

Community Support and Services Committee

From: Lewe Atkinson [REDACTED]
Sent: Thursday, 26 August 2021 3:58 PM
To: Community Support and Services Committee
Cc: [REDACTED]
Subject: WITHDRAWAL of original submission and resubmission as a personal submission to the Inquiry into social isolation and loneliness in Queensland
Attachments: KGCAC Terms of Reference approved 08.07.2019.pdf; Symposium promo flyer_LC.pdf; project patch III.pdf

Submission from:

Dr Lewis Atkinson
[REDACTED]

Contact
Email [REDACTED]

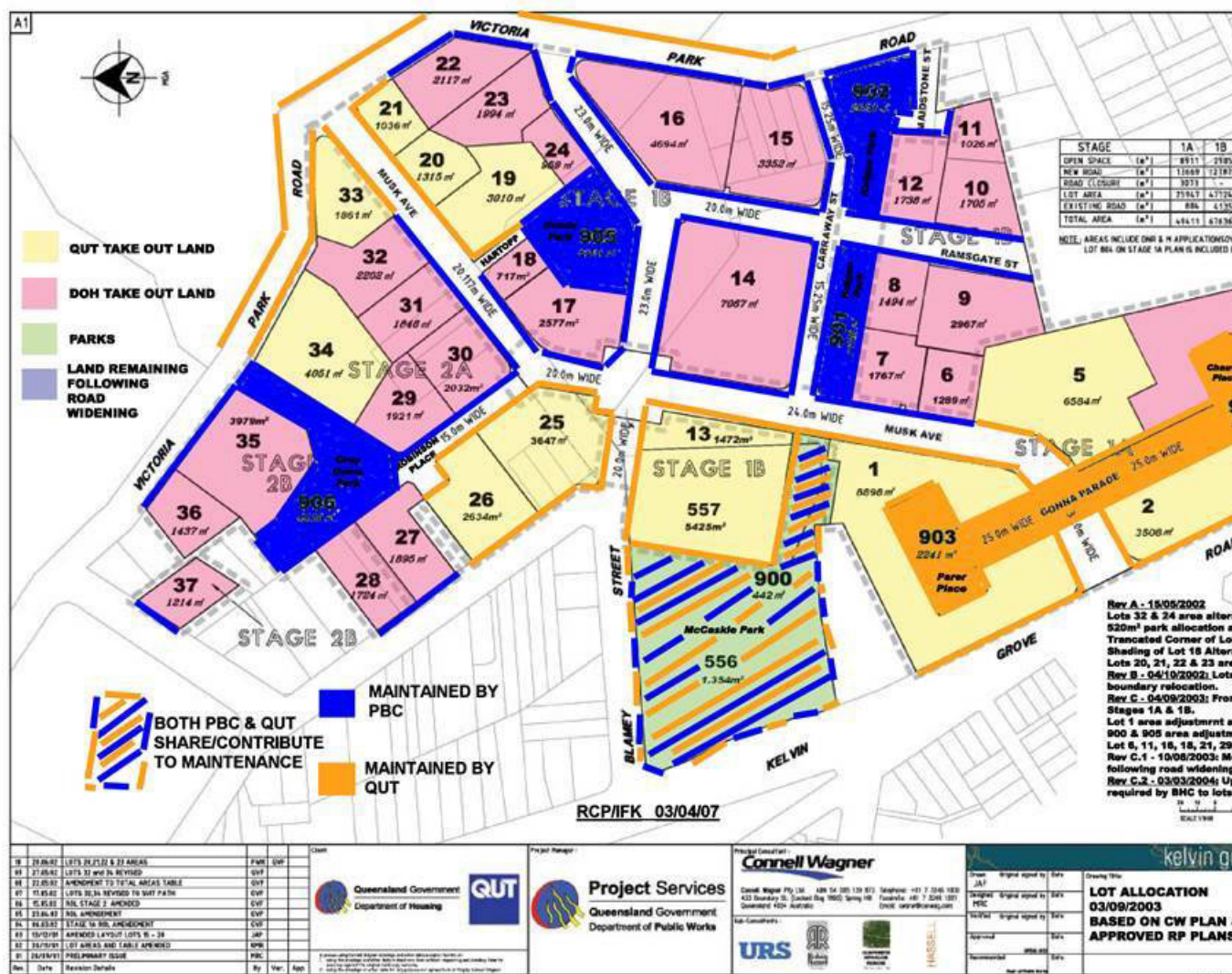
Submission to:

Committee Secretary
Community Support and Services Committee
Parliament House
George Street
Brisbane Qld 4000

