

VOICES OF OUR REGIONS

North West and
West Tasmania



CONTENTS

| | |
|-------------------------------------|-----------|
| FOREWORD | 2 |
| ABOUT THE REGION | 4 |
| DEMOGRAPHICS | 5 |
| IN THEIR OWN WORDS | 6 |
| Income | 7 |
| Children | 8 |
| Employment | 10 |
| Housing | 12 |
| Transport | 14 |
| Education | 16 |
| Safety | 18 |
| Health | 20 |
| Getting heard | 22 |
| SMITHTON THROUGH MY EYES | 24 |
| COMMUNITY IN FOCUS: SMITHTON | 26 |
| Income and child disadvantage | 26 |
| Employment | 27 |
| Education | 27 |
| Housing | 28 |
| Safety | 28 |
| Transport | 28 |
| Health | 28 |
| Getting heard | 29 |
| APPENDIX 1 | 30 |
| ENDNOTES | 31 |
| Acknowledgments | 32 |

FOREWORD

Pride. Compassion. Strength. These are the key themes that rose to the top of our discussions with residents of Tasmania's North West and Western regions.

Pride in their history, their beautiful environment, their achievements as a community. Pride in each other, their resilience and connectedness.

Compassion for those doing it as tough or tougher than themselves. And insight into the need for communities like theirs to lift all members up by coming together and finding effective solutions.

And strength. Time and again those we spoke with or who responded to our online survey in this region highlighted the connectedness of their communities—connections with each other, with family, friends, communities, with local history and their surrounding environment.

And all of this adds up to trust—in an active and actioned belief that the things that hold this region and its people together are stronger than any differences or circumstances that may try to tear them apart.

Through this project we also found ideas, solutions and a sense that things need to change and be done differently if we are to improve the lives of every community member.

Health, education, employment and safety: these were all cited as priority concerns. But not in a context of whining—in a context of 'We can fix this. We can propel change for the better.'

And as would be expected in a part of our State with a higher than average number of children being born into poverty, long-term, entrenched unemployment, many transportation gaps and poor educational attainment, there was great concern for the future.


Although residents know they can count on others within the community if they fall on particularly hard times, there is a strong desire to prevent those hard times from ever arising—to model respectful relationships, encourage academic achievement and ensure work wasn't just available but was meaningful for those who call this region home.

It is tricky to single out community service organisations in this region because they are such an integrated part of its communities. Community development and emergency relief agencies were referred to time and again as a vital and trusted member of the fabric of this region—providing assistance, support and building capacity throughout.

Pride. Compassion. Strength.

What leader wouldn't take the time to speak, listen and learn from the people who know the North West and West best: the people who sit there, solutions in hand, eager for the support needed to change their communities for the better.

KYM GOODES
TASCOSS CEO



Health, education, employment and safety: these were all cited as priority concerns. But not in a context of whining—in a context of ‘We can fix this. We can propel change for the better.’

ABOUT THE REGION

The North West and West region includes the local government areas of Burnie, Central Coast, Circular Head, Devonport, Kentish, King Island, Latrobe, Waratah-Wynyard, and West Coast.

The North West and West makes up approximately 22% of Tasmania's population.* The region's population is slightly older than that of Tasmania overall; it also has a higher proportion of people that identify as Aboriginal than the state as a whole.

The electorate of Braddon, which encompasses much of the region, falls into the second-highest quintile of personal well-being among electorates in Australia in a survey that measures people's satisfaction with the quality of their lives. Braddon has a score of 76.95 compared to a national average of 76.9.

TasCOSS visited three communities in the North West and West: Shorewell Park in Burnie, Smithton, and Rosebery. We chose these communities as part of a Tasmania-wide selection process, on the basis of a matrix that included:

Population size

Rough catchment size

Aboriginal population

Geographical isolation

Levels of unemployment, both current and over time

Presence/absence of health services

Population health

Transport options

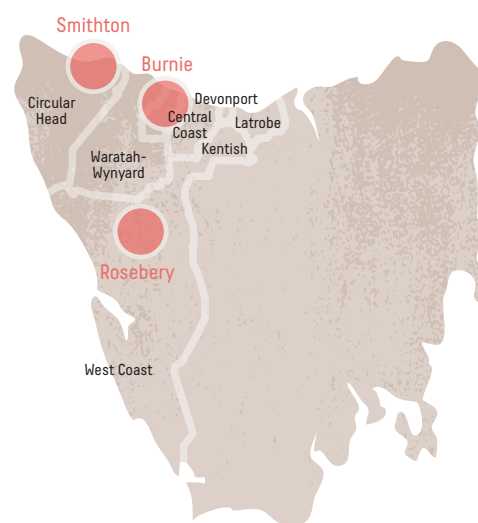
High school attendance rates

Median weekly household income

SEIFA IRSAD score within Tasmania

Heart Foundation Heart Map rating

King Island



We spoke with 29 residents of the North West and West at the following locations:

Wyndarra Centre, Smithton

Burnie Neighbourhood House, Shorewell Park

Rosebery Neighbourhood House

We also conducted an on-line survey that attracted 13 respondents from the North West and West region.

*For sources for all data used in this report, please see endnotes, p31.

DEMOGRAPHICS



| Region | 2014 | | |
|----------------------------|---|--------------------------------|---------------------------------|
| | Population | Aboriginality (2011) | Median age |
| NORTH WEST AND WEST | 113,927 | 5.9 | 42.7 |
| Burnie/ Ulverstone | 49,773 | 6.0 | 42.9 |
| - Shorewell Park | (Parklands Camdale SA2) 6,528 | 5.5 | 40 |
| Devonport | 45,776 | 4.8 | 42.9 |
| West Coast | 18,378 | 8.3 | 41.5 |
| - Smithton | 4,099 | 14.4 | 38.3 |
| - Rosebery | (West Coast SA2) 4,527 | (West Coast SA2) 6.7 | (West Coast SA2) 41.3 |
| TASMANIA | 514,762 | 4.0 | 41.5 |

IN THEIR OWN WORDS

The importance of community

Most participants in all three locations were proud to live in a lovely part of the state. As one participant said:

I love being here. This is my home.

I'm stamping my feet on it and saying 'it's mine'.

In all three locations, participants spoke of the pleasure of living in a beautiful environment in which they could connect with nature. They also appreciated the region's low population pressures and gentle pace of life, which gives people the time to connect with family, to form strong friendships, and to engage in activities they described as nurturing, such as growing their own food.

Gardening is simple. You water and weed – amazing to watch. You watch how plants grow and you have hope for yourself that you can grow.

