

Youth Survey 2020

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Executive summary

This document summarises the results of the Youth Survey that was run between late April and early June 2020. This document addresses every question that was asked of respondents individually. While the survey does not fully represent all young people in Wyndham due to its balance towards females and the low prevalence of marginal communities, it does tell a story of the general sentiment of young people in Wyndham. A summary of key points based on the 743 responses is as follows:

- Demographics:
 - Respondents' median age is 15.5, and just over half of respondents are aged 15-17.
 - 57.9% of respondents are females, 38.9% were males, and 2.1% are gender non-conforming or transgender.
 - 2.4% of respondents identify as Aboriginal or Torres Strait Islander. This is in line with the 2016 Census.
 - While country of birth tends heavily towards Australia (73.5%), language spoken at home by respondents indicates the kind of diversity Wyndham is known for. As many as 41.5% of respondents speak another language than English at home, and this most commonly includes Hindi, Mandarin, Arabic, Vietnamese, Tagalog, Urdu and Gujarati.
 - Almost half of respondents live in the Wyndham East district, a quarter in Wyndham Central, and 17% in Wyndham West. One in ten respondents live outside Wyndham (but work, study or socialise here).
- Social media is almost ubiquitous – 93.7% of young people use it. Instagram is most popular (80.5%), followed by Snapchat (61.5%), TikTok (51.6%) and Facebook (45.3%).
- Mental health and feeling valued:
 - Average mental health in the last 12 months is a 3.56 out of 5. It is slightly higher for males than females (3.85 compared with 3.45).
 - The main thing the respondents felt would improve their mental health is socialising and being with friends, as well as playing sports. Almost half of respondents indicate that these activities would improve their mental health, suggesting that current COVID-19 restrictions are a key barrier for young people.
 - When young people need support or help with a problem, most often they go to friends (73%) and parents (63%). More official support channels like school counsellors (16.5%) are less commonly used.
 - More than 70% of young people feel their opinion is valued most or all of the time when with friends. When at home this is 62%, and less than half of young people feel their opinion is valued most or all of the time at school (44%).
 - Young people indicate that what would make them feel valued is simply being listened to (41.5%), whether they're with friends, at home or at school.
- Bullying:
 - 15.8% of respondents indicate to have experienced bullying in the past year. Most commonly, bullying takes place at school (72.7%).
 - Most young people find that what helps them with bullying is talking to friends (57%) or being distracted with other things, including sports (56%). Official channels through school are less common, with only 25% of young people finding them helpful.
- Work and study:

- The large majority of respondents study fulltime (75.2%) and a further 10.8% study part time. Only 14% are not studying.
- High school is, unsurprisingly, the most common institution (82.9%). Just under one in ten young people attend university or TAFE.
- Out of those aged 15+, as many as 40.5% are looking for work, which is higher than the proportion of people who are employed (29.2%). Volunteering is less common at 14.2%.
- Only 3.3% of young people in the survey are fully disengaged, i.e. neither studying nor working. This is lower than in the most recent Census (11.2%).
- While 42.4% of respondents do not experience any barriers to working or studying, the majority (57.6%) do. The most common barriers are mental health (25%), lack of jobs (13.7%), transport (12.1%) or self-assessed academic ability (10.2%). Family-related barriers such as family pressure/responsibilities, financial difficulties, cultural expectations and support are also reasonably common.
- When it comes to top 3 issues at their place of study, respondents mainly raised academic issues that centred around the teachers, syllabus and assessment (11.4%). There were a broad range of issues that fell into this category with a significant number of people highlighting issues with teachers. Distraction in the learning environment at both school and home were also important issue for youth (11%).
- When asked what the main thing is that respondents would change about their place of study, the top response is simply having a better place to study (12.8%), and this refers to spaces both at school and at home. Concerns with this aspect related mainly to a quiet place to study and having a proper chair and/or desk upon which to work. Many students had a good place to study and didn't need to alter their environment or equipment (7.3%).
- Young people's concerns:
 - Stress is the top concern, with more than half of young people being *concerned* or *very concerned* about it (54.8%). The other topics in the top five that young people are concerned or very concerned about include mental health (43.5%), anger and emotions (32.6%), misrepresentation in the media (30.6%) and school disengagement (30%).
 - The topics that young people are largely *not at all concerned* about are gambling (81.3%), alcohol (73.1%), drugs (66.2%), LGBTIQ+ issues (63.9%), domestic violence (60.1%), vandalism and littering (52.3%), bullying (53.4%) and transport (52.6%).
 - Young people's biggest concern in the last 3 months, as indicated by their open-ended response, was mental health and wellbeing (12.1%). Unsurprisingly, COVID-19 was also of great concerns to students (11.9%) and ranged from contracting to virus, family members contracting the virus, and the social and economic impacts. Academic success was a concern and has largely to do with the mix of at home and on campus learning and the impacts this would have on their grades.
 - Most of the respondents didn't know how or what would alleviate their concerns (21%). Stopping COVID-19 rated highly and was a major area of concern both for the individual and their concerns with friends and family (16%). Many students believed more support for themselves, family and their education would help allay their concerns.
- The neighbourhood
 - Young people overwhelmingly feel safe or mostly in their neighbourhood (78.1%), while 4.6% feel unsafe and 16% are unsure.

- In the open-text response to what makes young people feel unsafe, overwhelmingly, crime was the most significant factor. Additionally, people of a disreputable disposition rated as the second highest with drug and alcohol use/abuse the third.
- In terms of what could make you people feel more safe, first and foremost is the installation of more street lamps and cameras to deter crime (14.9%), as well as having more police around (8.6%) and simply having less crime (5.1%). Some respondents see more youth spaces/activities (2.1%) as a solution, or more neighbourhood connection (2.1%) and knowing the neighbours (1.9%).
- Almost three quarters of young people know their neighbours or at least some of them (71.9%). A quarter of young people do not know their neighbours.
- Young people have varying ideas about how to feel more connected to neighbours and community. As many as 40% of respondents flag a type of community event or activity such as a neighbourhood street party, a pop up park or an event along those lines. Others also indicate organic ways in which the community can interact such as regular meetups or social gatherings organised by the community (7.8%), while others see the merit in additional community spaces (3.1%) such as parks and indoor spaces.
- The range of top three issues that young people see in Wyndham today is very wide. The key responses (and the proportion of respondents who raised the issue) are:
 1. Crime and safety (separately from youth crime and gangs): 20.1%
 2. COVID-19: 15.1%
 3. Littering & rubbish: 10.4%
 4. Drugs & alcohol: 8.8%
 5. Traffic: 8.5%
 6. Racism/discrimination: 7.5%
 7. Schools & education – quality and number of schools in particular: 7.5%
 8. Mental health: 6.8%
 9. Social cohesion and a sense of community: 5.5%
 10. Vandalism: 4.5%
- Youth services:
 - Most young people know where their nearest community or youth space is (73.8%).
 - On the whole, males tend to be less aware of services than females: 39.9% of males know none of the services compared with 32.2% of females.
 - Counselling services are the most widely known service. More than half of all respondents are aware of this service. This is highest for gender non-conforming and transgender respondents (63.6%) and lowest for males (41.5%).
 - Compared with males and females, gender non-conforming and transgender respondents are more aware of every single service offered, suggesting they are more connected to Youth Services.
 - Young people's marketing preferences revolve around social media. Almost three quarters of respondents (74.7%) consider social media to be the most appropriate platform. Less than half of respondents also indicate that social media stories would appeal to them (45%). Council's website is also a commonly mentioned media (38.9%) as is the Youth Services website (37.3%).

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Data cleaning

While the survey attracted a total of 993 responses, not all were usable for the analysis. Data cleaning processes identified that a substantial portion of responses had to be removed:

- There were more than 170 people who did not provide any responses after the initial qualifying question that asked whether the respondent was aged between 12 and 25.
- There were more than 70 responses from people who did not live, work, study or socialise in Wyndham.
- There were no 'speeders' in the survey – people who completed the survey more quickly than what is reasonably feasible.
- There were no problematic 'straightliners' - people who move through the survey quickly to enter the competition at the end, and who in the process do not provide consistent responses throughout the survey.
- Several respondents were quickly identified as not having taken the survey seriously. There were eight respondents identified along these lines.
- That leaves 743 responses, though not all of these responses are completed, where completed refers to all those who provided at least one piece of demographic information in addition to answering most or all of the preceding questions.

Some questions and answers were also adapted to make the analysis easier:

- The question that asked 'what year were you born' was changed to age by calculating 2020 minus the year of birth.
- 'Which Wyndham district do you live in' was combined with 'where do you live if not Wyndham' and consolidated into one column.
- Several questions provided 'Other (please specify)' response options. In most of these cases responses in the 'other' category were recoded into new categories to ease the analysis. This was applied to the following questions:
 - o In which country were you born?
 - o Do you speak a language other than English?
 - o Where were you bullied?
 - o Where are you currently studying?
 - o What type of social media do you use currently?
 - o Do you feel safe in your neighbourhood?
 - o Do you know where your nearest community centre or youth space is?
 - o How would you like to hear about activities in Wyndham?
 - o What barriers impact your ability to work or study?