18 August 2021

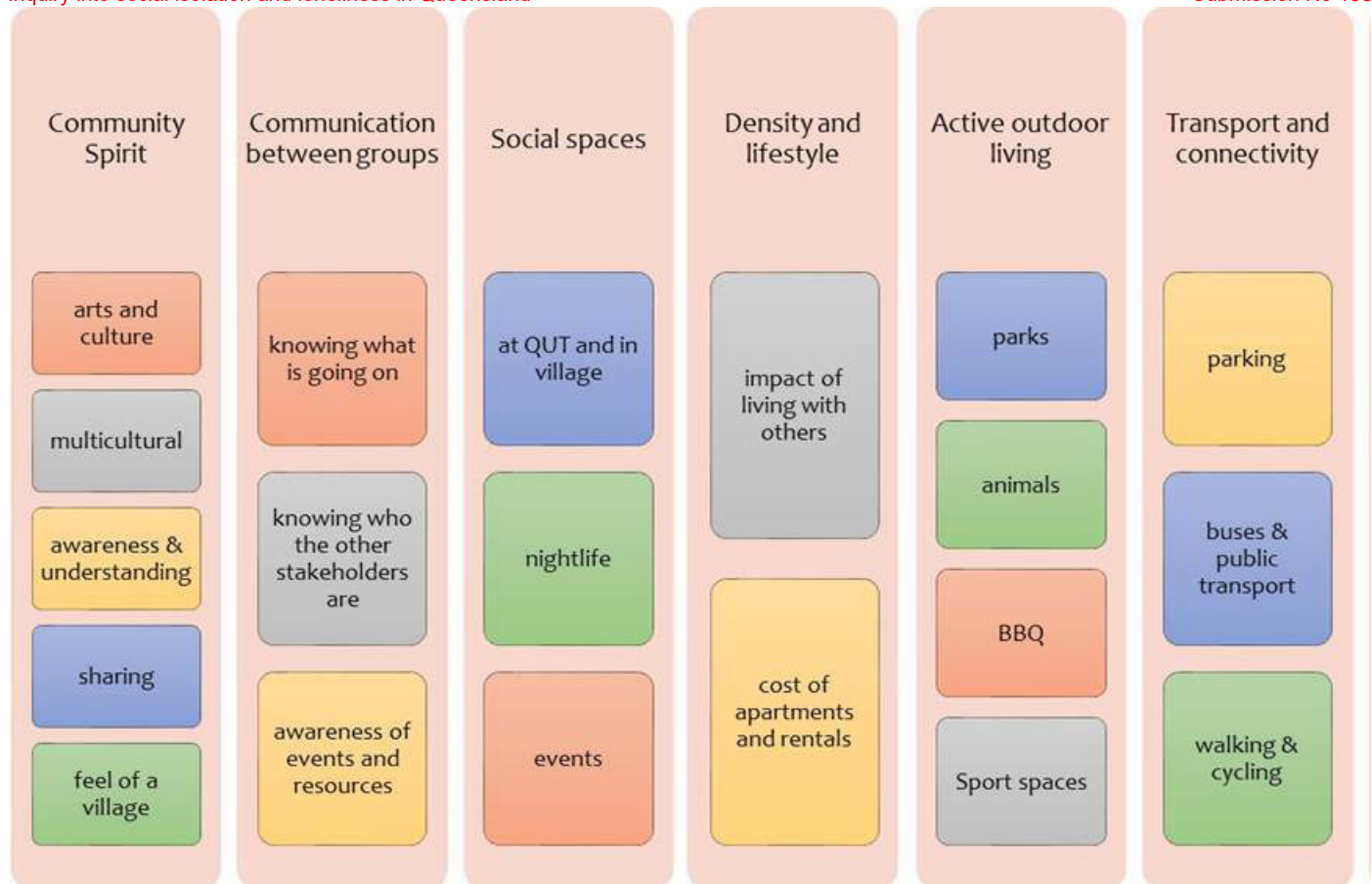
Dear Committee Members,

Thank you for the opportunity to provide feedback for the Inquiry into Social Isolation and loneliness in Queensland. Kelvin Grove Urban Village was created on 9 October 2006 as a result of the establishment of the Kelvin Grove Urban Village master-planned community – a flagship urban renewal project in inner-city Brisbane jointly developed by the Queensland Government and QUT. The Kelvin Grove Urban Village is a layered community title scheme, and the PBC is the principal entity that represents 13 subsidiary schemes plus 13 ordinary lots, a total of 1,154 private dwellings, an unimproved land value of \$58M, and an estimated total property value of private dwellings of over \$519M.



Kelvin Grove Urban Village has emerged through a plan to create a sustainable, multi-purpose destination and fills the growing need within the Brisbane landscape for a destination that attracts the creative souls of the city. The KGUV is the place where those who enjoy new experiences in the arts, culture and technology flock. It is where those seeking a unique living environment with inspiring entertaining are finding home within this open and meaningful intercultural community. The masterplan guiding the Kelvin Grove Urban Village emphasises social sustainability as one of the three main pillars of this master-planned community development. However, combating loneliness and isolation remains an urgent task, which local community organisations such as Community and Village Mosaix/Village Church are addressing with their work. This work leads to more people walking on the streets which translates to more 'eyes on the street', which contributes to safety and security as local residents become vigilant and watchful in their neighbourhood.

The Principal Body Corporate commissioned QUT in 2016 to produce a KGUV stakeholder and community engagement report (see graphic summary below) and the PBC (through myself as its nominee) also works closely with the Kelvin Grove Community Awareness Committee (see TOR attached), which is made up of representatives from Brisbane Housing Company Ltd, the KGUV PBC, Kelvin Grove State College, Kelvin Grove Community & Commerce Association, Kelvin Grove Neighbourhood Watch, QUT Security, Community, Queensland Police Service (QPS), Cr Peter Matic – Brisbane City Councillor for Paddington Ward, and Queensland Academies of Creative Industries. The Kelvin Grove Community Awareness Committee meets quarterly, and their purpose is to achieve a community that provides and promotes community safety.



Residents in a our village and the local Kelvin Grove Urban Village Neighbourhood Watch group (<https://www.nhwq.org/kguv/>), in which I currently act as coordinator, liaise closely with QPS through the “cuppa with a copper” initiative which provides an opportunity for community members to work with the police and the more positively inclined members of the locality developing mutual trust to form the eyes and ears of the community, with such surveillance reducing the inclination of criminals and their supporters to pursue crime in the village. We think that the way that this might work is because such schemes increase informal social bonds between those who had fought against crime and those who had tolerated it or despaired of change. A positive effort to increase neighbourly activities (e.g. [annual community safety audit](#) and see examples of other successful activities below) might be reckoned to reduce social isolation upon which crime feeds. It might work by countering the prevailing local mood (or propaganda) about the inevitability of victimization. We feel that these activities foster a more active interest in crime prevention measures amongst those groups which had become resigned to the breaking and entering status quo.



I applaud the intention of this Inquiry to identify the nature and extent of the impact of social isolation and loneliness, and the role, scope and priorities of a state-wide strategy to address social isolation and loneliness. I recognise that this inquiry has been initiated in response to grass-roots process of community listening and community organising.

Response to Terms of Reference

We would like to share our views, knowledge and recommendations on this issue in accordance with the terms of reference stated in the submission guidelines:

A. The nature and extent of the impact of social isolation and loneliness in Queensland, including but not limited to:

- **identification of and consultation with vulnerable and disadvantaged individuals or groups at significant risk across the life course**
- **the interplay of COVID-19 with this issue**

The Brisbane Housing Company (BHC) offers housing to people with disabilities, people experiencing homelessness and those with mental health issues. Such populations often face social stigma, which is detrimental to psychological well-being while affecting the ability to build meaningful, long-lasting relationships. This means that BHC residents face societal hurdles within the KGVU community, which can lead to social isolation and loneliness. Like the rest of the world, Kelvin Grove has seen a decline in social interactions and overall liveliness across the suburb due to COVID-19, further exacerbating feelings of loneliness and social isolation amongst residents of the suburb. Some of the issues that are impacting our community-Social isolation, stress, anxiety, depression, homelessness, racism, loneliness, disconnection.

We have many people in our community who are feeling isolated and cut off from their loved ones & others because of COVID. These feelings have been particularly exacerbated with our village context because we host many "out-of-town" students (international and Interstate) who are homesick. Our community meals on Wednesday evenings have highlighted many people feeling increasingly anxious and desperate. This initiative will coincide Kelvin Grove Village Markets (now 10 years old) on a Saturday morning to leverage existing sense of community support and connection for vulnerable in our community with support necessary not only to survive, and also thrive.

Migrants living in Australia on temporary visas, including international students, were heavily hit by the pandemic due to casualised employment in industries such as hospitality having disappeared. With half of Kelvin Grove's population having been born overseas, COVID-19's impact on migrant workforce has been noticed in the suburb. Moreover, the median age of Kelvin Grove population is 26 pointing towards the large student population living in the area resulting in great loss of social interaction as university courses switched to online delivery.

B. The causes and drivers of social isolation and loneliness, including those unique to Queensland

Humans are social creatures. Our need to connect with others is deeply hardwired within our DNA. In a fast moving, modern and digital world, social and family dislocation, fragmentation and isolation is becoming more commonplace. The 2018 Australian Loneliness Report revealed one in four Australians reported feeling lonely each week. Feeling lonely can pose a bigger risk for premature death than smoking or obesity. In fact, in 2018 the UK Government announced the world's first Minister for Loneliness. Outside of the health implications, increasing fragmentation caused by local and global politics and media, can lead to growing distrust in establishments, heightened anxiety and increases in extremism, fundamentalisms and violent forms of protests. While this sounds all doom and gloom, initiatives are being implemented by Government, not-for-profits, social enterprises and commercial organisations to help bring people together and provide a sense of community and inclusion. Furthermore, the notion of repurposing profit for a social agenda is on the rise. Organisations are looking for a social licence to operate through building their corporate reputation. Businesses (big and small) are supporting initiatives to help foster connections within communities they operate in.

