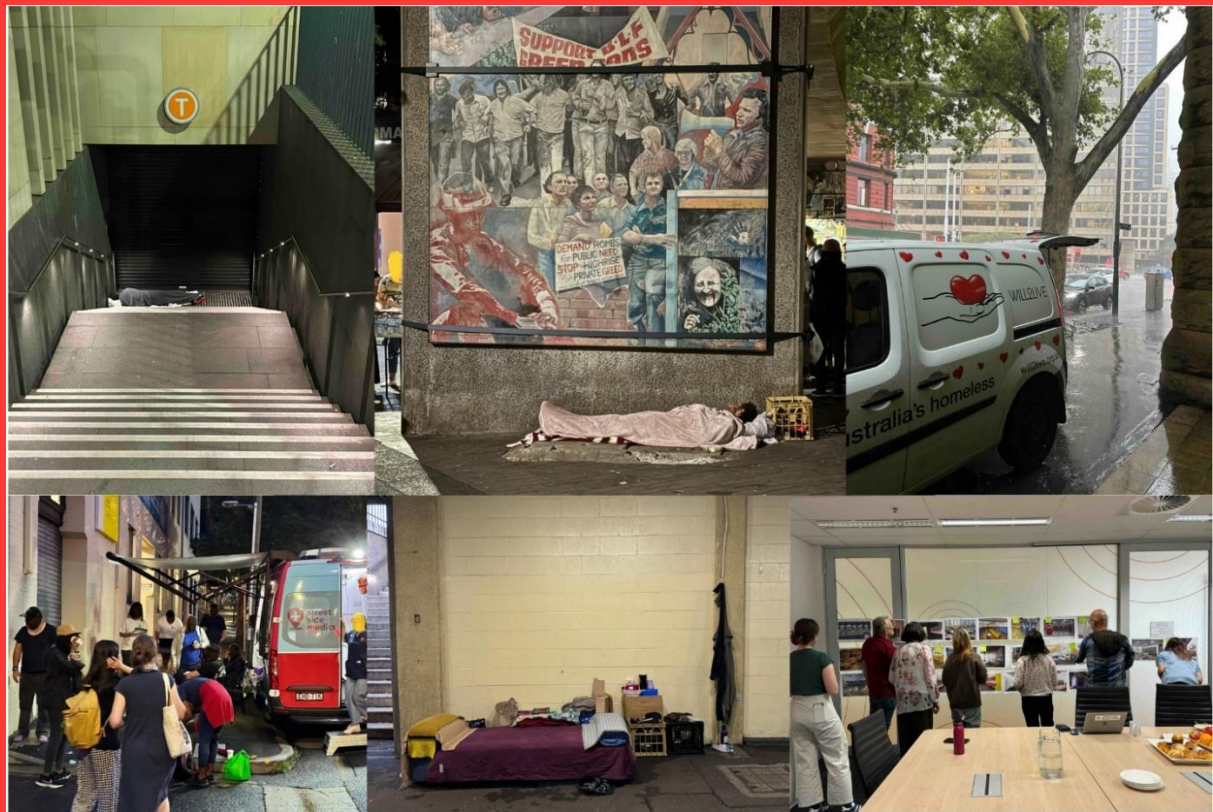


Care in Transit:

Designing for Passengers, Transport Operations and Homelessness Support



Project 6-041

Appendices

July 2026

Supported by:



Inclusive Design
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Acknowledgement

The Research Project team would like to acknowledge the amazing opportunity provided by TfNSW and the iMOVE CRC to work on such a pressing issue through this project. This initiative is a testament to the Department's values, culture, and commitment of care for the public good and the public interest. It also is a profound statement about TfNSW's international leadership and innovation.

We thank all the people, organisations and groups who assisted us with this work by entrusting us with their stories, hopes, concerns and ever thoughtful and considered feedback.

TfNSW Service Design Team, TfNSW Research Team, TfNSW Project Group
iMOVE CRC
La Trobe University research and administrative support teams
Street Care
Justice and Equity Centre
City of Sydney

Our list can only ever be partial, but the imprints of all who participated are still present within these pages.

Our greatest hope is for 'Care in Transit' to motivate change that improves the lives of people living precarious, who are unhoused and rough sleeping, and bridging their worlds with those of the broader public transport community.

Dr H. Menih, Project Lead

A/Prof J. Rudner, Project Lead

Citation

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*Inclusive Design, ^The University of Sydney

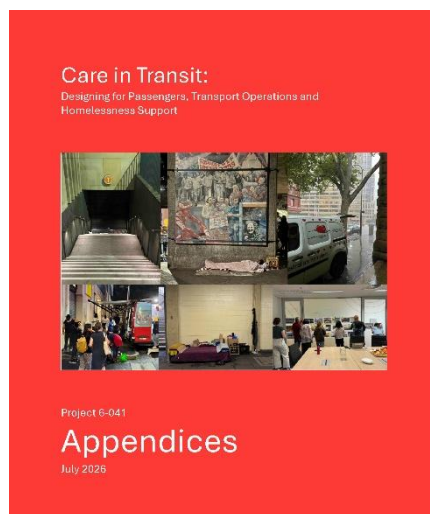
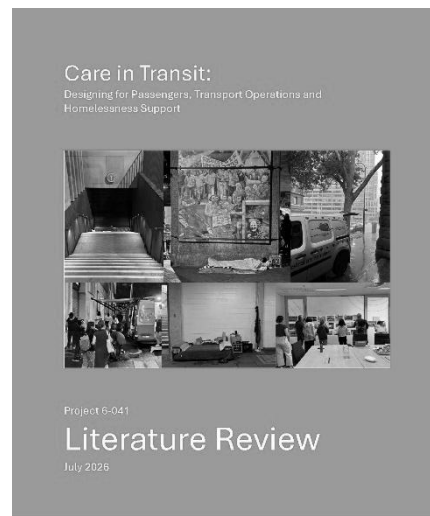
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Australian Government
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AusIndustry
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Centres Program

This Appendices is one of four research deliverables from this work. The other documents are: *Executive Summary, Literature Review and Final Report.*



Appendix A: Methods

This project used a mixed-methods approach to explore how PLP use, experience, and navigate the public transport environment in Sydney, NSW. The research combined quantitative analyses of incident and usage data with qualitative methodologies such as site observations, semi-structured in-depth interviews, social service mapping, and a focus groups with different stakeholders. This approach enabled the research team to better understand spatial patterns of PLP, the role of service providers and their coordination, and the broader care ecosystem within the TfNSW network. Combining data sources allowed for a more nuanced understanding of the broader care ecosystem within the TfNSW network.

Incident Analyses (see also Appendix B)

Incident data analyses were conducted prior to site observations to identify whether there were any significant relationships between reported incidents across the train network and particular train lines or stations that might reveal design issues.

Analyses of the type, time, location of incidents e.g.: Anti-Social Behaviour, Offences Against Property and Offences Against the Person were conducted to identify potential trends on particular train lines or at specific train stations. Incident data obtained from TfNSW for 2022, 2023, 2024 and entry/exit data for 2022 and 2023 from TfNSW's open data platform (<https://opendata.transport.nsw.gov.au/>) were analysed for frequency and potential statistically significant correlations. Data from 2022 is likely to be more representative of post-COVID incident and travel trends. Unfortunately, exit-entry data from 2024 could not be obtained, so this has not been included. While elements of these analyses are used during discussion of site of observation findings, the bulk of this work is included in an attachment.

Analysis of incident data and passenger exits/entries indicated that there are no significant correlations between train lines, stations or design elements with type of incident, time of incident or physical space. It is common for actual incidents to be greater than reported incidents. Pearson's Correlation tests (2-tailed) indicated that there were significant associations between passenger volumes (entries/exits) with intimidation/harassment (0.561**, $p = 0.008$), unruly behaviour/offensive nuisance (0.621** $p = 0.002$), causing actual bodily harm (0.537* $p = 0.048$), break enter (0.800, $p = 0.0001$), graffiti (0.559, $p = 0.010$) and object thrown (0.536, $p = 0.039$). The majority of incidents occurred on City Circle line and stations.

Site Observations

The researchers conducted site analyses of architecture, design features, public furniture and socio-spatial observations of people - a method that is commonly used in architecture, design and planning disciplines. Ethnographic type of methodologies and immersive research techniques, such as site observations and walking interviews, are appropriate for understanding site conditions and behaviours (Clapham, 2003; Hall, 2000) as well as the nature of social service provision to homeless people in public spaces (Smith & Hall, 2018, Clarke & Parsell, 2019; Johnsen, Cloke & May, 2005).

Researchers conducted three sets of observations across nine (9) stations from 10-12 October 2024, 3-5 Dec 2024 and 13-15 May 2025. The stations included in the fieldwork were:

- Central
- Parramatta
- Wynyard
- Martin Place
- St James
- Kings Cross
- Redfern
- Circular Quay
- Wollongong

Each set of observations comprised 3 days conducting observations at train stations, on train lines and stations' surrounding areas such as Belmore Park. Observations typically commenced between 7:00am and 9:00am and continued until 12:00am, with some days extended to 2:00am. Researchers provided a schedule of activities to TfNSW and received authorisation from the department, checked in at station sites, and completed inductions as required. To support researcher safety, researchers used phone apps for geo-location and carried a security device as well as security contacts provided by TfNSW.

While all listed stations were included in the fieldwork plan, Kings Cross and Redfern were observed only once, as they did not present significant concerns related to homelessness during the initial visit, which was supported by information elicited through conversations with station staff. Circular Quay, although not formally selected as a focus site, was observed informally on a few occasions due to its central location and high pedestrian volume.

All station users had the potential to be included in data collection during observations. As there was no formal recruitment process, researchers had an information sheet to give to any person who queried their activities. If a person was observed and their data was identifiable, researchers could delete it immediately if requested.

Observations included: material environment (architecture, design elements, urban furniture, technologies), spaces, activities of users, traces of use e.g. rubbish, belongings, to ascertain when, how, why and which spaces are used by the general populace, as well as those specifically used by homeless people and service providers.

While conducting site observations, members of the research team engaged in casual conversations with interlocutors to help them gain understanding about station sites, social dynamics and needs and preferences of PLP and informal service provision. The team engaged in incidental conversations with ~20 station workers, 11 social services e.g.: providing free evening food services near Central Station and Martin Place and ~30 people who are rough sleepers/unhoused/living precariously. Researchers carried a participant information sheet to share with participants, and this information was shared by the TfNSW liaison with relevant staff within the organisation. Consent for observations comprised an 'opt-out' approach, whereby a participants' continued engagement with the researcher was assumed to represent consent.

Photography was used to record observations, however, in many instances, this was not possible as it would have interfered with participant engagement. Many photographs were not included in reports due to ethical matters e.g.: ability to consent, intimate nature and/or recognisability of belongings for PLP, or confidentiality for TfNSW staff.

It was originally intended that notations and drawings would be made on templates (iPad or paper) that were adapted from tools developed by Gehl Institute (2016) and the NSW

Government (2021). These were intended for use on iPad or paper and aligned to train station layouts. However, the mobility of PLP and the intrusive nature of on-site note taking for this particular cohort indicated that obvious observation activities would undermine the work being conducted.

Table 1 below presents an example schedule of observations conducted by the La Trobe research team. At the commencement of each 'shift', the research team was inducted into each of the train stations. At this time, TfNSW staff were requested to identify areas within the station of particular relevance to this project (with the exception of the first session). This prompted initial casual conversations with ten (10) TfNSW station staff which illuminated some of the challenges encountered by workers.

Table 1 Example Schedule of site observations

Time	Thursday	Friday	Saturday	Sunday
12:00am-1:00am			Central	
7:00am-8:00am		Train to Parramatta		
9:00am-10:00am		Parramatta		
10:00am-11:00am	Wynyard			
11:00am-12:00pm				
12:00pm-1:00pm	Martin Place	Central		
1:00pm-2:00pm				
2:00pm-3:00pm	St James	Kings Cross	Redfern	
3:00pm-4:00pm			(informal)	
5:00pm-6:00pm		Dinner Martin Place with service users		
7:00pm-8:00pm	Food Service Central Station		Wynyard	
8:00pm-9:00pm	Wynyard	Parramatta		
9:00pm-10:00pm	Martin Place			
11:00pm-12:00am	St James			
12:00am-2:00am			Central	

Social Service Mapping

Social service mapping comprised a review of existing directories and websites that identified formal social service provision within the Sydney metropolitan area. Thirty-two (32) social services were contacted to verify their services and cohorts for delivery of which ten (10) staff from services responded. In addition to providing a spatial understanding of service delivery, this

work served to update the list of services identified by consultants working on the Central Precinct Redevelopment.

During site observations, this list was further amended based on information provided by PLP who use the services. The research team obtained a copy of a schedule of services offering daily support such as food, showers, and basic care from a Services Australia centre in Woolloomooloo, along with complementary documents provided by the City of Sydney. Two meetings with representatives of the City of Sydney expanded the team's understanding of this complex space by providing an overview of their role and function in supporting homeless outreach, as well as the coordination/logistics of managing service providers across the city, including Mobile Voluntary Services (unfunded NGOs).

Initial observations pertaining to the diversity of services, their geographical cover and the variety of organisations delivering care and working with PLP were also conducted during site visits. The research team engaged with an additional nine (9) services that addressed different care needs such as: food, showers, clothing, medical care, haircuts, books, IT, and education.

Meetings were held with representatives from Homes NSW and St Vincent's Hospital Homeless Health Services. The meetings provided insights into the different service and outreach models operating at the stations and informed the development and validation of the stakeholder map.

Focus Groups

A focus group was held with StreetCare, a lived-experience advisory committee supported by the Justice and Equity Centre (JEC). StreetCare advocates for the rights and needs of people experiencing homelessness or housing insecurity and plays an active role in influencing policy, service delivery, and systemic reform in New South Wales.

The session was conducted in person at the Justice and Equity Centre in Sydney on 4 December 2024 and ran for approximately one hour, before continuing to Central Station to discuss a station site in-situ. Seven (7) StreetCare members with support from JEC, participated in the discussion. StreetCare was formally engaged and compensated for their contribution to the research.

The focus group provided qualitative insights grounded in lived experience, particularly regarding the use of public transport and station environments for people experiencing homelessness. Conversations explored perceptions of safety, station design, interactions with transit staff and security, use of public transport as shelter, and ideas for improving accessibility and dignity for people without secure housing.

The session was semi-structured, guided by a set of open-ended questions designed to explore participants' experiences and reflections on navigating train stations, using transport services, and accessing support in public infrastructure settings. Participant contributions were documented in note form and analysed thematically to identify key challenges and suggestions for improving station environments.

StreetCare's participation ensured that the perspectives of individuals with direct experience of homelessness were meaningfully incorporated into the research process. Their feedback played a role in informing design principles and best practice guidelines for making public transport spaces safer, more inclusive, and responsive to the needs of people experiencing housing precarity.