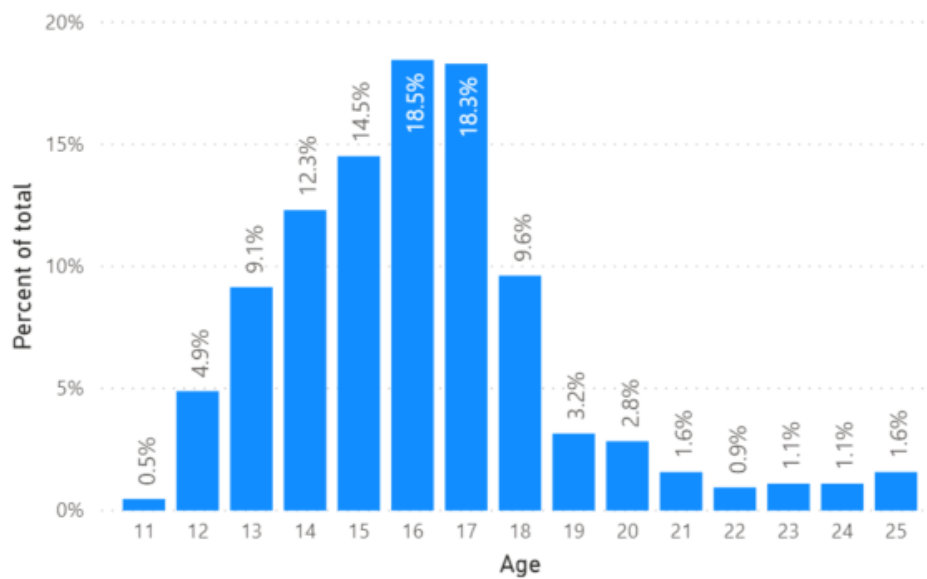
Open-ended questions were coded into categories to identify recurring themes across respondents. Categories were kept as broad as possible, though open-ended responses always attract such a variety of responses that not all can be consolidated into broader categories.

Demographics

Age

Respondents' ages are provided in the figure below. Just over 50% of respondents are aged 15-17, and only 12.3% are aged over 18. The median age is 15.5. It looks like the survey has captured the young to middle demographic in the youth age bracket.

Figure 1: Age of respondents



Gender

The balance of the survey is towards females, who constituted 57.9% of respondents. A further 38.9% were males, 1.3% indicated to be gender-nonconforming, 0.8% are transgender, and 1.1% preferred not to provide their gender.

Aboriginal or Torres Strait Islander status

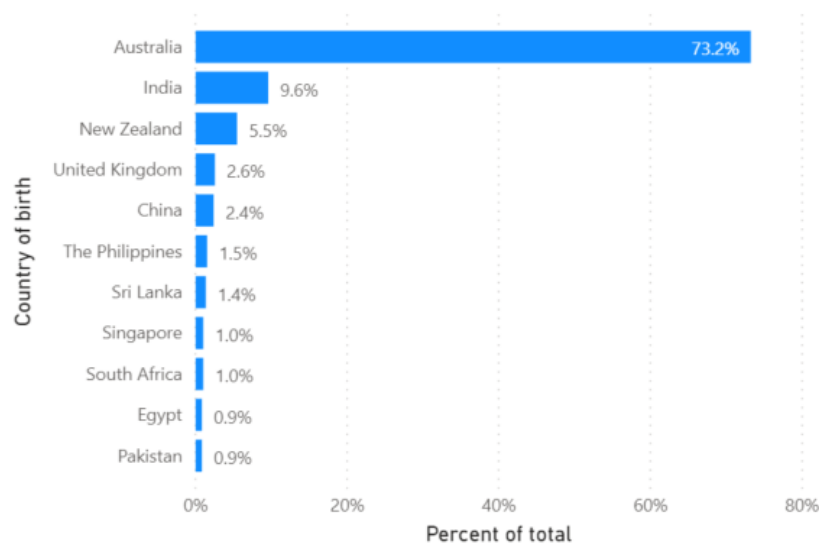
Much alike the most recent Census result (2016), 2.1% of respondents identify as Aboriginal, a substantially lower proportion (0.3%) as Torres Strait Islander, and 97.6% do not identify as Aboriginal or Torres Strait Islander.

Country of birth

As may be expected from younger residents, the country of birth tends heavily towards Australia (73.5%). This does not mean that respondents have no multicultural background given that many Wyndham families have newly migrated to Australia.

The most common countries of birth besides Australia are India (9.6%), New Zealand (5.5%), the UK (2.6%) and China (2.4%). This matches the general Wyndham cultural diversity picture. There were a total of 583 responses to this question, and 8% of respondents indicated to live in a country not pictured in the figure below.

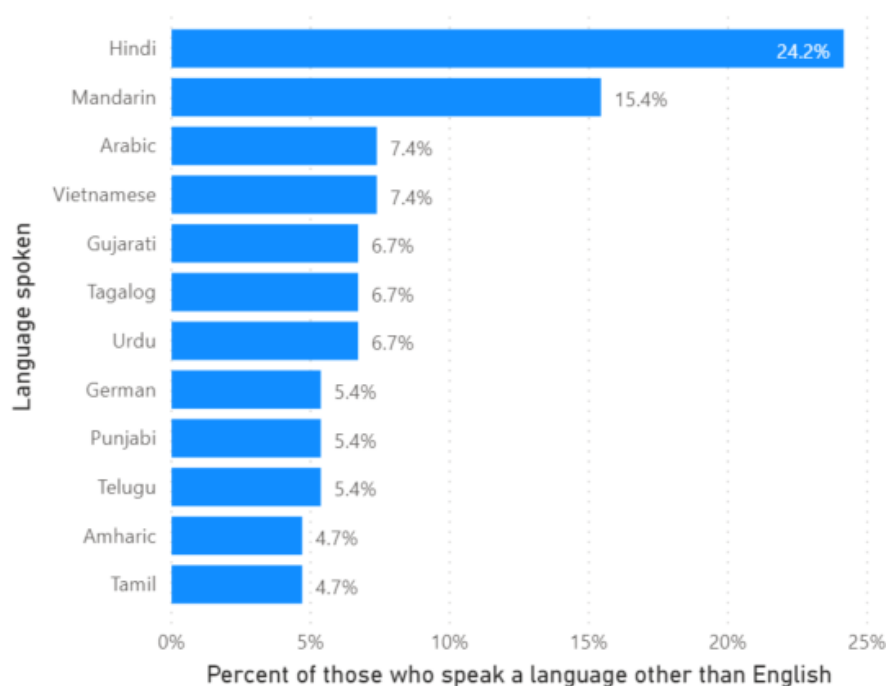
Figure 2: Country of birth among respondents



Language

More indicative of cultural background among young people is language spoken at home. For 235 out of 634 respondents (41.8%) English is not the only language spoken at home. The most common languages among the 150 respondents who provided their other language are in the figure below. The list is dominated by languages of new migrants, including Hindi, Mandarin, Gujarati, Urdu, Punjabi, Telugu and Tamil, who together make up 68.5% of non-English speakers.

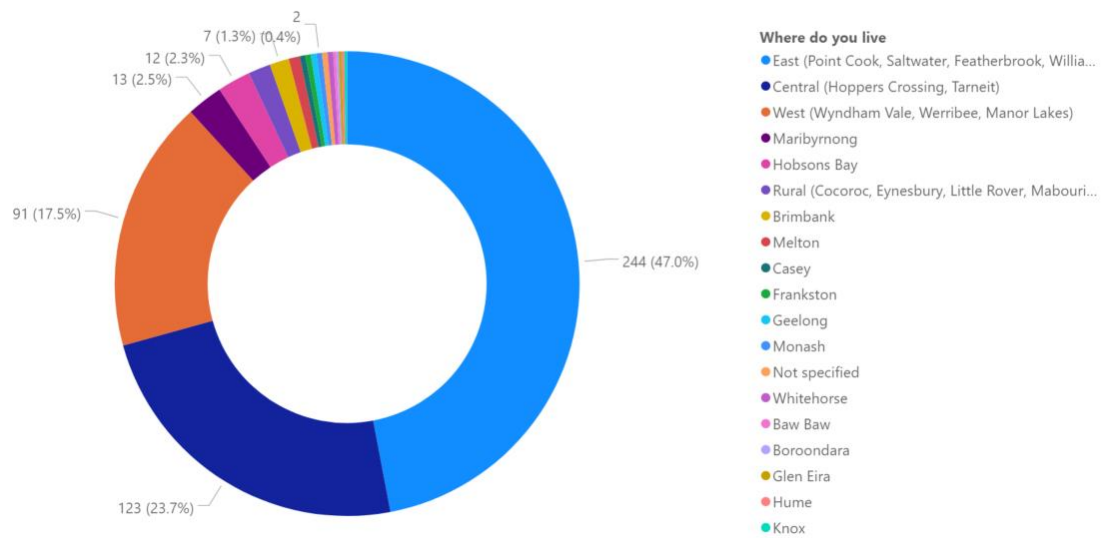
Figure 3: Language spoken at home (among those who do not speak English at home)



Wyndham District

Almost half of the survey's respondents are from Wyndham East (47%), a further 23.7% from Wyndham Central, and 17.5% from Wyndham West. Only around 2% of respondents are from rural areas in Wyndham. Around one in ten respondents live outside Wyndham.