D. The benefits of addressing social isolation and loneliness, examples of successful initiatives undertaken nationally and internationally and how to measure social isolation and loneliness in Queensland to determine if implemented strategies are effective.

- **Addressing Social Isolation & Loneliness 6 April 2020 POSTPONED DUE TO COVID** (See copy of symposium flyer attached) AMSRS and AES had planned to present a fifth annual joint symposium responding to this issue.
- **Project Patch 2009** (see project summary attached) - Since October 2007 the Queensland Police Service (QPS), in partnership with many stakeholders has lead a multi-agency project group established to develop a comprehensive approach to meeting the public safety and community building requirements at Kelvin Grove Urban Village (KGUV). The project saw police working hand-in-hand with local residents, business owners and other stakeholders to support the character of village life, address public perceptions and respond rapidly to emerging issues. The project was designed specifically with a police-focused response to not only more readily deal with community concerns over alleged criminal activities, but also to address four key areas; community safety, resident management and support, communication and community development. The police partnership with DoH resulted in a strong leadership group that took direction and guidance from QPS briefing and leadership. By providing a framework on which the sharing of information and coordination of activities could thrive, action oriented outcomes became achievable and effective where in the past agencies had been operating in isolation and without strategic direction.
- **QUT KG Estate Master Planning** - we advocate for a co-strategic and co-design approach to maximise the future for the park as well as the QUT Kelvin Grove Campus and Urban Village. We look forward to continuing a conversation in this context of change and renewal is QUT's relationship with the Kelvin Grove Urban Village. Council and QUT must also work together to increase awareness and strengthen the visual and physical permeability from Kelvin Grove Road, Herston Road and the Inner City By-pass into the village core - <https://www.qut.edu.au/about/our-university/estate-master-plan>

- **Kundu Park community garden** since 2009 - <https://communiy.org.au/our-community-gardens/>



- **KG Village Markets** since 2009 - <https://queenslandmarkets.com.au/kelvin-grove-markets/>
- **Hello Neighbour day** – 2019



- **The Chatty Bench Project** - <https://sites.google.com/urbaninformatics.net/chatty-bench-project/about-chatty-bench-project> A community project to interactively tell the stories of 16 people living and/or studying in Kelvin Grove. The stories range from a student's experience at QUT, exploring social justice activism and sustainability, to migrating to Australia and combating anxiety, racism and domestic violence. It took place during July-Oct 2020 during COVID-19 Pandemic in Brisbane. It brought together 16 storytellers to make place-based stories of KGUV. The project completed with a face-to-face exhibition and community barbecue in Kundu Park which brought together community members, the storytellers and their families.

- **Together for Kelvin Grove -**
<https://www.facebook.com/groups/togetherforKG/permalink/930829471092168/> Each Wednesday night, the Exchange in partnership with Village Church Kelvin Grove feeds up to 170 international students and local community members with an evening meal.

**FREE TAKE AWAY
BUTTER
CHICKEN**
 (Non spicy, vegetarian
and Halal options)

TONIGHT
 WEDNESDAY 3 RD
 FEBRUARY
 6-7 PM

The Exchange, 81 Musk Ave,
Kelvin Grove

Contact Sam at [REDACTED]
for more information



**FREE TAKE AWAY
ASIAN
MEATBALLS**
 in teriyaki sauce
 (Vegetarian and Halal
options available)

TONIGHT
 WEDNESDAY 27th JANUARY
 6-7 PM

The Exchange, 81 Musk Ave,
Kelvin Grove

Contact Sam at [REDACTED]
for more information



**FREE TAKE AWAY
SOBORO DON**
 (Ground Chicken and egg Bowl)
 Vegetarian and Halal options

TONIGHT
 WEDNESDAY 28th APRIL
 6-7 PM

The Exchange
 81 Musk Avenue, Kelvin Grove

Contact MOSAIX at [REDACTED]
or [REDACTED]



- **La Boite Theatre Company** - will continue to grow and strive for greater profile, cementing its role as a vital cultural hub in Brisbane, Queensland and Australia while also distinguishing itself globally as a passionate and necessary storytelling institution - <https://laboite.com.au/about/partnering-with-la-boite> & <https://laboite.com.au/about/history/2010/open-homes>
- **The Chatty Bench Festival** - <https://sites.google.com/urbaninformatics.net/chatty-bench-project/chatty-bench-festival-2021>
- **Meet Street** – welcoming out of town students to our village



E. How current investment by the Queensland Government, other levels of government, the non-government, corporate and other sectors may be leveraged to prevent, mitigate and address the drivers and impacts of social isolation and loneliness across Queensland, including:

- services and programs such as health and mental health, transport, housing, education, employment and training, sport and recreation, community services and facilities, digital inclusion, volunteering, the arts and culture, community development, and planning for accessible, inclusive and connected communities
- targeted support to vulnerable and disadvantaged groups and those most at risk

COVID-19: Immediate housing response fund to support Queensland's most vulnerable at Quest Apartments in the KGUV from March to December 2020

I also appreciate the opportunity that the franchisee of Quest Apartments was provided by the Department to keep his business afloat and ensure that the short-stay accommodation option was still available in our village when we return to a post-COVID world. I agree that 'housing rough sleepers in hotels has prevented an outbreak of COVID-19 in the homeless community'.

It's last meeting in February 2021, the KGCAC have asked Katherine Saffioti, Director, Contract Manager-Housing Services Dept of Housing & Public Works the following questions but we have yet to receive a response.

We would like Katherine to lead the discussion about the work that department has done in our village and focus on the following themes:

1. **Lessons learned** from housing rough sleepers at the Quest Apartments in Ramsgate street both from a department and community perspective,
2. **Reflection** on how and/or why not the local community representatives (the Kelvin Grove Community Awareness Committee) could and/or should have been engaged by the Department,

3. **Discussion** about ways that the local community and local resources could have been engaged to assist the Department in their task, and
4. **Specification/recommendation** of additional support resources that would be necessary for the Department to provide to the village in the event of a second wave and the need to house rough sleepers at the Quest Apartments in Ramsgate street once again.

Dr Lewis Atkinson



TERMS OF REFERENCE

KELVIN GROVE URBAN COMMUNITY AWARENESS COMMITTEE

Background

The Kelvin Grove Urban Village Community Awareness Committee has been established by members of the Kelvin Grove Urban Village (KGUV) to ensure the KGUV Precinct remains a safe environment.

