



Attachment 3 to Item 079

Community Organisation Survey Results

Date of meeting: 12 April 2022
Location: Council Chambers
Time: 6:30 p.m.

Community organisation survey results

Summary:

In total we received 40 valid survey completions from different community organisations across Western Sydney. These organisations varied in type (Q1) and the communities they served (Q2).

Most respondents (74%) had come across a heat-stressed person before, and 48% had done so 'many times'. Despite this, less than half (42%) of the organisations surveyed had any type of arrangements, policies or programs in place for heatwave.

57% of respondents reported feeling confident in assisting a heat-stressed person but some qualified that this was because 'symptoms were not severe'. Others were concerned that there was not much they could do in the absence of cool spaces.

An **inability to access or afford mechanical cooling** was seen as the greatest barrier to clients seeking relief during heatwaves whether this was due to lack of home air-conditioning, or inability to access cool spaces due to cost or transport restrictions.

Community organisations believed the greatest heatwave impacts their clients experienced were:

- Concern about increased energy/living costs (79%)
- Negative health impacts (76%)
- Worsening of existing health conditions (74%)
- difficulty getting from one place to another (74%)

Community organisations believed that their communities would be assisted by:

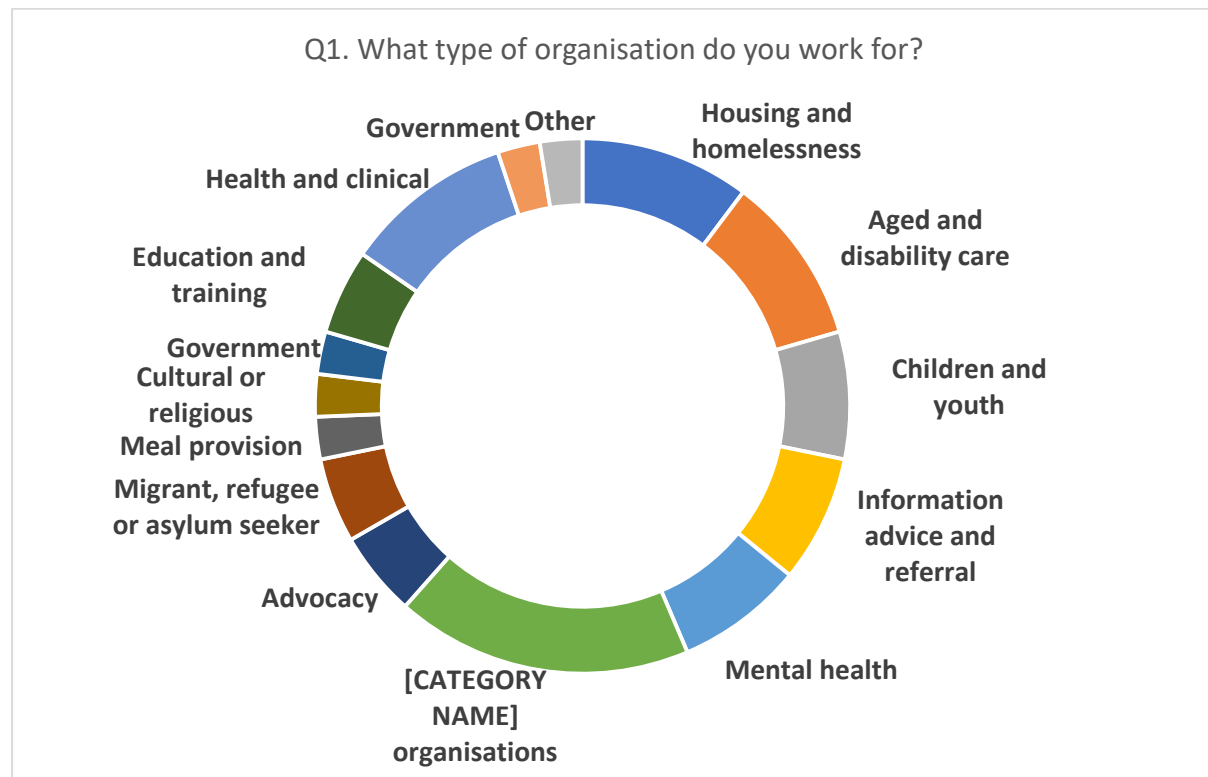
- Vouchers for access to cool spaces (38%)
- Information about staying safe and keeping cool in hot weather (35%)
- Information about why heatwaves dangers and heat-stress (29%)
- Help to develop a personal heatwave plan (29%)
- Tips on how to save on energy bills (29%)
- Increased availability of air-conditioning in community and council facilities so residents can seek respite (included in comments)

Community organisations believed they would be assisted by:

- A list of services available to help a person with heat stress (74%)
- Information on how to assist a person experiencing heat stress (58%)
- Guidance on what to do when a heatwave is forecast and during a heatwave (55%)
- More networking opportunities between council and other community organisations (45%)
- Tips on how to save on energy bills (29%)

68% had a working relationship with their local council(s). 65% were interested in receiving further information on heatwaves and heatwave preparedness.

