

St Kilda Inclusion Project



A Snapshot of life in St Kilda...

Authors of report

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SIP is a community initiative supported by the
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1. Introduction

The St Kilda Inclusion Project (SIP) commenced in October 2008 as a state and local government initiative. The project aims to see St Kilda become a more welcoming and inclusive place where residents from all backgrounds have the opportunity to contribute to and enjoy community life. SIP had an initial funding commitment of 3 years.

In June 2010, a group of nine trained community researchers from SIP visited drop in centers, rooming houses, services and gathering places to collect information from their peers about what social inclusion really means on a practical level for people seen as disadvantaged. They interviewed 201 people and asked questions about belonging, discrimination and respect in St Kilda.

The research was designed to capture marginalized groups such as the homeless that are often missed in traditional data collection due to requiring residential addresses or telephone connections. It utilized a participatory action approach that has two main advantages. Firstly it provides the data collectors with the opportunity for participation, skill development and confidence building. Secondly, it allows marginalized community members to express views to their peers they may not otherwise share.

This report will outline the training provided to the researchers, their personal experiences and the results of the interviews in the hope that the lessons learned along the way can be shared and implemented by others.

2. First Steps Community Leadership Training

“Being involved gives us the opportunity to have meaningful input into educating the community about issues such as homelessness. It also gives us an opportunity to feel that we have a voice and something to contribute. It is something bigger than ourselves and helps us to transcend our own lives by helping others”. (Participant, SIP Leadership Group)

Twelve residents were invited to participate in the SIP Leadership Group in June 2009, an eight-week course designed to improve people’s overall confidence, ability to advocate and promote a sense of belonging and empowerment

Residents from marginalized backgrounds were targeted for the project. Many at some stage had battled with issues such as homelessness, drug abuse or mental illness and live in rooming houses and public housing. They were selected on the basis of their readiness in terms of wanting to contribute to the community and interested in taking up new challenges. Most of the participants were already leaders in the indigenous community or involved as volunteers in local organizations.

The Community Leadership Course focused on participants understanding their personal communication style, learning how to write a presentation, public speaking, contributing respectfully to a meeting and impromptu speaking. Nine members of the group went on to become a part of the SIP steering committee where they were able to apply their skills for the overall benefit of the project. Their increased confidence and self-esteem became visible as they took up other activities such as involvement in theatre groups, facilitation of training, and participated as researchers and community consultants for the City of Port Phillip and consumer representatives for local agencies. Participants were then invited to be trained as SIP community researchers and to collect information about what social inclusion really meant on a practical level from their networks to feed into the aims and activities of SIP.

3. Becoming a community researcher

3a. The Training

“Learning about interviewing has boosted my confidence. I feel I can talk to people more easily, and really listen to what they have to say. I’ve also discovered that I like learning.” (Participant, SIP Leadership Group)

Ten members of the original leadership group were trained as researchers. The research course went for six weeks and utilized an active learning model that was tailored to meet the needs of the group from week to week. The goals of the course and topics to be covered were established but only the first week had a preplanned agenda. The facilitators met after every session to assess how it went and include any additional material requested by the group into the next week’s agenda. The feedback that was provided by the participants each session was turned into notes and handed out for the next session where they were discussed to cement the learning.

The philosophy behind the training was that the group provided many of the answers themselves and their knowledge and experience were utilized. Formal information on research techniques was also provided and practical exercises were designed to hone participants’ interview skills and increase their confidence.

There was a strong focus on building people’s communication skills needed to collect the information.

3b. Who was involved?

City of Port Phillip
St Kilda Inclusion Project
Good Shepherd
Inner South Community Health Service

3c. What topics were covered?

The agenda of the course was:
Week One - Professionalism



Week Two - Pre-interview techniques

Week Three - Interview techniques

Week Four - Post Interview and scenarios

Week Five - Reviewing questionnaire questions

Week Six – Refresher session

Topics covered included

- Developing rapport
- Listening and asking questions
- Taking notes
- Managing people's reactions including your own

Two of SIP's evaluators from Monash University helped to design the questions with City of Port Phillip and SIP staff. They also attended one session with the community researchers to gain their feedback on the questionnaire design and purpose.

The questionnaire contained both closed and open-ended questions to allow flexibility for both the community researchers and interviewees in terms of how much detail and time they wished to provide. A copy of the questionnaire is provided as Appendix 1.

3.d Was the course helpful?

The general consensus from the group based on an evaluation after the last session was that they were very satisfied with the course and that it increased their confidence and communication skills.

Some of the feedback provided by the participants about the value of the course included:

- Clarified things that I already knew and sharing ideas for dealing with challenges with the group was helpful
- Learning from each other
- The interaction between trainers and trainees was really positive
- Seeing inclusive theory put into practice. I think it is important for me to feel included before anyone else can.
- Learning about risk management and interpersonal skills. The role playing was very useful.
- The group felt supported and now we feel like a team
- I was inspired by the commitment that people show
- As part of the debriefing process once the community research had commenced, the facilitators asked the group to evaluate the usefulness of the training now they were out in the field. They responded positively and comments included:
 - Good preparation
 - Valuable, appropriate and right amount of time
 - The leadership course was great to have before the community researchers course
 - The activities and sessions were very helpful
 - Dealing with the issues – it was good to know before to 'not take it personally'

4. Community Research Project

4a. Putting the theory into practice

The community researchers helped to identify organizations and places to visit where they could survey people comfortably. Organizations were then contacted, sent out the questionnaire and then a time arranged for the researchers to visit. Some researchers who were well acquainted with organizations made their own arrangements. Places were generally attended in pairs unless it was specified that this wasn't appropriate by the organization. The researchers had requested a short information sheet about SIP to hand out to people and a referral sheet about local agencies.