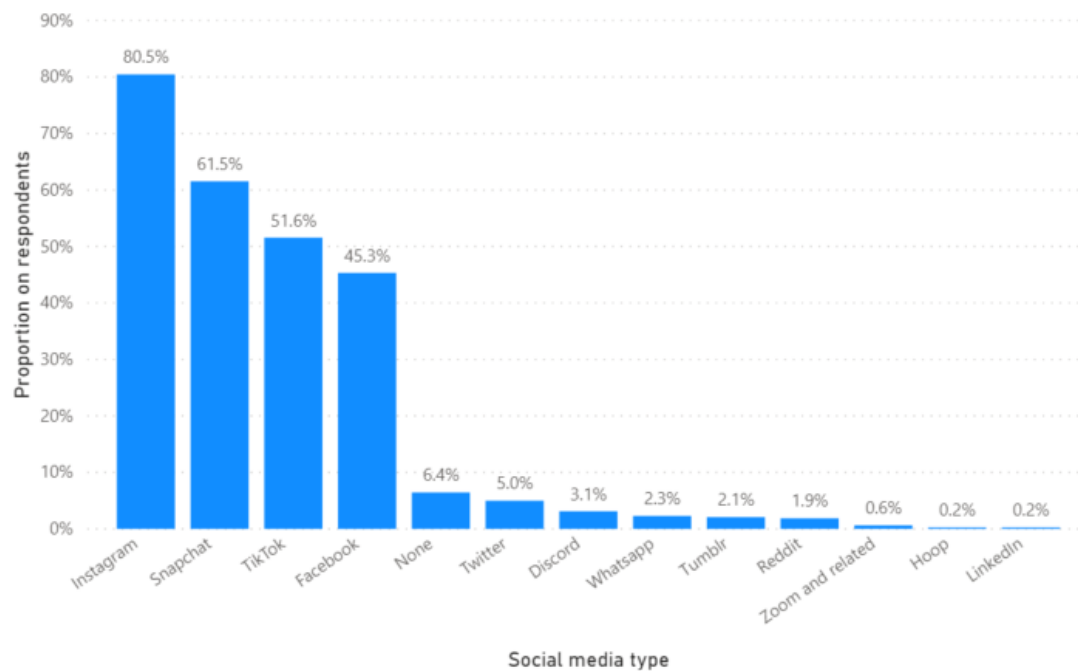
Figure 4: Place of residence



Social media

Almost all young people in the survey use some type of social media, with only 6.4% indicating they do not use any. Eight out of ten young people have Instagram, six out of ten have Snapchat, just over half have TikTok and just under half have Facebook.

Figure 5: Use of social media



Mental health, support and feeling valued

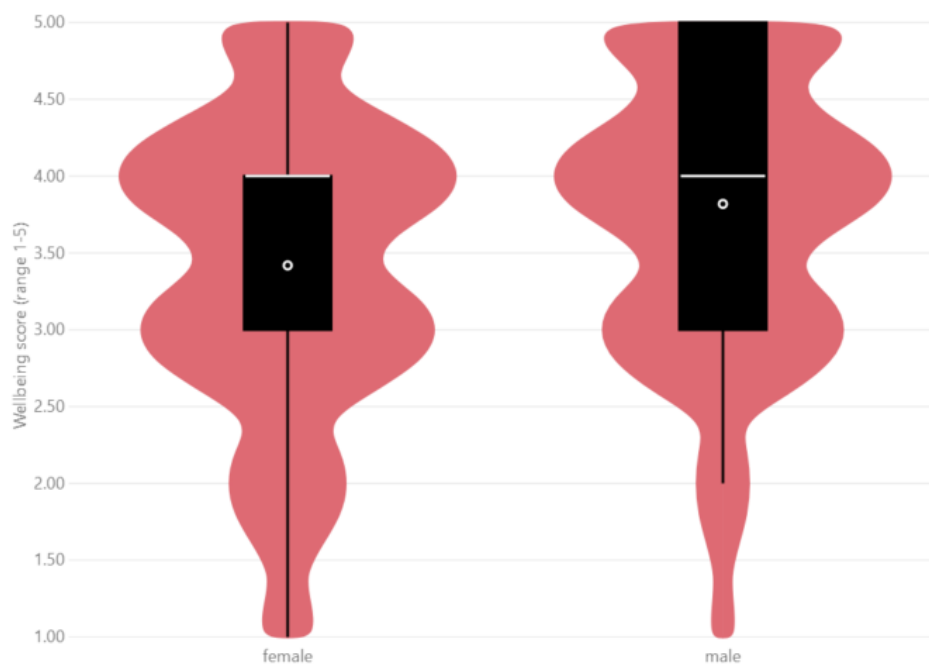
Mental health rating in the last 12 months

Measured on a scale of one to five using emojis, young people indicate their average wellbeing to be between the neutral and positive scores with a score of 3.56 out of 5. Average wellbeing among males is slightly higher than among females (3.85 compared with 3.45).

Figure 6: Average mental health score in the last 12 months



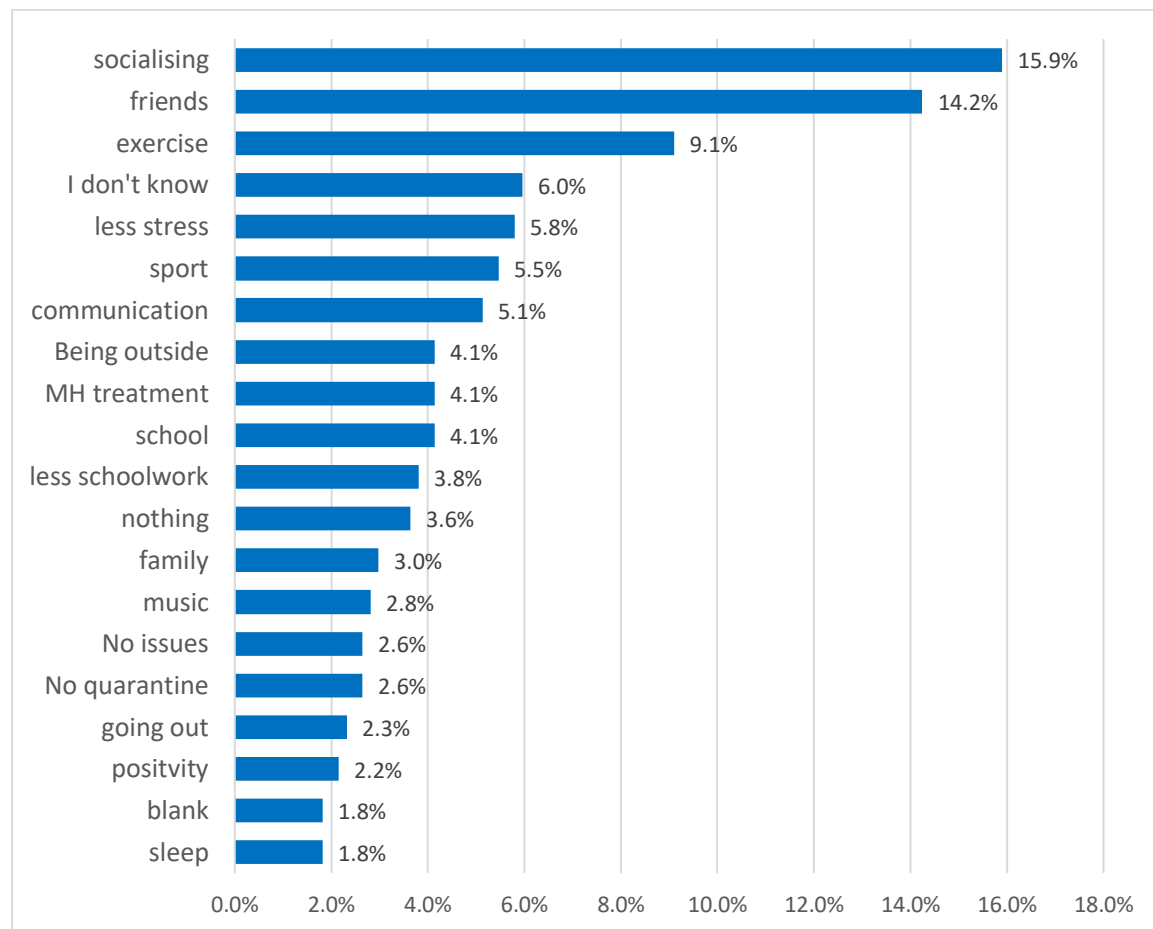
Figure 7: Distribution of mental health score among men and females



What would improve your mental health?

The following chart presents the core themes from the open-ended question *What would improve your mental health?* In total there were 604 responses to the question. The main thing the respondents felt would improve their mental health is socialising and being with friends. Moreover, 78 respondents said socialising with friends specifically was the most salient factor for improving mental health. Exercise also represents as being an important factor, sport is added as a separate theme as the responses were more around the social aspect of sport. Exercise includes more individual pursuits such as walking, running, and going to the gym for example.

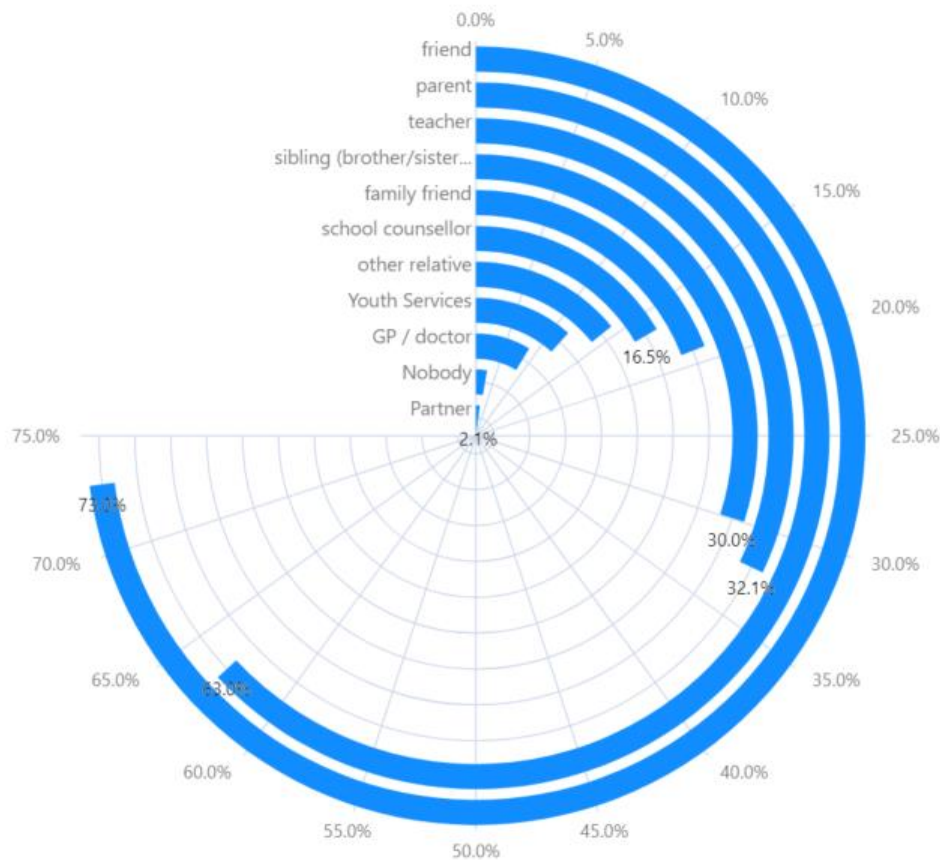
Figure 8: Things that would improve young people's mental health



Who would you go to if you needed support or help with a problem?

