



REPORT

of a

NEEDS SURVEY

in the suburbs of

BALMORAL, BULIMBA, CANNON HILL, HAWTHORNE,
MORNINGSIDE, MURARRIE and NORMAN PARK

Conducted by the Centre for Strategic Human Services, Griffith University
on behalf of the Balmoral Uniting Community Centre

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This study was conducted by the Centre for Strategic Human Services at Griffith University.

The principal consultant responsible for the conduct of the needs analysis and the collation of the report, including recommendations, was Susanne Knowles.

Throughout the consultancy, Susanne was ably assisted by Gigi Lacey, then a student on placement completing a Bachelor of Human Services at QUT, Caseldine.

Gigi was responsible for the day-to-day coordination of the consultancy, and in addition, facilitated some of the focus groups. Dr Diane Guthrie, also a consultant at the Centre for Strategic Human Services, conducted the remaining focus groups.

Data entry and analysis of the telephone survey responses were conducted by Roland Simons (PhD student), capably supervised by Dr David Shum, School of Applied Psychology, Griffith University.

Our thanks go to the participants in the focus groups for their openness and honesty, and to the anonymous respondents to the telephone survey.

Special thanks must also go to Laurie Latham and the staff of the Balmoral Uniting Community Centre, without whose cooperation and dedication to the process, this study would not have been possible.

NEEDS SURVEY

Recently a Needs Survey was conducted in the suburbs of Balmoral, Bulimba, Cannon Hill, Hawthorne, Morningside, Murarrie and Norman Park to identify:

- the needs of residents living in these areas;
- any problems they might experience;
- the services that are available to assist them when needed; and
- other services/programs they might need in the area.

Some residents took part in focus groups and 394 others responded to a telephone survey.

The results have been collated in several categories: Seniors, people with Disabilities, Carers, Volunteers, Veterans, people in Paid Employment, Unemployed people, Homemakers, people with Housing needs, Parents, Aboriginal people, people from Non-English Cultural Backgrounds and Youth.

Recommendations have been made in relation to each category.

Overall the results indicate needs in four major areas:

- **Public transport:** Residents experience problems with no direct bus service to Stones Corner, unreliable services at times, and difficulty getting into and off buses (particularly for the elderly, frail and disabled).
- **Friendship/social/support groups:** Residents requested greater access to support groups to ease the loneliness and social isolation experienced by living alone.
- **Parks and recreation:** Residents would like more parks and playground facilities in the area, and better recreational facilities to cater for all ages of people.
- **Counselling services:** Many residents experience times of personal tragedy such as the death of a loved one, and would like support for personal and financial counselling.

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EXECUTIVE SUMMARY

Balmoral Uniting Community Centre (BUCC) is in the process of re-examining the nature of the programs and services that it provides to members of the local community, the consumer groups for whom these services should be provided, and also the most effective means of delivering these services.

In order to gain a better understanding of the local community, HACC provided funding for BUCC to engage consultants to undertake a needs assessment of the local area and make recommendations that might be enacted by service providers who service the area.

This report documents the outcomes of a six-month process of needs assessment with the communities of seven suburbs in Brisbane: Balmoral, Bulimba, Cannon Hill, Hawthorne, Morningside, Murarrie and Norman Park.

Via a series of eleven focus groups conducted with categories of residents, followed by a telephone survey of 394 residents living in these suburbs, a comprehensive picture has been built up of the community, and the needs of a cross-section of people in the community. The Australian Bureau of Statistics Census 1991 has been used to complete the profile.

Information was obtained from each category of residents in relation to community/government services currently used, services/programs residents would like to see in the local area, problems residents experience and needs/wants that aren't being met.

The results have been collated and are presented in this report. Overall the results indicate needs in four major areas:

- **Public transport:** Residents experience problems with no direct bus service to Stones Corner, unreliable services at times, and difficulty getting into and off buses (particularly for the elderly, frail and disabled).
- **Friendship/social/support groups:** Residents requested greater access to support groups to ease the loneliness and social isolation experienced by living alone.
- **Parks and recreation:** Residents would like more parks and playground facilities in the area, and better recreational facilities to cater for all ages of people.
- **Counselling services:** Many residents experience times of personal tragedy such as the death of a loved one, and would like support for personal and financial counselling.