During the training there had been a debate about whether people should receive some sort of payment for doing the questionnaire. Some of the group thought that people shouldn't be paid for an activity that would benefit them in the end, others thought that they wouldn't get anyone if they didn't pay or that they would be hassled for money or cigarettes and would end up out of pocket themselves. In the end, we reached a resolution that although we would not pay interviewees, that the researchers would receive extra payment for preparation time required for the interviews including travel time, note taking etc and that this would also cover any extra expenses they might incur such as coffees or buying extra cigarettes.

Organizations that were attended included: 101 Drop-In Centre, Gatwick Hotel via Healthtime, RhED, Christchurch, Social Meals program including St Kilda Rooming houses Albion St, Elenora and the Beach House, SKYS Young Mothers Program, Sacred Heart Women's House, St Kilda Gatehouse, Wominjaka BBQ at Veg Out, Our Rainbow Place, Inkerman High Rise for Older People. Other places and events included the Ecocentre, O'Donnell Gardens, The Homeless Memorial, food vans in Loch St and friends in rooming houses and private residences.

During the research stage, regular fortnightly debriefing were held. The first session was to check in and see if the questionnaires needed any tweaking and if the processes and support information were working. The subsequent briefings focused mainly on people's experience and problem solving.

During training, many possible scenarios had been discussed and solutions proposed, with a lot of emphasis on people's personal safety. There was only one instance where a researcher received some verbal abuse from a person suffering from a mental illness but no other circumstances were reported where people felt in physical danger. Places like the Gatwick and the Gatehouse proved to be the most uncomfortable environment as people were more difficult to engage due to very short attention spans. Researchers quickly adapted their methods to more of a chat and then recorded their answers afterwards.



4b. Feedback from the Community Researchers

Asking the questions – lessons learned:

- Good to return to the same place a few times. People who refused the first time, were more willing the next time as they observed other doing them. They didn't want to be left out and were more trustful of the researchers.
- Having people go out in pairs was important and using a male and female worked well as many of the men were much more willing to talk to a female.
- Interviewees wanted to hear feedback about how the information they provided was going to be received. They said they were sick of doing interviews and hearing nothing more about the results. Makes them feel used.
- Interviewees liked being interviewed by people they regarded as their peers rather than 'professionals'.
- Found that as long as you told people that they didn't have to answer the questions unless they wanted to, then they were quite open to the questions. Age was a bit of a sensitive issue also. A great way to approach people was to have a bit of a friendly icebreaker, which then makes it easier to get information from people. It helped to have the flyer out first and then start the conversation into what we're doing.
- The 'why' questions really prompted people to think deeply about the issues and their response.



Receiving the answers... lessons learned:

- The depth that some people went into was surprising.
- People actually want to tell you what's going on. They got more out of it than I thought they would.
- What some health workers had to say, they were quite judgmental. They don't seem to have a whole understanding of the issues especially mental health and drug use.
- It's as though people can't access the services when they need them
- Lots of people don't actually know what's going on, so we need to have a creative process of getting the information through.
- It may be that people have held their thoughts for a long time and finally someone's asked them about it.
- It took people out of their comfort zone by asking their opinion on things

Personal experiences:

- I felt like I learnt a lot from different people in this area.
- My own stereotypes about people were challenged.
- Found it a spiritual journey which challenged my own beliefs
- Really pushed myself to talk to others and it wasn't always easy but I felt much better afterwards.