Out of the 514 people who responded to this question, almost three quarters indicate that a friend is a key port of call when it comes to support. This is followed by parents (63%). Every other person who may be able to support young people was indicated by at most one third of respondents. Teachers (32.1%) are more likely supports than siblings (30%), and the school counsellor is relied on by only 16.5% of young people, while support from Youth Services is sought by less than 12% of young people. Only a very small fraction of young people indicate they have nobody to rely on for support (2.5%).

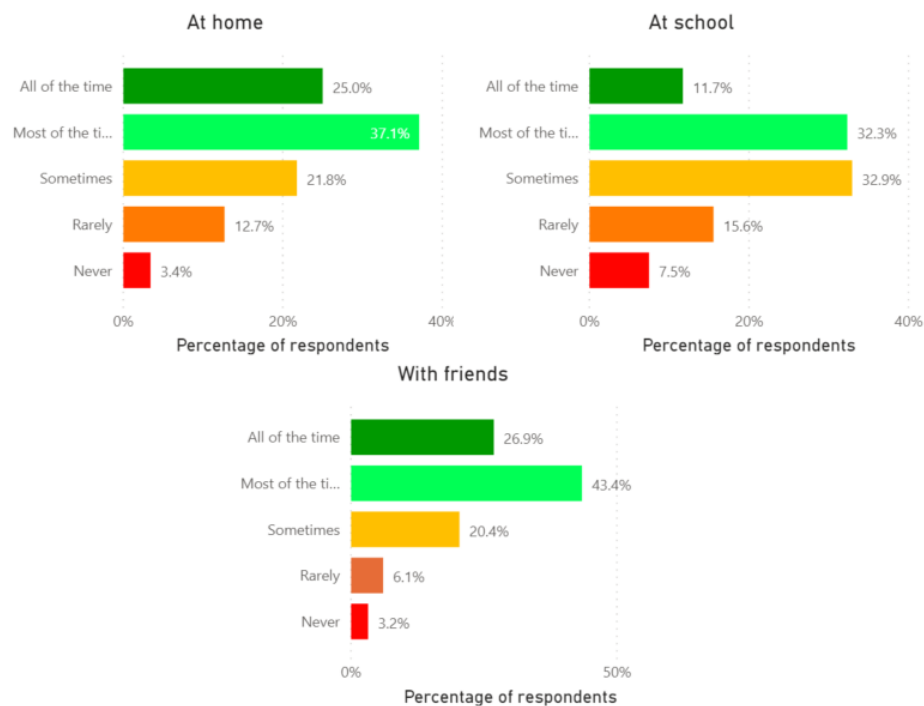
Figure 9: Who young people turn to if they need help



Please indicate how often you feel your opinion is valued in the following settings

Young people do not always feel that their opinion is valued, and these rates vary by location too. More than 70% of young people feel their opinion is valued most or all of the time when with friends. When at home this is 62%, and less than half of young people feel their opinion is valued most or all of the time at school (44%). Young people are 2.5 times more likely to feel that their opinion is rarely or never valued at school compared with when they're with friends.

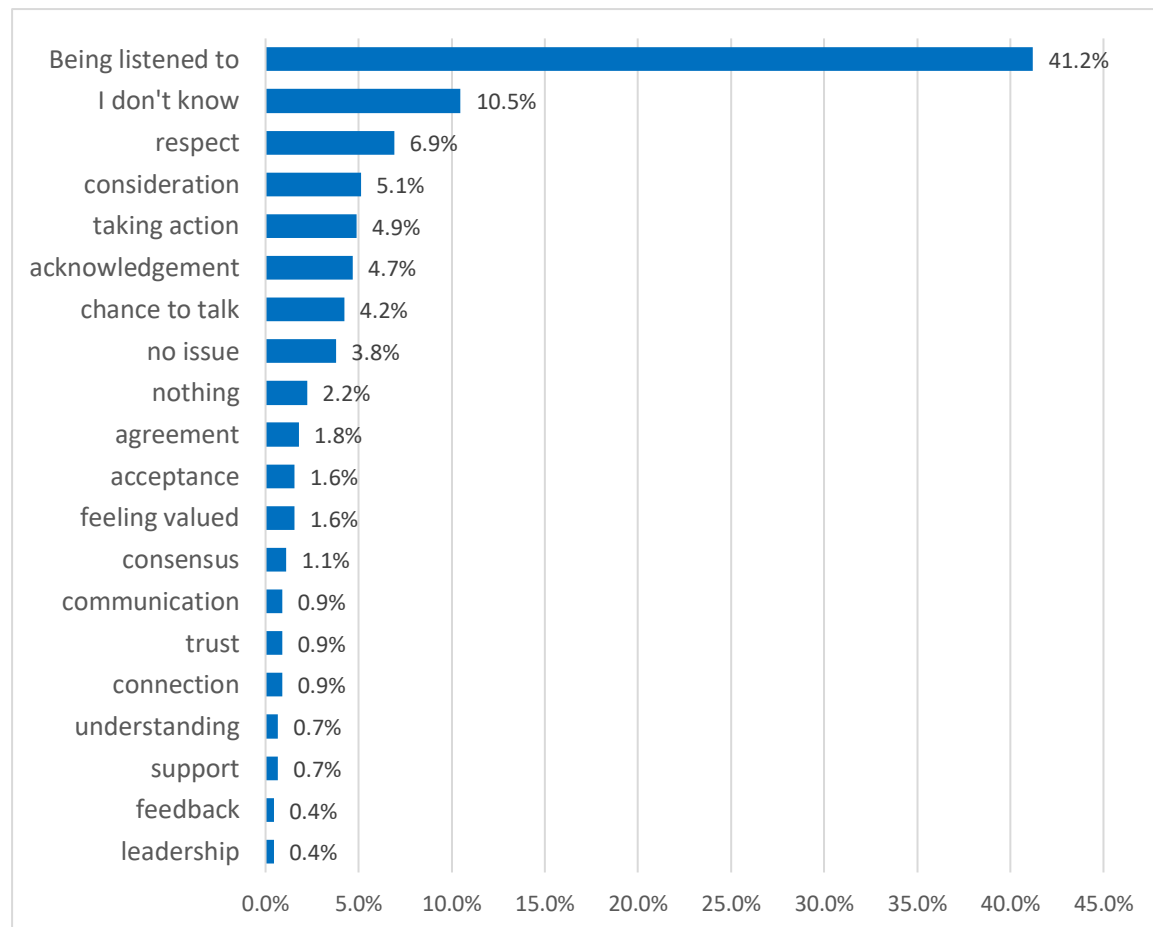
Figure 10: Feeling valued in different situations



What would make you feel like your opinion is valued?

The following chart presents the core themes from the open-ended question *What would make you feel like your opinion is valued?* In total there were 449 responses to the question. The main issue the respondents raised was being listened to (41.2%). A significant proportion didn't know what would make their opinion valued. Respect, having people consider their perspective, and taking action on what young people say were also major factors for this cohort in having their opinion valued.

Figure 11: What would make young people feel that their opinion is valued



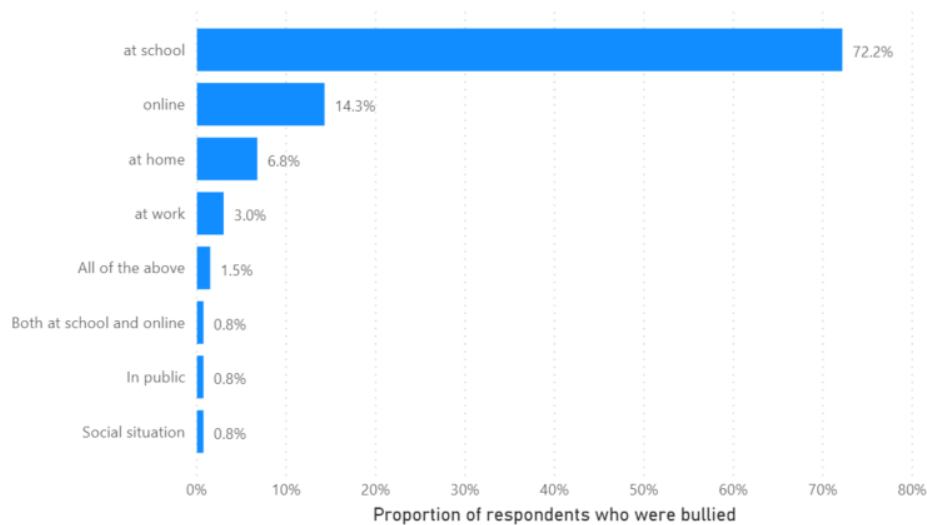
Bullying

Experiencing bullying

Out of 633 respondents, 15.8% indicate to have experienced bullying in the past year. This is in line with data published by the Victorian government in the Victorian Child and Adolescent Monitoring System.

The most common location where bullying takes place, by quite a margin, is school (72.2%). Online bullying accounts for another 14.3%, and the two together account for almost nine in every ten bullying instances. Several children indicate that bullying has taken place at home or at work, and 1.5% indicate that they were bullied in all of these locations.