Recommendations for action in relation to the needs of people in each category are included at the end of each chapter. These recommendations will be considered by BUCC and members of the Steering Committee, and will provide input into the next stage of BUCC's progression - that of determining its focus and strategic direction over the next five years. What programs/services mix is provided, for whom, and how, will be the subject of discussion when strategic planning occurs in the near future.

SUMMARY OF CHAPTERS

3 SENIORS

The problems encountered by Seniors (including the frail aged) relate to five main areas: difficulties in getting around both inside and outside the home, loneliness and social isolation, financial hardship associated with having to pay for home help and modifications to the home, some difficulties associated with respite care (too formalised), and lack of information about available services.

The problems Seniors have in getting around the house include difficulties in walking up/down stairs, bending over, doing household chores and moving around in general.

Going out also poses difficulties for some Seniors. Public transport has to be negotiated (steps too high; bus stops too far away), Seniors are often slow and get in others' way, and carrying shopping home is difficult. Unfamiliar places are even more difficult to get around in. There is no direct transport to Greenslopes Hospital where many Seniors receive regular treatment.

Loneliness is a problem for many Seniors. They lack the friendships of former years when they were well and healthy and still had lots of neighbours next door. Now they barely know anyone else in the block of flats. For those of failing physical strength, in many cases the mind is still active. These people desire the stimulation of games and quizzes with friends. For those more physically fit, social outings such as bus trips would enrich Seniors' existence, as would walking groups. No-matter what the activity, Seniors want to be engaged in activities that make them feel like they're contributing. On a more practical note, they only want activities to be conducted in the morning so that 'You can go home and have a sleep then.'

Access to Social Workers or Counsellors in the home would be beneficial for Seniors experiencing the loss of family or friends.

Financial hardship is common to many people. To Seniors, however, it is the added burden of having to cover the cost of home modifications required by a frail or disabled person in their care that can result in bare survival from week to week. ABS Census 1991 data reveals that approximately one-third of individual income earners who earn up to \$12 000 per year are aged 65 years or more.

Problems associated with respite care relate to the systematised nature of the services. Seniors who access this service would like more flexibility in the system to allow them to access services at all hours if necessary, including night-time, and on an informal (as-needed basis).

The other problem reported by Seniors was the lack of information about available services.

4 PEOPLE WITH DISABILITIES

People with Disabilities experience problems in three main areas: getting around at home and on public transport, social isolation and loneliness, and managing finances/budgeting.

The primary problem for people with Disabilities is managing to get around on public transport. Many people with Disabilities have mobility problems. Others are sight or hearing impaired. Negotiating their way in and out of public transport, up and down stairs and across pedestrian crossings, presents real difficulties for this group. In addition, simply dealing with traffic and traffic noise can be demanding.

Assistance with household tasks (including shopping) and home maintenance is often required by this group of people to allow them to live in the community. Apart from general difficulties in moving around the home (bending over, walking up and down stairs etc.), people with Disabilities often require modifications to bathrooms and kitchens (eg. for wheelchairs).

Social isolation and loneliness are common problems for people with Disabilities. This could be associated either with their physical disability or as a result of a mental illness. Some people with Disabilities want greater access to social activities in the community. Others are reluctant to venture into the community and would like support provided in the home. This may be for a variety of reasons (eg. mobility, the nature of their illness) or it could be that people with Disabilities feel insecure in community surroundings. Personal safety issues are of real concern to people with Disabilities.

Managing finances, budgeting and handling money on a daily basis poses major difficulties for some people with Disabilities.

5 *CARERS*

The problems that Carers experience relate to a number of disparate yet related areas. The unreliability of buses and the inconvenience of routes were mentioned as major problems in relation to public transport.

Nursing assistance is often required by those they care for, yet access to Blue Nurses and home help is difficult to obtain.

The costs associated with home maintenance often drain available finances and mean that some Carers live a subsistence living.

Information about available services in the community is often lacking or not easily accessible. The difficulty they have in finding their way around the telephone book was mentioned by several Carers.

Personal support is not always available from family and friends, who often have only the resources to cope with their particular situation. Carers feel socially isolated and miss the contact with other adults. When in-home respite care is available, they are often too tired to go out and would rather sleep instead. When centre-based respite care is available, the hours are often too long and programs start too early in winter.

Time for self is rare, as is making the effort to care for oneself.

6 VOLUNTEERS

The biggest problem that BUCC is experiencing in relation to its Volunteers is that, whilst still very dedicated to what they are doing, the Volunteers are growing older and will soon join the population for whom they presently provide volunteer services. Moreover, there are very few younger Volunteers emerging to take their place.