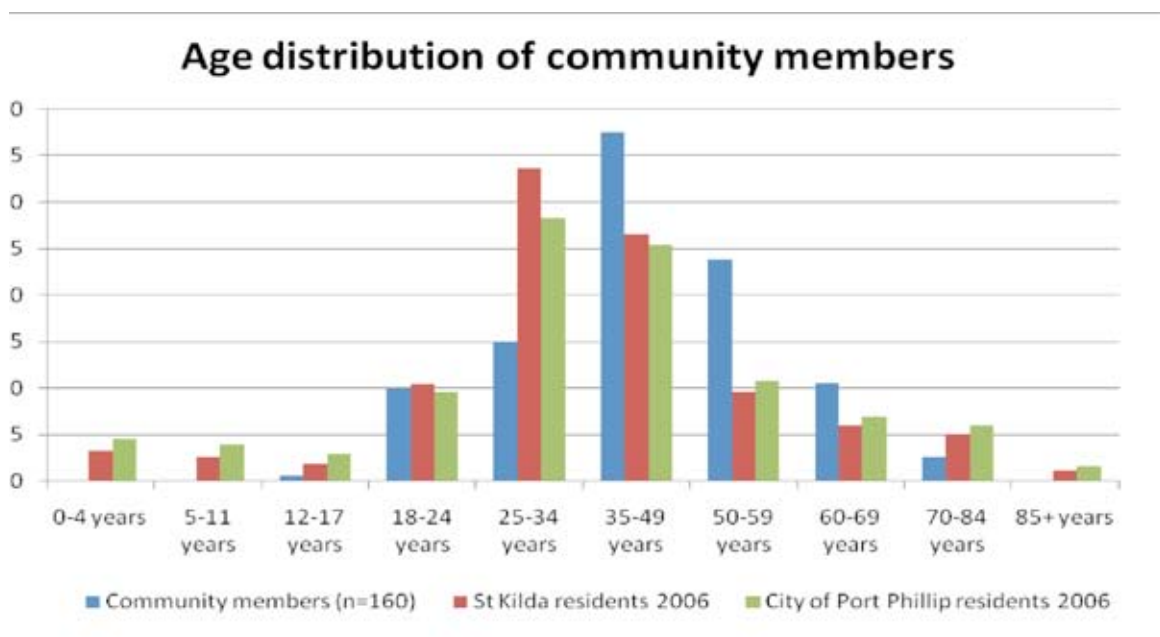
5. What we discovered

The interviews were carried out over a two-month period that spanned May, June and July of 2010. The information was then entered into a Microsoft excel spreadsheet by two of the community researchers who were trained by a City of Port Phillip staff member and transferred to the Statistical Package for the Social Sciences (SPSS) for analysis. Descriptive statistics were used to provide responses to all quantitative questions. Answers to the open-ended questions were explored using content and thematic analyses.



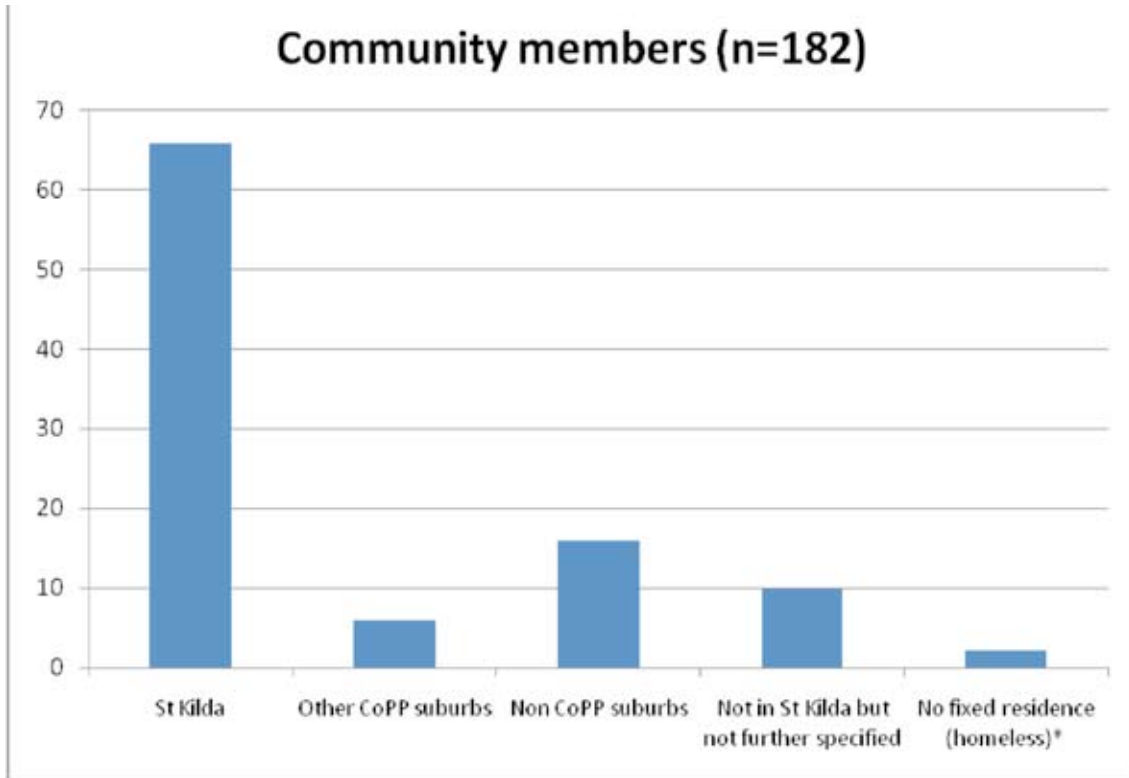
5a. Age

The majority of people interviewed (62%) were aged between 35 and 59 years with almost equal proportions of men surveyed to women.