Interviews

In addition to the focus group, a series of professional discussions/interviews were conducted with a diverse range of stakeholders to deepen understanding of how public transport environments are experienced by people affected by housing insecurity. These included:

- People with lived experience of homelessness (PLP) at and around train stations
- Volunteer and professional service providers including: those offering mobile clinics, housing support, food and clothing distribution, as well as education and wellbeing programs.¹
- Researchers: Dr Anastasia Loukaitou-Sideris and Jacob Wasserman from the UCLA Institute of Transportation Studies
- Staff from transport agencies and not-for-profit representatives working in collaboration with transit authorities across the United States, Canada, Europe, and Australia, including:
 - United States: Southeastern Pennsylvania Transit Authority (SEPTA)
 - Canada: Toronto Transit Commission (TTC)
 - Europe: A representative from Europe Consulting ONLUS, who collaborate with the railway company and municipal authorities on homelessness initiatives at Roma Termini Station (Rome, Italy)
 - Australia: Staff from SouthEast Community Links (SECL), who shared insights from the Community Connectors pilot program based at Dandenong Station in Melbourne's southeast.

Conversations with PLP were conducted primarily in and around train stations and were intentionally informal in nature. These interactions were guided by principles of trauma-informed practice, recognising the sensitivity of participants' experiences and the importance of building trust in dynamic, and at times, unpredictable environments. The approach prioritised safety and respect over rigid questioning. As such, these interviews were not formally structured but adapted to the individual's comfort and availability.

Interviews with service providers and government stakeholders were more structured, typically conducted in person or online, and focused on operational insights, service coordination, and potential strategies for improving safety and support within public transport spaces.

All interviews were documented through detailed notes and analysed thematically to identify key challenges and opportunities to improve care within transit environment. Together with the focus group and stakeholder workshops, the interviews helped inform how to make public transport environments safer, more inclusive, and more responsive to the needs of PLP.

Workshops

Four stakeholder workshops were conducted based on the outcomes of research conducted to date and recommendations for future stakeholder partnerships. Participants included staff from TfNSW who influence design and customer relations on the transport network, network participants in Homeless NSW and the Inner-City network as they govern or deliver care to PLP who also use the transport network, and members of Street Care (see Table 2). Participants were selected based on:

- The key organisations with whom TfNSW coordinates and collaborates with regarding care with and for PLP;
- Previous stages of this research project (site observations and analyses, social service mapping, interviews);
- Ability and willingness to participate based on conversations with key organisations during earlier phases of research.

The contributions from these workshops informed the materials developed by the research team so that the content reflected relevant aspirations, practical outcomes, and sustainable processes. The research team presented their findings to participants who contributed during early data collection phases, as well as new organisational representatives from TfNSW and social service providers. These sessions sought to address key gaps in the work, identify any issues with the research team's understanding and interpretation, and opened a line of discussion for further comments on recommendations.

Each workshop consisted of a slide presentation that covered:

- a) Inclusive Design and Placemaking Design Principles: Universal and Accessible;
- b) Facilities and Amenities Tailored to Station Use: Operational Design by Station Type;
- c) Social Infrastructure and Services Integration: A. Social Services – Facility Design: Design Considerations for Vulnerable Populations; B. Organisational and Stakeholder Framework: Governance, Training, Partnerships.

All groups discussed each element, with the exception of the multi-agency workshop group that focused on c) Social Infrastructure and Services Integration.

'Check in' activities were included that included polls and photo-elicitation exercises to further discussion. The conversations at each workshop informed the content and approach to the following workshop. The sequencing of workshops started with a lived experience focus, moving through service delivery agency experiences to the final workshop with TfNSW.

While all the workshop provided valuable insights from service providers, it was noted that many were constrained by time and capacity pressures, limiting their ability to fully participate. As such, this format may not have been the most effective method of engagement for this group. In future consultations, a survey format may offer a more accessible and flexible way to gather feedback from busy frontline services.

Table 2 Summary of Stakeholder Workshop Participants, Rationale for Inclusion and Focus

Workshop	Participants	Rationale for Inclusion	Focus
1: Lived Experience	StreetCare Eight (8) +	Elicit lived experience to guide inclusive, dignified station design and engagement approaches.	Define inclusive station environments and explore how to involve lived experience in future planning and service design. Provide feedback on the Design Guidelines: Do they reflect real experiences and promote dignity and safety? Offer insights on service gaps within the stakeholder framework, from the user perspective.
Face-to-Face 1 hour	JEC support Two (2)		
Service Providers coordinated by City of Sydney	4 participants across 4 organisations	Elicit frontline insight into service delivery at and around transport precincts.	Explore opportunities to improve service-transport coordination and address operational barriers and gaps. Assess the Stakeholder Framework: Does it accurately reflect who is involved and how coordination works? Comment on Design Guidelines as they relate to delivering services in precincts.
Online 1 hour			
Multi-Agency*	Twenty-four (24) organisational representatives	Elicit operational and policy experience across metro, suburban and regional contexts.	Explore opportunities for cross-agency collaboration, consistent practices and improved station-based responses.
Online 1.5 hours	19 participants across 16 organisations and 11 LGAs, representing both		Identify key challenges in operational coordination, revisit the stakeholder map, and consider how TfNSW can support or align with existing networks. Evaluate the Stakeholder Framework: Are roles and responsibilities clearly defined and practical? Provide operational insights into how design elements support or complicate coordination.
Decision Makers - TfNSW SMEs	Twenty-four (24) organisational representatives	Elicit strategic planning and operational responses based on research and cross-stakeholder insights.	Clarify internal roles, engagement processes, and examine long-term improvements to support vulnerable populations in transit. Review both the Design Guidelines and Stakeholder Framework, including the feedback so far from previous workshops, to assess feasibility, alignment with strategy, and implementation potential. Identify gaps or overlaps that may require further internal clarification.
Hybrid: Face-to-Face and Online			
2 hours			

Appendix B: Incident Analyses

Table 3 shows a list of train-lines sorted according to volume of incidents and Table 16 summaries the frequencies for each train station on the TfNSW network. As the tables show, substantially more incidents were reported for the City Circle Line and Blacktown Line, and their respective major stations, Central, Town Hall and Blacktown – although Parramatta and Redfern were also represented. The majority of incidents were categorised by anti-social behaviour. Pearson's Correlation tests (2-tailed) were conducted, but there were no significant relationships between trainlines and stations with incidents.

Table 3: Reported Incidents by Train Line

Trainline	Category	Frequency	Percent
City Circle	Anti-Social Behavior	2382	71.8
	Offense Against Property	392	11.8
	Offense Against Person	544	16.4
	Total	3318	100
Blacktown-Emu Plains	Anti-Social Behavior	878	49.3
	Offense Against Property	445	25
	Offense Against Person	457	25.7
	Total	1780	100
Harris Park-Strathfield	Anti-Social Behavior	676	61.7
	Offense Against Property	195	17.8
	Offense Against Person	225	20.5
	Total	1096	100
Merrylands-Liverpool	Anti-Social Behaviour	600	55.9
	Offense Against Property	252	23.5
	Offense Against Person	222	20.7
	Total	1074	100
Parramatta-SevenHill	Anti-Social Behaviour	537	55.2
	Offense Against Property	240	24.7
	Offense Against Person	195	20.1
	Total	972	100
Beverly Hills-Glenfield	Anti-Social Behaviour	263	46.5
	Offense Against Property	211	37.3
	Offense Against Person	92	16.3
	Total	566	100

Table 16 (continued): Reported Incidents by Train Line

Casula-Macarthur	Anti-Social Behaviour	277	51
	Offense Against Property	163	30
	Offense Against Person	103	19
	Total	543	100
Martin Place-Bondi	Anti-Social Behaviour	345	68.9
	Offense Against Property	87	17.4
	Offense Against Person	69	13.8
	Total	501	100
Belmore-Carramar	Anti-Social Behaviour	322	65.3
	Offense Against Property	92	18.7
	Offense Against Person	79	16
	Total	493	100
Asquith-Gosford	Anti-Social Behaviour	173	44.2
	Offense Against Property	147	37.6
	Offense Against Person	71	18.2
	Total	391	100
Helensborough- Wollongong	Anti-Social Behaviour	235	60.1
	Offense Against Property	95	24.3
	Offense Against Person	61	15.6
	Total	391	100
Erskinvile-Campsie	Anti-Social Behaviour	160	46.5
	Offense Against Property	126	36.6
	Offense Against Person	58	16.9
	Total	344	100
Green Square- Kingsgrove	Anti-Social Behaviour	166	51.9
	Offense Against Property	123	38.4
	Offense Against Person	31	9.7
	Total	320	100
Kirrawee-Cronulla	Anti-Social Behaviour	167	54.6
	Offense Against Property	106	34.6
	Offense Against Person	33	10.8
	Total	306	100

Table 16 (continued): Reported Incidents by Train Line

Coniston-Bombaderry	Anti-Social Behaviour	148	48.8
	Offense Against Property	116	38.3
	Offense Against Person	39	12.9
	Total	303	100
Faulconbridge-Lithgow	Anti-Social Behaviour	117	50.4
	Offense Against Property	78	33.6
	Offense Against Person	37	15.9
	Total	232	100
Marayong-Richmond	Anti-Social Behaviour	98	44.3
	Offense Against Property	75	33.9
	Offense Against Person	48	21.7
	Total	221	100
Booragul-Newcastle	Anti-Social Behaviour	102	55.1
	Offense Against Property	56	30.3
	Offense Against Person	27	14.6
	Total	185	100
Lapstone-Springwood	Anti-Social Behaviour	48	53.9
	Offense Against Property	25	28.1
	Offense Against Person	16	18
	Total	89	100
Country	Anti-Social Behaviour	33	57.9
	Offense Against Property	15	26.3
	Offense Against Person	9	15.8
	Total	57	100
Green Square-Wolli Creek	Anti-Social Behaviour	25	64.1
	Offense Against Property	3	7.7
	Offense Against Person	11	28.2
	Total	39	100

Table 4: Train Stations and Frequency of Incidents

Train Stations	Frequency	Percent	Train Stations	Frequency	Percent
Central	2016	11.6	Birrong	60	0.3
Town_Hall	744	4.3	Blackheath	20	0.1
Blacktown	516	3.0	Blaxland	22	0.1
Parramatta	466	2.7	Bondi_Junction	176	1.0
Redfern	427	2.5	Bulli	24	0.1
Adamstown	23	0.1	Burwood	137	0.8
Albion_Park	23	0.1	Cabramatta	93	0.5
Albury	22	0.1	Campbelltown	193	1.1
Allawah	20	0.1	Campsie	47	0.3
Armidale	1	0.0	Canley_Vale	38	0.2
Arncliffe	14	0.1	Canterbury	21	0.1
Artarmon	51	0.3	Cardiff	42	0.2
Ashfield	113	0.6	Caringbah	51	0.3
Asquith	20	0.1	Carlton	20	0.1
Auburn	133	0.8	Carramar	17	0.1
Austinmer	7	0.0	Casula	27	0.2
Awaba	5	0.0	Chatswood	144	0.8
Banksia	12	0.1	Cheltenham	5	0.0
Bankstown	136	0.8	Chester_Hill	39	0.2
Bardwell_Park	20	0.1	Circular_Quay	122	0.7
Beecroft	15	0.1	Clyde	26	0.1
Belmore	35	0.2	Coalcliff	8	0.0
Berala	20	0.1	Cockle_Creek	10	0.1
Beresfield	34	0.2	Coledale	4	0.0
Berowra	36	0.2	Como	18	0.1
Beverly_Hills	19	0.1	Concord_West	20	0.1
Bexley_North	8	0.0	Coniston	34	0.2
Birrong	60	0.3	Corrimal	11	0.1
Blackheath	20	0.1	Cowan	6	0.0
Blaxland	22	0.1	Cronulla	62	0.4

Table 4: Train Stations and Frequency of Incidents

Bondi_Junction	176	1.0	Croydon	15	0.1
Bulli	24	0.1	Dapto	84	0.5
Burwood	137	0.8	Denistone	18	0.1
Domestic_Airport	5	0.1	Harris_Park	54	0.3
Doonside	76	0.0	Hazelbrook	10	0.1
Dulwich_Hill	25	0.4	Heathcote	8	0.0
East_Hills	32	0.1	Helensburgh	18	0.1
Eastwood	39	0.5	Holsworthy	45	0.3
Edgecliff	70	0.1	Homebush	78	0.4
Edmondson_Park	129	0.0	Hornsby	253	1.5
Emu_Plains	58	0.4	Hurlstone_Park	7	0.0
Engadine	56	0.1	Hurstville	134	0.8
Epping	176	0.2	Ingleburn	83	0.5
Erskineville	35	0.2	International_Airport	3	0.0
Fairfield	160	0.4	Jannali	33	0.2
Fairy_Meadow	23	0.7	Katoomba	86	0.5
Fassifern	39	0.3	Kiama	51	0.3
Faulconbridge	8	0.3	Killara	23	0.1
Flemington	46	1.0	Kings_Cross	135	0.8
Glenbrook	6	0.2	Kingsgrove	39	0.2
Glenfield	212	0.9	Kingswood	153	0.9
Gordon	71	0.1	Kirrawee	34	0.2
Gosford	159	0.9	Kogarah	103	0.6
Granville	160	0.9	Lakemba	47	0.3
Green_Square	19	0.1	Lapstone	2	0.0
Guildford	95	0.5	Lawson	16	0.1
Gymea	33	0.2	Leightonfield	18	0.1
Hamilton	91	0.5	Leppington	78	0.4
Leumeah	97	0.6	Mt_Druitt	245	1.4
Leura	12	0.1	Mt_Kuringtogai	10	0.1
Lewisham	16	0.1	Mt_Victoria	45	0.3

Table 4 : Train Stations and Frequency of Incidents

Lidcombe	213	1.2	Mulgrave	11	0.1
Linden	2	0.0	Museum	60	0.3
Leumeah	97	0.6	Narara	18	0.1
Lisarow	20	0.1	Narwee	30	0.2
Liverpool	338	1.9	Newtown	121	0.7
Loftus	8	0.0	Niagara_Park	27	0.2
Macarthur	81	0.5	Normanhurst	18	0.1
Marayong	23	0.1	North_Strathfield	17	0.1
Marrickville	47	0.3	North_Sydney	88	0.5
Martin_Place	111	0.6	Oak_Flats	36	0.2
Mascot	10	0.1	Olympic_Park	24	0.1
Meadowbank	37	0.2	Otford	8	0.0
Medlow_Bath	5	0.0	Ourimbah	27	0.2
Merrylands	253	1.5	Padstow	55	0.3
Metford	27	0.2	Panania	41	0.2
Milsons_Point	50	0.3	Pendle_Hill	50	0.3
Minnamurra	5	0.0	Pennant_Hills	29	0.2
Minto	71	0.4	Penrith	361	2.1
Miranda	117	0.7	Penshurst	37	0.2
Morisset	69	0.4	Petersham	66	0.4
Mortdale	41	0.2	Point_Clare	4	0.0
Mount_Colah	31	0.2	Port_Kembla	13	0.1
Punchbowl	38	0.2	Telarah	30	0.2
Pymble	22	0.1	Tempe	26	0.1
Quakers_Hill	49	0.3	Thornleigh	26	0.1
Regents_Park	27	0.2	Thornton	15	0.1
Revesby	112	0.6	Toongabbie	74	0.4
Rhodes	101	0.6	Tuggerah	83	0.5
Richmond	51	0.3	Turramurra	33	0.2
Riverstone	33	0.2	Turrella	33	0.2
Riverwood	35	0.2	Unanderra	43	0.2