As a result, these Volunteers are fully utilised, to the extent that there is no-one to replace them if they are away (eg on holidays) and as a consequence, volunteers rarely take holidays or any break.

Recent occupational health and safety regulations are ensuring that Volunteers become more aware of these issues in relation to the work that they do.

Dealing with their consumers is always difficult in terms of coping with increased frailty and sometimes the death of the people with whom they have become friends over the past years. The emotional drain can be substantial. What to do in emergency situations is sometimes unknown.

Educating others (especially younger people) about the special needs of this customer group is difficult at times.

7 VETERANS

The major problem experienced by Veterans relates to loneliness and social isolation. Veterans are less able to get about, and when they do it is usually to visit hospitals, either for treatment themselves, to visit a friend or to do volunteer work. The majority of Veterans need assistance with household chores and home maintenance.

Getting to hospitals is also a problem, since it takes two buses to get to most hospitals (except the Mater). This is why most veterans use the Mater hospital, since it is the easiest to get to.

Changes to services provided by Greenslopes Hospital is of concern to those Veterans who have received treatment there for many years, as is what will happen to them when they can no-longer care for themselves.

Dealing with the Department of Veterans Affairs is sometimes a nightmare in terms of the 'red tape' that must be gone through.

Access to public places is sometimes difficult, especially when they aren't ramped. Parking can also be a problem when there is not a specific identifying handicap.

Security is a big issue for elderly people (including Veterans), since they are especially vulnerable to attack, both verbal and physical.

Some Vietnam Veterans would like the opportunity to do some part-time work to keep them occupied and so that they can make a contribution to society. Some would even like to take the place of aging volunteers.

8 PAID EMPLOYMENT

Those in Paid Employment are often the most skilled and capable of residents and the largest untapped resource in their local community. They would prove invaluable if they were to volunteer their skills for use in the community. The biggest disincentive to their becoming involved in community activities is lack of time, followed by lack of knowledge about services.

9 UNEMPLOYED

The two biggest problems of Unemployed people are financial and emotional. Some also experience social problems too. Financial problems effect where they live and the way they live, what services they can access and how they spend their time. Emotional problems relate to all of the above, as well as to the relationships they form with people inside and outside their family (including service providers), and how they relate to society in general.

Many Unemployed people feel like they're being treated as a number rather than as a person by staff of government departments. They report different atmospheres even at different branches of the same department. Frequent staff changes make it difficult for them to be seen as a person in need. Unemployed people also report that they are sometimes given misleading and/or conflicting information from people in different government departments but also within the same government department. Better coordination across government departments/within agencies is required.

The difficulty of accessing all the necessary services at different venues can create significant problems, especially when public transport is not direct to these locations. A local Community Advice/Service Centre would be more accessible to Unemployed people and assist them in obtaining information on available services/agencies. (Libraries do not contain all current community information.)

Social isolation and loneliness are a feature of this population. Unemployed people would welcome the opportunity to join youth groups/recreation groups that engage in low-cost activities. Low cost 'keep fit' classes provided locally would also be suitable, as would craft groups.

10 HOMEMAKERS

Homemakers' biggest concern (after public transport) is that of social isolation and lack of social support. Activities that engage them in social interaction with adults is something they desire.

In terms of children, access to more child care facilities (such as Family Daycare) would assist them in a very tangible way. Parks, recreation facilities and playground improvements also are of interest to this group.

Homemakers are often the most reliable of residents and the second largest untapped resource in their local community. They would prove invaluable if they were to volunteer their skills for use in the community. The biggest disincentive to their becoming involved in community activities is lack of time, followed by lack of knowledge about services.

11 HOUSING NEEDS

The major concern of people with Housing needs is for low cost housing in the area in which they want to live. This is the area they know, possibly where they have grown up and this is the area where they want their children to grow up. Besides, they have the support of family and friends in the area. If they were to go somewhere else they would have to start all over again.

The second biggest concern of people with Housing needs is for low-cost, affordable child care on an occasional basis, so that they can go shopping by themselves sometimes, attend courses, or just have some time to themselves. Obtaining babysitters at night is also difficult.

Another problem is the lack of readily available information on services and entitlements. Moreover, services are located too far away (at Stones Corner).

A fourth problem relates to their (often) inability to cope with the complexity of their life situation and the strain that financial difficulties put upon them.