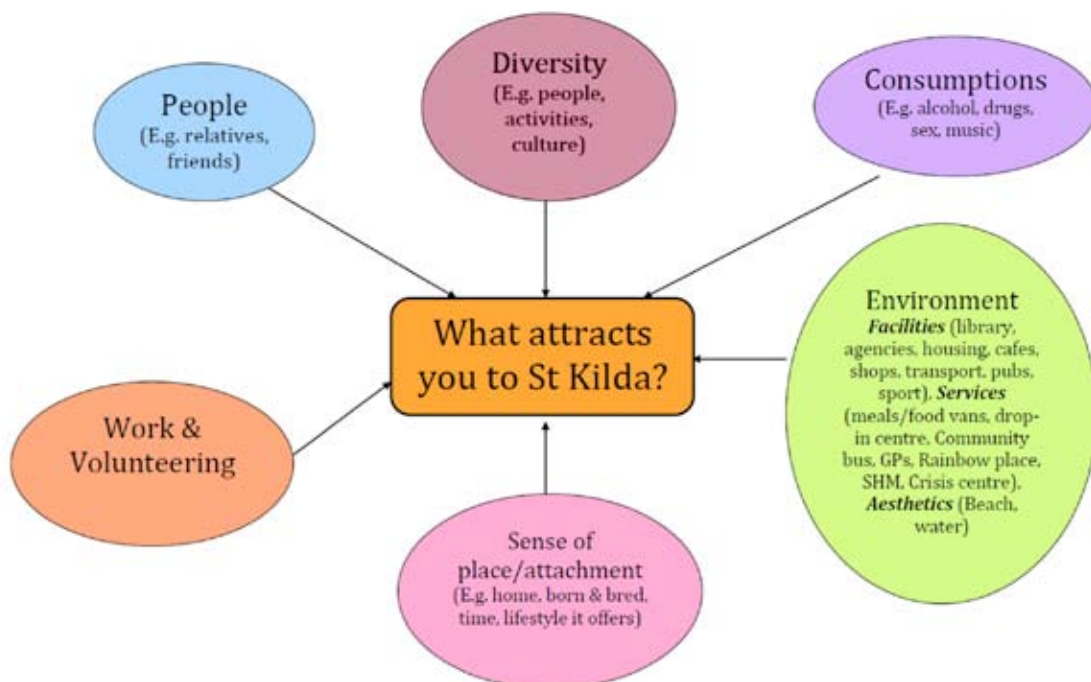



5b. Where do you come from?

The vast majority of people surveyed called St Kilda home.



5c. What attracts you to St Kilda?





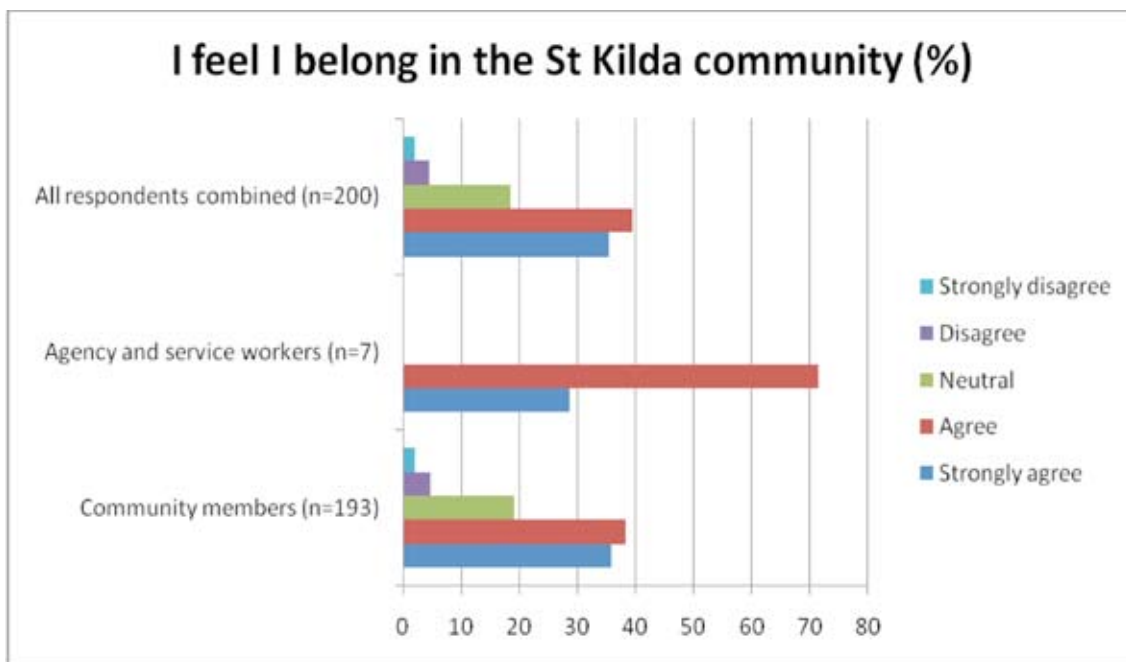
An important part of this research was to understand what attracts people to St Kilda. The rich tapestry of people and activities was a key factor. For example, some people commented that it is the '... diversity, wonderful colorful people and characters' that attract them to St Kilda. Similarly, others commented on the opportunities to 'meet people' and being close to 'family' and 'friends'. There was a strong sense of place for many people linked to St Kilda being seen as 'homely' and the length of time spent in the area.

The wide array of activities and services St Kilda offers was also an important aspect with many additional positive comments made about infrastructure such as transport and shops. For others, it was the general atmosphere '[St Kilda] is more relaxed, more services than most suburbs' and many commented on the aesthetic aspects of St Kilda, particularly the beach. People valued the ease of access to range of services including the Drop in Centre, Community Bus, Veg Out and Rainbow Place, 'cheap' housing, The Gatwick, Sacred Heart Mission and the food vans.

Access to 'alcohol, drugs, sex and entertainment' was identified by a small proportion of those who were surveyed. For example, one person spoke about the appeal of '...drugs, sex and rock and roll', while others highlighted the 'arty' culture evident within St Kilda and an exciting 'night life'. A number of people noted the opportunity for 'sex work' brings them to St Kilda.

5d. A sense of belonging...

In addition to exploring what attracts people to St Kilda, the community researchers were interested in developing an understanding of whether people feel that they 'belong' in St Kilda and what the reasons are for whether they feel they do or don't.



Overall, approximately three-quarters (74%) of community members surveyed agreed to varying extents that they felt they belonged within the St Kilda community. When the researchers explored why people feel this way, some stated that they 'just simply do' belong. Other people spoke of their connection to family and friends, as well as more informal links (e.g. relationships with shop keepers, service providers). The majority of community members (48%) felt they were connected to at least 21 people.