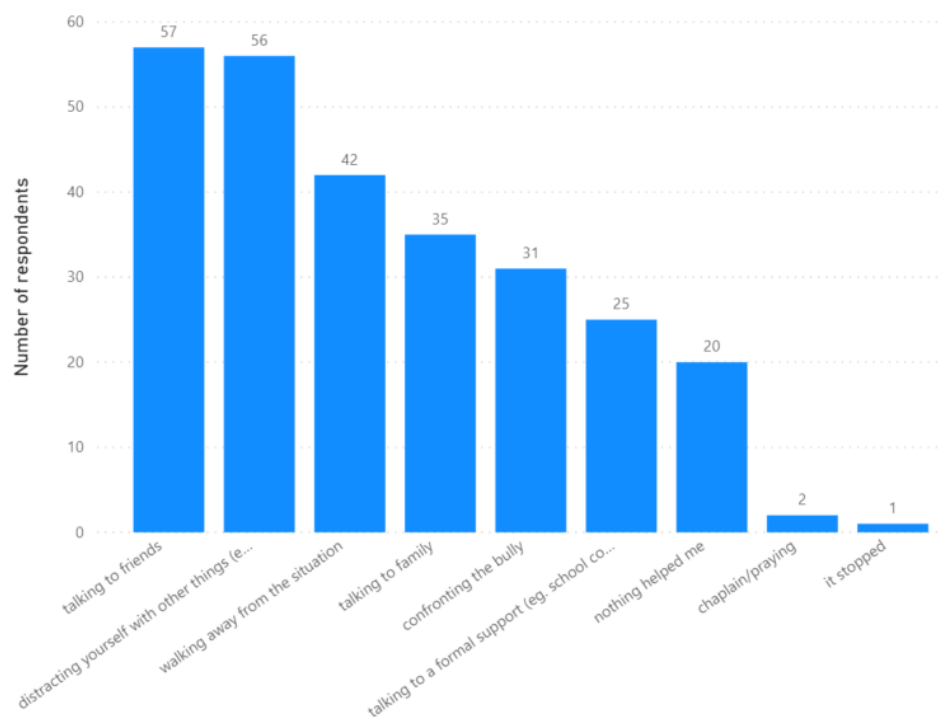
Figure 12: Location of bullying



What helped you with the bullying?

Among the 100 respondents who answered this question, more than half the time the resolution involves either talking to friends (57%) or being distracted with other things, including sports (56%). Walking away from the situation helps for 42% of respondents, while talking to family is part of the resolution for 35% of respondents. Official channels through school are less common with 25%. As many as one in every five respondents indicates that they found nothing helped them with the bullying.

Figure 13: What helped with the bullying



Living in Wyndham

Live, work, study, socialise

Out of the 742 respondents who indicated their connection to Wyndham, 78% live in Wyndham, 75.2% study in Wyndham, 70.4% socialise in Wyndham, and 18.2% work in Wyndham.

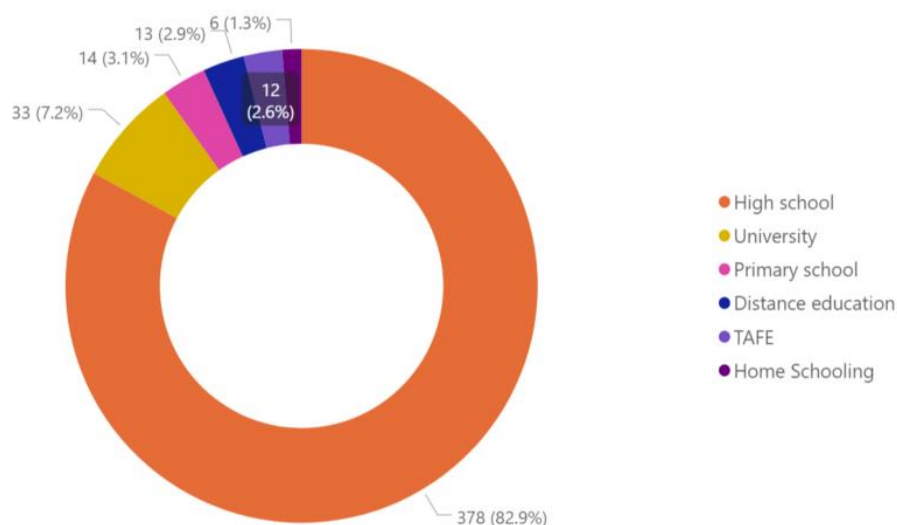
The proportion of respondents who live in Wyndham is lower than in the demographics section, where almost 90% of respondents indicate to live in Wyndham. The earlier question appeared later in the survey, so the ten percentage point difference is likely due to attrition. That is to say, more Wyndham residents completed the survey than non-Wyndham residents.

Study status

629 answered this question. The large majority are studying fulltime (75.2%), some are not studying (14%) and a further 10.8% are studying part-time.

Among those studying (either fulltime or parttime), more than eight in ten go to high school (82.9%), with another 2.9% of respondents indicating to receive distance education. In the majority of these cases respondents are likely referring to COVID-19 related online learning. Just under one in ten young people attend university of TAFE, and there are three times as many university students than TAFE students.

Figure 14: Where young people are studying

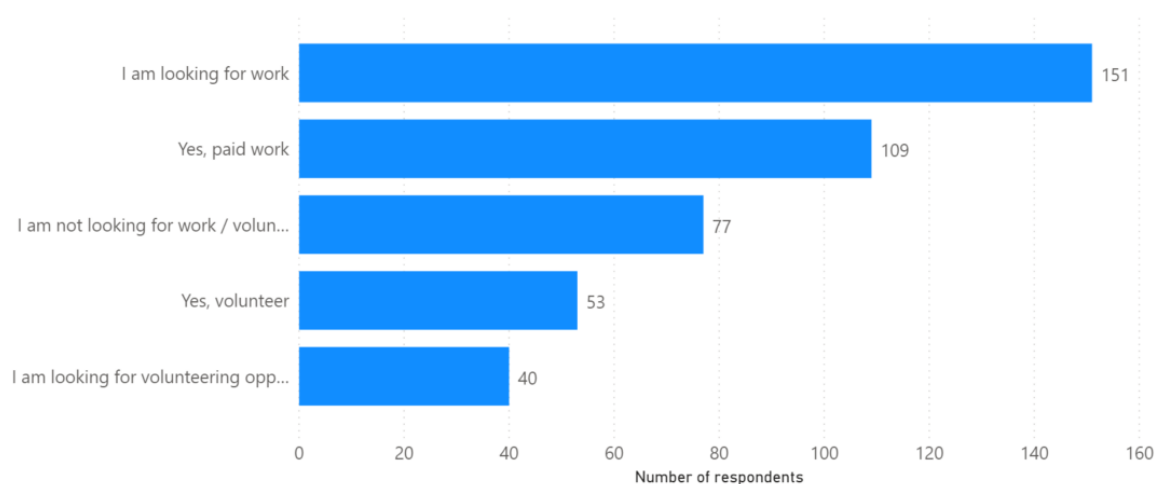


Work/volunteer status

The responses to paid work and volunteering status among those respondents aged 15 and over indicate that of the 373 young people who are aged 15 and over and have responded to this question, 40.5% are looking for work, 29.2% are employed, 20.6% are not looking for work or volunteering opportunities, 14.2% volunteer, and 10.7% are looking for volunteering opportunities.

Employment status alone is not necessarily an indicator of engagement in the workforce as for many young people studying still comes first. Only those who neither study nor are employed can be said to be fully disengaged. This applies to 3.3% of young people in the survey – far below the 11.2% disengagement that the 2016 Census indicates for young people in Wyndham.

Figure 15: Work and volunteer status



Impacts on ability to work or study

Young people acknowledge a variety of impacts on their ability to work or study. While 42.4% of respondents do not experience any such barriers, the majority (57.6%) do. Most young people have indicated multiple barriers.

The most common barriers are mental health (25%), lack of jobs (13.7%), transport (12.1%) or self-assessed academic ability (10.2%). Family-related barriers such as family pressure/responsibilities, financial difficulties, cultural expectations and support are also reasonably common. Less of a problem is the use of technology, socialising, language or disability.

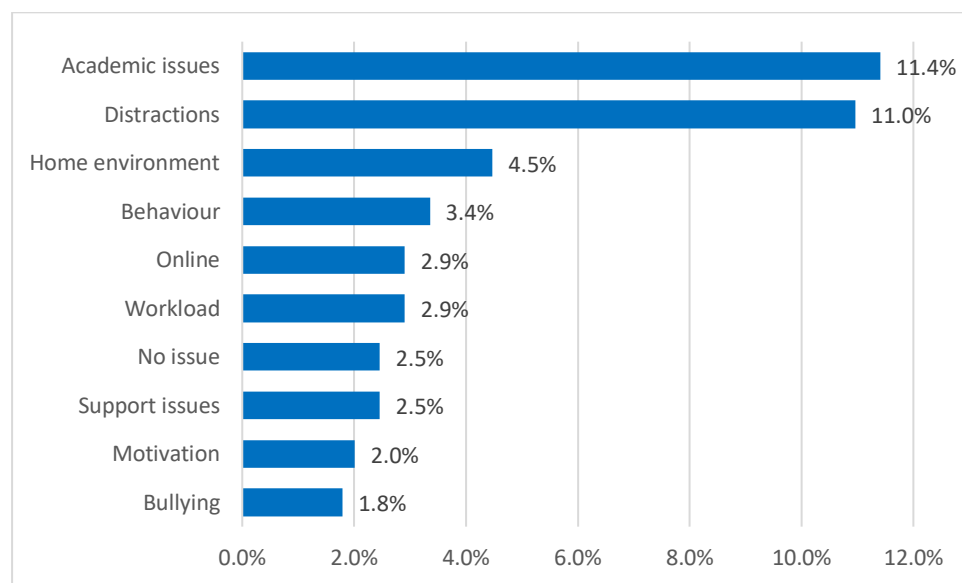
Table 1: Barriers to work and study

Barrier	Number	Proportion of respondents
I don't have any barriers to my work or study	217	42.4%
Mental health	130	25.4%
Lack of jobs	70	13.7%
Transport	62	12.1%
Academic ability	52	10.2%
Lack of information	49	9.6%
Family responsibilities	41	8.0%
Financial difficulties	30	5.9%
Physical health	28	5.5%
Support from school	25	4.9%
COVID-19	20	3.9%
Cultural expectations	20	3.9%
No family support	16	3.1%
Motivation	10	2.0%
Discrimination	8	1.6%
Racism	6	1.2%
Time	5	1.0%
Attention span	3	0.6%
Peers	3	0.6%
Disability	1	0.2%
Language	1	0.2%
Socialising	1	0.2%
Technology	1	0.2%