Table 5: Train Stations and Frequency of Incidents

Rockdale	69	0.4	Villawood	24	0.1
Rooty_Hill	106	0.6	Vineyard	10	0.1
Roseville	45	0.3	Wahroonga	19	0.1
Sefton	13	0.1	Waitara	32	0.2
Seven_Hills	322	1.8	Warabrook	7	0.0
Shellharbour_Junction	13	0.1	Waratah	38	0.2
Springwood	53	0.3	Warrawee	9	0.1
St_James	38	0.2	Warwick_Farm	86	0.5
St_Leonards	52	0.3	Waterfall	46	0.3
St_Marys	218	1.3	Waverton	30	0.2
St_Peters	43	0.2	Wentworth_Falls	14	0.1
Stanmore	38	0.2	Werrington	66	0.4
Stanwell_Park	6	0.0	West_Ryde	53	0.3
Strathfield	347	2.0	Westmead	65	0.4
Summer_Hill	55	0.3	Wiley_Park	29	0.2
Sutherland	225	1.3	Windsor	45	0.3
Sydenham	115	0.7	Wolli_Creek	212	1.2
Wollongong	279	1.6	Wyee	34	0.2
Wollstonecraft	23	0.1	Wynyard	320	1.8
Wondabyne	3	0.0	Wyong	160	0.9
Woodford	7	0.0	Yennora	21	0.1
Woy_Woy	129	0.7	Total all stations	17426	100.0

Table 6 identifies the location of reported incidents within train stations. Overwhelmingly, reported incidents occurred on the platforms – a site where movement has a different pattern to transit spaces since waiting occurs alongside embarking and disembarking of trains. Identification of the concourse is generalised and might include a number of reported incidents that are better suited to some of the other categories listed.

Table 6 : Location of Reported Incidents

Location of Incident	Frequency	Location of Incident	Frequency
Platform	8041	Station Other	254
Concourse	3198	Stair	226
Entrance	894	Offices	254
Carpark	793	Escalator	112
Toilets	744	Shop	110
Tracks	638	Subway Tunnel	80
Footbridge	620	Ramps	61
Lift	519	Room to Public	52
Bus Stop Interchange	453	Maintenance Room	12
Barrier	417	Control Room	9
Bicycle Rack	352	Rail	4
Station Building	137	Total	17981*

* Some locations represent two categories e.g.: platform toilets

Table 7-8 presents reported Incidents by time of day at different levels of incident aggregation. Reported incidents predominantly occurred at the end of the school and work day during pre-peak and peak afternoon travel.

Table 7: Reported incidents by key incident categories and time of day

Time of Day	Anti-Social Behaviour	Offence Against the Person	Offence Against Property	Total
6:00am-9:00am	859	196	557	1612
9:00am-12:00pm	981	247	417	1645
12:00pm-3:00pm	1451	449	599	2499
3:00pm-6:00pm	2227	739	757	3723
6:00pm-9:00pm	2042	535	643	3220
9:00pm-12:00am	1390	482	613	2485
12:00am-3:00am	760	220	404	1384
3:00am-6:00am	428	103	327	858
Total	10138	2971	4317	17426

Table 8: Reported incidents by sub-category and time of day

Time of Day	Act Directed at People	Disregard Person	Assault	Sexual Offence	Theft	Vandalism	Total
6:00am-9:00am	203	656	170	26	217	340	1612
9:00am-12:00pm	221	760	228	19	212	204	1644
12:00pm-3:00pm	310	1141	410	39	257	342	2499
3:00pm-6:00pm	474	1753	682	57	293	463	3722
6:00pm-9:00pm	463	1579	493	42	194	449	3220
9:00pm-12:00am	271	1119	452	30	155	458	2485
12:00am-3:00am	138	622	203	17	86	318	1384
3:00am-6:00am	78	350	94	9	98	229	858
Total	2158	7980	2732	239	1512	2803	17424

Table 9: Reported incidents by detailed category and time of day

Time of Day	Intimidation / Harassment	Noise	Unruly Offensive Nuisance	Cause Actual Bodily Harm	Cause Grievous Bodily Harm	Common Assault	Indecent Assault	Other Sexual Offence	Sexual Assault	Break Enter	Fraud Dis-honesty	Steal Other Property	Steal Rail Property	Graffiti	Malicious Damage	Object Thrown	Total
6:00am-9:00am	203	18	638	14	0	156	4	16	6	19	11	172	15	204	125	11	1630
9:00am-12:00pm	221	20	740	20	1	207	7	9	3	12	7	177	18	101	95	8	1666
12:00pm-3:00pm	310	21	1120	39	6	365	10	17	12	15	15	209	21	177	135	30	2523
3:00pm-6:00pm	474	34	1719	74	3	605	24	25	8	8	7	255	24	208	215	40	3757
6:00pm-9:00pm	463	45	1534	46	2	445	15	18	9	15	10	142	27	214	188	47	3265
9:00pm-12:00am	271	24	1095	58	5	389	7	13	10	17	8	114	16	248	177	33	2509
12:00am-3:00am	138	11	611	38	4	161	6	7	4	17	4	50	15	182	120	16	1395
3:00am-6:00am	78	8	342	6	2	85	4	2	3	8	15	62	9	133	83	13	861
Total	2158	181	7799	295	23	2413	77	107	55	111	77	1181	145	1467	1138	198	17606

Figure 10 summarises the time of year that incidents were reported. Reported incidents in January and July indicate that reported incidents increased during school holidays and March suggests that reported incidents might align with a return to university.

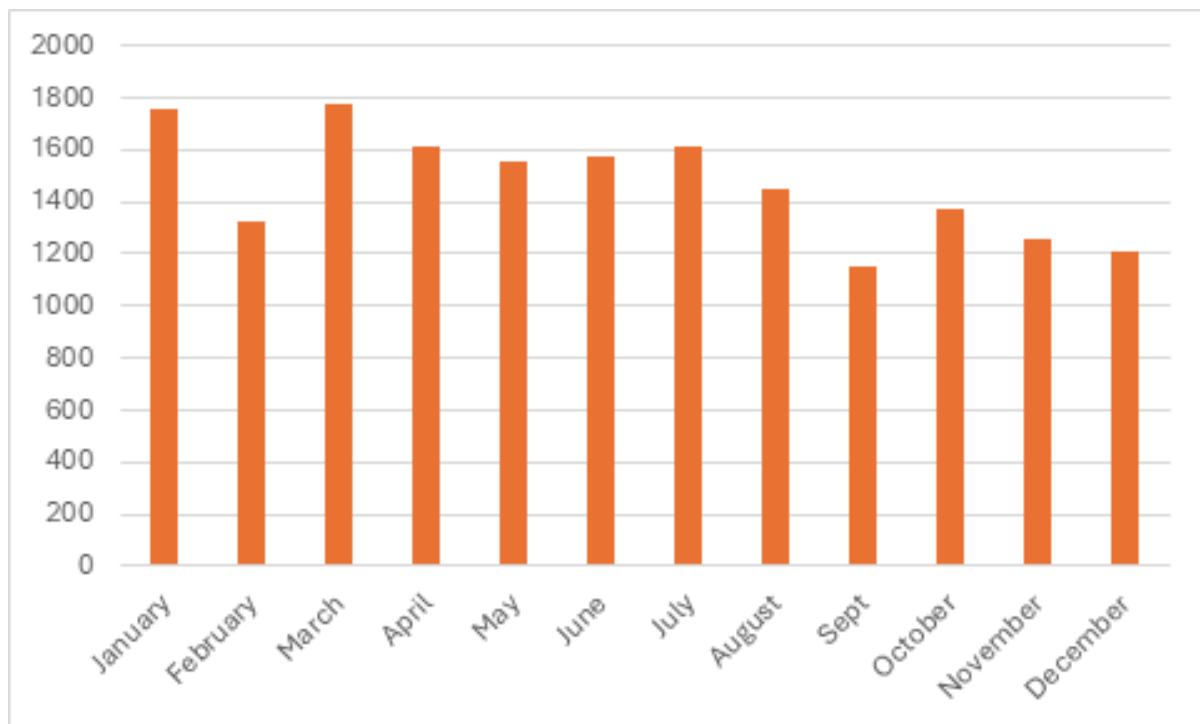


Figure 10: Reported incidents by detailed category and time of day

Appendix C: Engagement Process and Methods

The engagement process has been designed to support careful planning, implementation and ongoing evaluation. It draws on an international model developed by the Institute of Social and Ethical Accountability (2005; 2011; 2015), which frames stakeholder engagement as a collaborative and evolving process grounded in inclusivity.

The model includes five phases (see Table 11 below). Each phase reflects a commitment to practice that is inclusive, purposeful and evidence based. This approach aligns with the broader engagement principles adopted by TfNSW, including transparency, respect and a strong focus on people.

Table 11: Engagement Process

Phase	Description
Think	Focus on understanding the broader context and purpose of engagement. Clarify objectives, align with organisational values, and determine how engagement supports strategic outcomes.
Analyse and plan	Identify and map stakeholders. Refine engagement goals, select suitable methods, and plan timelines, responsibilities, and resources to ensure a purposeful and inclusive process.
Strengthen capacities	Build internal and external readiness. Prepare teams, support stakeholders, and provide the tools or information needed for meaningful participation.
Engage	Carry out the engagement activities. Create opportunities for dialogue, listen actively, and ensure a diverse range of voices are heard and considered.
Act, review and report	Apply what has been learned to inform decisions and actions. Close the loop by reporting back to stakeholders and reviewing the process to support continuous improvement.

It is important to recognise that engagement occurs across both strategic and operational levels, and that different phases of the process may be active simultaneously. Multiple phases may be in progress at once, involving different stakeholders, depending on the scope and nature of the engagement.

Methods of Engagement

To align engagement methods to the roles, influence, and capacities of specific stakeholder groups, based on the levels of engagement (outlined in chapter 5) methods are selected to ensure participation is purposeful and inclusive to each stakeholder's function within the care in transit ecosystem.

Engagement methods are also selected in relation to the phase of the engagement process (outlined in Chapter 5), recognising that different types of engagement are needed at different stages – from strategic planning and capacity building, through to active participation and review (see Table 12).

Table12: Methods and Tools

Engagement Level	Purpose	Example Methods
Share	One-way communication to inform and build awareness.	Project briefings, factsheets, newsletters, digital dashboards, internal memos
Consult	Gather feedback and perspectives to shape design and direction.	Surveys, interviews, drop-in sessions, issue-based consultations
Deliberate	Explore complex or contested issues through structured dialogue.	Stakeholder roundtables, focus groups, scenario workshops, lived experience panels
Collaborate	Co-design and co-deliver solutions with shared ownership.	Joint planning sessions, advisory committees, precinct-based partnerships, service prototyping

Engagement methods should be chosen based on:

- The stage of the engagement process, i.e., early planning may focus on consultation, while delivery phases may require collaboration and co-design.
- Issue complexity – more complex or contested issues may call for deliberation or deeper collaboration.
- Stakeholder role and influence – stakeholders with operational or strategic impact may require closer engagement and shared decision-making.

Methods should also be adapted to reflect:

- stakeholders' operational capacity and time availability
- cultural and community context, e.g., inclusive of Aboriginal and CALD groups
- the need for trauma-informed, inclusive, and place-based approaches.

Strengthening Capacities for Engagement

Effective stakeholder engagement depends on the ability of organisations to support and sustain it. While the structural, procedural, and authorising features (outlined above) underpin quality relationships, strengthening organisational and collaborative capacity is essential to put them into practice, particularly in the socially complex and operationally demanding environments of care in transit.

Guided by the *Protocol for Homeless People in Public Places*, and drawing on national and international standards, the following (Table 13) enablers support TfNSW and its partners in building lasting, effective engagement practice. These reflect both organisational responsibilities and collaborative opportunities.

Table 13: Enablers for Strengthening Engagement Capacity

Enabler	Description
Executive leadership and authorising environment	Senior managers must understand the strategic importance of engagement, support cross-sector partnerships, and allocate appropriate resources. Champions at the executive level are critical to building internal support and embedding a socially responsive culture across transport environments.
Supportive policies and procedures	Engagement should be backed by internal policies that reflect the values of the Protocol and are shaped through input from stakeholders, including those with lived experience. These policies must be clearly aligned to operational realities and able to guide staff in real-time scenarios.
Alignment with governance and operational cycles	Engagement activities should be timed to feed into internal decision-making processes — such as planning, reporting, and infrastructure upgrades. This ensures that feedback can influence priorities and investments, not just inform communication efforts.
Skills and workforce development	TfNSW and its partners must ensure staff are equipped with the knowledge and confidence to work in socially complex spaces. This includes training in trauma-informed approaches, inclusive practice, interagency collaboration, and understanding of homelessness and public space dynamics.
Performance indicators and measurement	Clear performance indicators should be developed to measure the effectiveness of stakeholder engagement. These may include factors such as the number and quality of stakeholder interactions, stakeholder satisfaction or perceived influence, implementation of stakeholder-informed recommendations, improvements in coordination and referral processes, and uptake of inclusive design or policy changes. These indicators should be integrated into internal reporting and evaluation cycles and developed in consultation with stakeholders where possible.
Monitoring, reflection and learning	Engagement should be regularly reviewed to assess what is working and what needs to improve. This includes mechanisms such as debriefs, cross-sector learning sessions, and structured reflection between transport, service and community partners.

Considerations for Engagement Design

Designing engagement right ensures that stakeholders are involved in a way that is intentional, context-aware, and aligned with the complexity of care in transit. In the rapidly evolving and sometimes contested environment like public transport, design must consider not only who is engaged, but how and why. This includes understanding the strategic value of different relationships, designing methods that fit each stakeholder's function, and ensuring engagement adds value at both system and service levels. The design requires purpose, adaptability, and collaboration grounded in lived experience, operational insight, and cultural awareness.

Stakeholder engagement is structured around four core groupings, each requiring different approaches depending on their function and relationship with TfNSW (Table 14).