Similarly, a connection with culture was expressed by several people. "I feel like I belong in St Kilda socializing with Indigenous groups, the Parkies. I just love it." A sense of belonging was significantly associated with people being 'less judgmental', 'accepting', 'welcoming' and having 'shared experiences'. This was also linked to length of time that the person had been living in St Kilda and how connected they felt to the facilities and services in the area.

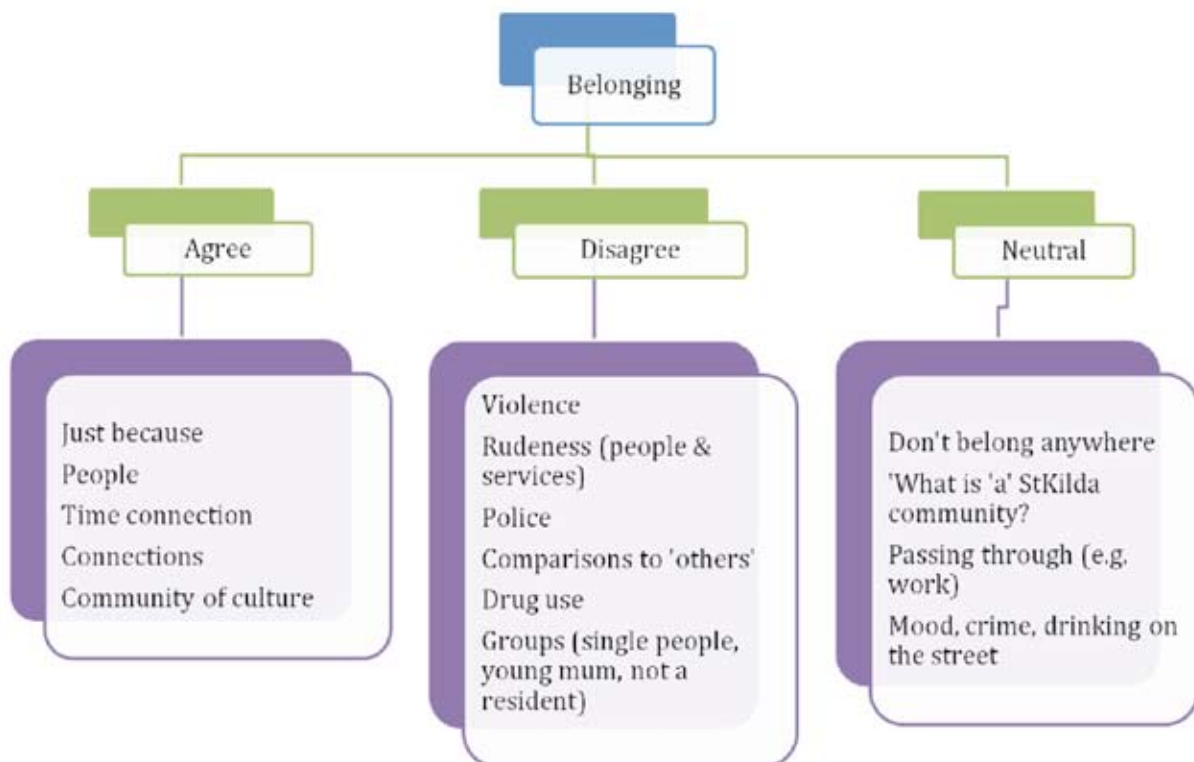
Some positive comments included:


'If you're different in some way, you fit right in. No one snobs you on purpose'

'I know I'm not the only one working to support my habit; I feel secure in that'

'...more integration between people, we have a diverse and interesting community with creative ways. It is nice to see people I know'

'St Kilda's provided me with opportunities and accepts the person who I choose to be'





Those that felt they did not belong listed reasons linked to violence, various interactions with people as well as the street realities that go hand in hand with drug use. A very small proportion of interviewees reflected on their sense of safety linked to 'violent people' and perceived crime rates. For example, one person indicated that the 'mood of the place, crime rates gone up, drinking on the street' affected their sense of belonging.

Others commented on negative interactions with people as the basis for their feelings. One person stated '... it has gone downhill so much lately that I don't want to associate with the people in St Kilda if possible.' Some said that they themselves choose not to mix while others suggested that they are '...not connected as a lot of people are in la la land'. A small proportion spoke of the 'blatant drug use' as a factor influencing their sense of belonging in St Kilda. Reasons offered by those who provided a neutral response were largely linked to feeling that they did not belong anywhere, merely passing through or being in St Kilda for work purposes only.

5e. Respect and discrimination...

People's sense of belonging is also connected to their experience of discrimination and sense of whether they are treated with respect.

A small percentage (10%) of the community members felt that they were not treated with respect in St Kilda. However, when asked if they had ever been discriminated against within St Kilda, one-third of community members agreed that they had experienced some form of discrimination.

They mentioned the negative attitudes and behaviors of others; in particular the visitors and 'yuppies' who come to St Kilda with particular concern expressed about the role that gentrification played. They thought that these interactions were often due to how they looked and where they lived. For example, one person commented, 'I get respect from those I know but not the gentrified community. There is a lot of judgment on poorer people from them'.

Additionally, negative interaction with the police influenced people's sense of not being treated respectfully, 'I get respect off the most unlikely people; people who should know better like educated people and police, show disrespect'.