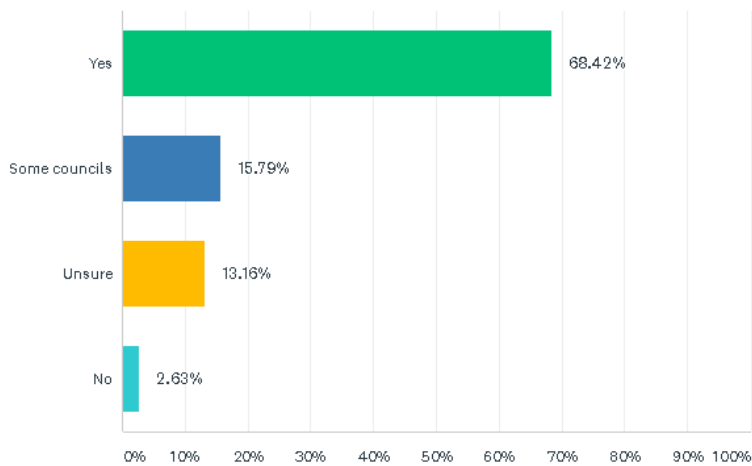
Q1. What type of organisation do you work for



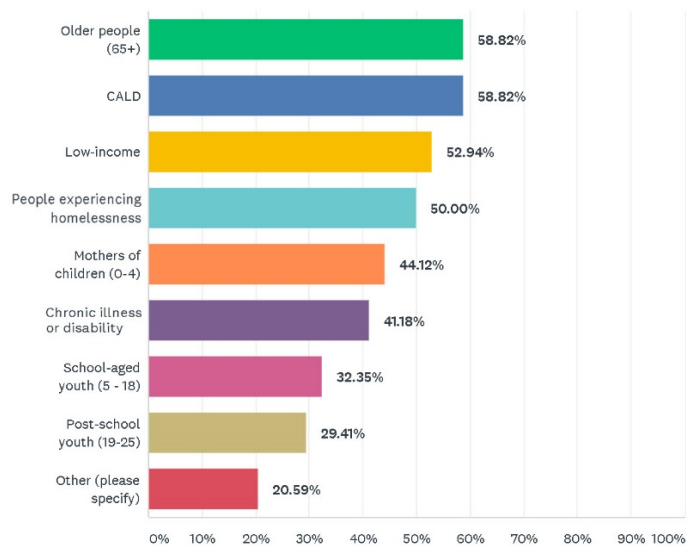
Q2. Which Western Sydney local government areas do you cover? (Please select all that apply)

▼ Hawkesbury	60.53%	23
▼ Parramatta	39.47%	15
▼ The Hills	26.32%	10
▼ Liverpool	26.32%	10
▼ Blacktown	23.68%	9
▼ Penrith	23.68%	9
▼ Blue Mountains	21.05%	8
▼ Cumberland	21.05%	8
▼ Fairfield	21.05%	8
▼ Campbelltown	18.42%	7
▼ Lithgow	15.79%	6
▼ Camden	7.89%	3
▼ Wollondilly	5.26%	2
▼ Unsure	2.63%	1

Q3. Does your organisation have a working relationship with your local council(s)?



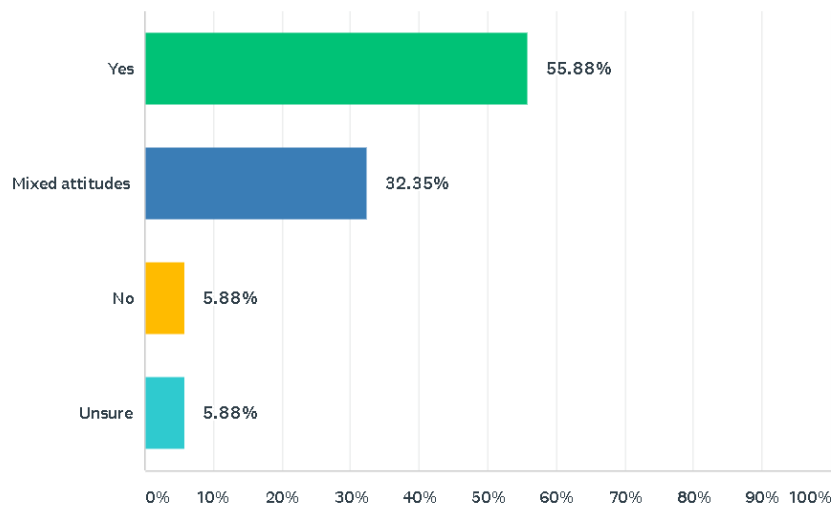
Q4. Which are the main community groups your organisation serves? (Please select all that apply)