Top 3 issues at the place of study

In total there were 447 respondents who provided open-ended responses to the question of the top three issues at their place of study. The main issue the respondents raised were academic issues that centred around the teachers, syllabus and assessment (11.4%). There were a broad range of issues that fell into this category with a significant number of people highlighting issues with teachers. Distraction in the learning environment at both school and home were also important issues for youth (11%). In the COVID-19 era, the home environment has become a learning space using online teaching, many students expressed a concern of not having a suitable study area, a suitable desk and/or chair, or not having anywhere quiet to study. Behavioural aspects of attitude, mood and motivation were also significant factors.

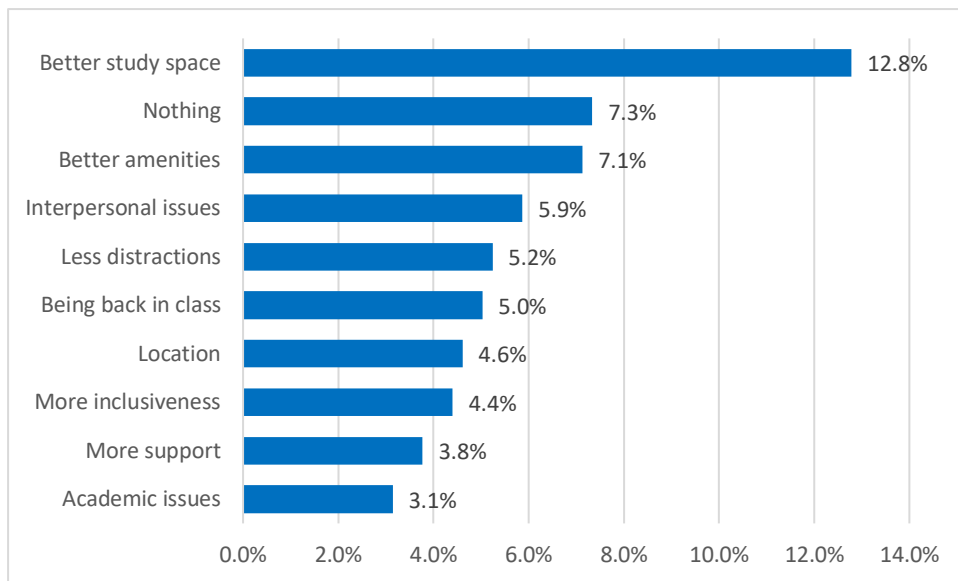
Figure 16: Top 3 issues at young people's place of study



What would you change about your place of study?

The following chart presents the core themes from the open-ended question *What would you change about your place of study?* In total there were 477 responses to the question. The main issue the respondents raised was a better place to study (12.8%), and this refers to spaces both at school and at home. Concerns with this aspect related mainly to a quiet place to study and having a proper chair and/or desk upon which to work. Many students had a good place to study and didn't need to alter their environment or equipment (7.3%). Better amenities at school was raised as the third most important factor and related to issues at school such as the facilities, grounds and infrastructure.

Figure 17: What young people would change about their place of study



Concerns

In the past 3 months how concerned have you been about the following topics?

Young people are concerned about a wide variety of issues, though some stand out more than others. Stress is the top concern, with more than half of young people being concerned or very concerned about it (54.8%). The other topics in the top five that young people are concerned or very concerned about include mental health (43.5%), anger and emotions (32.6%), misrepresentation in the media (30.6%) and school disengagement (30%).

The topics that young people are largely not at all concerned about are gambling (81.3%), alcohol (73.1%), drugs (66.2%), LGBTIQ+ issues (63.9%), domestic violence (60.1%), vandalism and littering (52.3%), bullying (53.4%) and transport (52.6%). Low levels of concern along some of these topics may indicate that respondents are not directly affected (e.g. LGBTIQ+ issues and domestic violence), or do not see them as problematic as may be the case with alcohol, gambling and drugs.

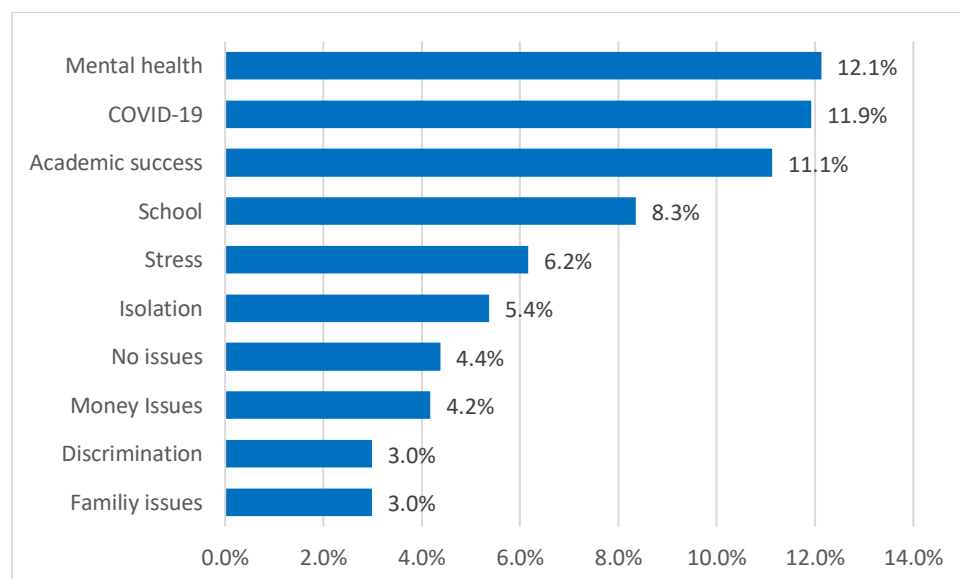
Figure 18: Level of concern by topic



In the past 3 months what was your biggest concern?

The following chart presents the core themes from the open-ended question *In the past 3 months what was your biggest concern?* In total there were 503 responses to the question. The main issue the respondents was mental health and wellbeing (12.1%). Unsurprisingly, COVID-19 was also of great concerns to students (11.9%) and ranged from contracting to virus, family members contracting the virus, and the social and economic impacts. Academic success was a concern and has largely to do with the mix of at home and on campus learning and the impacts this would have on their grades.

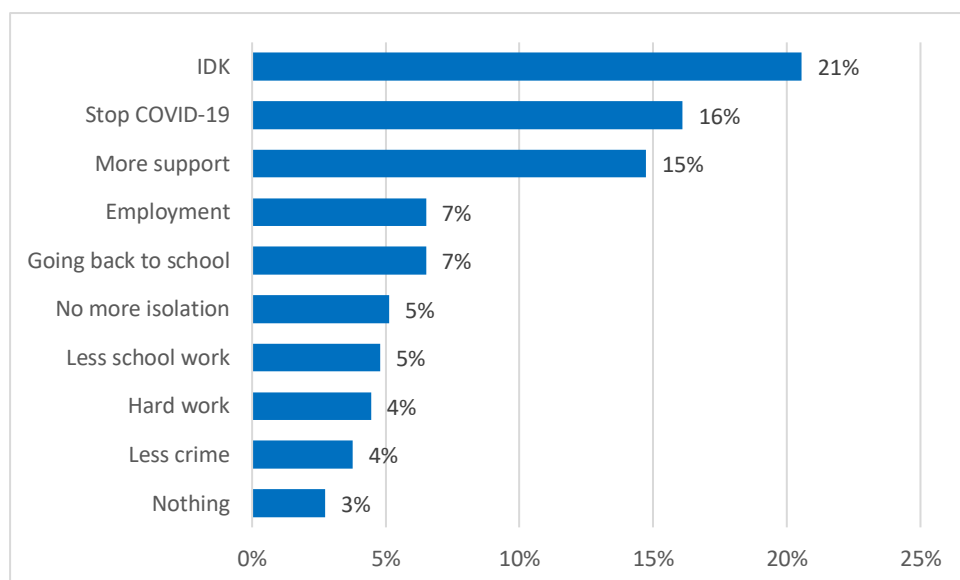
Figure 19: Biggest concern in the past 3 months



How could your biggest concern be helped?

The following chart presents the core themes from the open-ended *How could your biggest concern be helped?* In total there were 493 responses to the question. Most of the respondents didn't know how or what would alleviate their concerns (21%). Stopping COVID-19 rated highly and was a major area of concern both for the individual and their concerns with friends and family (16%). Many students were believed more support for themselves, family and their education was important help allay their concerns.