Several people suggested that these factors underpin the community spirit found across the region, and the pride that local residents feel in their communities. Particularly in Burnie, participants suggested that local efforts to build community spirit are having positive effects.

The [local] park is improving, feels safer, and there is greater community pride...There is a stigma attached to Shorewell, [but] this is shifting. We like to feel proud of being a 'Shorewellian.'

In the three locations, all participants said that the people around them were what they valued the most about their community. Many spoke of the willingness of their local community to come together in tough times, and praised the volunteers who operate across the community to help others in need.

If [all the volunteers] stopped, Circular Head couldn't keep going.

In particular, all participants praised their local Neighbourhood Houses, including the volunteers who work there, for their warmth and support, as well as for their part in building community pride. Some said that local employers (for example, the mine in Rosebery) have also shown strong community spirit.

At their best, participants in all three locations said, small communities have some great attributes. In particular, several participants noted that beyond strong connections between friends and family, services in small communities have the ability to connect with their clients more deeply than might be the case in a larger, more anonymous setting. Some praised local businesses that have been willing to go the extra mile for those in need.

We're all humans [here]...We're not a number.

The challenges for people doing it tough

Although participants loved many things about their lives, they also were faced with challenges. These covered a wide range of issues—income, employment, education, housing, health, transport, and safety—including how they affect children in the region.

[What worries me is] ...lack of permanency in jobs, cost of living, access to services, how my children will ever afford to buy a house.



INCOME

Despite pockets of prosperity, the North West and West is not a wealthy region. Half of North West and West's residents earn less than \$40,000 a year; this is 2.6% lower than the median income for Tasmania, and is 11% lower than the Australian median income. With the exception of the West Coast, the region has a higher proportion than the Tasmanian average of disability support pensioners, and a higher proportion of the region's older residents rely on the aged pension. Residents of the region who can't find a job are also more likely than the state average to remain unemployed for longer than six months. As a consequence, surveys have found that a higher proportion of people living in the region were unable to raise \$2000 within two days in case of emergency than the state average.

All participants appeared to live modestly, and several stressed that they did their best to manage their money well and to live frugally and self-reliantly. However, most were doing it tough financially. This reflects the difficulties of finding secure, adequate employment, as well as the gap that has emerged between the levels of Federal assistance programs (Newstart, the disability and aged pensions, Commonwealth Rent Assistance) and cost of living.

Key spending pressures included the price of private rentals and the cost of food, utilities, and telecommunications; some also noted the impact of big occasional bills such as car registration. Many said that they had accessed help from family, friends, emergency relief services and their local Neighbourhood Houses. A number of participants appreciated financial literacy training and initiatives that help people make their income go farther by bartering of goods and services.

Learning about how to save money and spend what we have well has really helped... There is also a new program called CENTS, where you can trade skills or things that other people might want to buy. This is a great idea, as it doesn't affect Centrelink.

Median household income:

North West and West: **\$39,694**

Tasmania: **\$40,749**

National: **\$44,940**

Proportion of the population 16-64 who are disability support pensioners:

North West and West: **10.1%**

Burnie/Ulverstone: **10.8%**

Devonport: **10.2%**

West Coast: **7.8%**

Tasmania: **8.8%**

Proportion of people aged 65+ who receive the aged pension:

North West and West: **77.8%**

Burnie/Ulverstone: **79.4%**

Devonport: **78.1%**

West Coast: **71.7%**

Tasmania: **75.1%**

Proportion of the working aged population receiving an unemployment benefit for longer than six months:

North West and West: **7.1%**

Burnie/Ulverstone: **7.5%**

Devonport: **7.0%**

West Coast: **6.3%**

Tasmania: **6.7%**

Proportion of people unable to raise \$2000 in an emergency within 2 days:

North West and West: **13.9%**

Tasmania: **12.2%**

Proportion of people who ran out of food and could not afford to buy any more:

North West and West: **4.8%**

Tasmania: **5.0%**

CHILDREN

Children in disadvantage

As in Tasmania as a whole, the impact of the North West and West's low incomes is disproportionately concentrated on the region's children: some 30% of the region's children live in low-income families, and 20% live in jobless families. Burnie-Ulverstone in particular has a higher-than-state-average proportion both of children living in low-income families and of single-parent families; these two figures are often correlated due not only to the lack of two incomes in a family, but also lower average individual incomes for single parents. A significantly higher-than-state-average proportion of the region's children also live in households where the mother's education did not go above Year 10—a fact that is significant because low parental educational attainment often contributes to lower family incomes.

Parents among the participants emphasised that they did their best to ensure that their children are buffered from deprivation: a few, for instance, said that the parents always made sure that their children had healthy food to eat. But their care came with a cost: sometimes they had to miss meals themselves.

Meanwhile, participants noted that where most local activities come with a price tag, children from low-income families can miss out on participating in many forms of entertainment and stimulation.

There needs to be something for kids and youth to do that doesn't always cost money. There is laser tag and the cinema etc., but they cost money. The skate park is free but it is not suitable for young children, it's not safe because of some of the older kids.

Some participants noted that the risks associated with boredom grow as children get older.

There's not much for teenagers to do. Teenagers are left to their own devices or they go and hang out with the adults, something like that. A lot of time when there is something to do, it ends up being something illegal.

Child protection

Several participants called for more help for children having problems at home and those living on the street, in the forms both of better family support and in better out-of-home alternatives where necessary. A few also noted the need for violence prevention across the community.





Proportion of children that live in low-income families:

| | |
|----------------------|--------------|
| North West and West: | 30.7% |
| Burnie/Ulverstone: | 31.3% |
| Devonport: | 32.8% |
| West Coast: | 24.7% |
| Tasmania: | 30.0% |

Proportion of total children under 15 years that are in jobless families:

| | |
|----------------------|--------------|
| North West and West: | 20.1% |
| Burnie/Ulverstone: | 21.6% |
| Devonport: | 20.8% |
| West Coast: | 14.9% |
| Tasmania: | 18.4% |

Proportion of total families with children under 15 years that are single parent families:

| | |
|----------------------|--------------|
| North West and West: | 26.8% |
| Burnie/Ulverstone: | 28.7% |
| Devonport: | 27.8% |
| West Coast: | 20.1% |
| Tasmania: | 26.4% |

Proportion of total children under 15 years living in families with low maternal educational attainment:

| | |
|----------------------|--------------|
| North West and West: | 45.9% |
| Burnie/Ulverstone: | 46.1% |
| Devonport: | 46.2% |
| West Coast: | 44.9% |
| Tasmania: | 37.2% |

EMPLOYMENT

A lower proportion of people in the North West and West are unemployed than in Tasmania as a whole

While the region's participation rate in January 2017 was slightly below the Tasmanian average, the 3,000 people in the region out of work represented only 20% of the total number of people unemployed in the state, compared with the region's 22% of the state's population. Meanwhile, youth unemployment in the region in January 2017 was 3.2% lower than the Tasmanian rate overall.