12 PARENTS

The main problem that Parents experience is in relation to public transport, particularly from the Tingalpa/Murarie area to places such as the Commonwealth Employment Service and the Department of Social Security at Stones Corner, to which there is no direct bus.

Social isolation and loneliness is the next major problem, not only for Parents but also for their children

Involvement in groups (such as Youth groups, Recreation and sporting groups) would provide opportunity for social interaction.

In relation to young children, the major concern of Parents is for quality, affordable childcare. More child care facilities are already required by the existing population, and even more will be required when the new housing estate at Cannon Hill is completed (2000 - 2500 houses).

More localised access to advice regarding child development and behaviour is also required, as are family- friendly shops that have child-minding facilities (like IKEA).

Library facilities could be improved to make more space.

Parents lack information in a range of areas (eg community profile for newcomers to the area, information on entitlements/benefits, information on personal security).

13 ABORIGINALS

There was insufficient information derived from the self directed group process and the telephone survey to form opinions about the Aboriginal population in general.

However, it can be said that of the individuals who responded to the telephone survey, their greatest use of community/government services was of Parks rather than of Public transport. The service that they next use most is the library.

14 NON-ENGLISH CULTURAL BACKGROUNDS

Public transport is a major problem for people from Non-English cultural backgrounds. Because there was no response from the self directed group, it is not possible to elaborate on the specifics of the problems they experience.

Respondents to the telephone survey indicated that social isolation and loneliness are of concern to some of this group of people, even though the majority have lived in Australia more than ten years.

Library facilities are not adequate and need improvement.

More preschool/playgroup facilities are required, as is improved playground equipment.
More/better recreation/sporting facilities are also desired by this group.

15 YOUTH

The main problem of Youth relates to transport and the difficulty getting around when you're not old enough to drive a car. Public transport is not always convenient or available when and where you want it.

The second major problem of this age group is, on the one hand, boredom and nothing to do, and on the other hand, too much to do. Those young people who said they are bored mentioned the need for more youth activities such as blue light discos, clubs etc. as well as better recreational facilities (eg skateboard bowl, more half courts). Those young people who said that they had too much to do talked about fitting school, work, recreation and social life all into one day.

School subjects are viewed as not being relevant to today's world, and teachers as spending all of their time disciplining a few students. The young people suggested that some TAFE courses should be run through the school and that there should be more opportunities for work experience.

There are not enough books suitable for this age group in the local library.

Some young people said they did volunteer work and others said that they were interested in doing volunteer work.

SUMMARY OF RECOMMENDATIONS

Seniors

- 3.1 Ensure that Seniors have greater access to Home Help on an as-needed basis.
- 3.2 Provide greater assistance for Seniors to access and ride on public transport.
- 3.3 Conduct discussion groups for Seniors in the home on a rotating basis, including games and puzzles as appropriate.
- 3.4 Establish a cheap coffee shop that's easily accessible by Seniors in the area, which can double as a venue where Seniors' groups are held.
- 3.5 Conduct 1/2 day bus trips on a regular basis. These trips may be to places like the city, shopping centres and the Hawthorne cinema, or may be to specified attractions (such as the casino).
- 3.6 Provide access to a 24 hour in-home counselling service for those in need.
- 3.7 Increase access to Home Maintenance services for those requiring home modifications for the frail/disabled.
- 3.8 Investigate ways of providing low-cost emergency care services in the home.
- 3.9 Investigate ways of developing a more flexible respite care system.
- 3.10 Schedule activities for Seniors in the morning only and vary starting times according to the season.
- 3.11 Ensure that brochures about services that are available in the local area are readily available (eg. in doctor's surgeries, chemists).
- 3.12 Establish a regular newsletter detailing 'What's on' in the local area in the coming weeks.
- 3.13 Continue the Gardening Bus initiative of the Kangaroo Point TAFE.
- 3.14 Continue physiotherapy and podiatry services currently provided by BUCC.
- 3.15 Continue hairdressing services that are currently provided in-home by BUCC

People with disabilities

- 4.1 Provide greater assistance to people with Disabilities in terms of access to public transport and facilities.

