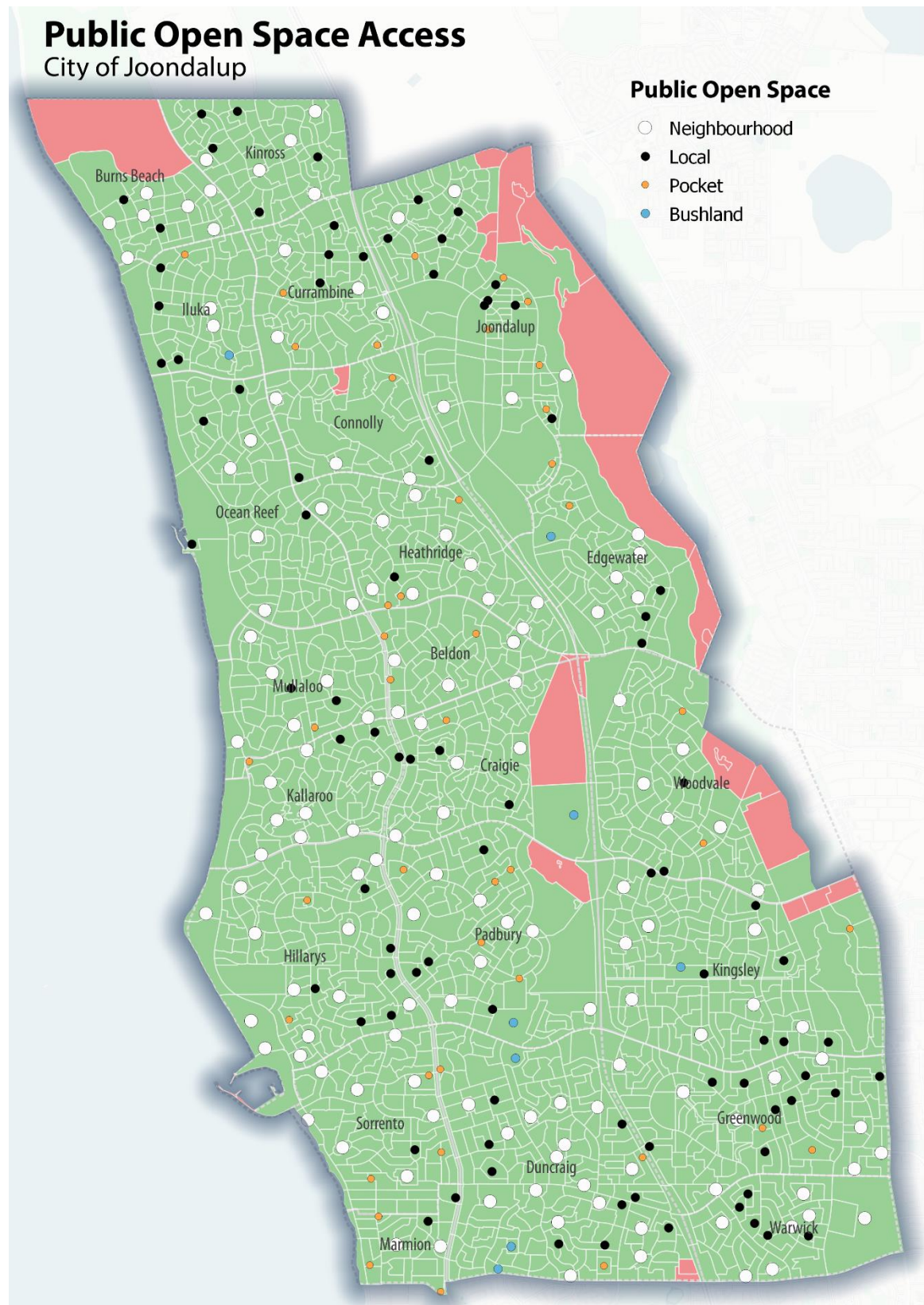


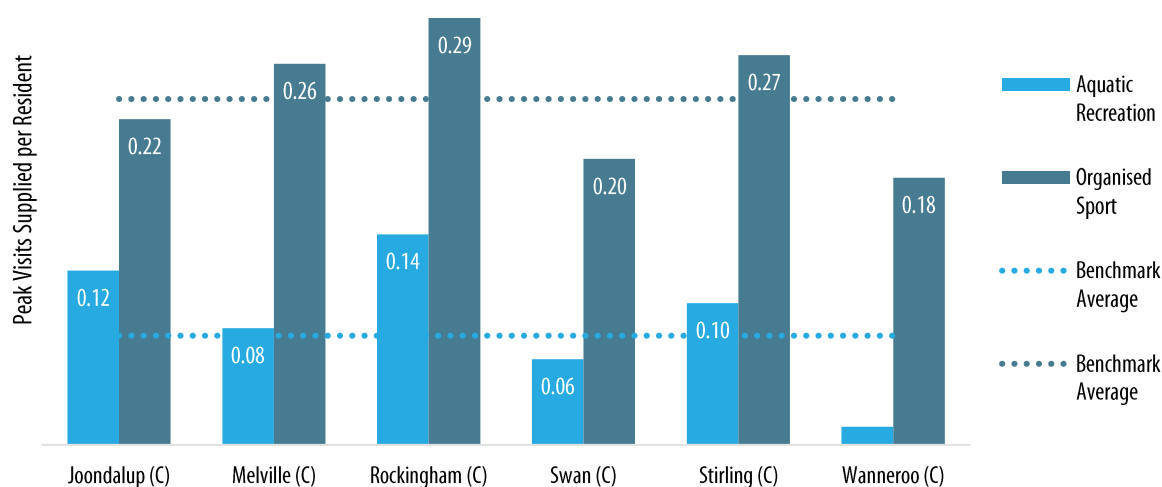
Figure 82. Accessibility to Public Open Space in the City of Joondalup

Source: Pracsys 2021



## 10.7 Comparative Need

To assess if there is a comparative social need for increased sport & recreation services the analysis has assessed the provision of aquatic recreation and organised sport per resident. This analysis shows that the City of Joondalup provides a higher provision of aquatic recreation and a slightly lower provision of organised sport services compared to benchmarked areas (Figure 83).



**Figure 83. Peak Visits Supplied per resident for Sport & Recreation Services**

Source: Individual Facility Websites 2021, Pracsys 2021

The City of Joondalup is shown to have a slight comparative need for increased organised sport facilities. The City’s demography is expected to shift towards more young families over time and accordingly, demand for organised sport facilities should increase.



## 10.8 Felt Need

This section summarises the key themes that emerged throughout community engagement in regards to the sport and recreation services stream. Felt need summarises the views of the community that has been consulted.

A random survey was conducted to understand to what extent the community felt their need for sport and recreation services were currently being met (Figure 84). Results from the survey suggest that 32% of respondents are not having their sport and recreation services needs fully met.



**Figure 84. Extent that Existing Sport and Recreation Services are Meeting Community Needs**

Source: Pracsys 2021

Generally, across all streams, one third of respondents believed access to current services is insufficient for them and their family's needs, with their requests including park equipment and amenities, sports courts and youth facilities. Looking forward, 54% of respondents indicated that they and their family will require access to additional community infrastructure and services (including sports courts and youth facilities) within the next decade (to 2031).