Nevertheless, unemployment in the region remains high. As of the September quarter of 2016, West Coast had the highest level of unemployment by LGA for the region at 8.1%, followed by Devonport; Burnie-Wivenhoe was the local area with the highest rate at 10.6%, followed closely by Acton-Upper Burnie and East Devonport.

Unemployment preyed on the minds of most participants in all three communities.

Employment is really big – once you get out of school it's huge. There aren't many jobs.

Participants in all communities spoke about the need for more secure, adequate employment opportunities, particularly for local young people.

Youth unemployment leads to drugs leads to crime leads to violence leads to the Justice system.

In their discussions, participants focussed as much on the sense of self-worth that comes from stable, rewarding employment as the increased level of financial security that employment offers. Meanwhile, underemployment was also a concern to many participants. Even those who were employed spoke about the inconsistent nature of their employment and their need for more hours, and more regular hours.

Money is a constant worry. A reliable job can be hard to find, and particularly one that makes you feel good about yourself.

Nevertheless, participants in Burnie in particular had strong feelings about the importance of balancing economic growth with environmental concerns.

In the 1960s and '70s Burnie was a stinking industrial joint, but everyone had a job. Burnie as a city now has never looked better but there are no jobs...We certainly don't want to go back to destructive industries.



Unemployment rate: **5.4%** (Tasmania: **5.9%**)

Unemployed total persons: **3,000**

Males: **1,700**

Females: **1,300**

LGA and SA2 figures:

Burnie: **7.1% - 703 people**

Acton-Upper Burnie: **10.2% - 160 people**

Burnie-Ulverstone region: **3.2% - 94 people**

Burnie-Wivenhoe: **10.6% - 208 people**

Parklands-Camdale: **6.6% - 198 people**

Romaine-Havenview: **4.8% - 92 people**

Central Coast: **5.1% - 550 people**

Penguin-Sulphur Creek: **4.5% - 115 people**

Ulverstone: **6.3% - 201 people**

West Ulverstone: **6.8% - 136 people**

Turner's Beach-Forth: **3.1% - 56 people**

Circular Head: **4.1% - 176 people**

North West: **3.0% - 68 people**

Smithton: **5.3% - 109 people**

Devonport: **7.3% - 883 people**

Devonport: **8.3% - 555 people**

East Devonport: **10.0% - 208 people**

Miandetta-Don: **3.4% - 64 people**

Quoiba-Spreyton: **3.9% - 62 people**

Kentish: **5.7% - 176 people**

Sheffield-Railton: **5.7% - 177 people**

King Island: **2.0% - 19 people**

Latrobe: **4.2% - 231 people**

Latrobe: **4.9% - 113 people**

Port Sorell: **3.7% - 104 people**

Waratah-Wynyard: **5.1% - 353 people**

Somerset: **5.6% - 107 people**

Wynyard: **5.8% - 166 people**

Waratah: **3.8% - 80 people**

West Coast: **8.1% - 190 people**

No breakdown by town

Participation rate, persons: **59.0%**

Males: **64.0%**

Females: **54.1%**

Tasmania: **59.5%**

Males: **64.9%**

Females: **54.2%**

Youth unemployment: **12.8%** (Tasmania: **16.0%**)

Employed full-time: **33,600**

Employed part-time: **18,900**

Unemployed: **3,200**

Not in the labour force: **38,000**

Proportion of total families with children under 15 years that are jobless:

North West and West: **19.2%**

Burnie/Ulverstone: **20.4%**

Devonport: **19.8%**

West Coast: **14.7%**

Tasmania: **17.5%**



HOUSING

Housing is comparatively affordable in the North West and West, with a higher proportion of dwellings in the region that are social housing than elsewhere in the state. As a consequence, the proportion of low-income households in the region suffering from overall housing stress (rental and mortgage) is lower than that for the state as a whole. Still, only 12% of dwellings in the region are affordable to households on government income support. Furthermore, possibly because lower-income buyers have been attracted to the West Coast and Devonport because of lower than average property prices, a higher than average proportion of mortgages in these areas are to lower-income people who are suffering financial stress as a consequence of buying.

Most participants said that they appreciated the region's comparatively low housing costs and the availability of social housing, although a few Burnie residents expressed concerns at the condition of the Housing Tasmania stock there. Many participants spoke of owning a home as their dream, even though most feared that it was out of reach unless they were able to secure stable, adequate employment.

It might not ever happen for us but owning a home would be an amazing thing. A stable job that pays a fair wage would need to be the first thing, otherwise the banks won't even look at us.

At the same time, participants on the West Coast commented that the affordability of housing in that area makes it very risky to relocate to another town for employment, as they feared that they wouldn't be able to afford adequate housing in another region.

The difference in the prices of rents away from here are too high. We can't relocate.

Even those participants who owned property worried about the future, wondering if they would be able to stay in their homes or how their children would ever afford to buy a house.

We worry that the money we've saved will not be sufficient to allow us to maintain our home and our contacts with family (in retirement).





Number and percentage of dwellings affordable to all households on government benefits:

56/12% (Tasmania: **92/6%**)

Number and percentage of dwellings affordable to all households on minimum income:

190/ 40% (Tasmania: **424/27%**)

Percentage of households in dwellings receiving rent assistance:

North West and West: **18.3%**

Burnie/Ulverstone: **19.1%**

Devonport: **19.5%**

West Coast: **13.5%**

Tasmania: **18.8%**

Low income households with mortgage stress:

North West and West: **8.4%**

Burnie/Ulverstone: **7.6%**

Devonport: **8.6%**

West Coast: **9.8%**

Tasmania: **8.1%**

Low income households in rental stress:

North West and West: **28.3%**

Burnie/Ulverstone: **30.8%**

Devonport: **30.5%**

West Coast: **16.3%**

Tasmania: **28.9%**

Low income households in financial stress from mortgage or rent:

North West and West: **25.8%**

Burnie/Ulverstone: **26.3%**

Devonport: **27.1%**

West Coast: **20.8%**

Tasmania: **29.0%**

Dwellings rented from housing authority:

North West and West: **6.1%**

Burnie/Ulverstone: **7.4%**

Devonport: **6.4%**

West Coast: **2.0%**

Tasmania: **5.4%**

TRANSPORT

Outside of Burnie and Devonport, where Metro and Merseylink provide local services, the North West and West are poorly served by public transport, with buses from Rosebery to Burnie running only two days a week. Perhaps unsurprisingly, a smaller-than-state-average proportion of dwellings in the region have no motor vehicle.