Table 14: Engagement by Stakeholder Group

Group	Stakeholders	Purpose	Engagement Methods	Level of Engagement
Policy and Planning	Homes NSW, City of Sydney, Homelessness NSW, relevant federal/state agencies	Align on strategy, policy, and funding for homelessness responses	Strategic level briefings, multi-agency planning and groups, collaboration with other groups, such as HOST.	Consult → Collaborate
Infrastructure and Operations	TAM NSW, transport operators, local businesses	Design inclusive, functional, and co-managed transport precincts	Design and coordination workshops, precinct-based working groups, joint implementation plans	Deliberate → Collaborate
Direct Support and Emergency	SHS providers, health outreach, mobile volunteers, ambulance, police	Coordinate frontline service delivery and improve crisis response	Joint protocols, project advisory groups, live scenario-based training and referral design	Collaborate
Community and Lived Experience	StreetCare, JEC, CALD/Aboriginal groups, passengers	Centre lived experience and community insights in service design	Co-design sessions, advisory groups, culture focused consultations	Deliberate → Collaborate

Stakeholder engagement levels are not fixed (Table 15). They may shift over time as relationships develop, roles become clearer, or project needs change. A stakeholder might initially be consulted for feedback but later take on a more active role in planning or decision-making. This progression depends on factors such as the context of the issue, the stakeholder's level of interest or influence, and the stage of engagement. Recognising engagement as a continuum supports more flexible, responsive, and inclusive practice.

Table 15: Shifting Levels of Engagement

Format	What it means?
Consult → Collaborate	Start by seeking input (consultation) and move toward working together (collaborate) as trust builds, or as the project progresses.
Deliberate → Collaborate	Begin with structured dialogue to explore complex issues and move into shared planning or decision-making.
Fixed level (e.g., Collaborate)	The stakeholder is already central to the work and will be engaged deeply from the outset.

Effective communication is central to successful engagement, and the tools used must reflect the roles, needs, and working styles of each stakeholder group. From real-time coordination to inclusive and culturally appropriate materials, the following examples (Table 16) illustrate how communication approaches can be adapted to support meaningful engagement across diverse contexts.

Table16: Stakeholder Communication Tools

Group	Communication Tools
Policy and Planning	Regular strategic briefings via email or virtual meetings; shared dashboards for updates; policy discussion papers; shared digital platform
Infrastructure and Operations	Precinct-based notice boards (digital or physical); incident tracking tools; shared project folders; quick-response messaging groups (e.g., MS Teams)
Direct Support and Emergency Services	Real-time coordination through shared contact protocols, secure referral tools, and joint comms templates;
Community groups	Printed accessible language materials; e-mail or phone-based invitations; audio-visual resources; drop-in conversations; community-led briefings with interpreters or cultural guides where needed

Engagement Risk

Government agencies, operational staff, service providers, advocacy groups, and PLP each bring distinct priorities and pressures. Engagement must therefore be sensitive to the specific risks that can arise when these groups interact, which can be planned for and mitigated (Table 17).

Table 17: Types of Engagement Risk

Engagement risk	Description
<i>Unwillingness to engage</i>	Some government agencies or operational partners, such as transport operators or enforcement bodies, may be reluctant to participate in collaborative processes due to competing responsibilities or unclear mandates. People with lived experience may also hesitate to engage if past experiences have felt tokenistic or unsafe.
<i>Conflict between stakeholders</i>	Engagement may involve stakeholders with different roles and responsibilities, such as support services and police, whose priorities may clash. Without skilled facilitation, these differences can lead to breakdowns in trust and dialogue.
<i>Disruptive or dominant voices</i>	Tier 1 stakeholders or resourced organisations may dominate conversations, leaving less powerful groups, including Aboriginal and CALD communities or people with lived experience, marginalised in decision-making.
<i>Unrealistic expectations</i>	Community members and advocacy groups may expect rapid change following engagement, but limitations on agency powers or resourcing may prevent these expectations from being fulfilled, leading to frustration or mistrust.
<i>Participation fatigue</i>	Lived experience representatives and under-resourced service providers may feel overwhelmed by repeated requests to participate, particularly if their input does not lead to visible change or is not acknowledged.
<i>Lack of readiness or understanding</i>	Some stakeholders, such as area managers or frontline transport staff, may not have the training or background to confidently engage with social complexity, affecting their ability to participate effectively and safely.

Table 18: Engagement Action Plan: Stakeholder Workshops

Stage	Action	Responsibility	Timing	Notes
Preparation	Define workshop purpose, goals, and expected outcomes	MBERS Team / TfNSW	4 weeks before workshop	Link to stakeholder group function and phase of engagement
	Identify and invite relevant stakeholders	MBERS Team	3–5 weeks before	Use stakeholder mapping
	Develop participant-specific briefing materials (cultural versions if necessary)	MBERS Team	2–3 weeks before	Refer to protocol guidance on respectful communication
	Choose facilitator(s), prepared in inclusive, trauma-informed practice	MBERS Team	3 weeks before	A strong understanding of stakeholder dynamics
	Organise accessible venue (or digital platform) and plan logistics	MBERS Team/ TfNSW	2–3 weeks before	Consider safety, transport, digital inclusion
	Prepare agenda, method guide (e.g., focus groups, consultations) and feedback tools	MBERS Team	1–2 weeks before	Match method to engagement level (e.g. deliberate, collaborate)

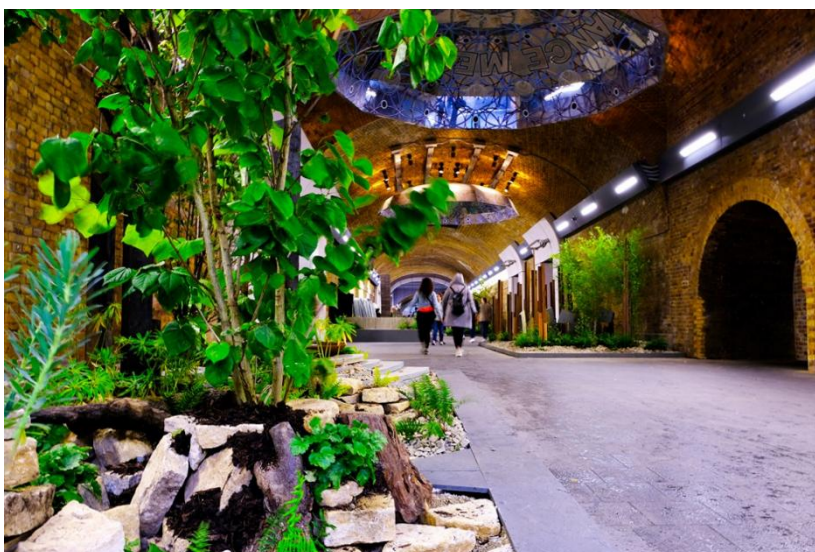
Appendix D: Illustrative Examples of Inclusive Design Interventions

The following figures provide illustrative examples of inclusive design interventions drawn from international practice. They are included to support the recommendations in Chapter 6 by showing how design choices such as art programs, gardens, messaging, book exchanges and seating can foster dignity, welcome and care in station environments.

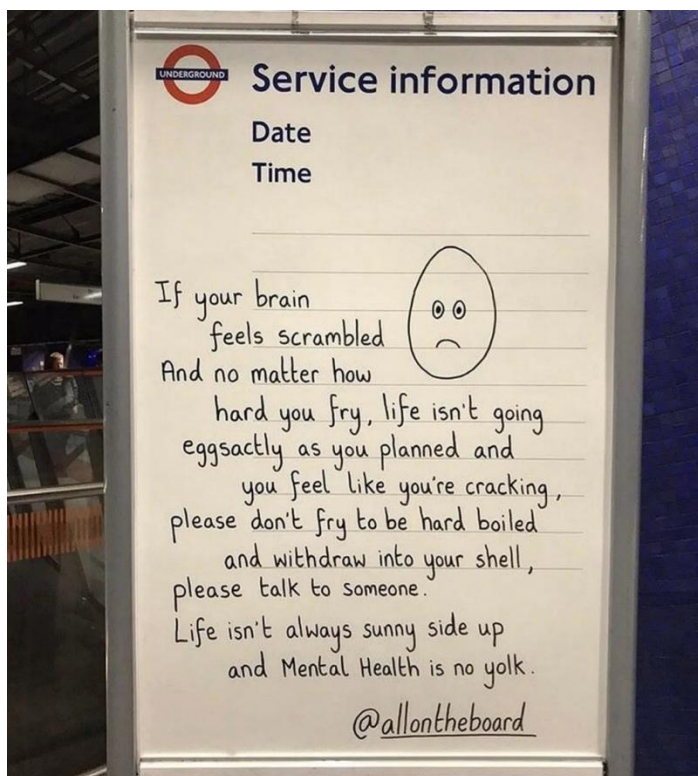


Exhibition of unhouseed people's art

Germany image (https://beaworldfestival.com/eubea_events/the-homeless-gallery/)



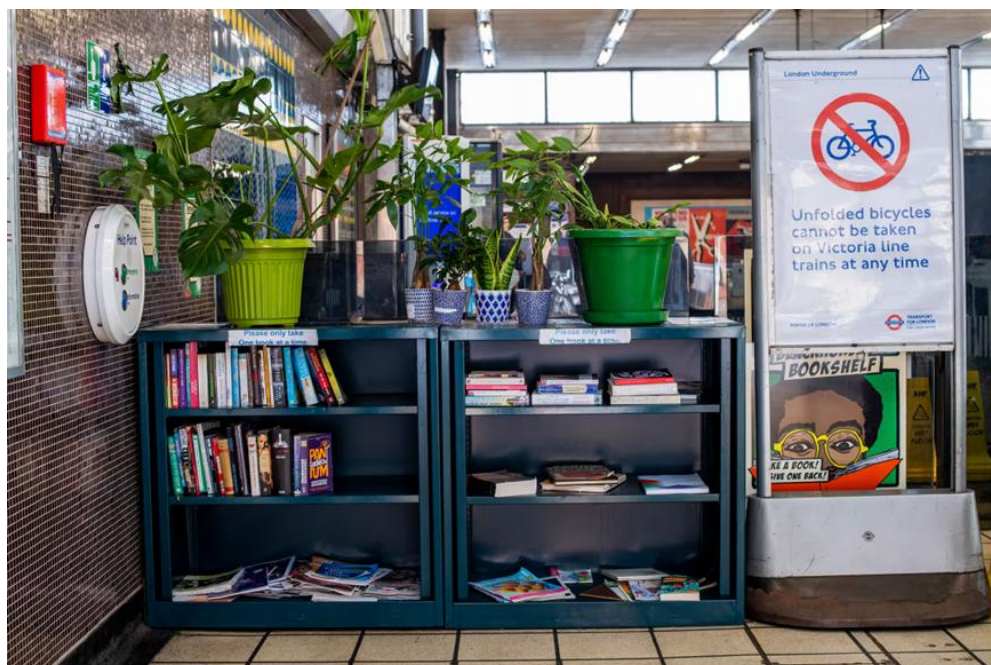
Station Garden in London



(image Network Rail).

Inclusive messaging from Transport for London

(Image BBC, <https://www.bbc.com/news/uk-england-london-55087407>)



Station book exchange on the London Underground

(Image The Guardian <https://www.theguardian.com/environment/2022/sep/23/london-underground-in-bloom-tube-tfl-staff-gardens-photo-essay>)

Appendix E: Estimated Numbers of Rough Sleepers Across Key Stations and Transport Lines

This appendix sets out the detailed estimates for stations and train lines as referenced in Chapter 3. Figures are based on the February 2025 Street Counts, station staff interviews, and site observations (Table 19). Numbers fluctuate depending on season, weather, and time of day, and are typically higher in locations with regular food or outreach services (e.g. Central, Martin Place, Parramatta).

Table 19: Estimated numbers of rough sleepers

Location	Estimated rough sleepers	Notes
Central Station	~30–35	Official Feb 2025 Street Count recorded 32 rough sleepers. Occupancy rises late at night when people wait for South Coast, Newcastle, or Blue Mountains trains. Also, a major food/outreach hub with 50+ daily service-users overlapping with Belmore Park.
Belmore Park	10–30	Visible gathering place opposite Central, regularly used by food vans and outreach teams. Historically, a peak of 58 rough sleepers was recorded here in 2015.
Martin Place	10–20	Core group of rough sleepers is smaller, but 50–150 people attend outreach meals and medical services daily, including families and non-homeless individuals.
Wynyard	10–15	Small but stable group of long-term rough sleepers, some present for years.
St James	~12	Stable tunnel cohort present most nights.
Circular Quay	5–10	Fluctuating presence under awnings and around ferry wharves.
Parramatta	10–20	Mix of station sleepers and families in cars. The broader Parramatta LGA recorded 48 rough sleepers in the Feb 2025 Street Count. Council and staff estimate 20–40 people use nearby services in Prince Alfred Park.
South Coast Intercity (Kiama/Wollongong)	10–20 per late-night service	Sometimes a full carriage occupied overnight; key “sleeper train.”
Newcastle Intercity	~5 per late-night service	Used by small groups; some stay for outreach meals in Newcastle before returning.
Blue Mountains / Lithgow Intercity	2–5 per late-night service	Lower usage than South Coast services; occasional sleepers, often visible further west (e.g. Penrith, Springwood).

Appendix F: Social Service Delivery maps

A metropolitan-wide image of social service delivery (Figure 20) further demonstrates how located services are concentrated within the Sydney CBD. This concentration reinforces the need for PLP to travel into central precincts to access basic supports. It also shows the importance of transport infrastructure, as stations function as gateways to both formal and informal care.

Figure 20 illustrates the distribution of both located and mobile social services across the CBD. Food provision is extensive, but other services that support daily needs such as showers, clothing and laundry are less common. This points to gaps in care that affect health, hygiene and dignity.

Taken together, the evidence shows that while the scale of service provision is significant, its distribution is uneven. Services cluster in inner-city areas, and food is more widely available than other forms of support. For PLP, this uneven distribution means mobility remains essential, as many services are concentrated in central precincts.

Below maps were created by a team member (J. Xie), based on data from Sydney Homeless Connect (2019), and URBIS (2019)].