Results from a separate pop-up survey however suggested that only 15% of respondents indicated that existing sport and recreation services were not entirely sufficient for their needs.

Stakeholder engagement conducted by element identified that there is likely to be some additional need for sports courts in the future.

Some other themes that were mentioned include increased demand for:

- Public tennis courts
- Aquatic classes
- Parking spaces at sporting facilities
- Fenced dog exercise areas
- Shade
- Outdoor exercise equipment in key locations
- Nature play spaces
- Skateboarding/BMX facilities,
- Basketball and badminton courts
- Lack of places to ride bicycles within the City, following the trend of increasing bicycle ownership following COVID-19
- Demand for nature play spaces, dog facilities, following the trend of increasing bicycle ownership following COVID-19



Based on these key themes identified by element, there is some felt need for increased sport services and facilities in the future. Residents have identified a need for increased sporting infrastructure across an array of sports and increased amenities at parks. The City should pay particular attention to the significant rise in female sport and the need for female changing facilities at ovals. This corroborates the findings of the other needs analyses.







## 11 NEED PRIORITISATION

The assessed service categories have been prioritised to identify the most critical needs that can be addressed by the City of Joondalup. This assessment has been done based on the results from the needs analysis above.

### 11.1 Prioritisation Criteria

To identify the prioritisation order for the service categories the analysis has assessed the level of need for each of the four need types where a real need is demonstrated. The total number of affected persons based on the normative need assessment, the affected group and the timing of the need based on the normative need assessment. A numerical scale has been applied to each of the four need types to identify the real need for each category, which is the average of the numerical scale for each need type. The results of this are shown in Table 22.