Purpose

The purpose of the committee is to achieve a community that provides and promotes community safety and security

Timing and Milestones

The committee will commence March 2019 and meet quarterly

Terms of Reference

The Community Awareness Committee will establish a partnership to;

- Provide a confidential forum for sharing intelligence data, crime statistics and informal feedback to inform proactive and preventative actions
- Co-design an agreed governance framework for emergency response, security intelligence sharing and maintenance of Crime Prevention Through Environment Design (CPTED) in the village footprint (see diagram defining the boundaries of this footprint in Appendix):
 - o Ensure clarity of accountability & responsibility for follow up on any safety and security issues raised by the stakeholders in the village either real or perceived
 - o Oversight of a program of communication & information sharing within the village that will give confidence to existing lot owners, prospective lot owners, residents, workers, retailers, service providers (childcare & aged care) tenants and students (both School & University) that they have someone to talk to about their concerns
- Facilitate the pooling of resources both financial and IP to match against any other government funds to support investment & programs that enhance the safety of our community (e.g. Safer Communities Fund)
- Create a positive interface with QPS Neighbourhood Watch process

Chair

It is proposed that Brisbane Housing Company will chair the Community Awareness Committee group meetings.

Membership

Reference Group Membership is by invitation only, and current Members are set out in Appendix A.

At the discretion of the Chair, additional members may be appointed from time to time based on their specialist skills, experience, and acumen.

Roles and Responsibilities

Committee members are responsible for representing the views of their organisation and/or their service users and where applicable must hold the appropriate level of delegated authority to commit their department or organisation to lead or contribute to agreed Project activities.

TERMS OF REFERENCE

KELVIN GROVE URBAN COMMUNITY AWARENESS COMMITTEE

Members may be requested to review and provide feedback or advice about information circulated on an ad-hoc basis where timeliness is critical and meeting times do not align.

Within the constraints set by the objects and by-laws of their own constitutions, member organisations may also be required to contribute either cash or in-kind resources to specific project activities as agreed by the committee in order to deliver projects on time, within the agreed approach.

Conflict of Interest

Members will be obliged to declare and avoid any actual or potential conflict of interest between their role within the project and their personal interests or duties to other individuals or organisations. If a conflict of interest arises, the member should declare the conflict and refrain from taking part in any further discussions or not vote at proceedings.

Confidentiality

All information shared with the project is considered to be highly sensitive and confidential. Information provided or shared with the committee should not be circulated beyond the organisational boundaries of each of the members or shared with any non-member parties unless expressly advised by the Chair in writing or stated in minutes and meeting notes.

Public and Personal Comment

Committee members are not to comment in public or to the media on issues that arise in meetings. Nor are members to disclose information that has been obtained as a result of participation in the Project.

Secretariat Support

Support for all meetings, including agenda and minutes, will be provided by BHC.

Meetings

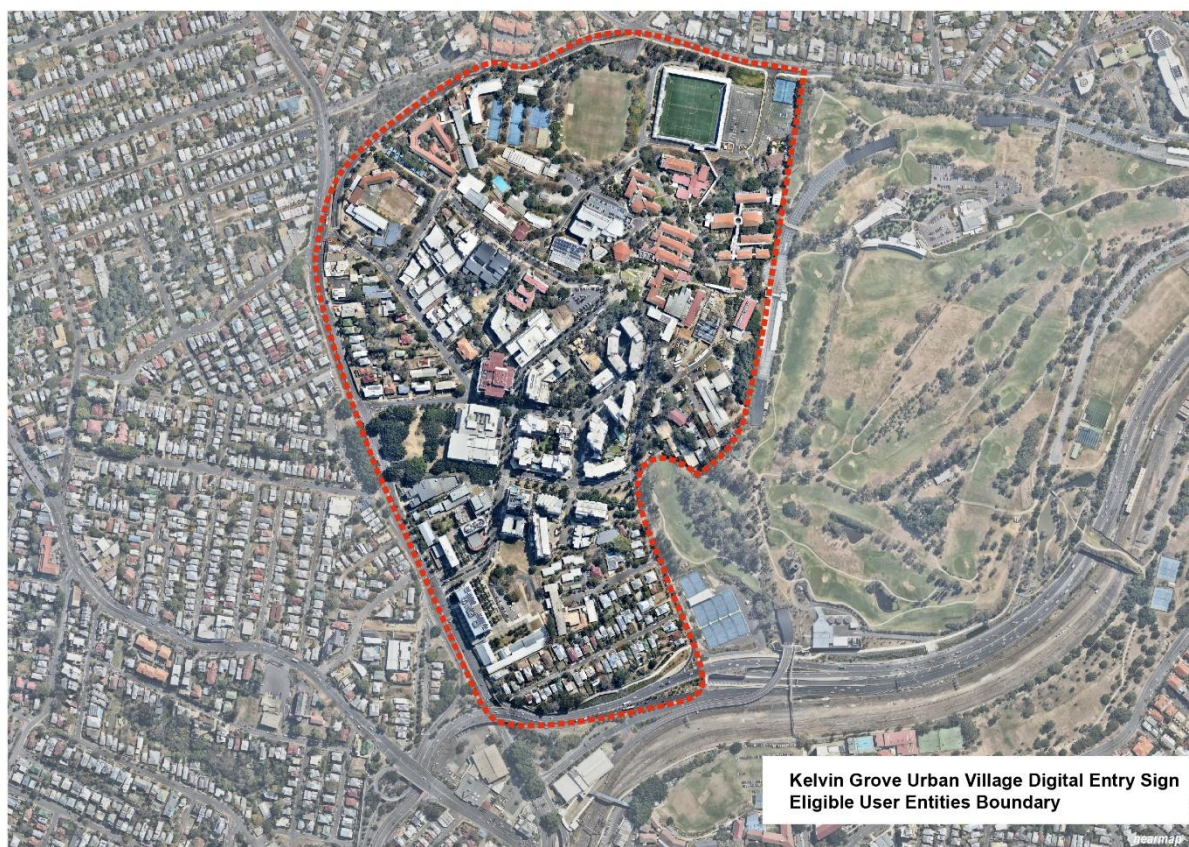
The Reference Group will meet quarterly commencing March 2019. The Group may agree to change the frequency of meetings as required to suit the progress and stage of the project.

Issues

Co-ordination with QPS Neighbourhood Watch

TERMS OF REFERENCE KELVIN GROVE URBAN COMMUNITY AWARENESS COMMITTEE

Footprint:



Membership:

Brisbane Housing Company as Chair
Principal Body Corporate Chair or nominee
Neighbourhood Watch Group Chair or nominee
Kelvin Grove Community Commerce Association Chair or nominee
Queensland Police Service
QUT Manager – Security and Emergency Management
Brisbane City Council – Councillor or nominee council officer
Communityfy



& AMSRS 2020 QLD JOINT SYMPOSIUM

Addressing Social Isolation and Loneliness:

INSIGHTS AND PERSPECTIVES
THROUGH RESEARCH AND EVALUATION.

Griffith University | South Bank Campus
Monday 6th April 2020 | 12pm - 6pm



A SPEAKER LINE-UP NOT TO BE MISSED!

WHO SHOULD ATTEND:

This event offers something for passionate people from the public, not-for-profit, private and academic sectors, especially those in the areas of:

- ♥ Social research and/or evaluation
- ♥ Human services government policy, program and service design
- ♥ Community service delivery
- ♥ Social marketing and social change advocacy

Meet some of the speakers:



SANDY BLACKBURN-WRIGHT, best selling author, sought-after speaker and **Social Outcomes Founder and MD** – will explore the cause and consequences of rising social isolation on the individual and community, and how we might go about create and maintaining community if its lost.