- 4.2 Provide access to Home Help and Home Maintenance services as required to allow people with Disabilities to live comfortably in the community.
- 4.3 Provide regular social activities in community centres for people with Disabilities eg. film nights, story-telling evenings.
- 4.4 Provide greater access for people with Disabilities to selected sporting/recreation facilities.
- 4.5 Continue to provide Clubs for the mentally ill such as those presently conducted by Stones Corner Adult Mental Health. Establish new groups based on individual needs.
- 4.6 Establish a home visiting service for those people with Disabilities who are not able to attend/venture into community activities. This could be coordinated by a local school, church group or service club.
- 4.7 Alleviate personal safety concerns for people with Disabilities by providing escorted attendance to activities (eg bus to and from venue).
- 4.8 Conduct budgeting programs specifically designed to meet the needs of people with Disabilities.
- 4.9 Continue the physiotherapy program that is presently conducted at BUCC on Wednesdays.

Carers

- 5.1 Ensure that public transport is reliable and that bus routes follow the most accessible streets.
- 5.2 Ensure that those for whom Carers care, receive Blue Nurses service to a level appropriate to their degree of disability.
- 5.3 Ensure that a Carers' allowance is received by those people whose time is fully devoted to the care of a frail/disabled person.
- 5.4 Investigate ways of establishing/accessing low-cost home modifications services.
- 5.4 Provide information on available services and entitlements (eg. Veterans Advice Network, pension entitlements) in easily accessible places in the community (such as doctor's surgeries, chemists, shopping centres. etc.).
- 5.5 Conduct education seminars/information days on what's available in the local area.
- 5.6 Encourage the Brisbane City Council to send out 'What's on' brochures with the rates notice.
- 5.7 Redesign the layout of the telephone directory to make it more user friendly.
- 5.8 Provide access to 24 hour counselling services so as to provide support for Carers.

- 5.9 Provide greater access to respite care, particularly at night time.
- 5.10 Provide 1/2 day respite care programs which start later in winter.
- 5.11 Establish a system of volunteer respite care providers which can provide after hours respite care and care on an informal basis.
- 5.12 Provide an in-home massage service for Carers.

Volunteers

- 6.1 Encourage groups of potential volunteers such as young mothers, unemployed people (particularly the older unemployed), Skillshare workers, and community service workers to volunteer some of their time. Provide childminding facilities for young volunteer mothers.
- 6.2 Provide specific tasks for volunteers to perform with specified outcomes so that they can see the results of their achievements.
- 6.3 Provide sufficient training so that volunteers can perform the job well, and build in regular, follow-up support for continued on-the-job learning. Ensure that the skills and competencies learnt are applicable to other positions in BUCC and beyond.
- 6.4 Seek to identify what it is that the volunteer values in appreciation for the work performed, and where possible, provide it. Volunteers may simply value the opportunity to learn new skills, to meet new people, to make a contribution to society etc.
- 6.5 Engage the assistance of the media and other information avenues such as the Hawthorne Neighbourhood Watch newsletter to recruit volunteers.
- 6.6 Provide training in how to deal with emergency situations with consumers.
- 6.7 Provide training in health and safety issues, both personal and occupational.
- 6.8 Provide access to a 24 hour counselling service to assist Volunteers in coping with the death of consumers.

Veterans

- 7.1 Establish a visiting service to Veterans, possibly using R&SL volunteers.
- 7.2 Provide access to 24 hour counselling for those in need.
- 7.3 Provide direct transport to Greenslopes and Princess Alexandra Hospitals on a regular basis for Veterans receiving treatment there.
- 7.4 Provide access to Home Help and Home Maintenance services to Veterans on an as-needed basis.

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- 7.5 Increase the number of beds in Nursing Homes for the Aged.
 - 7.6 Streamline consumer-related procedures within the Department of Veterans Affairs.
 - 7.7 Establish an 'Adopt a Granny/Grandfather' campaign to team an older resident with a younger family for whom they can babysit in return for a meal.
 - 7.8 Allow Veterans to park in Handicapped zones.
 - 7.9 Devise a more user-friendly means for Veterans to cross over the Morningside railway line.
 - 7.10 Consider utilising the services of Vietnam Veterans to do volunteer work in the community.

Paid employment

- 8.1 Consider ways of engaging the services of those in paid employment to do a few hours of volunteer work per week in the community.
- 8.2 Obtain increased publicity for the services/programs available in the local community.