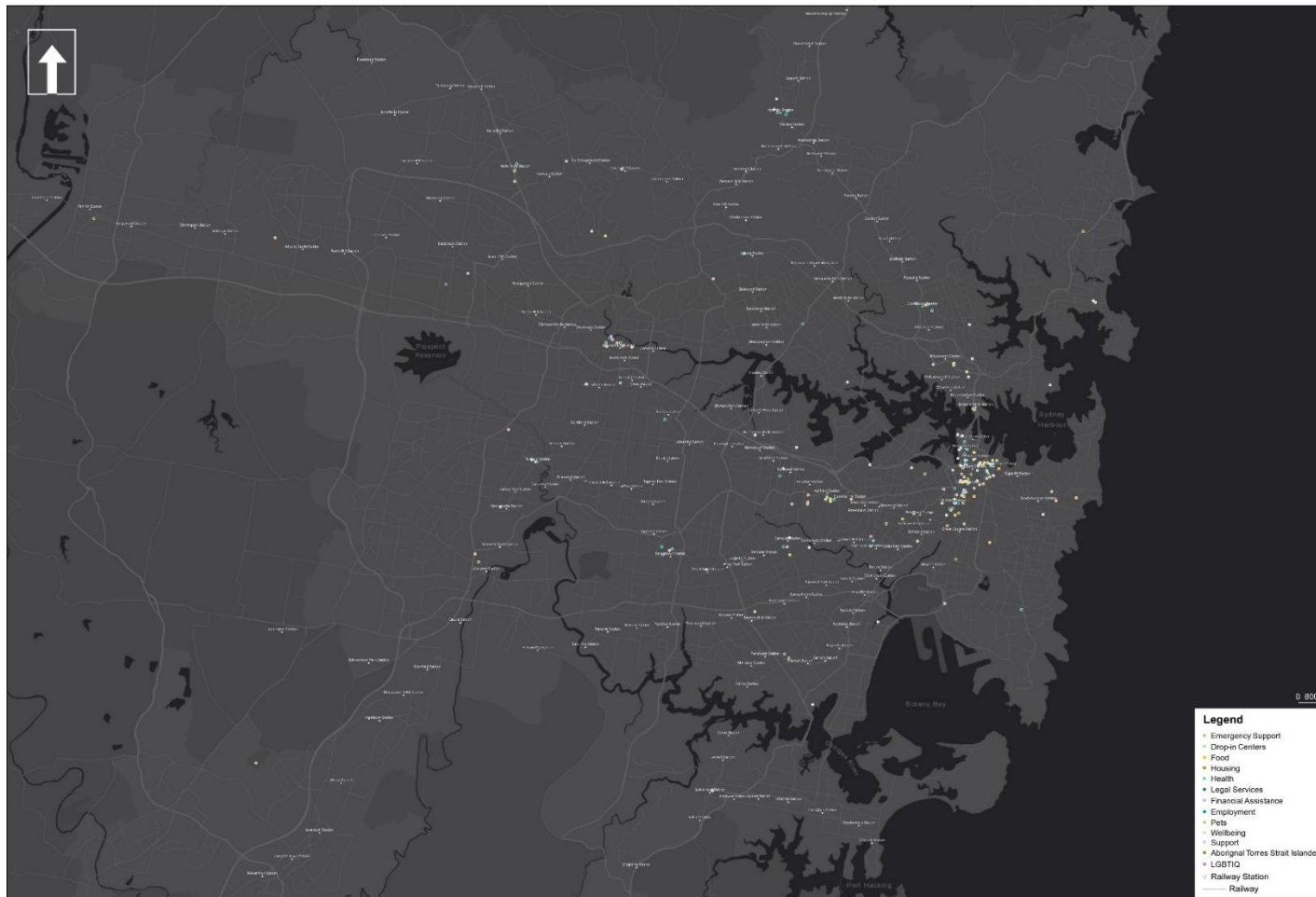
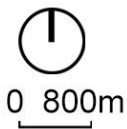


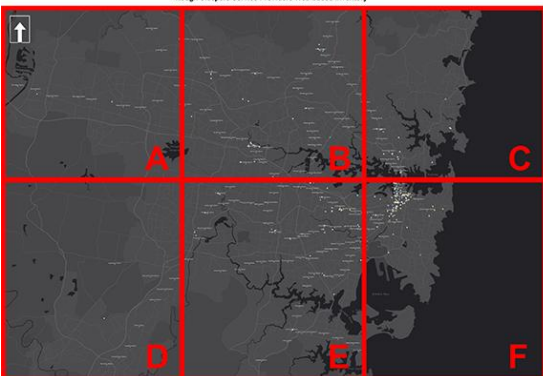
Figure 20: Located social service provision across the Sydney metropolitan region



Legend

- Emergency Support
- Drop-in Centers
- Food
- Housing
- Health
- Legal Services
- Financial Assistance
- Employment
- Pets
- Wellbeing
- Support
- Aboriginal Torres Strait Islander
- LGBTIQ
- Railway Station
- Railway

Rough Sleepers Service Providers Web-based Inventory





Legend

- Emergency Support
- Drop-in Centers
- Food
- Housing
- Health
- Legal Services
- Financial Assistance
- Employment
- Pets
- Wellbeing
- Support
- Aboriginal Torres Strait Islander
- LGBTIQ
- ⬮ Railway Station
- Railway

Rough Sleepers Service Providers Web-based Inventory





C



0 800m

Legend

- Emergency Support
- Drop-in Centers
- Food
- Housing
- Health
- Legal Services
- Financial Assistance
- Employment
- Pets
- Wellbeing
- Support
- Aboriginal Torres Strait Islander
- LGBTIQ
- Railway Station
- Railway

Rough Sleepers Service Providers Web-based Inventory





D

Leppington Station

Edmondson Park Station

Glenfield Station

Macquarie Fields Station

Ingleburn Station

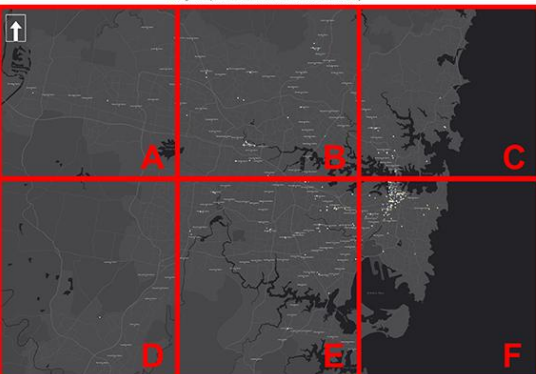
Minto Station

Leumeah Station

Campbelltown Station

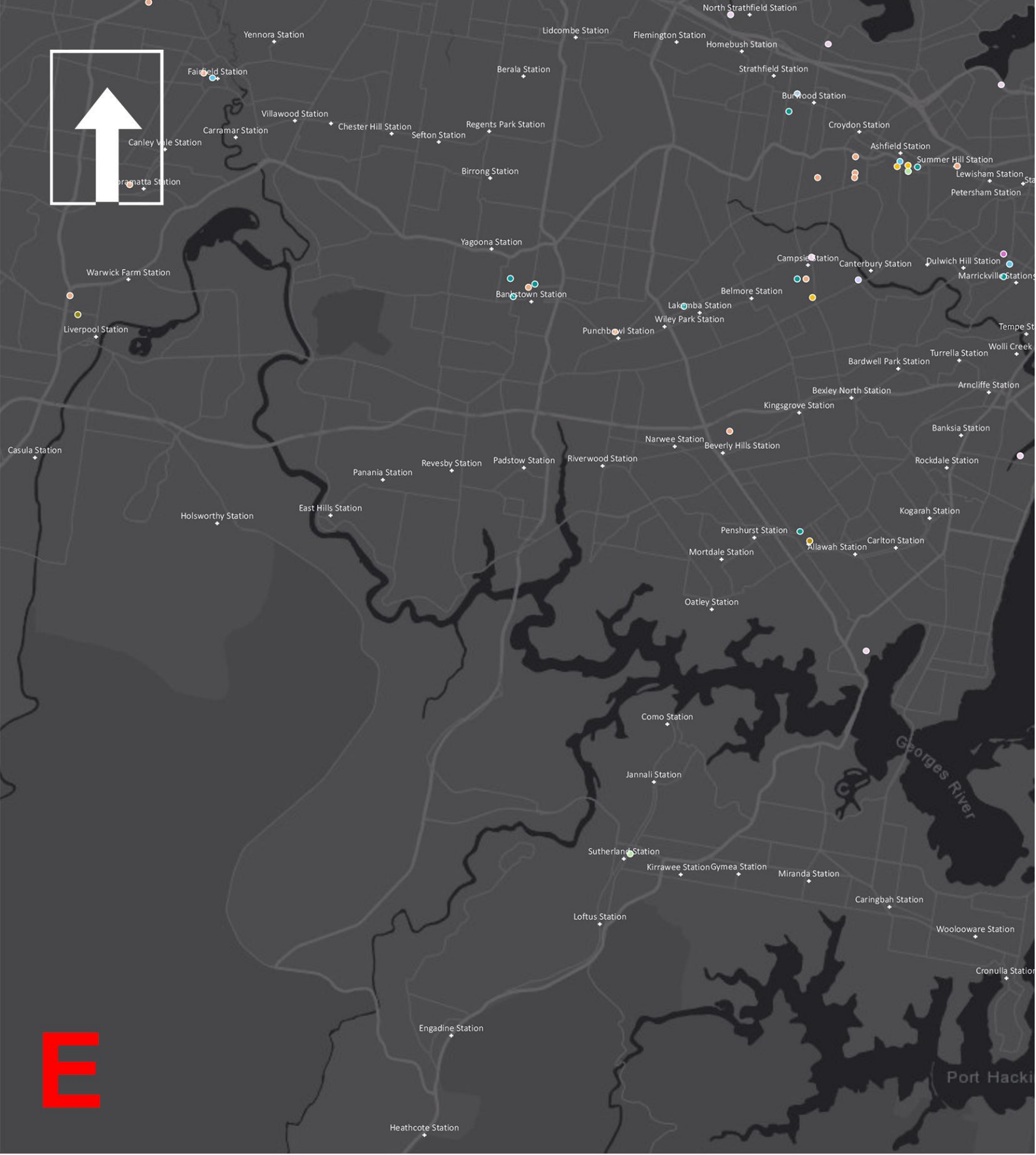
Macarthur Station

Rough Sleepers Service Providers Web-based Inventory



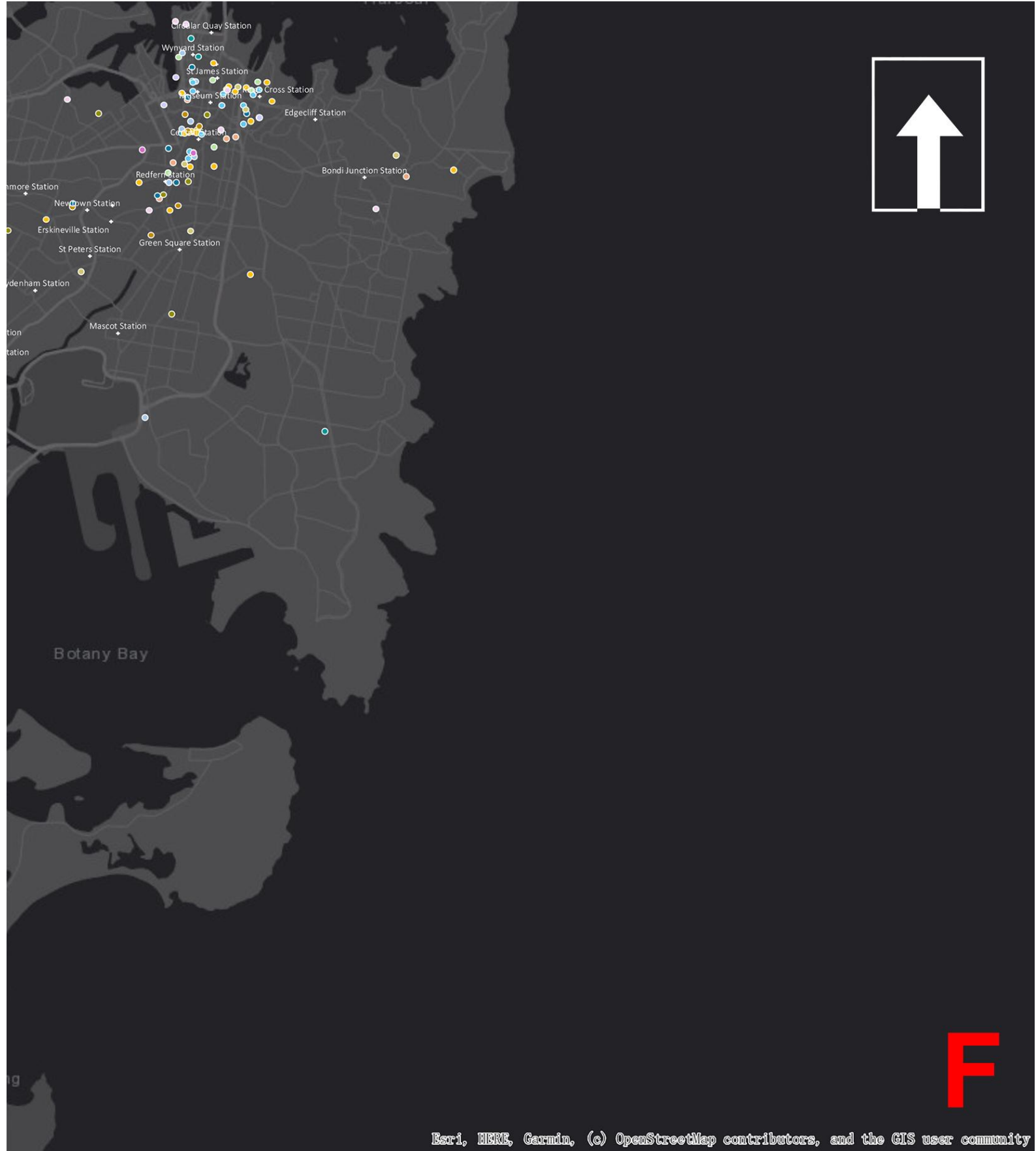
Legend

- | | |
|----------------------|-----------------------------------|
| Emergency Support | Employment |
| Drop-in Centers | Pets |
| Food | Wellbeing |
| Housing | Support |
| Health | Aboriginal Torres Strait Islander |
| Legal Services | LGBTIQ |
| Financial Assistance | |
| Railway Station | Railway |



Legend

- | | |
|----------------------|-----------------------------------|
| Emergency Support | Employment |
| Drop-in Centers | Pets |
| Food | Wellbeing |
| Housing | Support |
| Health | Aboriginal Torres Strait Islander |
| Legal Services | LGBTIQ |
| Financial Assistance | |
| Railway Station | Railway |



0 800m

Legend

- | | |
|----------------------|-----------------------------------|
| Emergency Support | Employment |
| Drop-in Centers | Pets |
| Food | Wellbeing |
| Housing | Support |
| Health | Aboriginal Torres Strait Islander |
| Legal Services | LGBTIQ |
| Financial Assistance | |
| Railway Station | Railway |

Figures 21-25 below illustrates the current distribution of location-based and mobile social services, as well as the diversity of service provision. Food has a more extensive footprint across the CBD area. Other services or facilities addressing daily needs like showering, clothing and laundry services are not as numerous.