**Table 22. Overall Needs Summary**

Service Stream	Service Category	Normative Need (Current)	Normative Need (Future)	Comparative Need	Expressed Need	Felt Need	Affected Persons	Affected Group	Timing of Need	Real Need	Real Need (Qualitative)
Aged Care & Seniors Support	Residential Aged Care	1	4	4	2	2	330	75+	2023	2.6	Minor - Average Need
	Nursing Service	N/A	N/A	4	3	3	330+	75+	N/A	3.3	Average - High Need
Childcare & Child Health	Childcare	2	2	1	2	2	None	<12, Parents	None	1.8	No – Minor Need
	Child Health	1	1	1	1	1	None	<12, Parents	None	1.0	No Unmet Need
Community	Community Centres	1	1	5	2	N/A	None	All Persons	None	2.0	Minor Need
	Disability, Youth, Homeless and other Targeted Services	2	3	5	5	4	None	Disadvantaged Persons	None	4.1	High Need
Cultural	Cultural	5	N/A	5	5	5	All	All Persons	Now	5.0	Major Need
Education	Primary School	1	2	1	1	1	669	<12, Parents	2033	1.1	No – Minor Need
	Secondary School	1	2	1	2	2	684	12-17, Parents	2031	1.6	No - Minor Need
Library	Library	1	1	2	1	2	N/A	All Persons	N/A	1.5	No – Minor Need
Sport & Recreation	Aquatic Recreation	2	3	1	1	2	1,412	All Persons	2032	1.6	No – Minor Need
	Organised Sport	1	1	2	2	2	None	All Persons	None	1.8	No – Minor Need
	Playgrounds	1	1	N/A	1	2	N/A	<12, Parents	N/A	1.3	No – Minor Need
	Public Open Space	1	1	N/A	1	2	N/A	All Persons	N/A	1.3	No – Minor Need

Source: Pracsys 2021, element 2021

Note: 1 = Meets Need, 2 = Minor Residual Need, 3 = Some Need, 4 = High Need, 5 = Major Need



This analysis has identified that the greatest real need is for cultural, disability, youth, homeless and targeted services and nursing service facilities and services. The prioritisation of needs has been determined based on this analysis. This prioritisation results are shown in Section 11.2.

## 11.2 Prioritised Needs

The social service streams have been assessed and the most pressing social needs have been identified. Based on the analysis, cultural, disability, youth, homeless and other targeted services and nursing service have the highest real need ranking (Table 23).

**Table 23. Real Need Prioritisation**

Service Stream	Service Category	Real Need Prioritisation
Cultural	Cultural	1
Community	Disability, Youth, Homeless and other Targeted Services	2
Aged Care & Seniors Support	Nursing Service	3
Aged Care & Seniors Support	Residential Aged Care	4
Community	Community Centres	5
Sport & Recreation	Organised Sport	6
Childcare & Child Health	Childcare	7
Education	Secondary School	8

**Source: Pracsys 2021**

This real need ranking summarises the results from the normative need, comparative need, expressed need, felt need analysis. The City should use this prioritisation to identify the social service facilities that are most underprovided or require changes to the services provided at these facilities. Encouragingly, the results have shown that for the majority of social service streams, the City of Joondalup provides an adequate supply of facilities.

## 12 CONCLUSION

This Social Needs analysis has been prepared for the City of Joondalup to assist the City in identifying the social needs of the City's existing and future population. To assess social need holistically, the analysis has assessed the four types of need from Bradshaw's Taxonomy of Need:

- Normative Need – Industry standard
- Comparative Need – Performance against benchmarked areas
- Expressed Need – Existing demand expressed through usage
- Felt Need – View of the local community

This analysis has been undertaken for fourteen Service Streams across seven Service Categories. These service categories include:

- Aged Care & Seniors Support
- Childcare & Child Health
- Community
- Cultural
- Education
- Library
- Sport & Recreation

Based on the results from the assessment of these need types, the analysis has identified the service streams that have the most pressing real need and has prioritised these needs accordingly. The service streams that have been identified as the most underprovided/have the greatest real need includes:

- Cultural
- Disability, Youth, Homeless and Other Targeted Services
- Nursing Service
- Residential Aged Care
- Community Centres

## 13 APPENDIX 1: DEMOGRAPHIC ANALYSIS

Please see Demographic Analysis Briefing Note overpage.

## 14 APPENDIX 2: ENGAGEMENT OUTCOMES REPORT

Please see element Engagement Outcomes Report overpage.