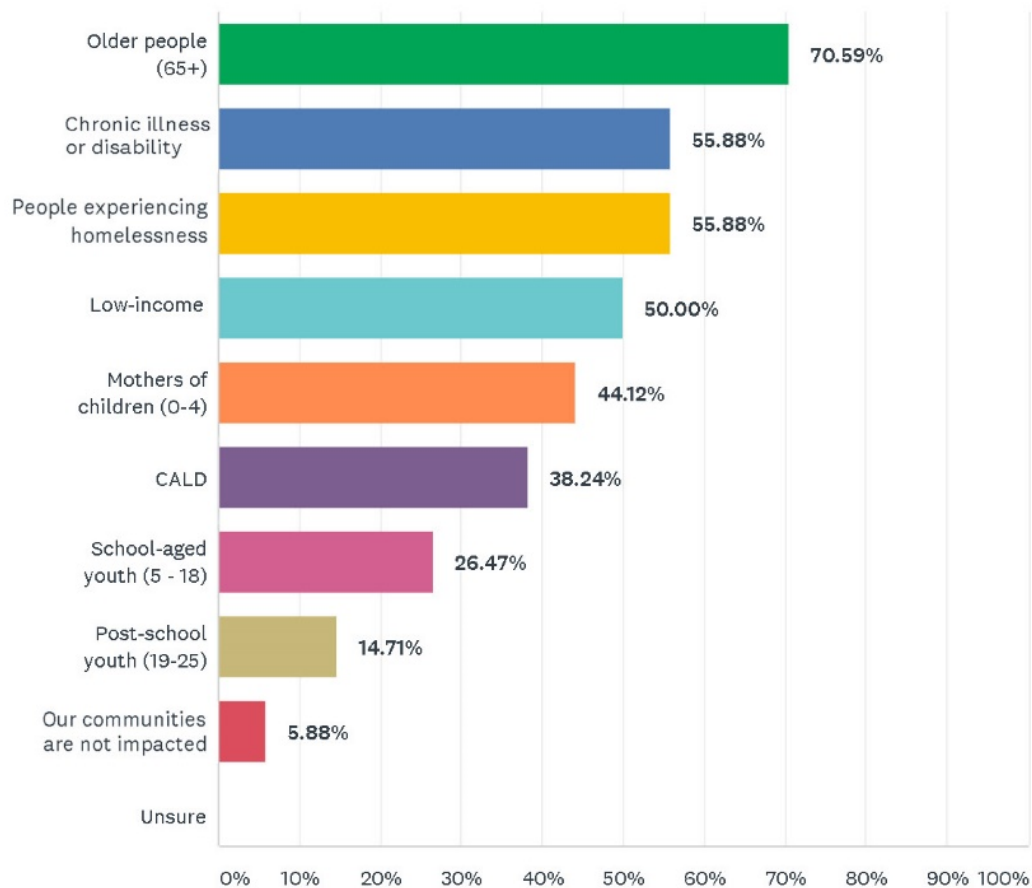
Q5. To what degree do you believe your communities are impacted by heatwaves?

4/10

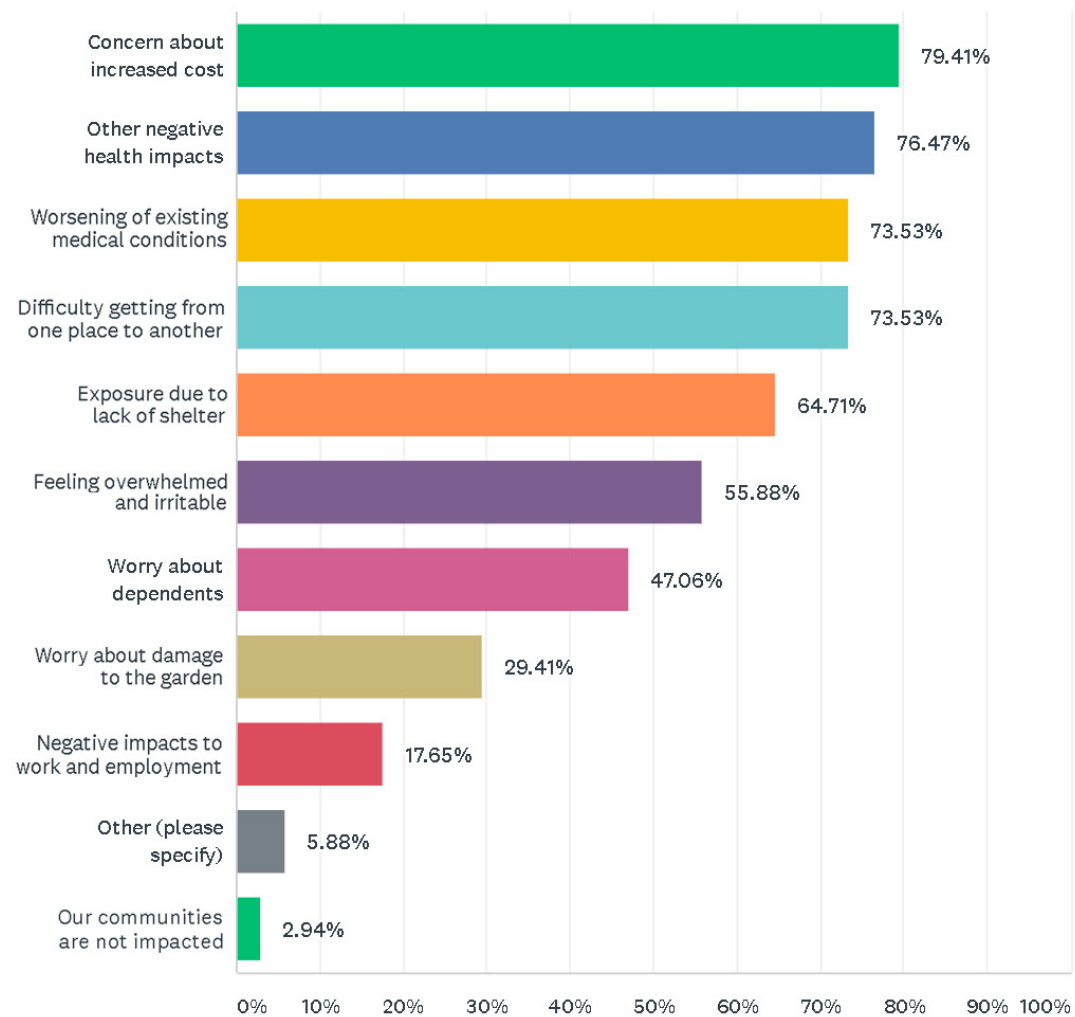
Q6. Do your communities believe heatwaves are dangerous to their health?