Transport emerged as an important issue in all communities, with participants concerned about limits to routes, and timetables, as well as the cost of fares.

There are no buses on Sunday. The public transport between towns is very expensive. You are stuck in Burnie and can't afford to get out.

People trying to use public transport to travel between communities in the region, rather than going on through to Launceston or Hobart, face particular challenges—an issue that affects employment.

The majority of jobs are in Strahan which is hard for people who don't drive.

Some participants also raised the issue of limited eligibility for community transport.

We do have...cars that run us to Burnie but in the middle of the night you can't ring someone and ask them to organise a lift for you. And some people can't use them – only for pensioners, not for people on Newstart allowance.

Mothers in particular noted the difficulties faced by people who are dealing with heavy loads or young children when trying to use busses, particularly when there are no footpaths. Participants in all three communities spoke of the importance of better footpaths and cycleways to enable people to get around without a car.

Transport has been very difficult. With my first baby I relied on public transport and would walk 30 minutes or more rather than catch a bus, as it was so difficult to get prams in and out when travelling by myself. If I had to go into town I would get a friend to come with me or meet me there to help me off the bus.

People on the North West Coast appear to pay about the same, or a little less, for petrol than Hobart and Launceston residents; West Coast information is not updated frequently enough to make accurate comparisons.



Dwellings with no motor vehicle:

North West and West: **7%**

Burnie/Ulverstone: **7.8%**

Devonport: **6.7%**

West Coast: **5.8%**

Tasmania: **7.9%**



EDUCATION

A higher proportion (substantially higher, in the case of the West Coast) of North West and West Coast residents left school at year 10 or below than in Tasmania as a whole. Additionally, around 70% of the region's primary schools have a disproportionate number of children from low-socio-economic backgrounds.

Students who live in the North West and West are less likely to be participating full time in secondary school education at the age of 16 than Tasmanian children as a whole, particularly in Burnie/Ulverstone; they are also less likely to be learning or earning at ages 15-19, particularly on the West Coast. And even when they are enrolled, they do not necessarily appear to be attending: in total, six schools in the area (17% of all schools) had 90% attendance rates of under 60% in 2015.

Most participants appeared to appreciate the quality of education offered by the region's public schools.

I value our good public school system.

But two, often inter-related issues emerged in all communities in relation to education: exclusion and bullying.

Participants in all four communities expressed concerns about the ability of the education system to cope with children who require extra support, whether educational or behavioural. This is not a small problem: in 2015, a substantial proportion of children in the North West and West region showed signs that they might require extra support once they went into school (as assessed by vulnerability in early childhood). In some local government areas, this proportion was 25% or more. In a few communities, it was above 40%, with 24-31% almost certain to require extra support if they were to remain engaged in the classroom and learn effectively.

Participants in all four communities expressed concern about the capacity of teachers to maintain discipline in classrooms and provide dedicated assistance to those students that needed more support. In particular, participants across the four communities described a pattern of children being placed on part-time timetables as early as kinder and prep in primary school. According to the MySchool website, around 5% of the region's primary school students appear to have been on part-time timetables in 2015, with individual school levels ranging to as high as 8.8%.

Sometimes the move to a part-time timetable was described as being due to "disruptive behaviour," which parents felt teachers could be better equipped to address in a supportive fashion.

My oldest son suffered trauma as a small child. The teachers don't know what to do with him. I can't get support for him in the school system. They have no trauma training. He's 7 years old, but when he gets agitated and in confrontation he lashes out like a 3 year old. He doesn't have the emotional range for his age. So he gets sent home. They can't keep doing that.

In other instances, however, schools appear to be putting children who have been subjected to bullying on part-time timetables rather than resolving the bullying itself.

My child is not physically safe...but is the one who has to see the social worker [and the counsellor]...is the one who is only allowed to go to school for two mornings a week...is the one that gets segregated and isolated, and made more of a target.

The North West and West region has:

- 25 primary schools
- 2 K-10 district schools
- 2 K-12 district schools
- 5 7-10 high schools
- 1 7-12 high school
- 2 11-12 colleges

People who left school at Year 10 or below, or did not go to school, per 100:

- North West and West: **54**
- Burnie/Ulverstone: **53.3**
- Devonport: **53.8**
- West Coast: **56.6**
- Tasmania: **45.7**

Full time participation in secondary school education at age 16:

- North West and West: **62.9%**
- Burnie/Ulverstone: 60.8%
- Devonport: 63.8%
- West Coast: **66.3%**
- Tasmania: **67.6%**

Learning or earning, ages 15-19:

- North West and West: **76.1%**
- Burnie/Ulverstone: **76.4%**
- Devonport: **76.5%**
- West Coast: **74.1%**
- Tasmania: **77.8%**

Vulnerable on one/two domains (LGA/most vulnerable community):

- Burnie: **19.7/6.7**
- Shorwell Park: **40.0/24.0**
- Central Coast: **27.3/15.2**
- Central Coast West: **31.7/20.0**
- Circular Head: **18.8/7.7**
- Smithton: **25.9/12.1**
- Devonport: **19.5/10.4**
- Devonport: **20.1/13.0**
- Kentish: **24.3/17.1**
- Outer Sheffield: **32.4/18.9**
- Latrobe: **14.2/7.8**
- Latrobe and surrounds: **17.7/10.1**
- Waratah-Wynyard: **15.5/5.4**
- Somerset and surrounds: **23.7/13.2**
- West Coast: **30.6/18.1**
- Rosebery/Tullah: **57.9/31.6**
- Tasmania: **21.0/10.7**



SAFETY

The North West and West is generally a safe region, with residents feeling safer and more confident in the police and with lower rates of most types of major crime (with the exception of property damage) than the Tasmanian average.

Although, as noted above, participants appreciated the many many advantages of smaller tight-knit communities, they observed that there is a flip side to this intimacy: “you can’t sneeze without the whole town knowing.” At the personal level, a number of participants in all three locations spoke of experiences of bullying, exclusion and ostracism. These included instances of bullying by local children of a person with mental illness, exclusion of a child with disabilities, violence and hostility toward a gay man and his mother, and shunning of the mother of a man currently in gaol. These and similar issues appeared to impact greatly on participants’ individual perceptions of safety.