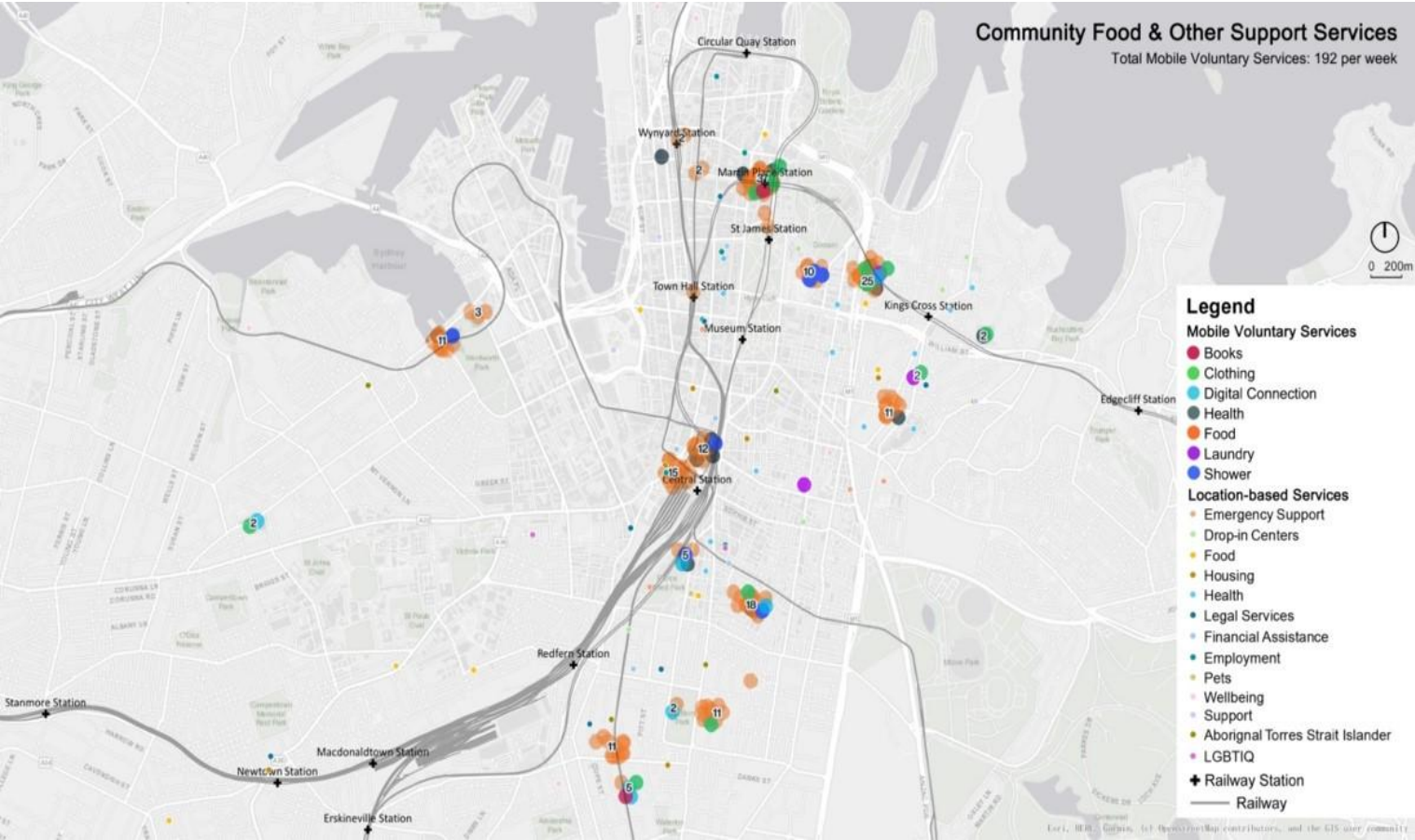


Figure 21: Distribution of located and mobile social services in the Sydney CBD

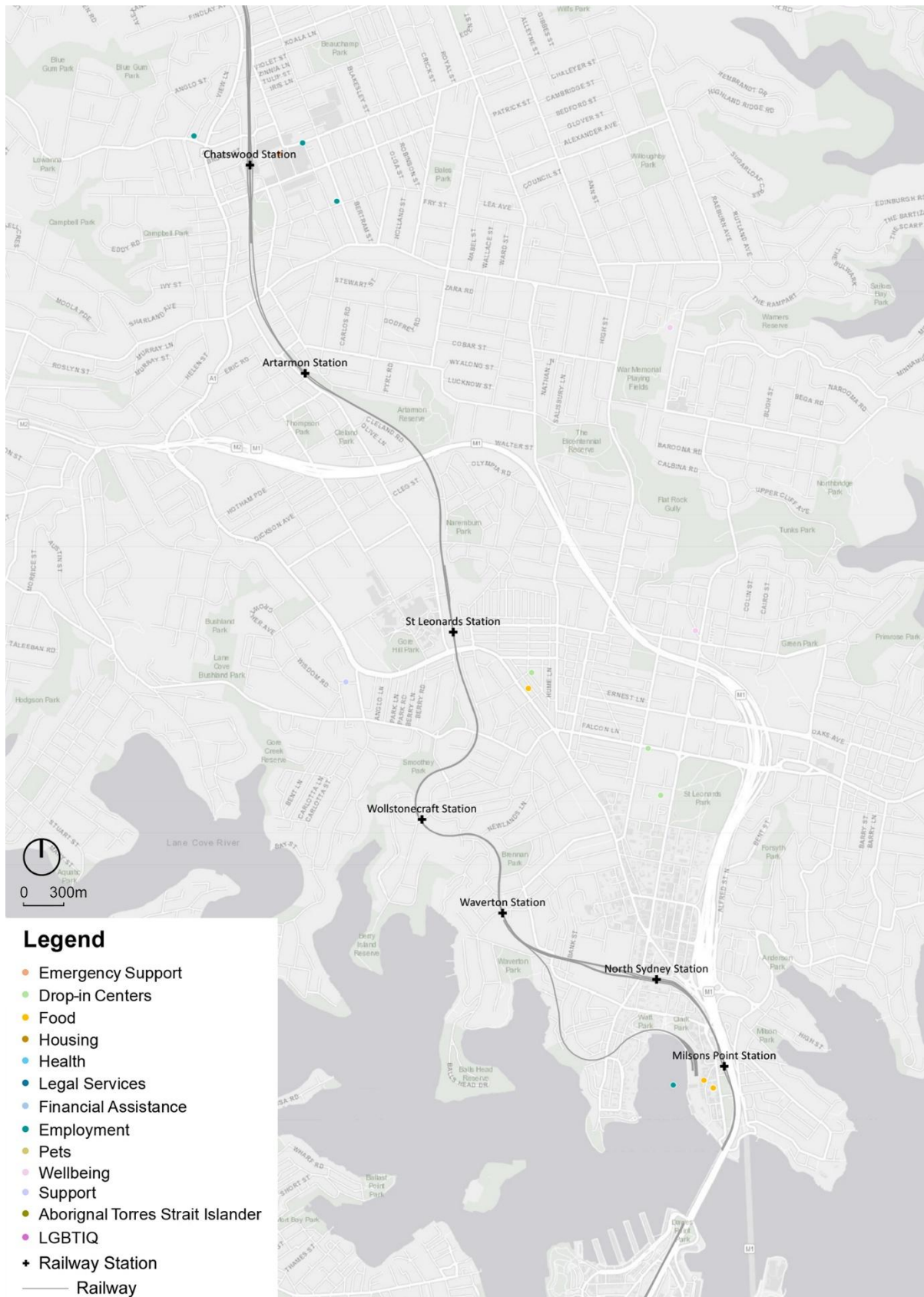


Figure 22: Distribution of located social services in North Sydney

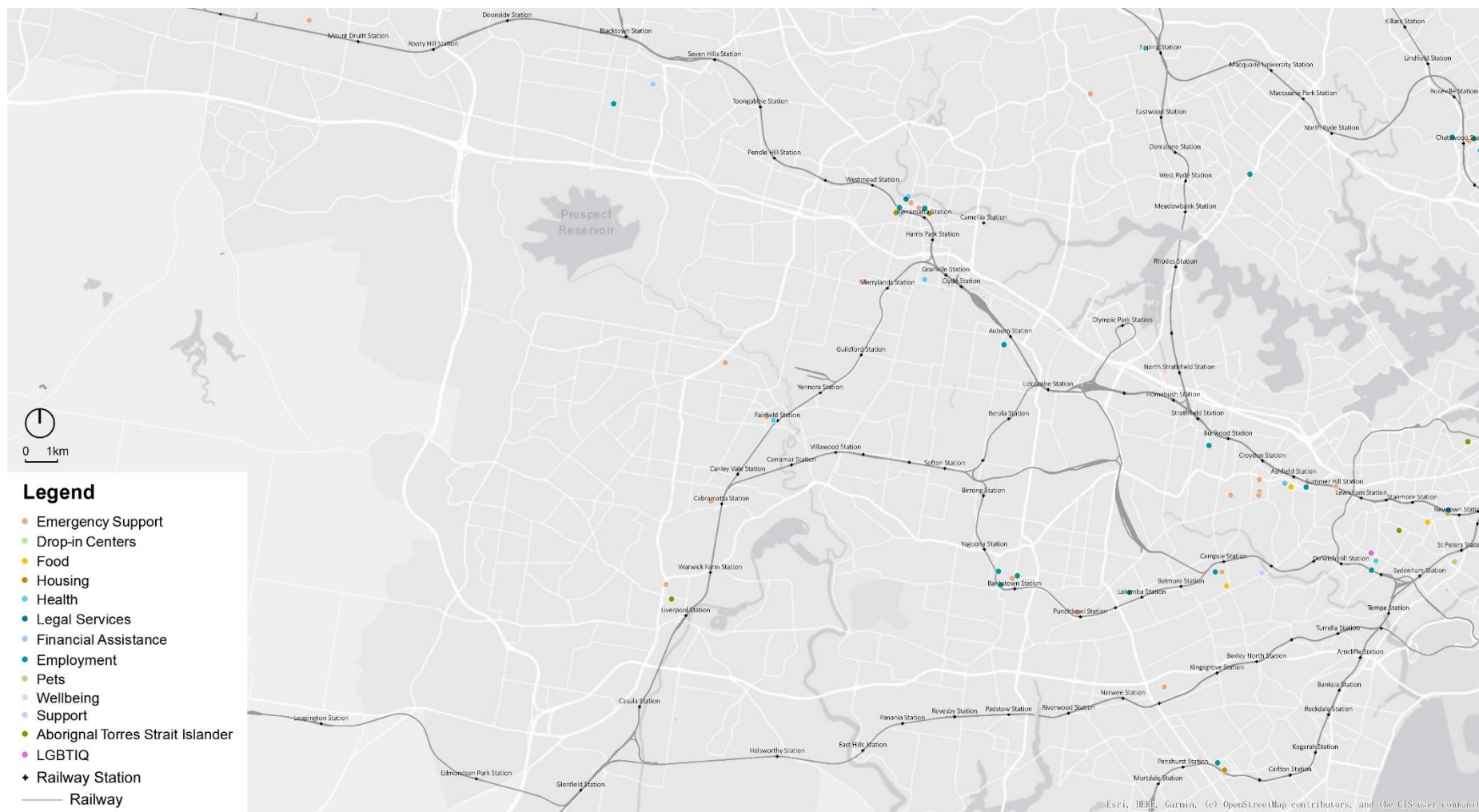
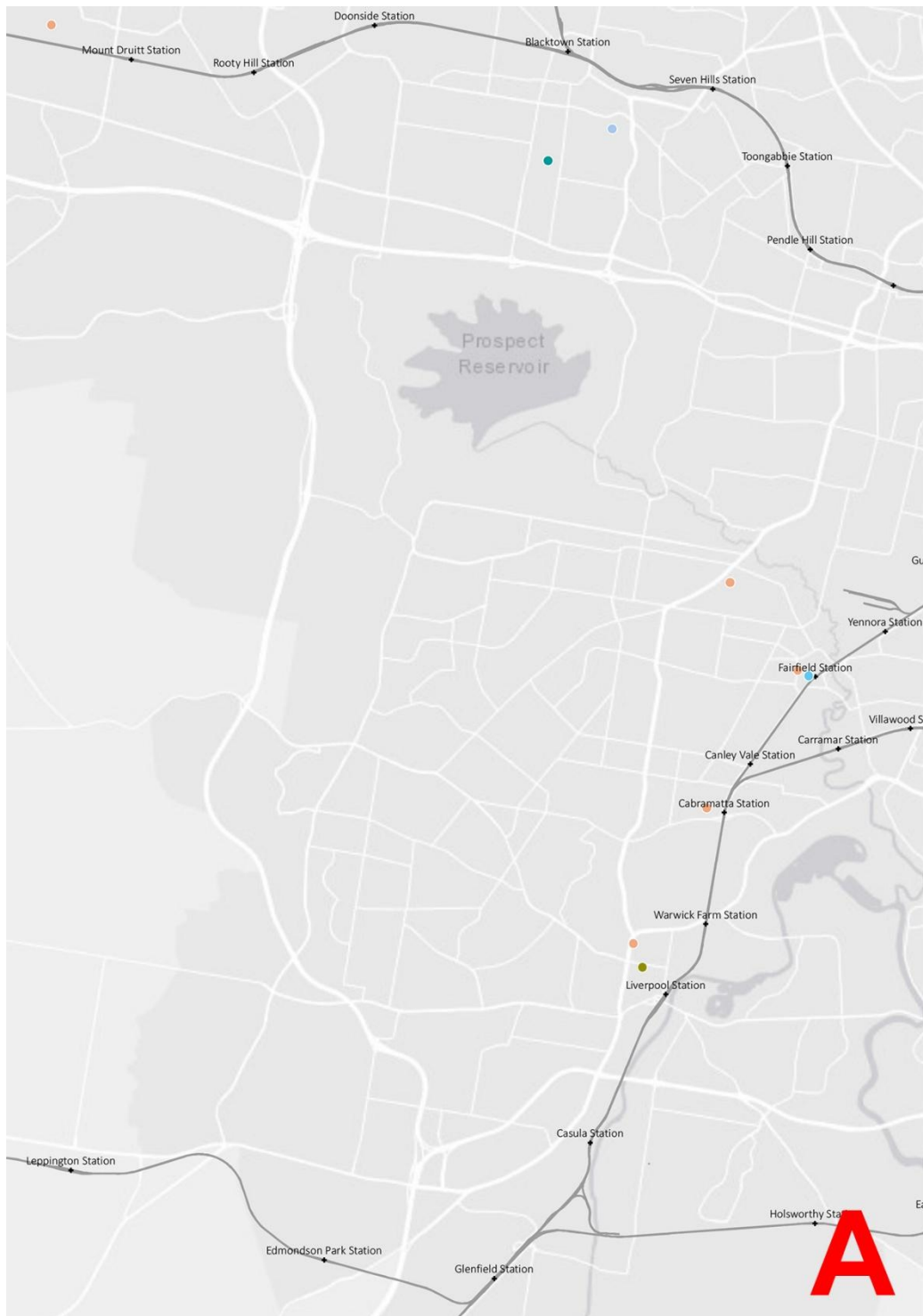
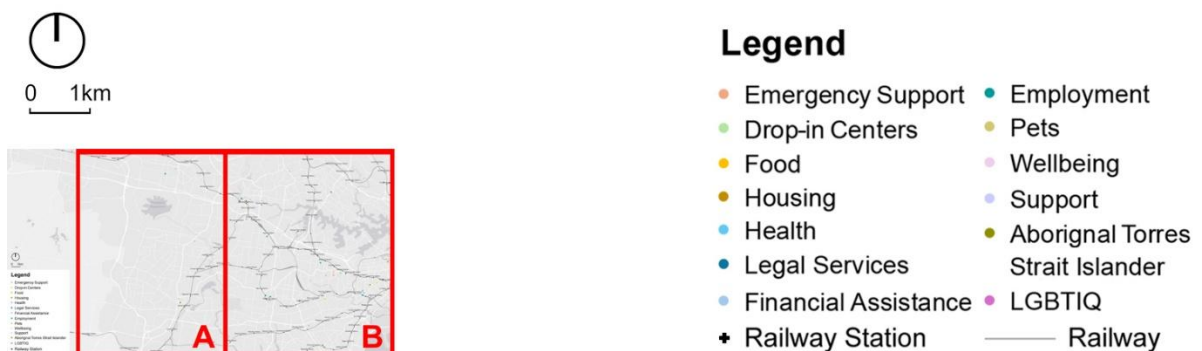
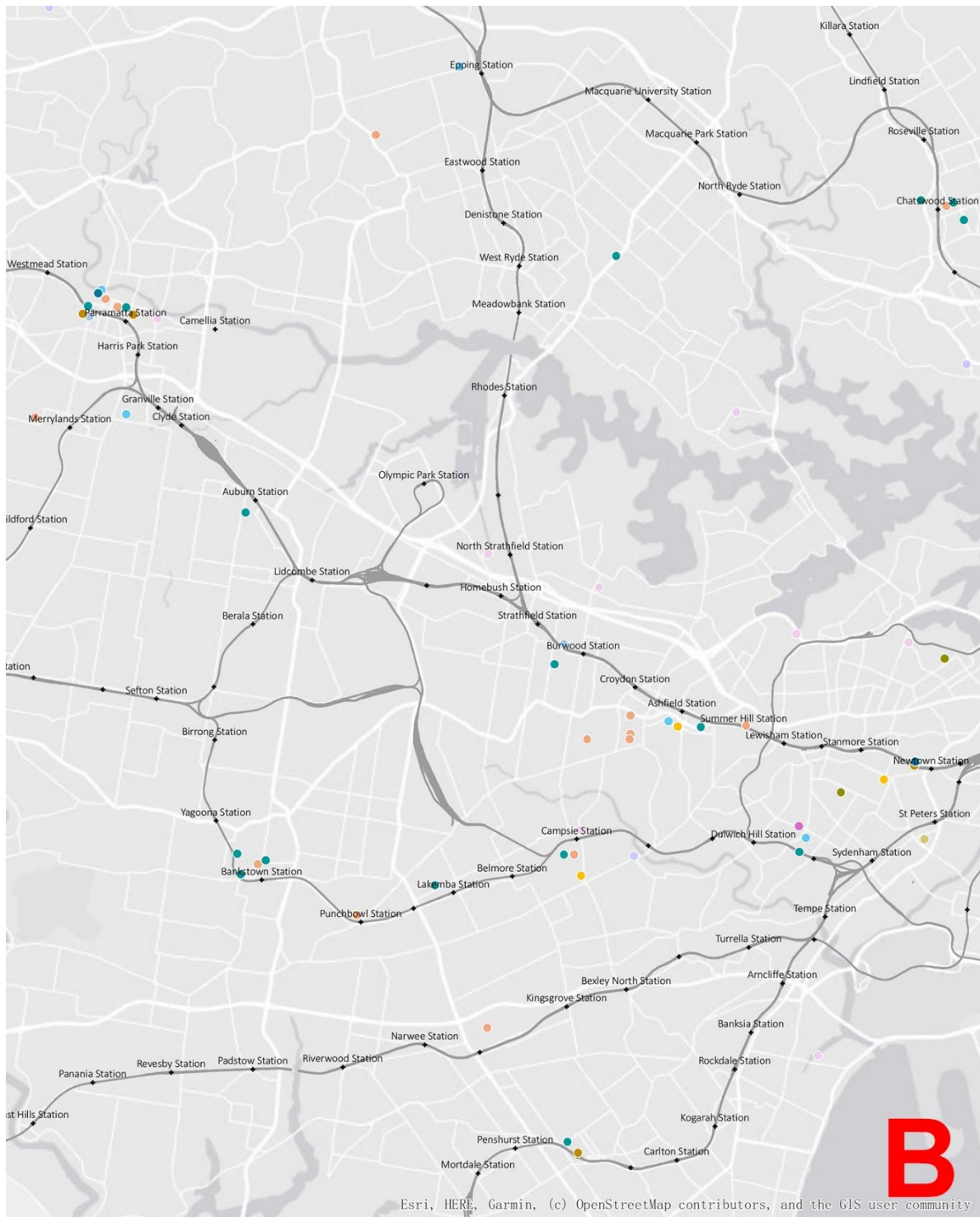