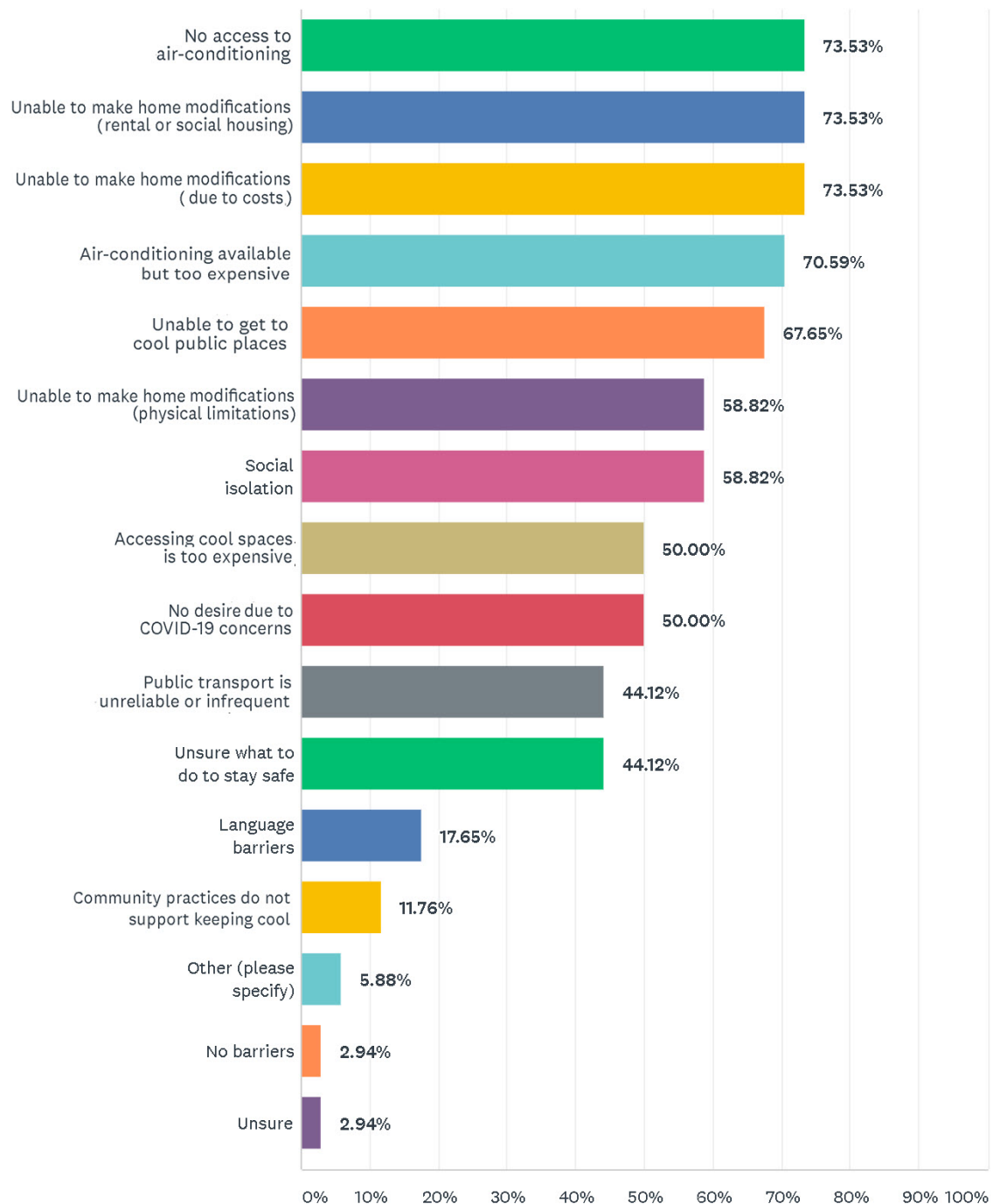
Q7. Which of the communities you work with are negatively impacted by heatwaves and extreme heat? (Please select all that apply)