Unemployed

- 9.1 Wherever possible, maintain staff consistency in government departments dealing with Unemployed people.
- 9.2 Provide access to 24 hour counselling for those in need.
- 9.3 Establish a shop-front presence of all government departments relevant to this study in the local area so as to provide a more decentralised, customer-focused service.
- 9.4 Establish a 'drop-in' centre where Unemployed people can interact socially and have access to computers to prepare/update their resume. The 'drop-in' centre might be the appropriate venue for the establishment of a Community Cooperative or LETS scheme.
- 9.5 Establish a Youth group in the local area to provide low-cost activities such as craft groups, recreation activities and 'keep fit' classes.
- 9.6 Provide subsidies for Unemployed people attending accredited training courses (eg TAFE).
- 9.7 Provide access to preschool/low-cost playgroups so as to encourage the stimulation of young minds for children of Unemployed people.

Homemaker

- 10.1 Establish friendship/social/support groups for Homemakers to address their personal needs.
- 10.2 Provide access to a 24 hour counselling service for those in need.
- 10.3 Increase Homemakers' access to child care facilities such as Family Daycare.
- 10.4 Consider ways of engaging the services of Homemakers for a few hours of volunteer work per week in the community, for example, by establishing child minding/playgroup facilities at BUCC, providing transport to and from BUCC, making a toy library service accessible at BUCC etc.
- 10.5 Investigate ways of improving parks and playground equipment in the local area.
- 10.6 Obtain increased publicity for the services/programs available in the local community.

Housing group

- 11.1 Provide more low-cost accommodation in the local area.
- 11.2 Provide more occasional and full day, centre-based child care facilities so as to allow parents some time to shop alone, attend courses or have some time to themselves.
- 11.3 Establish organised kid's activities that parents can attend and also use for respite time for themselves on occasions. Incorporate elements of effective parenting into the programs, and provide role models of effective management techniques.
- 11.4 Establish a coordinated babysitting service for night-times and weekends.
- 11.5 Provide more information on available services in easily accessible places eg shopping centres, doctor's surgery, chemist.
- 11.6 Establish a localised base for government departments (shop-front presence) so that information about services/provision of services is more easily available.
- 11.7 Provide access to 24 hour counselling services (personal and financial counselling).

Parents

- 12.1 Localise government services such as the Commonwealth Employment Service and the Department of Social Security.
- 12.2 Establish a 'drop-in' centre for Parents and Parent Support groups in the area. Such groups could provide education on parenting skills, budgeting, communication skills, assertiveness training, and basic survival skills for single people, males and new parents (eg cooking, washing, ironing).

- 12.3 Establish a 'drop-in' centre/coffee shop for Youth which could serve as a venue for craft groups and also discos, movies, bushwalking trips etc.
- 12.4 Provide access to 24 hour counselling for youth on an ongoing and emergency basis.
- 12.5 Establish organised kids' activities (6-12 year olds) on a regular basis.
- 12.6 Enhance existing recreational facilities in the area (eg more half-courts, more cricket nets) and establish new recreational facilities (eg football field at Murarrie Sports Reserve).
- 12.7 Establish a legal graffiti area in the Hawthorne/Balmoral and Tingalpa/Murarrie areas.
- 12.8 Establish Maternal and Child Health Clinics in Morningside and Cannon Hill including an out-of-hours service for working parents. These would best be established in hospitable surroundings which accommodate a variety of doctors, Community Health workers, child behaviour specialists and counsellors/social workers.
- 12.9 Establish more child care and Family Daycare facilities, preschools and playgroups in the Cannon Hill/Murarrie/Tingalpa area.
- 12.10 Ensure that a local Community Centre provides information on available services, benefits/entitlements and personal security.

Aboriginal

No recommendations are made in relation to Aboriginal people.

Non-English cultural background

- 14.1 Establish friendship/social/support groups in the cultures that predominate in the area, based at BUCC.
- 14.2 Provide an English mentor/tutor for individuals on request.

Youth

- 15.1 Provide more social activities for youth in the area, such as blue light discos, youth clubs, social outings, bushwalking etc.
- 15.2 Provide more recreational activities in the area for young people, such as a skateboard bowl, more half courts, legal graffiti wall etc.
- 15.3 Ensure that school subjects are relevant to today's world. Conduct TAFE courses in schools on a coordinated basis in response to need.
- 15.4 Ensure more opportunities for work experience through schools.
- 15.5 Ensure that there is a larger supply of suitable books for youth in local libraries.

- 15.6 Provide information and referral services for Youth through BUCC, including a base for Family Planning/Health Nurse services once/week.
- 15.7 Provide a coffee shop/'drop in' centre for Youth in the area, which serves as a base for social interaction amongst youth, as well as an avenue for information-sharing, referral and the presentation of educational activities.