In fact, safety and public order emerged strongly in all three communities, revolving around a few major themes.

Young people

Participants in all three communities were concerned about antisocial and illegal behaviour among young people. Indeed, in Tasmania Police’s Western region a higher proportion of most categories of crime—nearly double in relation to some offenses, like car theft—were committed by young people than is the case across the state as a whole.

I know kids in grade 5 and 6 that are already in trouble with the law.

There was a sense by some participants that the more traditional methods of disciplining children had not yet been replaced with effective alternatives. Similarly, many felt that more training and support could be provided to teachers to assist them in addressing discipline issues at school. The situation is made worse, many suggested, by the absence of activities for children and young people, particularly teenagers, which results in boredom and can lead to anti-social behaviour.

With the exception of car theft, much of the behaviour by young people that particularly worried participants was of a public order rather than criminal nature—noise, targeted littering, hooning, throwing rocks at roofs, or aggressive comments. These kinds of behavior, participants said, make community members—particularly women and girls—feel unsafe.

The young boys say terrible things to the young girls—they use really bad words—and they do it over and over again.

A few participants noted that better modelling from adults, including a crackdown on family violence, will be necessary if these kinds of behaviours are to change.

It’s hard to teach safe relationships at schools when the whole town needs a kick up the arse and to learn the lesson.

Educating young people to stand up to violence is paramount.

Drugs

Particularly but not exclusively in Burnie, participants were also worried by the impact of drugs on their communities. On the one hand, participants emphasised that many drug users are prisoners of their habits and need help rather than punishment. At the same time, participants in all three communities took a very hard line towards drug dealers.

We need a rehab facility here so that people can get help. There is a very long waiting list for the facilities we have.

Policing

Against the backdrop of these safety concerns, a number of themes around current policing practices emerged.

Participants felt that there had been a move away from community policing and lessening of police presence and engagement in communities as part of a decline in a wide range of services and support.

Many felt that the policing approach to stopping crime has narrowed to drive-through surveillance, at the expense of serving as a continuous reassuring presence or responding to incidents that make people feel unsafe.

Many also expressed a belief that police were targeting some communities for fines, for instance by waiting near the entrances to social housing areas and spot-checking for licenses and registration.

People said, these perceptions lead to mistrust and resentment towards police, which affects the whole community badly—especially children.

Kids have no one to turn to that they can trust.

The police should work with the community, not against it.

A few participants also put in a special plea to bring responses to violence against parents by children, particularly adult children, into line with domestic violence responses, saying that it is a terrible emotional burden for a parent to have to take out an AVO against a child.

Police don't get family violence by kids.

Feel safe/very safe at home:

West: **91%**

Tasmania: **89%**

Feel safe/very safe out in public locally after dark:

West: **58%**

Tasmania: **58%**

Satisfied/very satisfied with how police deal with public order problems:

West: **75%**

Tasmania: **73%**

Victims of serious crime, per 10,000 population, and proportion committed by juveniles:

West: **6/19.0%**

Tasmania: **10/17.1%**

Offenses against the person, per 10,000, and proportion committed by juveniles:

West: **81/15.5%**

Tasmania: **79/11.4%**

Offenses against property, per 10,000 population:

West: **351**

Tasmania: **391**

Home burglary offenses, per 10,000 population, and proportion committed by juveniles:

West: **21/19.0%**

Tasmania: **22/26.1%**

Property damage offenses, per 10,000 population:

West: **69**

Tasmania: **61**

Car burglary offenses, per 10,000 population, and proportion committed by juveniles:

West: **17/46.2%**

Tasmania: **23/25.2%**

Stolen motor vehicles, per 10,000 population, and proportion committed by juveniles:

West: **13/56.3%**

Tasmania: **24/29.1%**

HEALTH

The North West and West are comparatively well-served with medical facilities, with regional, community or district hospitals in Burnie, Latrobe, Smithton and Queenstown. Nevertheless, compared to Tasmanians as a whole, people in the North West and West are:

At a higher risk of fair-to-poor health, especially in Burnie/Ulverstone.

At a higher risk of psychological distress, especially in Burnie/Ulverstone.

More likely to be physically disabled, especially in Burnie/Ulverstone.

More likely to die prematurely, especially on the West Coast.

More likely to smoke, especially in Burnie/Ulverstone.

More likely to consume risky amounts of alcohol, especially in Burnie/Ulverstone.

More likely to be obese, especially on the West Coast.

While life spans in the North West and West overall are similar to Tasmanians as a whole, West Coasters are likely to die four years younger than other Tasmanians.

Our biggest challenge is keeping people healthy physically and mentally.

Many participants across the three communities were happy with local health services—provided that they were able to access them. Many spoke of long waits to access a local GP, as well as the difficulty of establishing relationships with GPs who only stay in the community for short periods of time.

We don't have doctors every day—they are on rotation and on different days...You go and see one doctor, and then you go back a few weeks later and you get told a completely different thing. And you have to retell the whole story again.

Participants across the three communities noted long waiting lists for specialists, and the need to travel long distances to see them. Participants in Rosebery also noted the lack of local palliative care facilities.

When my husband was dying, at the time, I was grateful that the hospital wards were open. But shortly after he died the wards closed. Now people have to go to Burnie when they are in palliative care.

Some participants said that staff at major health care facilities in the region were sometimes insensitive to the long distances that people have to travel for care and the challenges of arranging transport if patients can't drive themselves.

I've heard of people going to Burnie in the ambulance and being discharged at night because the hospital needs the bed [with no one coordinating transport]. And they know that they're from this area.

I have a sister in Smithton. She went into labour at 4 am and the hospital told her to drive through the Burnie. She has two other kids. They finally got to Burnie at 7 am, and the people there tried to ask her to go back to Smithton. But she didn't.

A number of participants called strongly for better mental health services in the region.

People get stuck for various reasons and often help isn't there and they can't help themselves. Especially with things like...depression...The avenue to find help needs to be easier than turning to drugs, [but] at the moment that's not the case.

A few online survey respondents also urged better disability services in the region, with one particularly calling for improved respite services for younger people with disabilities.