Q8. In which ways are your communities impacted by heatwaves? (Please select all that apply)



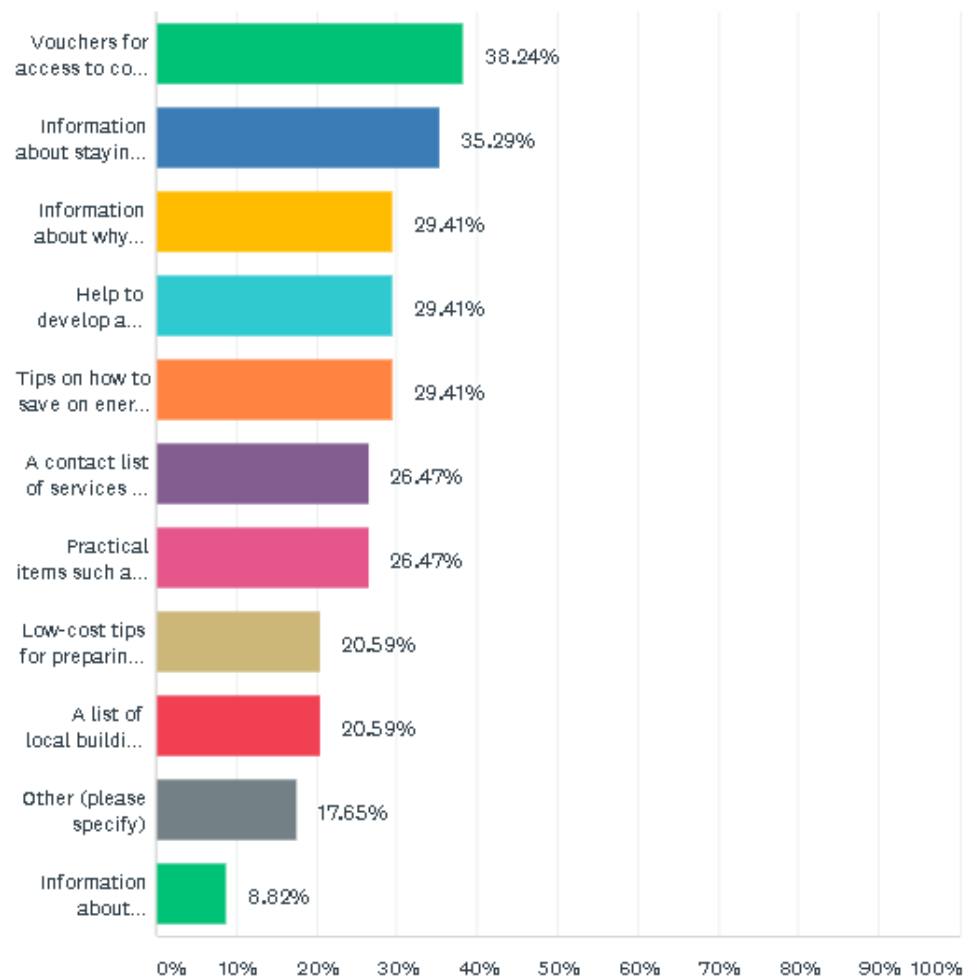
Q9. What barriers do your communities face when seeking relief during heatwaves? (Please select all that apply)



Other:

- Cognitive impairments, mental health
- Lack of availability or access to public facilities in rural areas - council halls are closed/ locked where available - could be considered location for respite from heat if air-conditioned - not all halls are.

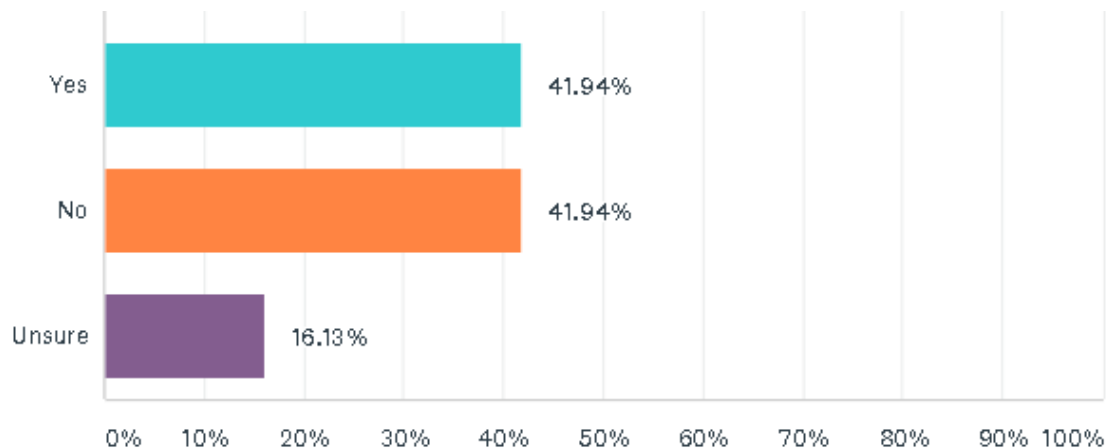
Q10. WSROC has received funding to develop resources that help communities prepare for heatwaves. What do you believe would be most helpful for the communities you work with? (Please select the top three you believe would be most helpful)