Figure 23: Distribution of located social services in Greater Western Sydney



Legend

- Emergency Support
- Drop-in Centers
- Food
- Housing
- Health
- Legal Services
- Financial Assistance
- Railway Station
- Railway
- Employment
- Pets
- Wellbeing
- Support
- Aboriginal Torres Strait Islander
- LGBTIQ



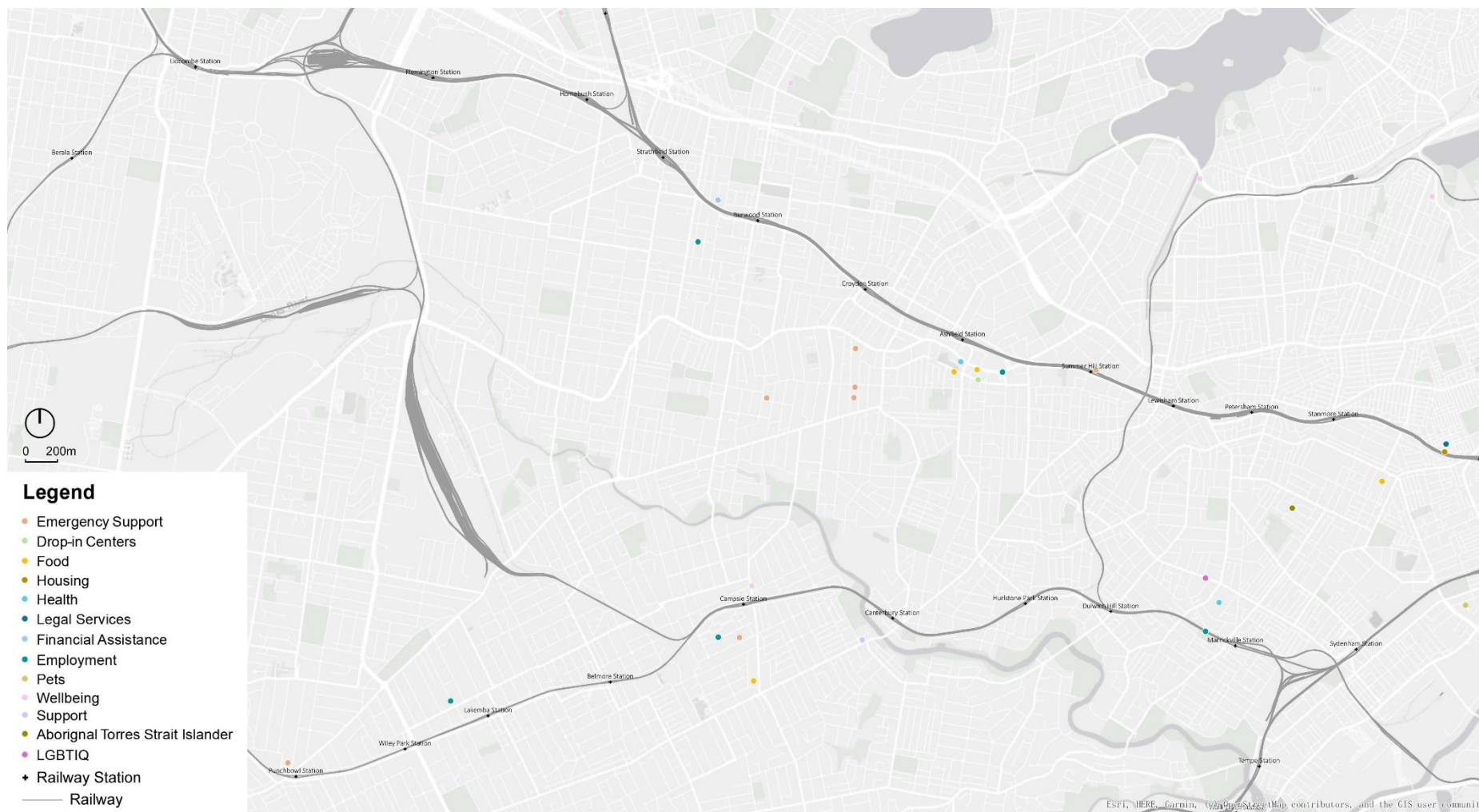
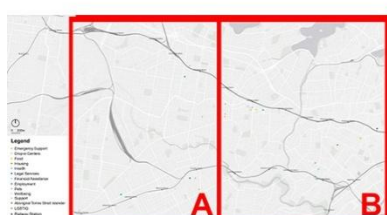
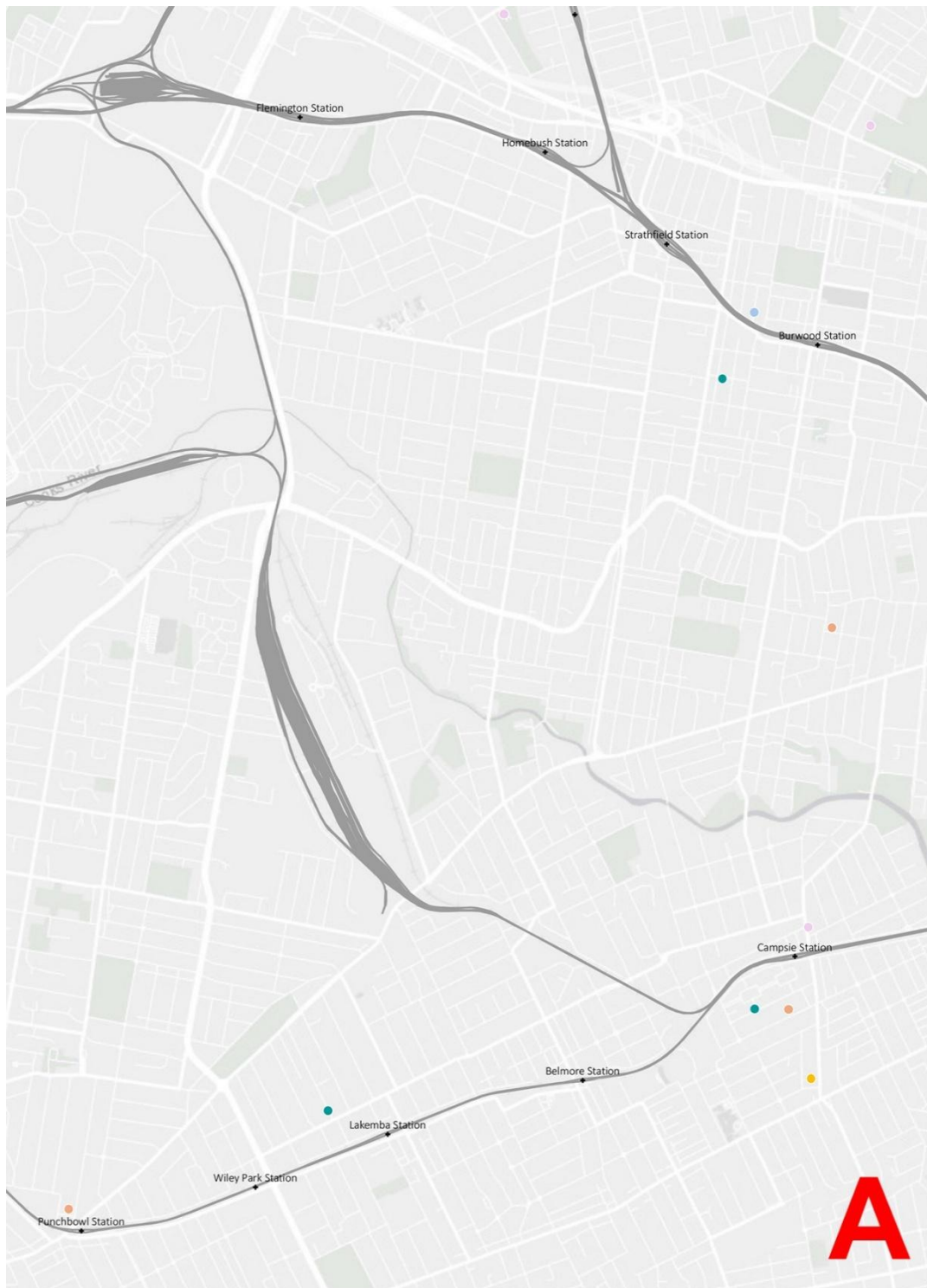
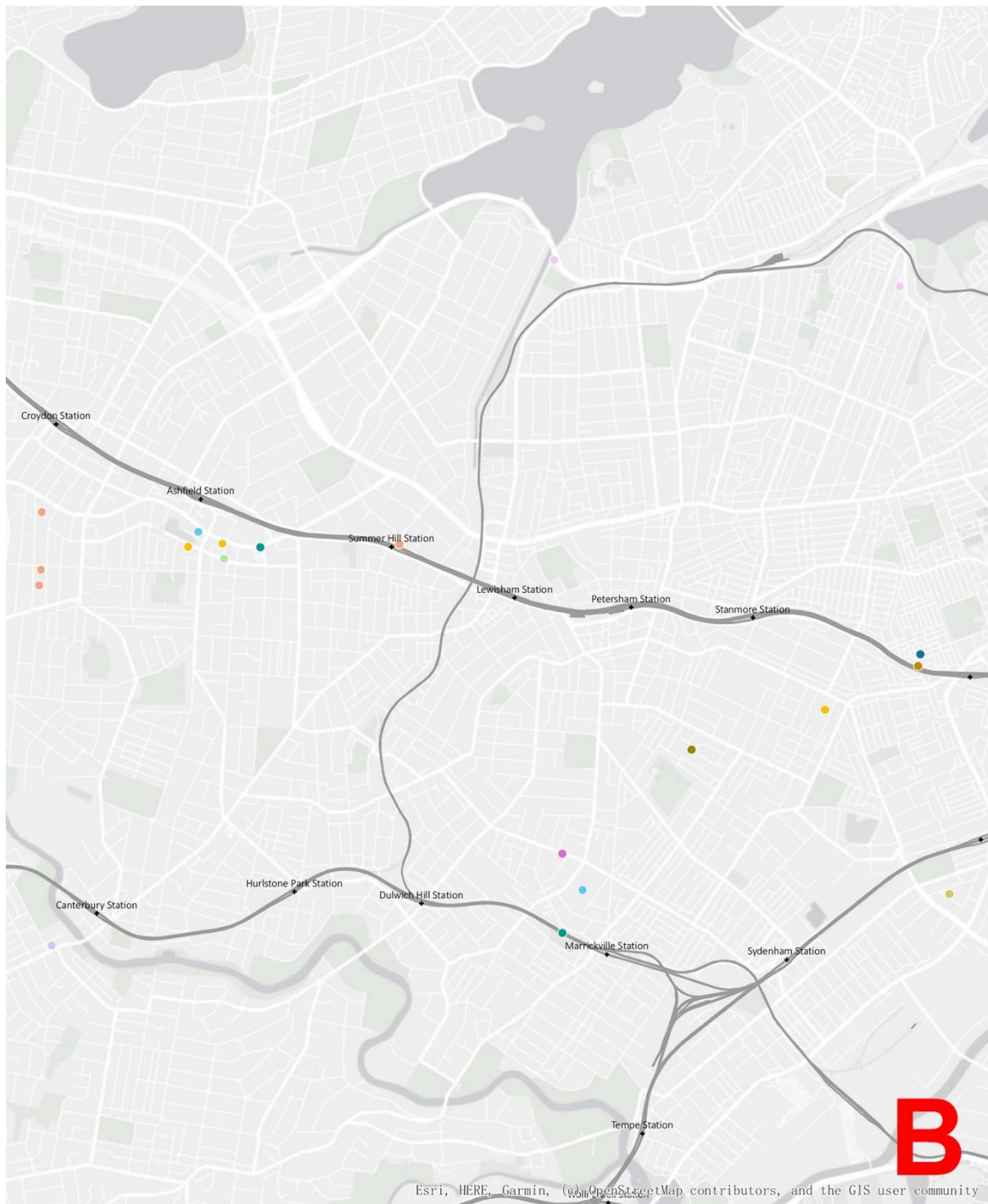