Thirty three percent (Sixty six interviewees (check this out) of people interviewed claimed they had experienced discrimination by the Police Force for a number of reasons including the way one is dressed, being mistaken for loitering whilst wait for Public Transport, being perceived as being drunk instead of realizing that the person is on prescribed medication.

For the two thirds that stated they had not experienced discrimination, they cited factors such as positive support from services, having money and limiting their outings to certain areas.

5f. What stops people getting help...



The difficulties associated with navigating 'the system' was seen as a major barrier to getting assistance. People expressed concern with "...having to deal with too many bureaucrats", the difficulty of negotiating government systems (e.g. Centrelink) that seem unnecessarily complicated ...too much red tape, not enough resources. Others raised questions about the role of Local Government, stating that "... monies go to the beautification of the area, rather than to people issues."

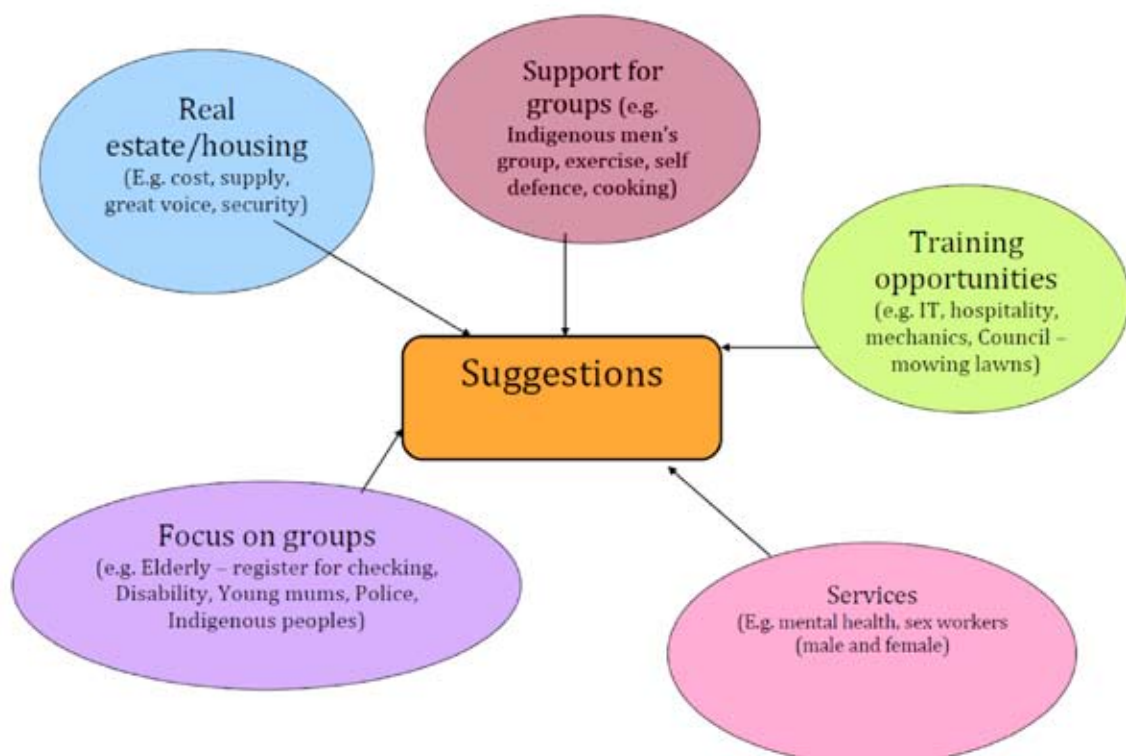
People also spoke consistently about the inadequate funding and re-sourcing of services, limiting access and choice.

Some comments made included:

"Lack of resources, restricted hours of services, lack of facilities, no safe houses for sex workers"

Longer opening hours for services, more government funding, more after-hours access to services

Lack of services at night time, lack of mental health services, lack of money



5g. What would you like to see SIP doing that might make a difference?

Many people interviewed by the community researchers mentioned that although they were grateful to be asked their opinion, they hoped that SIP would differ from other organizations that survey them but never provide any feedback on the results.

It's good to see government wanting to and actively seeking people's opinions. I just hope it gets used'.

Suggestions for SIP activities were political, practical and sometimes very creative. They included improved communication between and within government departments, more efficient and flexible bureaucratic processes with better training of staff, especially amongst groups like the police. Increased funding for more community workers and expansion of services beyond normal operating hours including more drop – in centers that also offer food, shelter and activities were frequently mentioned.

People sought increased opportunities for training and employment that improve practical skills such as learning computers but also activities that built their emotional resilience and ability to advocate for themselves. They wanted access to real pathways to employment and stated that local government could be more actively involved in this.

Some of the more creative proposals included organizations providing homeless people with temporary clothes that they could wear when washing their clothes, texting courses for the elderly and self-defense classes for women. (See Appendix 2 and 3)

6a. Summary


Overall, St Kilda is seen as a place of difference, where there is already a strong sense of community and greater sense of acceptance than in other areas. This highlights the value in working to support individuals to participate and contribute to community life. The longer a person has lived in St Kilda, the more likely they will feel a strong sense of belonging. This is increased by their sense of connection to local services and how many people they know in the area. Discrimination appears to come from outside people's local communities and is attributed to visitors or new residents associated with the gentrification of the area.