Other:

- Advocate for community centres owned by councils to have air conditioning as a minimum standard.
- A lot of information gets shared on whatsapp in groups and family members, perhaps short videos or coupons that can be sent around through whatsapp.
- Support, services checking up on the vulnerable, systems in place.
- Transport to local government pools.
- Australia should have solar panels on every building so that A/C can be used without cost and no impact on environment.
- Ensure council halls are air-conditioned and allow access on heat wave days with support service to provide water light snacks.

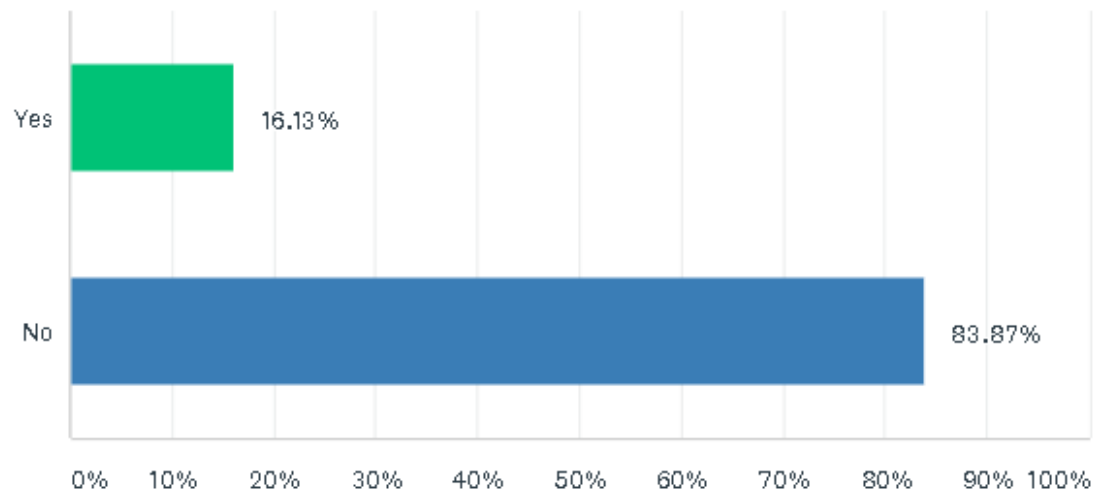
Q11. Does your organisation work on any initiatives related to heatwaves or extreme heat days? (E.g. A formal heatwave policy, heat-related communications, additional services during hot weather such as extended opening hours or in-home checks)



Comments:

- We contact our local Licensed Clubs to see if they are okay with people coming in and not necessarily drinking or gambling. In the past they have been great and offered water and free tea and coffee. Sometimes they can stretch to sending their courtesy bus to pick up people from our Centre. Unfortunately their buses don't have wheelchair lifts so those with significant mobility impairment, and no private transport, don't have the opportunity to go.
- Communicate with clients cool spaces such as the local library. Provide info on heatwaves in our newsletter
- As being part of one of the consultation and information session, we were able to share some information about it to the community through our online weekly gathering. But need further dialogue
- General Educational Awareness Lessons
- Well-being checks for most vulnerable customers and those at risk of bush fires
- 32 degrees and above we stop sports for kids in the stadium 37 and above we stop sports for adults
- undertake wellness checks, over the phone and face to face. Inclement weather policy.
- Activity Continuity Plan -includes welfare check for clients. We also have developed a data base which identified clients at a greater risk
- We have a room where we have air con on and people are encouraged to come and relax here in times of heatwave.
- moving to a centralised building with a/c
- In home checks and phone calls
- Red Cross Rediplan includes Heatwave

Q12. Are you aware of any other organisations offering programs to help communities during summer or heatwaves?



- ☐ Hawkesbury City Council has extended opening hours for their library and other facilities. HCC actively encourage us to provide locals with information regarding premises opening times.