ROB DONOVAN, CEO of RJD Consulting, Adjunct Professor in the School of Human Sciences at University of WA and Founder of Act-Belong-Commit – will provide a critical look at the proclaimed 'loneliness epidemic' in Australia and abroad, what evidence tells us and how governments are responding.



KATHY BENSON, Ipsos ANZ Chief Client Officer - will draw on the latest Ipsos global trends research to present analysis on the dichotomous and conflicting social trends dominating our world, including trends on loneliness in a time of digital connectedness.



DR NORA AMATH, Islamic Women's Association of Australia (IWAA) National Manager of Refugee Settlement and CAMS Coordinator, and adjunct Research Fellow, Griffith University - will draw on case study method to explore the complex issues of social inclusion among Australian Muslim communities.



ROSS WILLIAMS, senior community leader and proud member of the Bindal/Juru - the Townsville to Bowen region and the Islands of Erub and Mer in the Torres Straits. Will discuss his experience with supporting social determinant-informed PHN service provision for Aboriginal and Torres Strait Islanders.



SIMONE BENNETT
Queensland Health, Principal Market Research Advisor



FIONA BURNETT
Kantar Public Division, Senior Consultant



TODD MACDONALD
Artistic Director & CEO, La Boite Theatre Company



JOAN YOUNG
CEO, Colmar Brunton



CAIT WILDMAN
Community Development Practitioner, Communify Qld



KARYN WALSH
CEO Micah Projects



ANNETTE GILLESPIE
Business Development, Micah Projects



SAM ROBINSON
National Neighbour Day Campaign Manager, Relationships Australia



SAMEER DESHPANDE
Associate Professor (Social Marketing), Acting Director (Social Marketing), Griffith University

For full program details click:

SEE FULL PROGRAM DETAILS

DON'T MISS OUT! There are limited spaces available and last years' symposium was a full house so if you haven't already secured your registration, do so now:

REGISTER HERE

Premiers Awards for Excellence in Public Service Delivery

"Fair – supporting safe and caring communities"

Project Patch

Kelvin Grove Urban Village



Brisbane Central District
Brisbane City Division

Introduction

Since October 2007 the Queensland Police Service (QPS), in partnership with many stakeholders has lead a multi-agency project group established to develop a comprehensive approach to meeting the public safety and community building requirements at Kelvin Grove Urban Village (KGUV).

The project group quickly became a working example of governance through social partnerships, given its emphasis on community renewal, place management and capacity building. The group was successful in binding together a broad range of government, private and not-for-profit agencies, with an array of agenda and goals, with a common desire to see the residents of the estate become less socially isolated and more able to participate in the civic, economic and political life of their community.

Police calls for service reduced dramatically (57%), domestic violence incidents reduced by seventy percent, and residents of KGUV are now part of an inclusive, safe, vibrant community that reflects the success of the initial architectural intention.

Project Patch

Kelvin Grove Urban Village

Award criteria

Whilst Queensland had been experiencing the highest levels of economic prosperity in a generation the current global financial crisis has emphasised the need for communities to acknowledge that the need for affordable housing, amongst safe and caring communities may become greater than ever.

The KGUV Stakeholder Reference Group has demonstrated a highly effective inter agency action group aligned with the Toward Q2 Fair Communities – Fair Queensland key elements.

The group has supported safe and caring communities, redressed disadvantage in our communities, assisted in an equal future for all, and delivered real service demonstrably caring for our community at KGUV.

Projected urban development in Queensland will continue to include affordable housing components. The ability of government to lead the process of stakeholder consultation and develop innovative solutions is essential for sustaining affordable housing and managing some of the most difficult social policy problems facing Australian public sector agencies.

The leadership evident throughout the KGUV project provides a workbook for agencies supporting the emergence of social architecture. The commercial, governmental and departmental interoperation has been shown to be heavily dependant on leadership, information and stakeholder cohesion.

Is innovative or creative as evidenced through the use of research in service delivery

Master-planned communities can provide environments conducive for local interactions with other residents and the emergence of social networks. KGUV provides accommodation for a raft of different social household mixes, which includes students and low income households. Towards the end of 2007, after complaints alleging crimes which included drug dealing, domestic violence, assault, breaking and entering and prostitution, the Queensland Police Service, responding to community concerns, engaged key stakeholders including the Department of Housing, BHC, QUT and the Hornery Institute, in discussions that resulted in the implementation of the KGUV Stakeholder Reference Group in January 2008.

The changing nature of skills and capacities needed for community strengthening initiatives has seen the increasing role of the convergence of public and private sectors in service delivery. The Project Patch Kelvin Grove Urban Village (KGUV) project, is a working example of governance through social partnerships given its emphasis on community renewal, place management and capacity building. Binding together a broad range of government, private and not-for-profit agencies, with an array of agenda and goals, is a commonality in the desire to see the residents of the estate become less socially isolated and more able to participate in the civic, economic and political life of their community.

With the projects' key design aim, "to engender a strong sense of community and a safe sustainable environment", and to "deliver a viable and enduring connected community", (KGUV AIM) key partnerships between various stakeholders, including the Queensland Police Service, Brisbane Housing Company, the Hornery Institute and the residents of the estate have contributed towards increased perceptions of community well-being and personal safety and enabled and supported social connections between urban village residents.

The project sees police working hand-in-hand with local residents, business owners and other stakeholders to support the character of village life, address public perceptions and respond rapidly to emerging issues. The project was designed specifically with a police-focused response to not only more readily deal with community concerns over alleged criminal activities, but also to address four key areas; community safety, resident management and support, communication and community development

The police partnership with DoH resulted in a strong leadership group that took direction and guidance from QPS briefing and leadership. By providing a framework on which the sharing of information and coordination of activities could thrive, action oriented outcomes became achievable and effective where in the past agencies had been operating in isolation and without strategic direction.

Delivers improved performance as evidenced by sustainable outcomes, value for money and engagement with partners or stakeholders.

The KGUV project supports, enhances and is integrated with the work of other community services providers and community groups, which are responsible for delivering programs or services to the residents of the village. A range of community, business and government organisations have been involved in the development of KGUV and are members of the Stakeholder Reference Group (SRG). The group, including key members from government departments, local and state members of parliament, business representatives, private and not-for-profit agencies met weekly, monthly then quarterly to connect key change agents and organisations, develop key direction and strategies, and direct resources towards the coordinated implementation of actions.

Previously the independent, uncoordinated activities of stakeholders stifled effective outcomes and allowed KGUV to become vulnerable to errant media criticism. The social success of affordable integrated housing at KGUV represented an opportunity to develop templates for service delivery for other affordable housing projects in Queensland. Conversely the failure of service providers to establish a strong sense of community wellbeing and safety could have had adverse effects on affordable housing as a strategy in other communities.

The stakeholder reference group flourished with strong leadership shown by QPS and DoH as the central managing players.