Figure 20: How young people's biggest concern could be helped

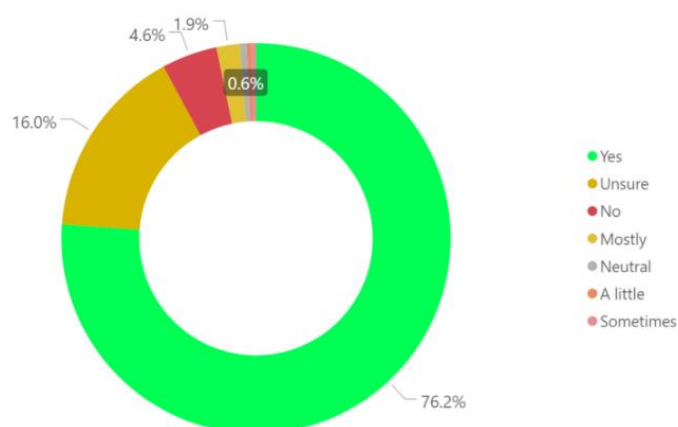


The neighbourhood

Do you feel safe in your neighbourhood?

From the 520 responses to this question it appears that young people overwhelmingly feel safe or mostly in their neighbourhood (78.1%), that 4.6% feel unsafe, and that 16% are not sure.

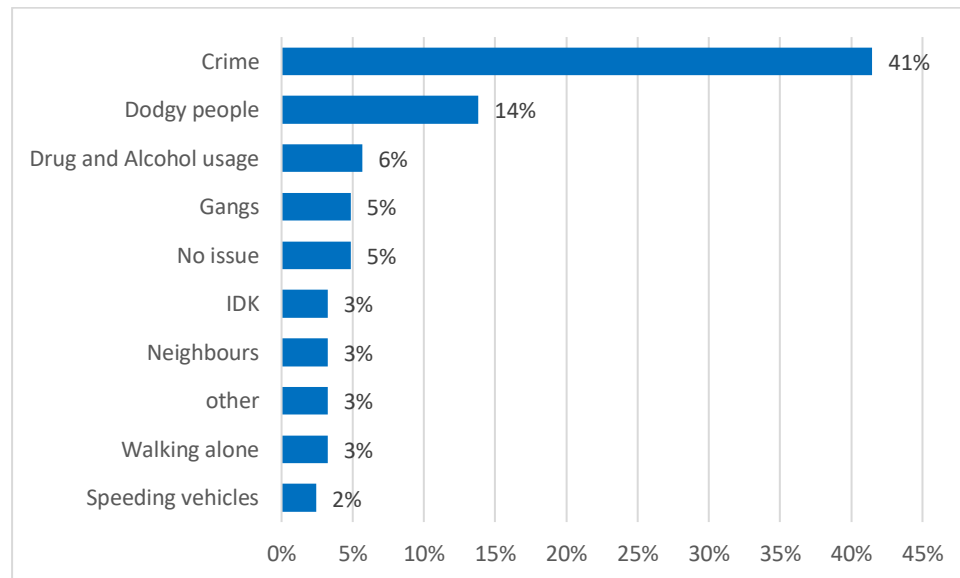
Figure 21: Whether young people feel safe in their neighbourhood



What makes you feel unsafe in your neighbourhood?

The following chart presents the core themes from the open-ended What makes you feel unsafe in your neighbourhood? In total there were 123 responses to the question. Overwhelmingly, crime was the most significant factor. Additionally, people of a disreputable disposition rated as the second highest with drug and alcohol use/abuse the third.

Figure 22: What makes young people feel unsafe in their neighbourhood

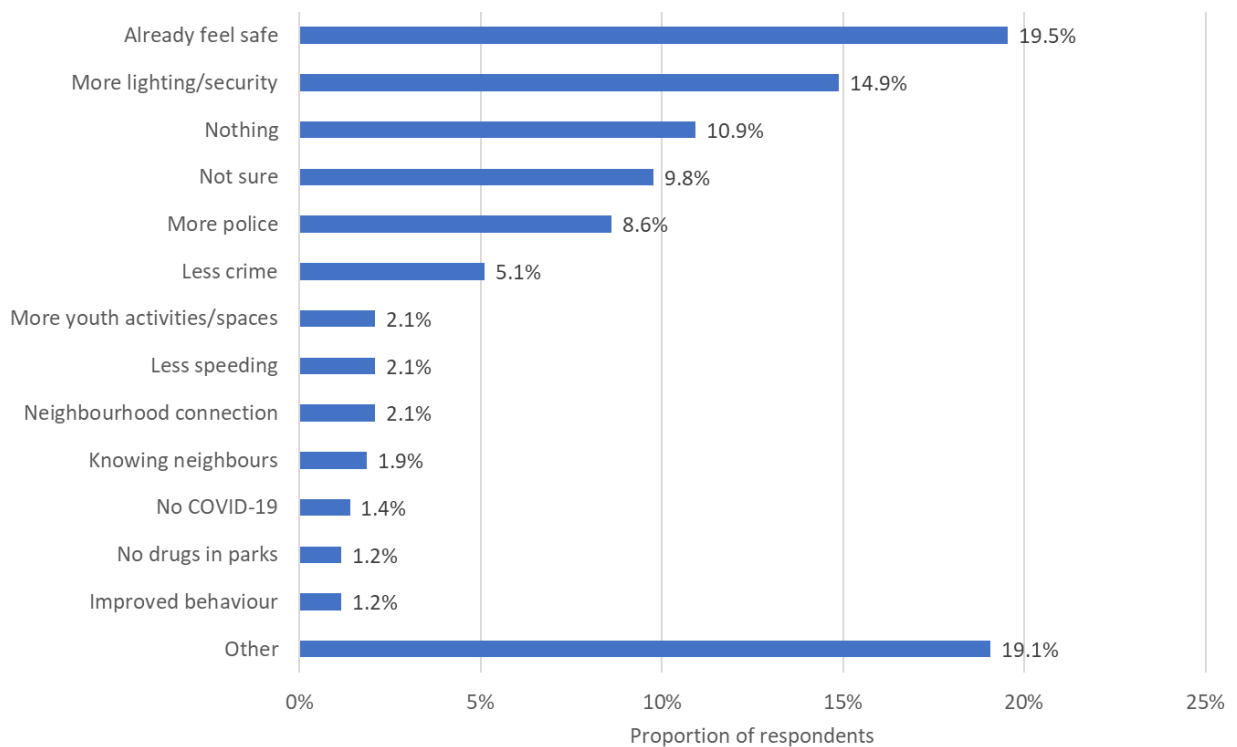


What could make you feel more safe in your neighbourhood?

Out of the 430 responses to this question a wide range of open-ended responses were provided. A substantial proportion of young people indicated that they already feel safe (19.5%), that they are not sure what could make them feel more safe (9.8%), or responded with 'nothing' (10.9%), which can mean that there is nothing that could assist, or they can't think of anything.

The response coding indicated several key ways in which young people would feel more safe. The category 'other' captures a wide range of responses that could not necessarily be coded into larger categories. This including more footpaths, mental health support, more confidence in the justice system among others.

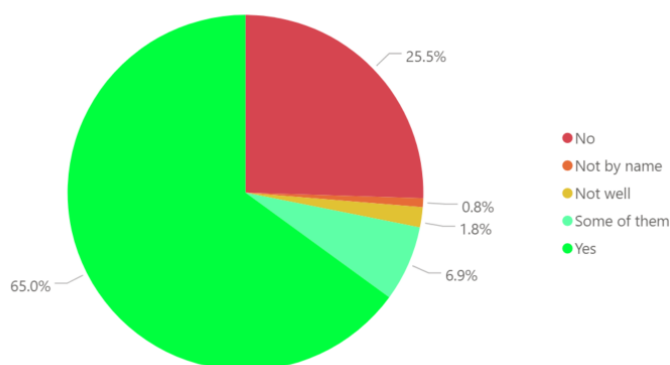
Figure 23: What would make young people feel more safe in their neighbourhood



Do you know your neighbours?

Perhaps closely tied to feeling safe in the neighbourhood, almost three quarters of young people know their neighbours or at least some of them (71.9%). A quarter of young people do not know their neighbours.

Figure 24: Whether young people know their neighbours

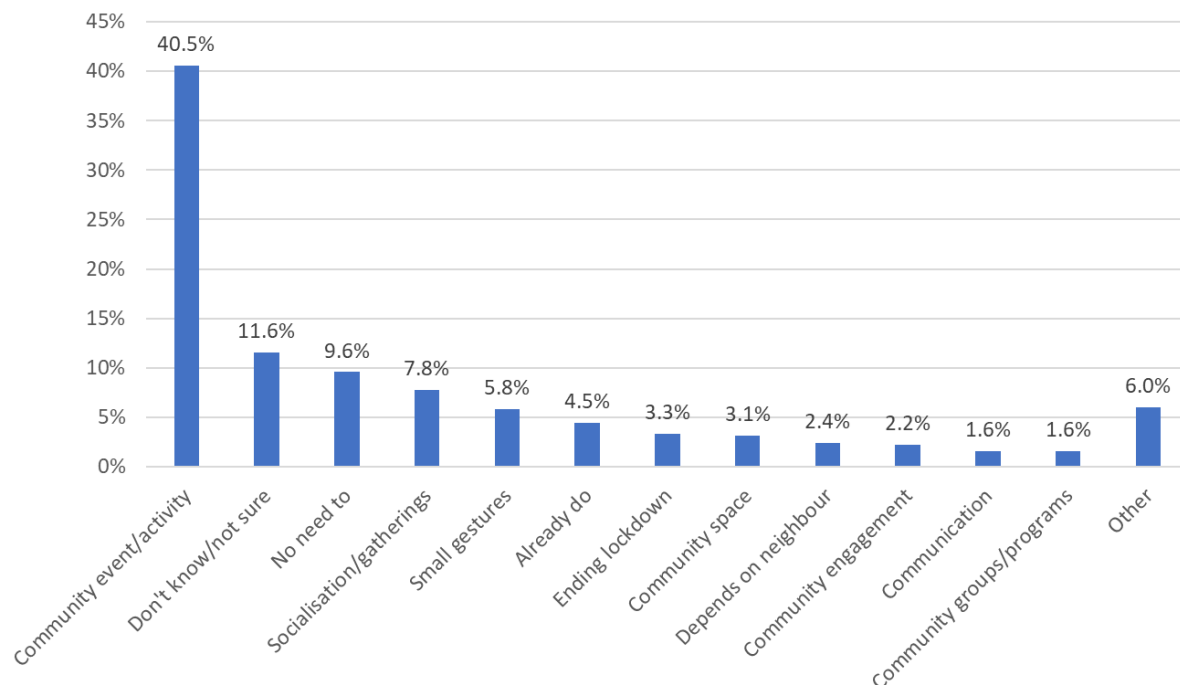


What would make you feel more connected to your neighbours and community?