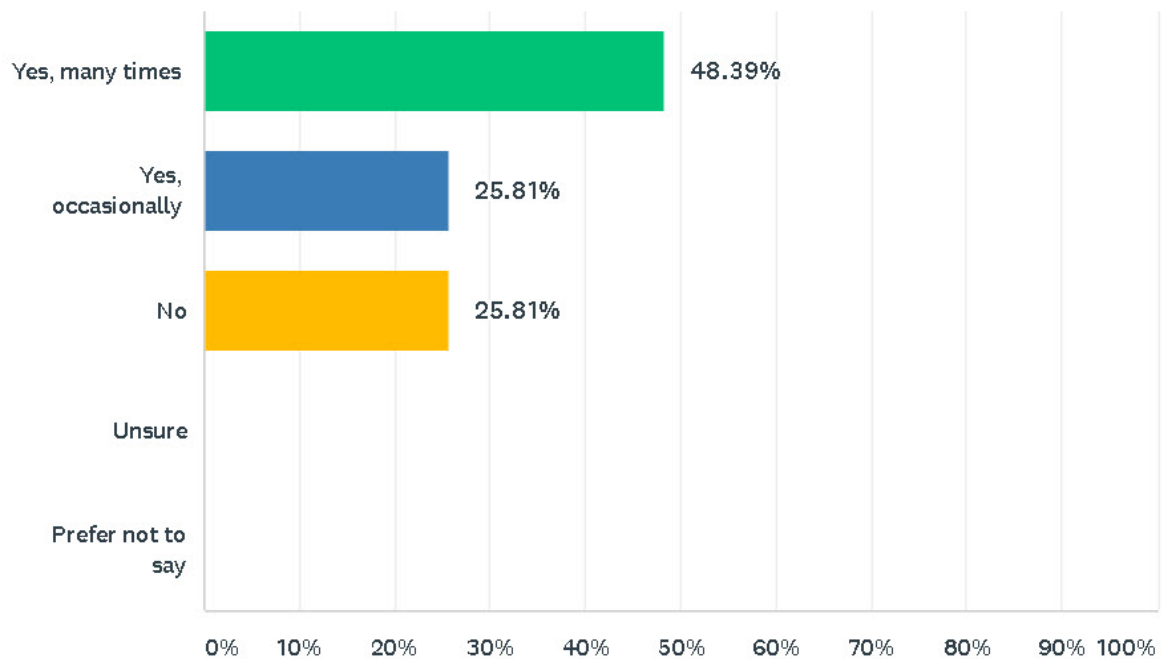
12/16/2020 3:11 PM
 [View respondent's answers](#)
[Add tags ▼](#)
-
- ☐ Penrith and Hawksbury Council

12/3/2020 3:43 PM
 [View respondent's answers](#)
[Add tags ▼](#)
-
- ☐ Library staying open so people can access cool

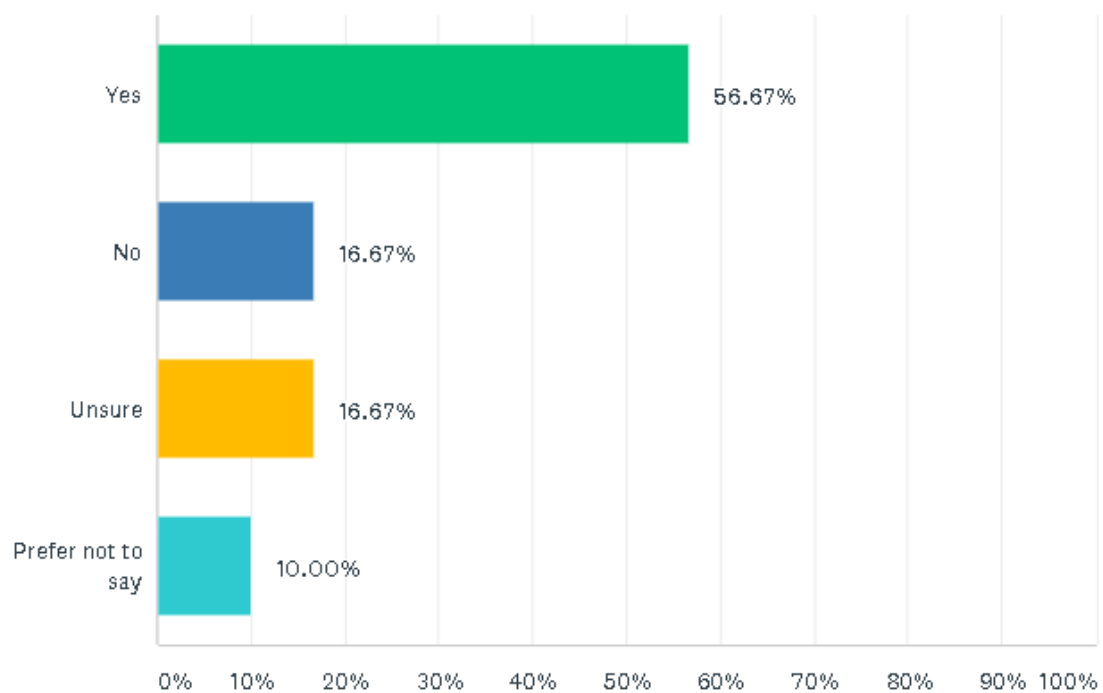
11/17/2020 7:42 AM
 [View respondent's answers](#)
[Add tags ▼](#)
-
- ☐ Hawkesbury Council - extended library opening times in extreme heat conditions