Estimated population aged 15+ with fair or poor self-assessed health, per 100:

North West and West: **19.2**

Burnie/Ulverstone: **19.6**

Devonport: **18.9**

West Coast: **19.0**

Tasmania: **17.9**

Estimated population aged 18+ with high or very high psychological distress, per 100:

North West and West: **9.4**

Burnie/Ulverstone: **9.7**

Devonport: **9.1**

West Coast: **8.9**

Tasmania: **8.9**

Proportion of the population with a profound or severe disability and living in the community, all ages:

North West and West: **3.6%**

Burnie/Ulverstone: **3.9%**

Devonport: **3.7%**

West Coast: **3.0%**

Tasmania: **3.3%**

Premature mortality, per 100,000:

North West and West: **303.3**

Burnie/Ulverstone: **306.4**

Devonport: **281.0**

West Coast: **351.8**

Tasmania: **284.4**

Median age of death:

North West and West: **80**

Burnie/Ulverstone: **80**

Devonport: **80**

West Coast: **76**

Tasmania: **80**

Estimated population aged 18+ who are current smokers, per 100:

North West and West: **25.7**

Burnie/Ulverstone: **26.0**

Devonport: **24.9**

West Coast: **24.6**

Tasmania: **22.3**

Estimated population aged 18+ consuming high-risk levels of alcohol, per 100:

North West and West: **6.3**

Burnie/Ulverstone: **6.4**

Devonport: **6.3**

West Coast: **6.2**

Tasmania: **5.9**

Estimated population who are obese, per 100:

North West and West: **29.0**

Burnie/Ulverstone: **28.9**

Devonport: **29.0**

West Coast: **29.2**

Tasmania: **27.2**



GETTING HEARD

An unanticipated theme that emerged strongly was frustration at feeling unheard by all levels of government. Across the region, participants complained that state-level politicians rarely visit their neighbourhoods or ask for their opinions about either the problems that they face, or possible solutions to these problems. Similarly, many said that local governments do not effectively seek out the views of their residents on key issues such as infrastructure spending. As a result, participants said, ordinary people feel that their knowledge, experience and opinions are not valued, and that they do not have a role to play in achieving change or planning for the future in their local areas.


People actually coming out and talking with us like you are doing would help.

[To politicians] Come and visit. Spend a week. Step into someone else's shoes...Engage in community chats, street by street...Talk to kids themselves.

Participants in Rosebery in particular said that government actions taken without community consultation are often counterproductive for communities: for example, when services are pulled out, people have to leave.

Services are being lost all the time—it's a major disincentive for people staying in the area...A lot of people are leaving because of schools.





Julie [not her real name] is a very impressive young woman. At 15 years of age, she had her first child; nevertheless, she went back to complete her schooling. With the birth of her second child, however, came anxiety and depression, and the bills associated with treatment for these have added to her expenses.

She has recently put her youngest child into childcare one day a week to come volunteer at the local Community House to learn administrative and community service skills.

But this costs her an additional \$40 per fortnight, with no guarantee of the training leading to employment.

She told us that she prioritises giving her kids healthy food, but often misses meals herself. She accesses emergency relief services including Second Bite, Produce to the People and Vinnies, and is in contact with two-three other community services.

She is closely involved with her local Child and Family Centre and is part of a group trying to build momentum for a Community House in her area, a public housing suburb with no shops. The group has plans for a community garden and the coordination of milk delivery to give her community access to more fresh and healthy produce.

SMITHTON THROUGH MY EYES

Sue Popowski, a long-term resident of Smithton, has provided us with a short, personal view of Smithton and its history.

My family moved to a small soldier settlement farm at Togari in the late 1960s. It was a small community that regularly gathered at the community hall. We had 85 cows, which was enough to keep a family. All the cows had names and were treated like pets. Now farms are larger acreage and are run by corporations, and families generally find it hard to own their own farms; they're employed as share farmers or managers.

In the '70s and '80s Smithton was booming—everyone had a job. I remember that I could walk into any employment I wanted. There were head offices, which meant that there were managers and senior staff and families that lived in the area. Technology changed all this—there are only a couple of head offices now, with many people travelling into town when required. Farmers are now using robots for milking. McCain no longer process vegetables here, just potatoes. This has led to the loss of a lot of jobs mostly for women, and that's had an effect on local retailers—women brought in that second income.

Over the years, Smithton has had to learn to adapt. Our traditional industries have been rationalised. But we're not ones to give up. Smithton was built on the timber industry, with many sawmills dotted around the district. Now there are only two mills but the minor species veneers—blackwood, sassafras—are much sought after. The famous Duck River butter is now made in Devonport, but over 50% of the state's milk comes from Circular Head, and now have two factories which process milk.

Very high quality products are produced in the region. We ship abalone, oysters, crayfish, and local grass-fed Cape Grim and Robbins Island Wagyu beef overseas; Cape Grim rainwater is some of the purest in the world. Even the local butcher in Smithton has won awards for his

sausages and ham, and the local baker for their pies. Some changes have affected the way the community comes together. Team sports—football, netball and hockey in the winter, softball and cricket in the summer—used to be a big part of life here. If you played one sport, you usually played a couple, and you were expected to give back by being on committees, umpiring or scoring. Even though the traditional sports are still played, now people are doing more individual sports like bike riding and bushwalking, as well as sports that rely on equipment for which you have to go to Burnie. I feel that one reason families move away from Smithton is that they're spending so much time driving kids to Burnie for after-school activities.

The community is still really strong. If there is ever a crisis in the district, you can bet that everyone will pull together, whether it be floods or bushfires—yes, we have had both. People rallied to raise money for the aged care facility, and now we are once again raising money to help fund a pool. This Australia Day we saw a local lady swim from Stanley to Smithton to raise funds. When she swam up the Duck River towards the crowd, there was so much cheering, people were so proud that tears were falling—a massive effort.

There are many people who have lived in Smithton and moved away for various reasons—however, most will say that the years in our town and the district were some of their best.



We've lost a lot of our older industries. But we're not ones to give up.

COMMUNITY IN FOCUS: SMITHTON

Participants at Smithton expressed the same sense of community connection that came through in all the meetings. Indeed, many said that the whole Circular Head community is a tight-knit one, and that people rally around when individuals or the community are in times of need. As noted earlier, many participants particularly praised the community's volunteers, who play a significant role throughout the region; a few also said that acting as volunteers brought them social contact as well as a positive feeling of being helpful to people in the community who are isolated.

Although Smithton is isolated, participants appreciated the presence of a reasonable number of services in the community, including the hospital, good GPs, aged care facilities and services, and community transport. One resident had indeed relocated to Smithton because the situation there is –

*...much better than the West Coast,
where services are non-existent.*

Everyone we spoke to in Smithton spoke of the resilience and community spirit of the entire Circular Head region, which stretches west from the 'Sisters Hills' through Stanley and Smithton to Marawah and south to the Pieman River. In fact, people we spoke to were more likely to refer to themselves as being from Circular Head than from a particular town.