Key service delivery achievements include:

- » Successful interagency meetings around issues of domestic violence and child safety - critically reviewing arrangements for responding to, and supporting tenants with, domestic violence and child safety issues,
- » Safety Audits and reviews conducted jointly by BHC and Queensland Police, walking the sites to review scope for improved lighting, fencing, and CCTV etc using CPTED principles,
- » Implementation of community based Policing strategy for Kelvin Grove Urban Village where each building has an appointed local police officer and personal consistent service.
- » Creation of a Community Development Officer position residing in Musk Avenue and lead improved communication between the Company, its tenants, the police, service providers and other stakeholders.
- » Improved tenant assessment and screening processes to ensure “matching for success” principles are achieved which aim to maximize the prospects of tenants being able to sustain their tenancies.
- » Enhanced information sharing between DoH, BHC, QPS and Rental Management,
- » Enhanced tenant induction process to provide coordinated, effective referral and support in the critical early phase of residency,
- » Improved targeting, coordination and awareness of existing tenant support resources and provided alternative/enhanced models of support for vulnerable tenants and families,
- » BHC staff and service providers included in current DoH training re identification of Child Safety Issues,
- » Growth of tenant participation structures within each of the projects or across all BHC projects at KGUV,
- » Planned positive media communication of all initiatives as they were implemented,
- » Reviewed and refocussed the role of The Hornery Institute and the Community Hub in supporting community wellbeing and the establishment of community confidence,
- » Installation of a children’s play area in Grey Gums Park,
- » Mobile Play Group – located at BHC School Street Project and to be operated by Save the Children Fund, and
- » Appropriate resident orientation programs aimed at quickly making the right links for new residents – modified for different resident groups e.g. students or BHC tenants.

Creating equal and safe futures for all.

KGUV village represents a community within a community, characterised by diversity. Within the village community, there are a number of sub-communities that were struggling to find identity and acceptance in a critical formative stage of social development. The ability of a stakeholder group as diverse as this to address the needs of such an incongruent village community is demonstrative of leadership, partnership and professionalism.

Community events have become a feature of KGUV. The events are organised by the community hub as part of the integrated community agenda. The most popular event is the movie in the park, followed by exhibitions and the community barbeque. Regular farmers markets are now commonplace each weekend where residents, visitors, students and the community slice are evident.

KGUV community is higher in social capital as mechanisms and opportunities for social networking and cohesiveness are now provided for. Social capital has been generated through high level of engagement with neighbours and effective community support that was previously lacking.

Initial low levels of self reported interactions between residents of the Kelvin Grove community raise questions regarding a government's ability to create conditions in which social capital can flourish. The relatively short time since the establishment of the community in April 2007 to when the indicators of policing issues peaked in October 2007 accounted for the period when stakeholders were independently ineffective. Once the levels of perceived safety and support were raised there was no lack of community strength from within.

Improving access to government services and policy process.

The concept of place management is a key part of the public policy debate, with inter-agency cooperation and consultation being paramount and working group approaches, with an appointed lead agency, or place manager, acting as the coordinating mechanism. KGUV represents this approach where consultation with local communities about both problems and solutions is evident, however the success of the group became dependant on accurate, relevant information, plans and decision making imperatives.

The joined-up government approach exemplified in KGUV is an emerging form of governance particularly suitable for addressing complex and longstanding policy issues, ones that often defy jurisdictional boundaries and resist bureaucratic routines. With many of the endemic social problems experienced by some of the residents of KGUV, no one agency could be considered an "owner" assigned to take responsibility for these problems. Key ingredients in solving and managing these endemic complex issues, included successfully working across, and within agencies, and engaging many dispersed citizens and stakeholders in policy making and implementation. KGUV therefore built on partnerships between the not-for-profit and community sector agencies, business, local government and state government agencies with a high level of effectiveness at the operational level.

Careful consideration and planning had also been required in the management of relationships with key decision-makers involved in KGUV. As the project has seen a diverse range of bodies with an array of agendas and goals for the estate, stakeholder agencies all presented with different organisational agenda and accountability mechanisms. For example the sharing of information between agencies presented significant limitations. In order to create collaborative working processes and effective management of the housing complex, a memorandum of understanding between the QPS and BHC formalised the process of two-way information flow in matters that impact on the safety of residents and policing operations.

The stakeholder reference group model applied at KGUV has since been implemented at other affordable housing developments (including Stage 3 Lady Bowen Complex Wickham Tce Spring Hill) ahead of occupancy resulting in a greatly reduced impact on public safety, debunking tainted perceptions of affordable housing residents and a strong sense of community wellbeing from the outset.

The development of other affordable housing projects now feature earlier engagement of those able to affect the social capital and human architecture at an earlier stage, effectively bedding in people with the place and supporting sustainable community wellbeing.

QPS has since delivered support to network key agents in areas where new communities are forming such as Boggo Road Urban Village, Bowen Hills Urban Development area, Fortitude Valley BHC premises and BHC premises at Richlands.

At a recent Brisbane Development Association presentation (Oct 2008) regarding KGUV, Bill Grant highlighted the continued need for commercial enterprise to support and embrace the essential nature of affordable housing, making particular mention of the leadership provided by the QPS to the stakeholder reference group.

Encourage volunteering and community service.

The complexity of such an ambitious project as KGUV from the outset represented an opportunity to showcase interoperability of sustainable environmental design, urban village architecture, multi use space and a model for urban living.

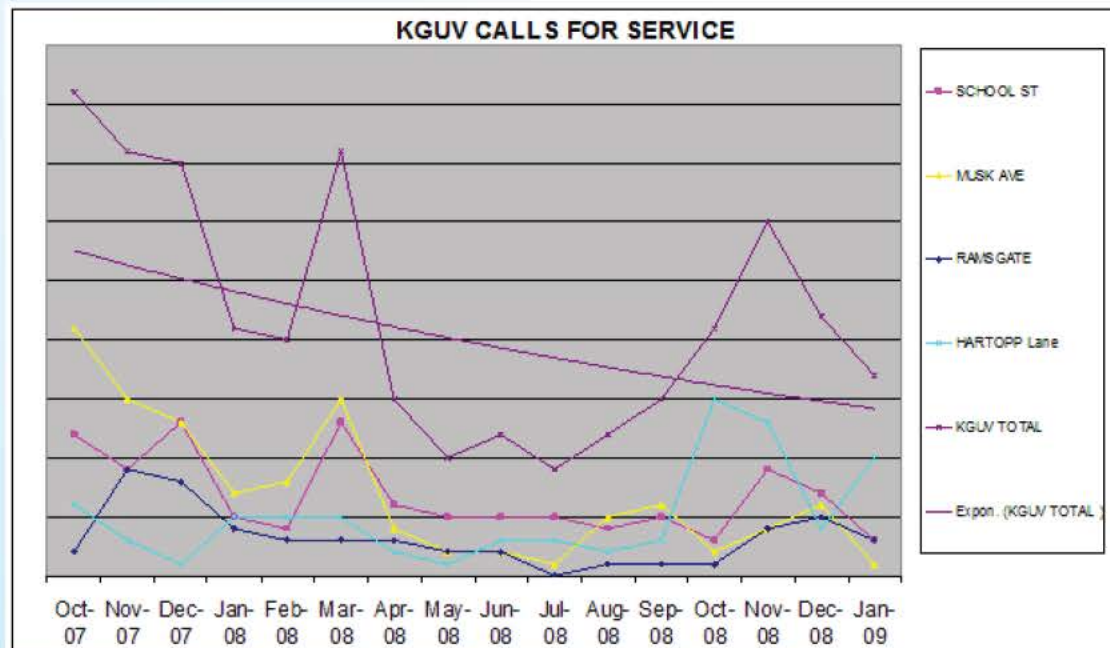
The formation of building house groups, the Kelvin Grove Police Community Consultative Committee and interaction between diverse stakeholders on the KGUV working group has resulted in opportunities for community participation and service.