The open-ended responses to this question indicate that one quarter of respondents are not sure how to improve connections with neighbours (11.6%), do not feel the need to (9.6%) or already feel connected (4.5%). In other words, 75% of respondents have a clear idea how to improve connections with neighbours. The majority of them, as many as 40% of respondents, flag a type of community event or activity such as a neighbourhood street party, a pop up park or an event along those lines. Others also indicate organic ways in which the community can interact such as regular meetups or

social gatherings organised by the community (7.8%), while others see the merit in additional community spaces (3.1%) such as parks and indoor spaces. Small gestures are also important and could establish a baseline (5.8%). The 'Other' category consists of responses that could not be absorbed into categories, such as having less crime, reducing the age gap, or issues of proximity.

Figure 25: How young people could feel more connected to their neighbours and community



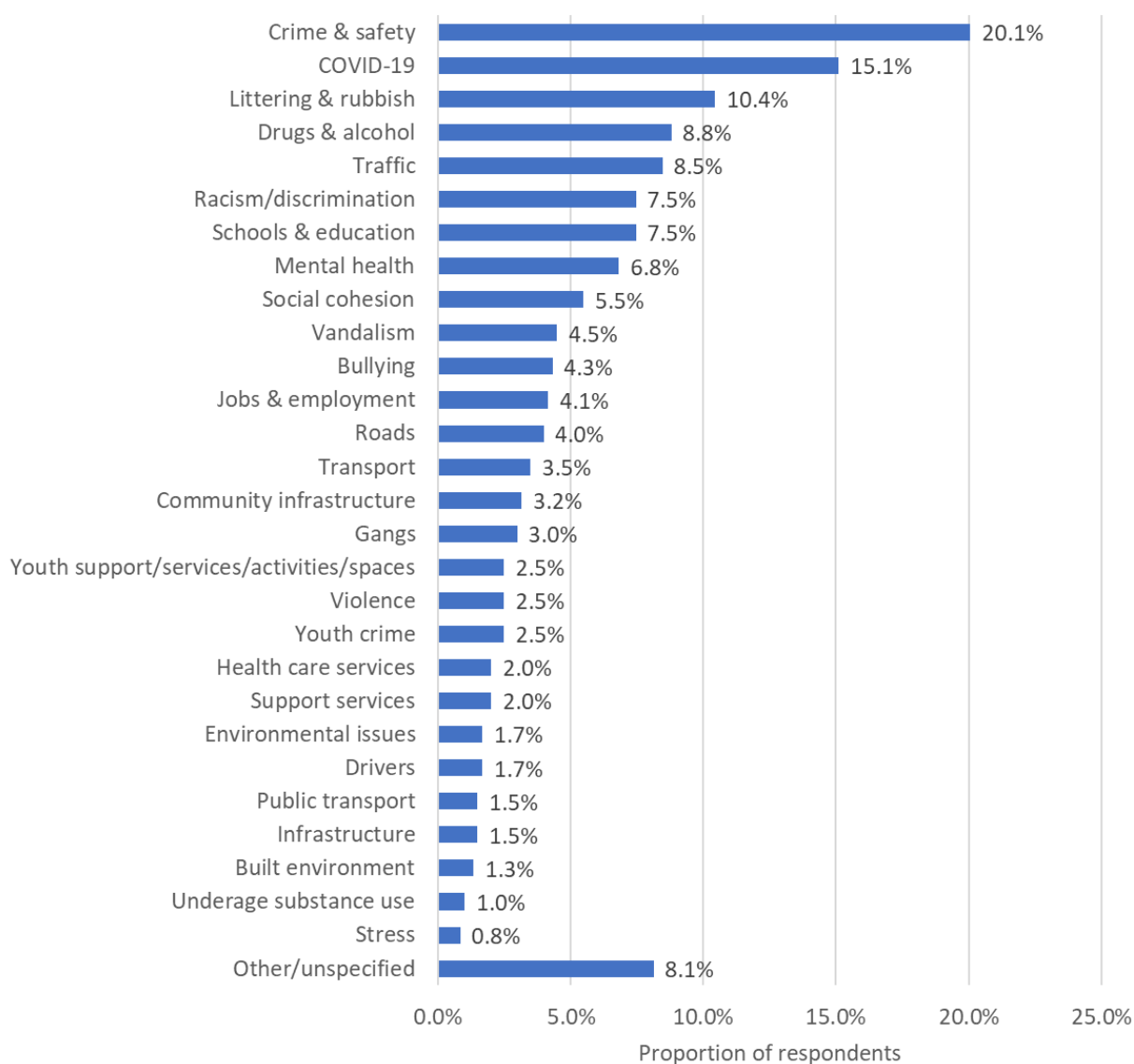
What do you think are the three most important issues in Wyndham today?

A total of 603 respondents indicated one or multiple issues, and the total number of issues provided was 1,043. The range of responses is in the figure below, which indicates that:

- Crime and safety takes out the top spot with 20% of respondents indicating it as a top 3 issue. Youth crime is its own category, being an issue for 2.5% of respondents, while gangs is a slightly bigger concern for young people (3%).
- COVID-19 was another major concern with 15.1% of young people being worried about its impact on Wyndham, and on themselves.
- Littering and rubbish is an issue for one in ten young people (10.4%).
- Drugs and alcohol is a top issue for 8.8%. This refers to the prevalence of these substances among the Wyndham community as a whole, as underage substance use is an issue reported by 1% of respondents.
- Traffic is a concern for 8.5% of respondents. Further issues along the same lines are roads (4%) and transport (3.5%).
- Racism and discrimination is a key issue for young people, coming in at 7.5% of respondents. This is likely closely tied to social cohesion, by which the open-ended responses refer to the sense of community in their local neighbourhoods (5.5%).
- Mental health is a key concern (6.8%), as is bullying (4.3%).
- Looking ahead, young people consider the availability of jobs and employment a key issue (4.1%).
- Community infrastructure, including sports infrastructure, is an issue for 3.2% of respondents. Specific youth spaces and activities is a concern for 2.5% of respondents.

The 'other' category is full of unique responses that can't be coded into the already substantial list of categories derived from the 1,043 issues. Responses here include concerns for local wildlife, the prevalence of fast food, abuse directed at customer service personnel, and concerns about recycling.

Figure 26: Young people's top issues in Wyndham



Youth services

Knowledge of youth services offered

Most young people know where their nearest community or youth space is (73.8%), though more than one in four do not (26.2%). The table below shows awareness of services and programs offered by Youth Services among females, males, gender non-conforming and transgender, and all respondents. It shows that:

- On the whole, males tend to be less aware of services than females: 39.9% of males know none of the services compared with 32.2% of females.

- Counselling services are the most widely known service. More than half of all respondents are aware of this service. This is highest for gender non-conforming and transgender respondents (63.6%) and lowest for males (41.5%).
- The foodbank is known to less than one in three males and females, and to almost half of all gender non-conforming and transgender respondents.
- Slightly more than a third of females are aware of Girl's night, while about one fifth of males are aware of Guy's night.
- A quarter of males know about Gamer's Den compared with 15.7% of females.
- Females are more aware of Holiday Action, Kick Back Fridays, Urban, Q program, Baby, Bump and Beyond and 1eight2five than males are.
- Males are more aware of Committees, Drop In and Courtside.
- Compared with males and females, gender non-conforming and transgender respondents are more aware of every single service offered, suggesting they are more connected to Youth Services.

Table 2: Knowledge of Youth Services' programs and services

Program	Females	Males	Gender non-conforming and transgender	Total
I don't know any of these services	32.2%	39.9%	36.4%	35.3%
Counselling	56.3%	41.5%	63.6%	51.5%
Foodbank	28.7%	29.3%	45.5%	29.7%
Girl's night	36.4%	14.9%	36.4%	29.3%
Guy's night	21.7%	21.3%	45.5%	23.1%
Gamer's Den	15.7%	25.5%	36.4%	20.8%
Holiday Action	21.7%	13.8%	36.4%	19.2%
Kick Back Fridays	16.8%	13.8%	36.4%	16.7%
Committees	14.7%	15.4%	45.5%	15.7%
Drop In	13.3%	16.0%	45.5%	15.5%
Urban	13.6%	11.7%	45.5%	13.8%
Courtside	7.3%	11.2%	36.4%	9.5%
Q program	8.4%	4.8%	45.5%	8.0%
Baby, Bump and Beyond	9.4%	2.1%	27.3%	7.2%
1eight2five	4.5%	2.7%	27.3%	4.3%

When Youth Services runs events and programs, how would you like us to advertise these to you?

According to the 483 young people who indicated their marketing preferences, responded to the survey, their preferred method is social media. Almost three quarters of respondents (74.7%) consider social media to be the most appropriate platform. Less than half of respondents also indicate that social media stories would appeal to them (45%). Council's website is also a commonly mentioned media (38.9%) as is the Youth Services website (37.3%).

Figure 27: How to advertise Youth Services to young people