Figure 24: Distribution of located social services in the Inner West



Legend

- Emergency Support
- Drop-in Centers
- Food
- Housing
- Health
- Legal Services
- Financial Assistance
- Employment
- Pets
- Wellbeing
- Support
- Aboriginal Torres Strait Islander
- LGBTIQ
- + Railway Station
- Railway



Legend

- Emergency Support
- Drop-in Centers
- Food
- Housing
- Health
- Legal Services
- Financial Assistance
- Railway Station
- Railway
- Employment
- Pets
- Wellbeing
- Support
- Aboriginal Torres Strait Islander
- LGBTIQ

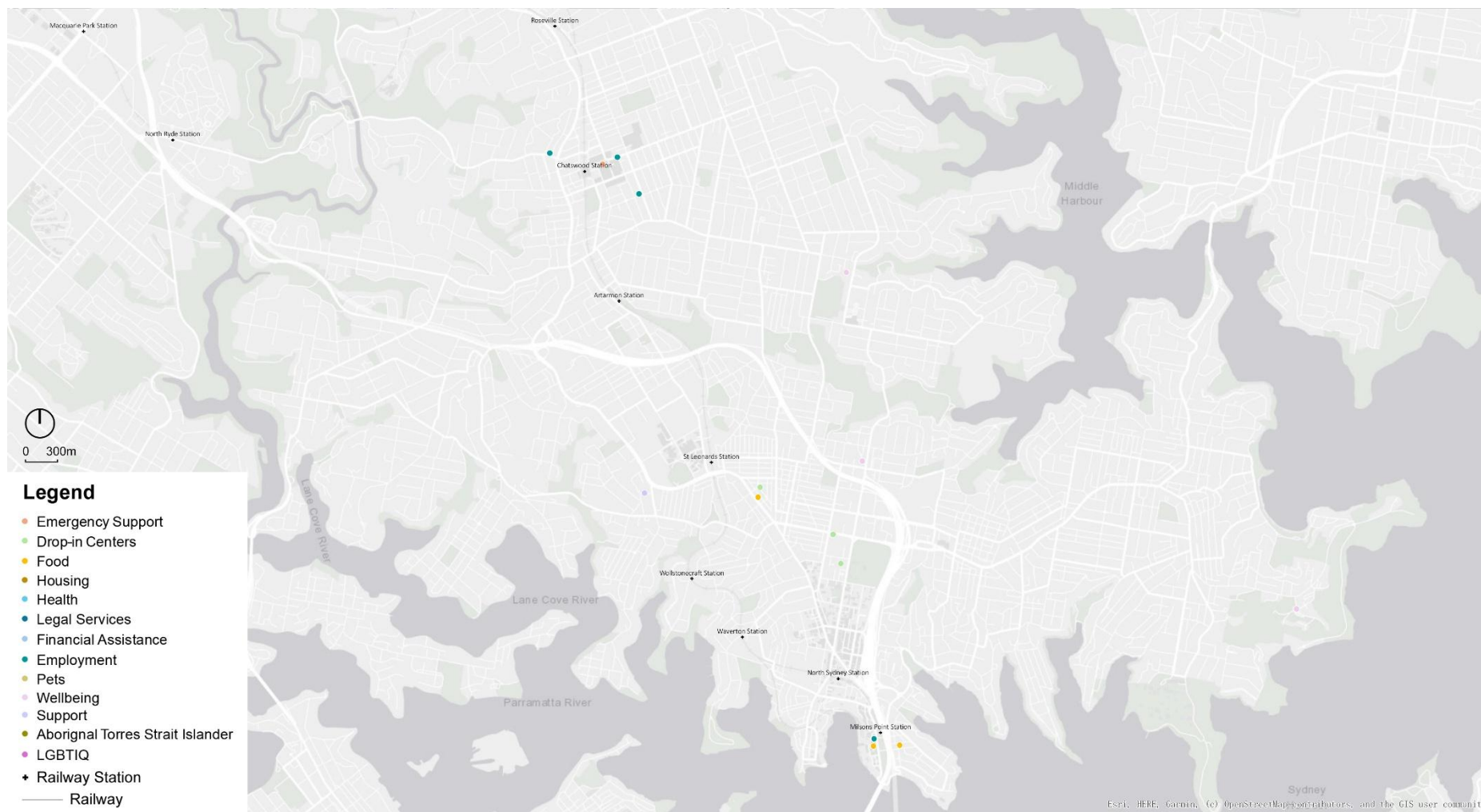
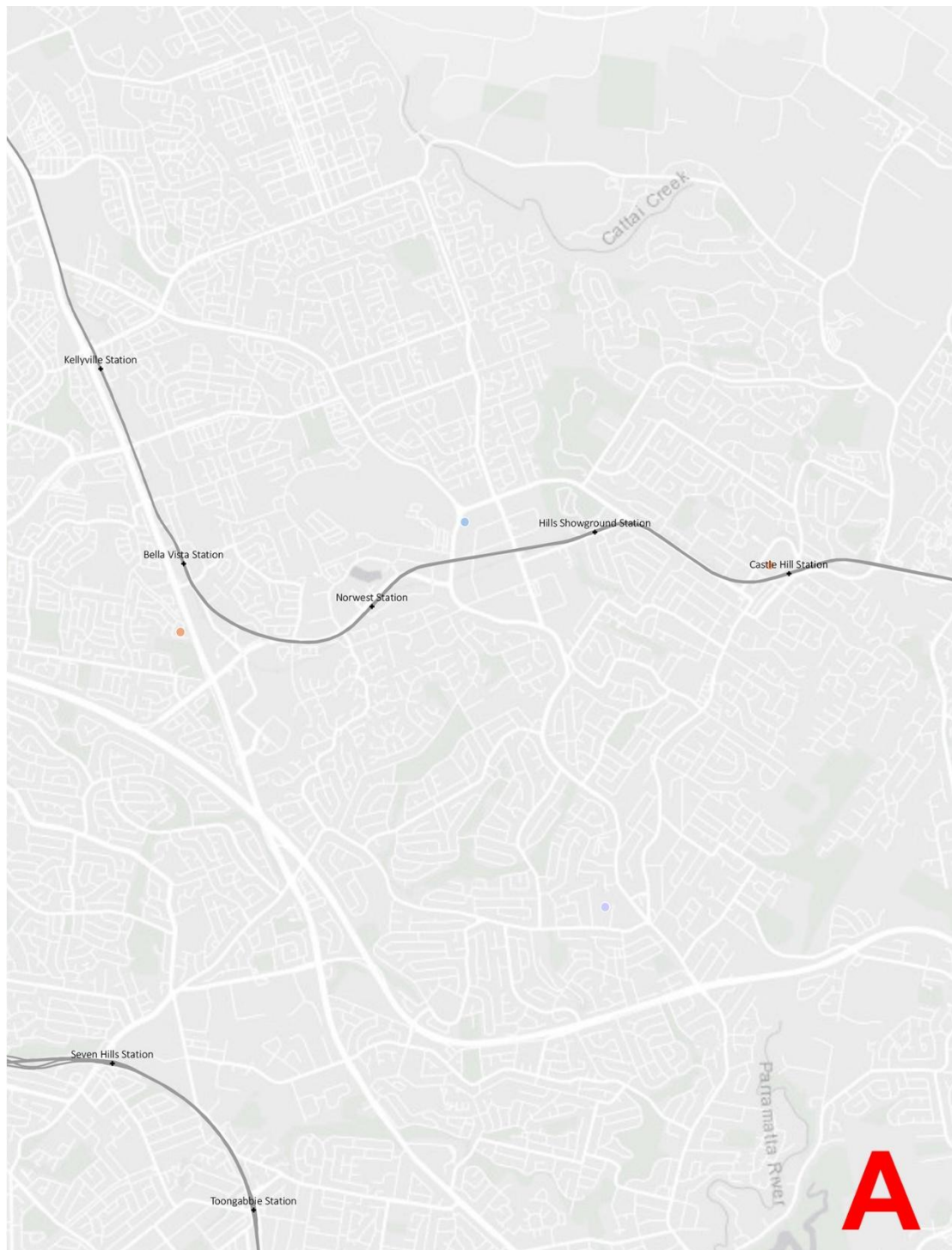
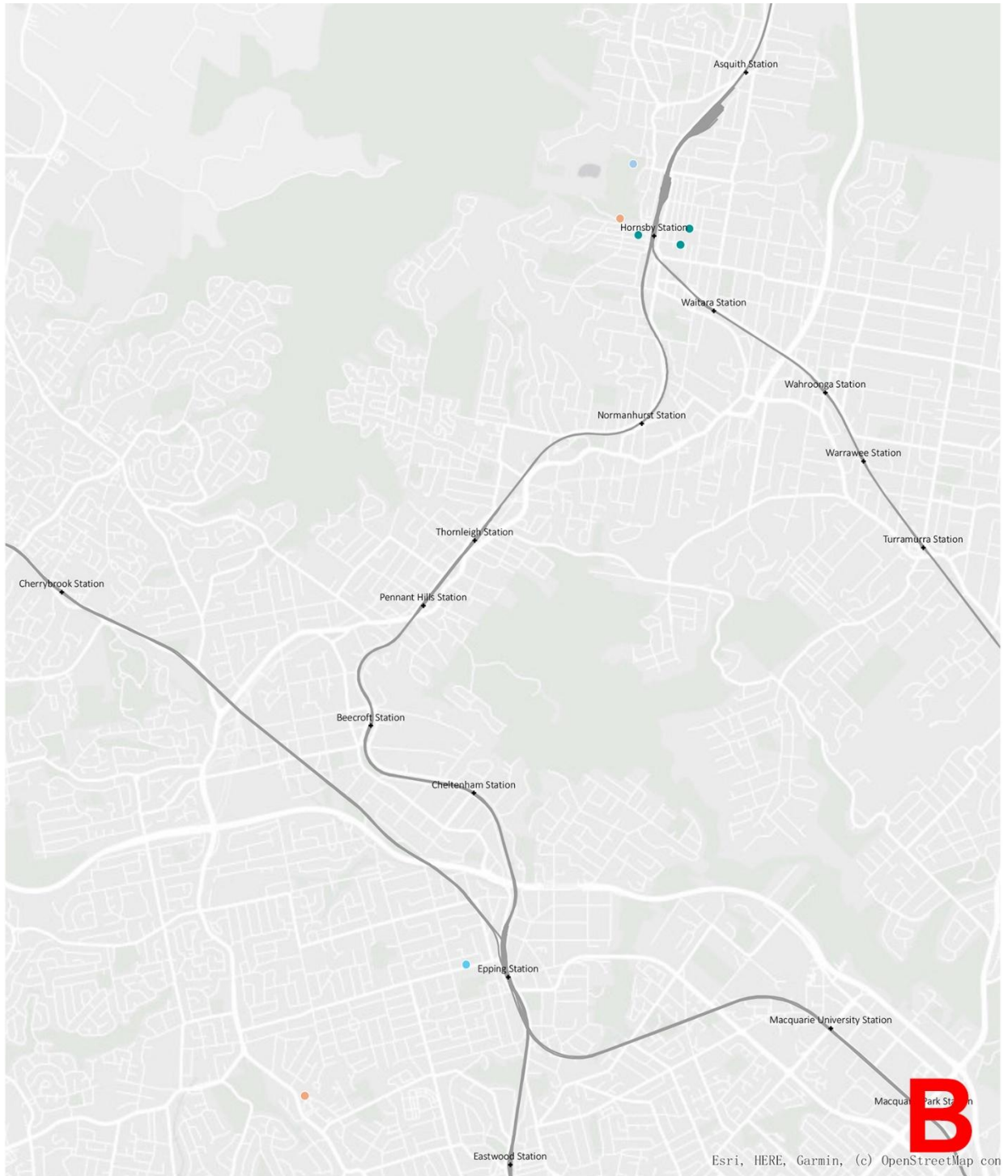


Figure 25: Distribution of located social services in the Hills area

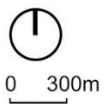


Legend

- | | |
|----------------------|-----------------------------------|
| Emergency Support | Employment |
| Drop-in Centers | Pets |
| Food | Wellbeing |
| Housing | Support |
| Health | Aboriginal Torres Strait Islander |
| Legal Services | LGBTIQ |
| Financial Assistance | |
| Railway Station | Railway |



Esri, HERE, Garmin, (c) OpenStreetMap contributors



Legend

- Emergency Support
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- LGBTIQ
- Railway

Social, community and mobile services play a vital role in meeting the immediate needs of PLP in and around transport precincts. Outreach teams providing food, health care, housing advice and other support contribute significantly where fixed infrastructure is limited. Their presence helps bridge service gaps and brings flexibility to when, where and how support is accessed.