11/16/2020 11:50 AM
 [View respondent's answers](#)
[Add tags ▼](#)
-

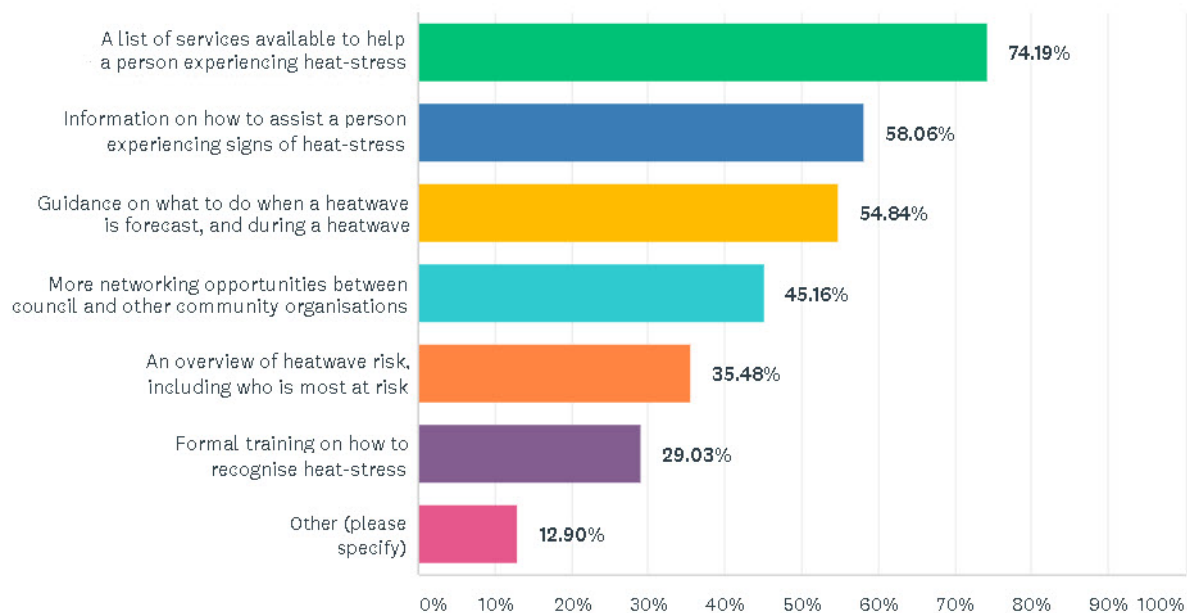
Q13. Have you ever encountered a community member experiencing heat-stress? Or a person impacted by heat in some other way?



Q14. Did you feel confident in helping that person?



Q15. What could better prepare you and your organisation to assist community members in future? (Please select all that apply)



Other:

- We manage a large hall and adjacent Youth Centre in Bligh Park. Neither is air-conditioned. HCC do not want to provide air-conditioning and we can't afford to. A donation of air conditioning would provide much needed respite, especially as there are exercise activities and sports happening daily at the centre.
- First aid courses should include heat stress / heat stroke responses
- Information if Council recommends changes to business operations related to heatwave.
- Increased air-conditioning in community halls and ability to access on extreme heat days to gain respite.

Q. Any other comments or suggestions:

Air-conditioning availability and running costs

- Councils could give those using their buildings the same as they give themselves i.e the availability to work or engage in activities in an environment where there is air-con, fans, passive cooling etc.
- Install air conditioning in local community centres. Fund community centres to have basic amenities available for residents to meet when central libraries and shopping centres etc are not accessible.
- Council may consider investing on renewable energy programs so the community members are able to upgrade the systems
- Identify people who are affected by heat and not able to afford home modifications. Consider funding air conditioners for this group of people; consider electricity subsidies for people on low income during periods of high energy use related to home cooling systems.
- Housing and low-income cooling and affordability
- Enable everyone to have solar panels

- Helping install air conditioning for elderly and people who have health issues.

Information and resource provision

- Offer more information and resources
- Information sessions through community organisations
- More media alerts and warnings yearly to refresh communities, carers, organisations and those at risk to the dangers and ways to address dangers
- A simple coloured diagram indicating low risk to high risk temp gauge and what that might look like and feel like, e.g. visual signs etc. Wallet size
- We have lists galore on the internet, but low income and elderly don't always have access to internet service so don't give them more social media or internet information.
- Deliver things by mail so that elderly residents can access information. e.g. small postcards or vouchers
- Possibly have the survey/ Information sessions in CALD languages

Vouchers, cost, and accessibility

- With pool or library access. vouchers should be given out through community centres when needed.
- Maybe offering vouchers for pools etc.

Networking and coordination

- Coordinated approach, networking, working party