*We are tight-knit across the
whole Circular Head community.*

Income and child disadvantage

Smithton's median income is slightly higher than that for Tasmania. A lower proportion of the population than regionally or Tasmania-wide are on disability benefits, but a higher proportion of older people receive the aged pension. A smaller proportion of Smithton residents receive unemployment benefits long-term. A lower proportion of Smithton's children live in low-income, jobless or single-parent families than the state average. By contrast, Smithton has a sharply higher than state- or regional-average proportion of children living in households where their mother did not go to school beyond Year 10.

Smithton participants noted that low income levels are particularly problematic where children are concerned, since many popular recreational activities for children come with a significant cost; as a result, they said, children from low income families are excluded, which leads to boredom and trouble in the end. One parent also wished for more support for children with disabilities, who can be excluded from recreational activities as well.

Several participants said that violence against children is a problem in Smithton, which interventions by child protection services do not always solve.

SMITHTON

Employment

A smaller proportion of people in Smithton are unemployed than in the North West and West and in Tasmania as a whole—a total of around 110 people as of January 2017.

Smithton participants spent less time than those in other communities discussing issues around employment, but one observed that –

...12-hour shifts leave parents with no time to spend with their children.

Education

A notably higher proportion of Smithton residents had left school at Year 10 or below than either their West Coast or Tasmanian counterparts. Smithton children are less likely to be participating full time in secondary school education at age 16 than either their regional counterparts or the Tasmanian average; a slightly higher proportion than for the West Coast as a whole are earning or learning at ages 15-19 than their West Coast counterparts, but a lower proportion than in Tasmania as a whole.

Smithton participants were generally supportive of the local educational system, but some noted that classes were too big and staff too few to provide extra time, support and care to children whose behaviour is disruptive or who are falling behind. This last point stands out, given that in 2015, 25.9% of Smithton children—notably higher than the Tasmanian average—showed signs that they might require extra support once they went to school, with 12.1% almost certain to require extra support if they were to remain engaged in the classroom and learn effectively. In fact, in Term 3 of 2015, Smithton Primary School's 90% attendance rate was just over 60%, and Smithton High School's was 51%.

Median household income (excluding Government pensions and allowances):

Smithton: **\$40,917**

Tasmania: **\$40,749**

Australia: **\$44,940**

Proportion of the working aged population receiving an unemployment benefit for longer than six months:

Smithton: **5.4%**

West Coast: **6.3%**

Tasmania: **6.7%**

Proportion of the population 16-64 who are disability support pensioners:

Smithton: **7.6%**

West Coast: **7.8%**

Tasmania: **8.8%**

Proportion of people aged 65+ who receive the aged pension:

Smithton: **75.9%**

West Coast: **71.7%**

Tasmania: **75.1%**

Proportion of children that live in low-income families:

Smithton: **21.1%**

West Coast: **24.7%**

Tasmania: **30.0%**

Proportion of total children under 15 years that are in jobless families:

Smithton: **14.0%**

West Coast: **14.9%**

Tasmania: **18.4%**

Housing

A lower percentage of households in Smithton receive rent assistance than for the region as a whole or Tasmania overall. A lower proportion of Smithton's low-income households are in financial stress from mortgages or rent than in Tasmania as a whole, a fact that may reflect in part the fact that a higher dwellings there than in Tasmania as a whole, and a much higher proportion than in the public-housing-poor West Coast, are affordable (social) rental housing properties. Housing indeed did not emerge as a strong theme in the Smithton meeting, although one participant noted long waits for maintenance of public housing properties.

Safety

Participants said that Smithton definitely has a tough end of town where drugs, petty theft and family violence are frequent concerns. As in Burnie, a few participants noted that the entire north coast is vulnerable to drugs coming across Bass Strait in private vessels, with the result that the community faces "every variety [of drug] going" as well as higher levels of burglary associated

with drug use. Some participants felt particularly intimidated by violence associated with drug dealing; a few said that they often avoided going outside for fear of witnessing something that could get them in trouble with drug dealers. However, a few participants emphasised that diversion, rather than imprisonment, is the best way to deal with young drug users.

Transport

Smithton is transport-poor, with one bus service a day running to and from Burnie, from which it is possible to catch four services a day to Hobart via Devonport and Launceston. Perhaps unsurprisingly, the rate of households with no motor vehicle is below the Tasmanian average, although still well above the rest of the West Coast. One participant was proud to be a driver for community transport, saying that his and the service's efforts are crucial for isolated members of the community.

While Smithton information is not updated frequently enough to make accurate comparisons, residents appear to pay a little more for petrol than other residents in the region.

Health

Smithton is comparatively well-served with a District Hospital and a good variety of primary health care services.

Nevertheless, compared to Tasmanians as a whole, Smithton residents are:

At a higher risk of fair-to-poor health.

At a higher risk of psychological distress.

More likely to be physically disabled.

More likely to die prematurely.

More likely to smoke.

More likely to consume risky amounts of alcohol.

More likely to be obese

Likely to die a year earlier.

A powerful testimony to the community spirit of the Circular Head area is the local residential aged care facility, Emmerton Park.

First established in the 1960s, the facility has twice been significantly expanded through community activism and donations—most recently in the 2000s, when the Circular Head community raised over \$900,000 in just 12 months towards a purpose-built 60-bed nursing facility at the site, with an additional \$1.4m coming from Circular Head Council.

The facility won the 2013 National Aged Care Organisation Award—the highest honour in Australian aged care—and is strongly supported through the dedication of local volunteers.

SMITHTON

In particular, Smithton's premature mortality rates are very high. The town's rates of premature death from cancer are over 30% higher than Tasmania's; from lung cancer, over 40% higher; from circulatory system diseases, 130% higher; from heart disease, 90% higher; from cerebrovascular disease, 167% higher; from respiratory diseases, 46% higher; and from external causes, 22% higher. Primary Health Tasmania profiles show that most of Smithton's services are dedicated to chronic disease management.

Most Smithton participants did not address health directly in their comments, a fact that may reflect the comparatively good services described above. However, participants warmly supported initiatives related to the social determinants of health, such as community gardens and increased support for families.

Getting heard

As already noted, Smithton participants strongly suggested that politicians and bureaucrats visit the town and spend some time with the community in order to better understand local issues and seek out local solutions. One participant stated that organisations that are funded to provide services to the Circular Head area often do not actually come into the area.

When will government realise that the people on the ground are the people who have answers to some of the issues. Government should consult, not insult.