The regular Village Markets splendidly reflect the true nature of the emerging village culture where students, residents and visitors get to know each other and enjoy the familiarity of the neighbourhood.

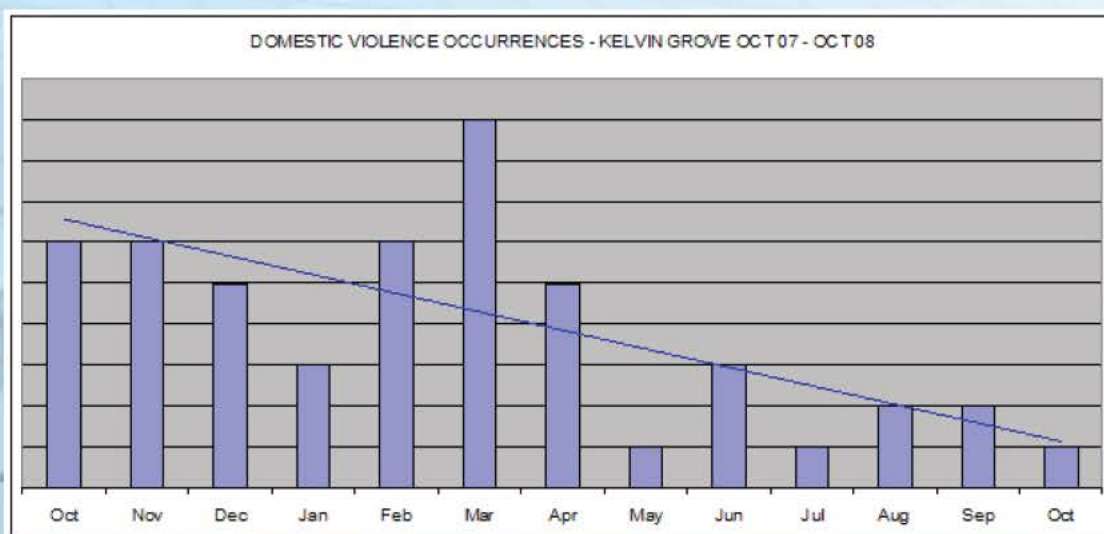
The KGUV Stakeholder Reference Group complimented and supported sustainable structural development with sustainable social leadership and will continue to contribute to a stronger, greener, smarter, healthier and fairer Queensland – Toward Q2.

Statement of outcomes/Executive summary

The implementation of the project has produced sound results in the reduction of calls for policing services, improved perceptions of public (and police) safety and reduced associated crime, domestic violence, child safety and police occurrences in the area. Calls for police assistance at KGUV have decreased 57% (Oct 2007 – Jan 2009)

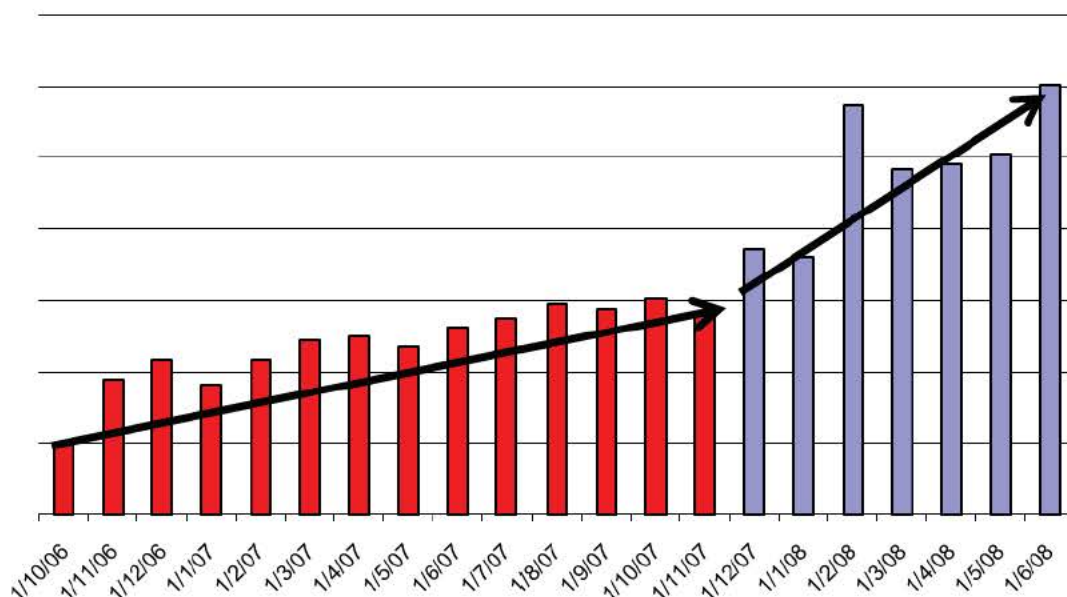


Domestic Violence occurrences have reduced by approximately seventy percent (70%) (Average occurrences between Oct 07 and Oct 08). The severity of domestic violence instances has also lessened dramatically.



Supermarket revenue growth has increased reflective of consumer confidence.

KGUV - Supermarket revenue growth



"Regretfully we turned down the initial offering to become part of the Kelvin Grove Urban Village. Although this was a missed opportunity at the time, since moving in ... we have seen a great mix of clientele and great growth in revenue and patronage. KGUUV provides the perfect blend of clients for Woolworths from local students, residents and executives to the rest of the community visiting the Village – making use of the many services and facilities found here."

Melissa Johnston, Property Manager, Woolworths QLD

Ongoing Development

As at October 2008, 70 per cent of the Village is now under construction, under contract or fully developed. (Brisbane Development Association presentation Sept 08)

Leadership

"The leadership shown by the police involved was instrumental in bringing together the group and supporting the village ideals." (Brisbane Development Association presentation Sept 08)

Bill Grant, Chairman Urban Land Development Authority

Community Wellbeing

"Our clients now feel accepted as part of the KGUUV community and know that if they have any concerns over safety in their community, that the local police are accessible. The police support in this program has been exceptional."

Ross Harris, Communications Manager Brisbane Housing Company (BHC)

A snapshot of BHC residents at KGUUV (September 2008):

- » 27% - taken up paid employment since moving in
- » 21% - commenced study or training
- » 15% - undertaken volunteer work.

93% of BHC tenants anticipate remaining living in KGUUV for the foreseeable future. (BHC Sept 2008)

Police Community Consultative Committee

The KGUV Police Community Consultative Committee with a local representation and all relevant stakeholders now meets quarterly and is the only PCCC to have been formed in recent times.