Negative experiences with police merges as an issue that impacts on feeling respected and one that people would like to see addressed. Overall service provision in St Kilda was seen as positive but with room to improve in areas such as increased opening hours, flexibility and training of staff. People with mental health concerns and sex workers were seen to be particularly vulnerable in this regard.

More pathways and support for employment were sought with the recognition skills development was required that was both practical but also improved people's overall resilience and life skills.

Interviewees were thoughtful and prepared to go into depth on their answers. They welcomed the opportunity to contribute their knowledge but also wanted to see some visible outcomes.

The benefits of using community researchers were very apparent, both in the process and outcomes of the research. The skills and confidence of the researchers greatly improved and their role as peers allowed them to gather information that interviewees may otherwise not have shared. Training that built on the knowledge and expertise of the researchers was vital in ensuring not only their confidence in gathering information, but also their safety and building a supportive team.



There were some discrepancies found in the results provided from the quantitative scales and the qualitative responses that may be due to different factors. For example, when asked to indicate on a scale whether they were treated with respect in St Kilda, the majority of people responded that they had not experienced discrimination. However when this was probed more deeply, a different picture emerges. This may be due to people not being used to being asked questions and taking time to develop trust in the interviewer. It may be that it was only a small snapshot of a longer conversation as recorded by the community researcher and reflects their own interpretation of the conversation. The ways in which the questions were posed may have lead to some bias towards certain responses such as those concerning discrimination without knowing the context of the situation described such as how long ago it occurred.

6b. Recommendations from this research

- Find ways to feedback to the community the result of this research and any outcomes that originate from it
- A steering group be formed to discuss interactions with police
- SIP committee to review suggestions for future action provided in appendices 2 and 3 so as to inform future planning of SIP activity.

6c. Recommendations for future research

- Include additional demographic information (for example: measures of cultural and linguistic diversity)
- Target locations to capture the voice of youth
- Consider asking participants what their view on social inclusion/exclusion is and why
- Change the follow-up discrimination question to capture the context for the discrimination and when it occurred

Appendix 1: SIP QUESTIONNAIRE – Living in St Kilda

1. Age: M / F / I / T / U Interview Location

2. Do you live in St Kilda/Other? _____

3. What attracts you to St Kilda?

How much do you agree with the following statements?

4. I feel like I belong in the St Kilda community

|-----|-----|-----|-----|

Agree Agree Neutral Disagree Disagree

strongly

Strongly

Why do you feel this way?

5. I feel like I'm treated with respect in St Kilda.

|-----|-----|-----|-----|

Agree Agree Neutral Disagree Disagree

strongly

Strongly

Why do you feel this way?

6. I have been discriminated against in St Kilda

|-----|-----|-----|-----|

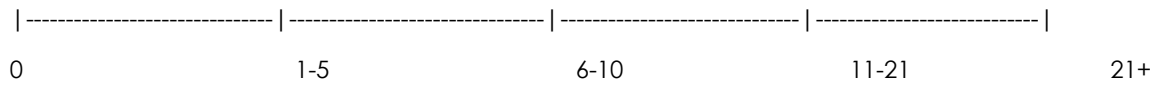
Agree Agree Neutral Disagree Disagree

strongly

Strongly

Can you give some examples of this?

7. Approximately how many people do you feel connected to in St Kilda?



8. What stops people in this community getting the help they need?

9. These are the kind of activities that SIP has been involved in. Are there any that you would like to get involved in? (Please circle)

- | | | | |
|-------------------------------|-----------------|----------------------|----------|
| Environmental issues | Having your say | Arts | Training |
| Volunteer / Job opportunities | Social Event | Communication Skills | |

More details / other suggestions

10. Given all that we have talked about, what else would you like to see SIP do that might make a difference?

Would like to be contacted in the future?

Name: Ph: Email: Comments:

Appendix 2 – More details / other suggestions for SIP activities

- I do art @ drop in centre with Di. Exercise places to go to will be nice
- Networking
- Hands on involvement in some way or other. I need to work in a paid capacity of some sort. I dream about it. Job orientated
- Clean up streets
- More opportunities for persons with disabilities. Job opportunities not slave labor
- More communication (proper and real)
- Cooking course.
- Vocational skills. Hands on training. Learn and do. Wages to do cooking classes.
- Don't know
- Not @ the moment.
- Short course

- Co-ed socializing group
- If it's running smoothly, why change anything
- Social skills. Social awareness + involvement in the community. Community for the lower classes
- More sports orientated activities for women
- Photography
- All these opportunities are here
- A night place for the homeless people to go to. To be safe, warm and off the street
- Night time shelters: somewhere to be warm with free laundry facilities and showers
- Drop in centers, community activities that any one can be included in
- Car skills- driving and brakes
- Funding going to the right causes
- Helping the elderly in nursing homes.
- Need security in boarding houses to make them safer
- Cannot get involved as we are already involved with many organizations
- Programs maybe @ The Mission but for homeless people who also have disabilities. Housing; lack of housing through the government.
- More support for male sex workers
- Business owners, workers and service users - all together anonymous social event
- Hospitality
- Courses on negotiating out of a rut
- Hospitality related
- Helping people. Community choir
- Computer courses
- I'm already involved
- Writing group
- Music
- Pursue Robyn's brilliant ideas
- Shelter in O'Donnell's Gardens
- Get involved in more drug + alcohol rehabs, Like Galiamble, awareness of more programs
- Maybe in future might be able to help.
- Already involved.
- Singing.
- Already volunteered by putting up posters for the Homeless Memorial, 2010.
- Winding down volunteering.
- Mentoring programs.
- Public speaking and workshops around drug issues (maintenance)