Proportion of total families with children under 15 years that are single parent families:

Smithton: **22.2%**

West Coast: **20.1%**

Tasmania: **26.4%**

Proportion of total children under 15 years living in families with low maternal educational attainment (highest level of education year 10 or below):

Smithton: **49.1%**

West Coast: **44.9%**

Tasmania: **37.2%**

We heard many stories of the power of volunteering in the Circular Head community, and of the benefits both to the community and to volunteers themselves.

From drivers of community transport to volunteer gardeners to people helping community residents with disabilities get out of the house, volunteers brought good things to the lives of others, often while gaining strength themselves during hard times. Sporting groups, emergency services, Rotary, church and community groups—all play their part in building connections in the community.

It is amazing to see the different kinds of people that pull together. It brings everyone to the same level.

APPENDIX 1

| | 2014 | | |
|----------------------------|----------------------------------|-------------------------|--------------------------|
| Region | Population | Aboriginality (2011) | Median age |
| North West and West | 113,927 | 5.9 | 42.7 |
| • Burnie/Ulverstone | 49,773 | 6.0 | 42.9 |
| • Shorewell Park | (Parklands-Camdale SA2) 6,528 | 5.5 | 40 |
| • Devonport | 45,776 | 4.8 | 42.9 |
| • West Coast | 18,378 | 8.3 | 41.5 |
| • Smithton | 4,099 | 14.4 | 38.3 |
| • Rosebery | (West Coast SA2) 4,527 | (West Coast SA2) 6.7 | (West Coast SA2) 41.3 |
| Tasmania | 514,762 | 4.0 | 41.5 |

ENDNOTES

About the region

ABS Data by Region, <http://stat.abs.gov.au/itt/r.jsp?databyregion&ref=CTA2#/>; Australian Centre on Quality of Life (2016), Australian Unity Wellbeing Index Survey 33.0; ABS Census QuickStats (2011 figures); ASGS-RA, [http://www.ausstats.abs.gov.au/ausstats/subscriber.nsf/0/EB3374C05104D74ACA257D1E00128192/\\$File/1270055005_2011_remoteness_structure_maps.pdf](http://www.ausstats.abs.gov.au/ausstats/subscriber.nsf/0/EB3374C05104D74ACA257D1E00128192/$File/1270055005_2011_remoteness_structure_maps.pdf); MMM, [http://www.health.gov.au/internet/main/publishing.nsf/Content/09386AD28F3A1969CA257F1500041414/\\$File/PHN601_Tasmania_MMM.png](http://www.health.gov.au/internet/main/publishing.nsf/Content/09386AD28F3A1969CA257F1500041414/$File/PHN601_Tasmania_MMM.png); LMIP labour market information; DHHS, services by area, <http://www.dhhs.tas.gov.au/home>; PHIDU (2016), Social Health Atlas of Australia, Tasmania; TasCOSS research; www.myschool.edu.au; SEIFA IRSAD 2011; <http://www.heartfoundation.org.au/for-professionals/australian-heart-maps>. SEIFA IRSAD is Socio-Economic Indexes for Areas (SEIFA), a product developed by the Australian Bureau of Statistics (ABS); the measure within this index is of Relative Socio-Economic Advantage and Disadvantage (IRSAD).

Income

ABS Regional Profile, 2013; PHIDU (2016), Social Health Atlas of Australia, Tasmania, Data by PHA, SA4, 2014; DHHS (2014) Report on the Tasmanian Population Health Survey 2013, p. 16.

Children in disadvantage

PHIDU (2016), Social Health Atlas of Australia, Tasmania. Data by PHA, SA4, 2014; PHIDU (2016), Social Health Atlas of Australia, Tasmania. Data by PHA, 2011. Low educational attainment is defined as a highest level of schooling of Year 10 or below.

Employment

ABS 6291.0.55.001, Labour Force Australia, Detailed – Electronic Delivery, Table 16, Labour force status by labour market region (ASGS) and sex, Original, January 2017; LMIP, Small Area Labour Markets, LGA and SA2 Data Tables, September quarter 2016; LMIP SA4 Summary Data, January 2017; LMIP SA4 Population by Labour Force Status, January 2017; PHIDU (2016), Social Health Atlas of Australia, Tasmania. Data by PHA, 2011. Burnie-Ulverstone SA2 is split split between Central Coast (52.5%), Burnie (47.5%) and Waratah-Wynyard LGAs; Turner's Beach-Forth SA2 is split between Central Coast (88%), Devonport (11%) and Kentish LGAs; Quoiba-Spreyton SA2 is split roughly 80-20 between Devonport and Latrobe LGAs.

ENDNOTES (CONTINUED)

Housing

Anglicare Rental Affordability Snapshot 2016, Technical Appendix; PHIDU (2016), Social Health Atlas of Australia, Tasmania. Data by PHA, SA4, 2014; PHIDU (2016), Social Health Atlas of Australia, Tasmania. Data by PHA, SA4, 2011. "Low income" is defined as households in the bottom 40% of income distribution for Tasmania; "stress" is defined as spending more than 30% of income on housing payments.

Transport

PHIDU (2016), Social Health Atlas of Australia, Tasmania. Data by PHA, 2011;
<https://www.petrospy.com.au>.

Education

PHIDU (2016), Social Health Atlas of Australia, Tasmania. Data by PHA, 2011; Australian Early Development Census, 2015, www.aedc.gov.au/data/data-explorer;
<https://www.myschool.edu.au>.

Safety

Tasmania Police Corporate Performance Report, January 2017.

Health

PHIDU (2016), Social Health Atlas of Australia, Tasmania. Data by PHA, SA4, 2011; PHIDU (2016), Social Health Atlas of Australia, Tasmania. Data by PHA, SA4, 2011-13; PHIDU (2016), Social Health Atlas of Australia, Tasmania. Data by PHA, SA4, 2009-13.

Acknowledgments

The conversations that inform this report would not have been possible without the support of many people and organisations. In particular, we would like to thank (in the order that we visited them) Rosebery Neighbourhood House, Wyndarra Centre, and Burnie Neighbourhood House for recruiting participants, hosting the discussions, and helping us ensure that we had recorded participants' views accurately.

Our greatest thanks go to the participants themselves, who were generous with their time, their candour and their insights. We greatly appreciate their willingness to speak with us, and their permission to share their voices with you.

This report was compiled and written by Lisa Schimanski and Wynne Russell.
We welcome your thoughts. Please send comments or questions to lisa@tascoss.org.au
or wynne@tascoss.org.au.



**INTEGRITY
COMPASSION
INFLUENCE**

→ tascoss.org