Memorandum of Understanding

The adoption of a Memorandum of Understanding (MOU) between BHC and Queensland Police has enhanced safety outcomes for tenants and the broader community. The improved exchange of information and problem solving approach between key agents have continued to be the basis for the development of sustainable tenancies and harmony.

Assessment

Formal assessment was conducted with the assistance of the Hornery Institute and QPS Ethic Standards Evaluation Section in the form of stakeholders and residents/ community evaluations (attached).

A total of 41 residents/community members and 8 stakeholders returned their completed survey. In response to the survey residents/community members indicated agreement and strong agreement between 75% and 85%) to public safety and community wellbeing changes in the village.

Given the large scale investment by stakeholders concerning KGUV, it is increasingly important for such an initiative to show both short and long-term outcomes and to meet accountability criteria. Any measurement of social capital, including subtle changes in people's perceptions of satisfaction and levels of participation, is difficult to assess but is best captured by a snapshot of feedback comments provided on the formal evaluation surveys.

"We are so grateful for the police and the approach they took to the residents – there was a time when we truly felt unsafe but now people are happy to meet each other and come out of their units"

"Overall the community perception of our clients and police has improved since the introduction of Project Patch."

"Project Patch is a very successful model which should be utilized elsewhere."

"I feel like I can now come out of my unit and it has become more of a home."

Every increase in people's perception of safety or their interactions with neighbours can be seen as a positive outcome for the project and be a measurement of success for the Project Patch KGUV initiative.

Conclusion

Once complete KGUV will be host to:

- » 8,000m² (GFA) of retail space.
- » Over 82,000m² (GFA) of commercial space.
- » Over 1,000 two-bedroom equivalent units (incl. student and senior accommodation).
- » More than 4,800 employed within the Village.
- » In excess of 2,900 residents

What is evident is that social change is most fragile in the formative stages of a new community. People are best supported by identifying the social connection needs and coordinating the response of the diverse a group as the situation requires.

"Congratulations on the great work you and your team have done in Kelvin Grove, both with the residential community and the business community. Your frank, honest no frills answers to questions and detailed action plans really worked".

Bill Grant (Chair UDLA) then Project Director KGUV

Referees

Bill Grant

Chair of the Urban Land Development Authority

Urban Land Development Authority
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Hon Grace Grace MP

Member for Brisbane Central

Unit 2 "Hill House"
541 Boundary Street
SPRING HILL
Ph: 3832 1322
brisbane.central@parliament.qld.gov.au

Supporting Documentation - Letters of support as attached.

**Grace Grace MP**STATE MEMBER FOR
BRISBANE CENTRAL

5 February 2009

The Hon Anna Bligh MP
Premier of Queensland
PO Box 15185
CITY EAST QLD 4002**Re: Premier's Awards 2009**

Dear Premier

It gives me great pleasure to offer this letter of support for the application by Brisbane City Police to the Premier's Awards 2009 for recognition of the Queensland Police approach to affordable housing in the Brisbane Central District.

The Queensland Government believes that the provision of high quality, safe and secure affordable housing is essential to the wellbeing of the community.

With this in mind, at Kelvin Grove Urban Village the Brisbane City Police have shown great leadership and initiative in bringing together a positive program that offers many of the community policing activities in this vibrant emerging community.

The strength of the partnerships formed between private industry, Government and support agencies has resulted in significant momentum and real results in terms of community safety, support and community wellbeing.

I have received many positive comments from constituents regarding the efforts of the team and in particular the positive personal approach from the City police.

The coordinated efforts of the team have greatly improved the perception of safety in the community and enabled KGUV to become the vibrant village it is today.

I am pleased to support this important initiative and commend it for your consideration.

Yours sincerely

Grace Grace MP
State Member for Brisbane Central

Unit 2 Hill House 541 Boundary Street Spring Hill Qld 4000
Phone: (07) 3832 1322 Fax: (07) 3832 1323 Email: Brisbane.central@parliament.qld.gov.au
Web: www.gracegracemp.com

Supporting Documentation cont'd.

**Brisbane
Housing**
Company Ltd

Brisbane Housing Company Limited
ACN 101 263 834

GPO Box 544
Brisbane Qld 4001
Level 1, 35 Astor Terrace
Spring Hill QLD 4004

2nd February 2009

Corey Allen
Senior Sergeant
Officer in Charge
Brisbane City Station

Re: Kelvin Grove Urban Village (KGUV) Partnership

Dear Corey,

I am writing to provide my endorsement to you in respect of your intended application for a Premiers Award for Community Engagement.

Brisbane Housing has welcomed the energetic and innovative way in which you and your colleagues within the police have responded to the Community development needs of Kelvin Grove Urban Village and our tenants as part of that Community.

The support we were able to give our new tenants at Kelvin Grove was all the more effective for the coordinated response achieved with you and your colleagues.

As you know our 4 projects at KGUV have now stabilised into successful and sustainable communities and the lessons of this experience are being applied by us in new projects going forward. I trust this letter is sufficient for your purposes at this time and if you need any further information or support from us please let me know.

Yours sincerely,



David Cant
Chief Executive Officer BHCL

Phone: (07) 3307 3000

Fax: (07) 3839 2000

Web: www.brisbanehousingcompany.com.au

Supporting Documentation cont'd.

Page 1 of 1

Allen.CoreyM[MNR]

From: Bill Grant [whgrant@bigpond.net.au]
Sent: Thursday, 19 February 2009 6:55 AM
To: Allen.CoreyM[MNR]
Subject: Premiers Award

Dear Corey,

It has come to my attention that you are being encouraged to submit an entry for a Premiers Award in respect of your involvement with Kelvin Grove Urban Village.

I strongly support this suggestion and would like to add my reasons on behalf of the Kelvin Grove Urban Village joint venture partnership between QUT and Dept of Housing.

As you know ,I have been the Project Director (employed by QUT and DOH) for the past 3 years. In addition I held the position of founding Chair of the Kelvin Grove Business Association .

We (all at Kelvin Grove) have been fortunate to enjoy an excellent and professional relationship with Queensland Police since the current urban redevelopment commenced 7 years ago.

However, you and your team members really excelled late 2007 and 2008 when adverse publicity surrounded 4 developments in the precinct owned and managed by Brisbane Housing Company.

Here was a great community initiative under risk by bad public perception,.

You and your team ,more than any other body,were the leaders(in every sense) in settling down the issue and restoring confidence in the area. This related to safety ,commercial confidence, and the confidence to continue with public housing projects in Brisbane that are integrated with the community rather than isolated in remote less desirable areas.

As the Officer in control you led from the front.

The Queensland Police were visible, active and frank about the issues and how they could be fixed.

There were some tough times for you and your team

You never stepped away from your responsibilities.

During the process you gained the respect of all the community.

,and set the tone for the healing process to take place.

Your contribution to KGUV, particularly late 2007 to mid 2008 and beyond went well beyond all reasonable expectations.

Thank You.

I encourage you to submit an application and would be most pleased to be a referee if needed.

Kind Regards,

Bill Grant

Project Director ,Kelvin Grove Urban Village.

19/02/2009