- Trough this survey people will get a better understanding of what SIPS is all about
- Any kind of training to be able to get a job
- Sport
- To be left alone
- Flag poles, bins for scraps for pig.
- Group outings.
- More Indigenous Positions, Yarra Trams.
- Men's group, cultural sharing
- Shelter/s in the parks
- Having a say
- Music, drug intake groups that don't have waiting lists
- Learn how to tolerate race and religion
- Some more local training e.g. budget cooking classes, self defense over 55s
- Goes to 101, convenient close to home for exercise
- Make available more volunteer jobs
- More gender specific art classes
- More social workers or people to go around verbally telling people + giving them literature about services + programs
- Physical fitness programs
- Relief for food agencies, you miss a meal that's it for the day
- Teach people IT skills
- More activities for the elderly. Advertise SIP.
- Help us to help ourselves
- Help more pensioners
- Clean up the streets. Make people feel safer
- More shelters for the Parkies and locals.
- No hookers
- Less police, leave cars outside St Kilda.
- More Indigenous programs
- I am interested but I have some r.s.i
- First aid and computer training, swimming. Exercise programs, hydrotherapy
- Make people feel valued and worth something.

Appendix 3 – What else respondents would like to see SIP do that might make a difference

- Tutoring, mentoring outside institute. In NT Drug Cert Course Fund \$5,000. Mental health consumer forum. Clients paid for chairing

- Help to deal with centrelink. Better communication skills on both sides.
- Honestly, we need our services given in priority to our residents first
- More drop in services
- Is open but feels discriminated by business in the area - no money + doesn't dress up. Likes St Kilda Rooming House people: they are, @least, real.
- Would like to go out once + awhile.
- Train police how to talk to people with respect
- Advocacy, education - More training models for other community members.
- Feedback. Hurry up and do something
- Longer hours for the Drop In, services. More funding for these services.
- Free monthly tram tickets, to stop people getting fined and creating trouble for the system!
Especially for pensioners and the unemployed. Provide trackies, jumpers, warm socks- so that when they shower they can wash their clothes and have something warm to wear. -Education centres for adults who are illiterate- Someone to educate on mobile phone use- Computer skills
- Visiting isolated people- see if they are doing ok
- Like to go out in groups
- Short training that may lead to work
- Helping homeless
- Housing is big issue.
- Thanks, like to see more of these surveys, especially for the Aboriginals who are trying to live a good life.
- More appropriate mental health services and more accommodation in St Kilda (other than for backpackers and yuppies)
- Self esteem courses
- Truck, car licenses, forklift
- Self defence for women
- All projects look great - would be interested in future training opportunities
- Increased involvement (of community members)
- Mechanic courses
- Bowling activity, fishing
- Sometimes people who live in H and hotels have less and don't qualify for activities that are for community houses
- Educate people
- Maybe have some going out to supported accommodation, rooming houses, private hotels in the area and advertise available services in the area

- More control of violence.
- Maybe we need to get the message out to people to seek help before they get to the stage notice boards, out front of the mission etc.
- Concentrate on affordable housing for i.e.; unemployed, disabled and less fortunate people
- After-school help for teenagers
- More reconciliation awareness
- Have 10 sacred heart missions
- More public Housing, especially for real people. A drop in centre where people can sleep for the night, have a shower + feed.
- Communicate with Stonington + other Councils, share info, as would be great to see these programs happening all over Melbourne.
- Collect info for research.
- Gatwick is expensive. Police every night. Neighbors kick door in on payday + even use a key saying, "oh, wrong door".
- Housing
- Long term. Give older residents access to local council employment. E.g. mowing lawns, odd jobs, match ups with others in need
- Support for local groups egg indigenous men's group, woman's group and initiatives inclusive with local state, federal ideas and funding
- Keep talking and informing people.
- Keep informed in the activities available in the community. Also assist them
- Make rainbow place bigger
- Grow Rainbow
- To help show working girls that there are housing services that will assist them properly and without letting them feel that there are no other solutions.
- More activities that include elderly into every day activities
- People to check up on others with no family (register of sorts)
- Groups for woman & or male, can get together weekly + chat over art
- More programs for over 65 year olds
- Maybe bring the programs to rooming houses
- Gardening activities
- New beach club that lets dogs onto it. Council should make available to unemployed people who have lived in the community for a period of time jobs like gardening, lawn mowing for example.
- Do something with the information you gather
- Continue being funded for a long time so the projects develop

- Upgrade your police station.
- More outreach workers. More help for young mums, kinds at risk, single mums, struggling families
- Make it easier to access the help people need.
- Move the hookers
- A visitor to our community BBQ, who felt very welcome
- Quieten the noise of Acland street at night. Pedestrian crossing on Acland St.
- We need more community centres and more community workers. The workers here are over-run.
- Would like more to say. Too much power in boarding houses/public housing
- I would like to see a community art studio of some type
- More community places/activities open a/h and w/ends
- Insufficient skills. Money issues
- Keep St Kilda the way it is. Improve housing, but keep the soul and diversity
- More acceptance - more and better accommodation with real space that is affordable
- Guitar lessons. To learn more
- More jobs
- More emergency accommodation. Interested in training that leads to paid work.