

MyPlace Ashmore Community Survey 2017

Final Report



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MyPlace Ashmore Community Survey 2017

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Contents

Executive Summary	v
Research aims	v
Background	v
Survey development	vi
Key findings	vii
Implications for practice	ix
Introduction.....	1
Research aims	2
Background.....	3
Urban consolidation through mixed-use development in brownfields.....	4
Social sustainability	5
The neighbourhood as a site of social interaction and social cohesion	6
Social interaction and cohesion	7
Survey development	9
Project initiation	9
Survey design	10
Pilot survey	11
Full survey 2014	13
Full survey 2017	14
Key findings	18
Resident wellbeing.....	18
Nature of social interaction	33
Nature of social cohesion	38
Opportunities and barriers to social interaction and social cohesion	42
Implications for practice	45
References	47
Appendices	50
Appendix 1 Boundaries of SA1s used to determine area population	50
Appendix 2 Blank survey tool (English version).....	51
Appendix 3 Demographic characteristics of resident survey respondents	63
Appendix 4 Demographic characteristics of worker survey respondents (unweighted)	69
Appendix 5 Full survey results for worker respondents (unweighted)	71

Appendix 6 Full survey results for resident respondents (weighted)	81
Appendix 7 Comparative survey results for benchmarking	96

List of Figures

Figure 1: The survey area, comprising the Ashmore Precinct and surrounding area	2
Figure 2: Wider Survey Area (the Ashmore Area is Area 1)	10
Figure 3: Age of 2017 survey respondents compared to age of total adult population from 2016 Census	16
Figure 4: To what extent do you agree with the following statements? (n = various, 609-611)	18
Figure 5: 2017 Green Square Survey Results for To what extent do you agree with the following statements? (n = various, 983-989)	19
Figure 6: 'This is a good place to live' responses by age group (n = various, 134-319)	19
Figure 7: 'This area is a good place to raise children' responses by household type (with children n = 165, without children n = 421)	20
Figure 8: 'This area is a good place to raise children' responses by age group (n = various, 133-319)	20
Figure 9: 'This is a good place to retire' responses by age group (n = various, 136-318).....	20
Figure 10: Why did you move to the area? Responses from 2017 Green Square and Ashmore survey (n = 997 for Green Square, n = 616 for Ashmore Area)	21
Figure 11: What do you like the most about living in the area? (n = 616)	22
Figure 12: What do you like the least about living in the area? (n = 616)	23
Figure 13: What do you like the most about working in the area? (n=70).....	23
Figure 14: What do you like the least about working in the area? (n=70).....	24
Figure 15: To what extent do you feel you are part of the community in ...? (n=various, 593-612).....	25
Figure 16: To what extent do you feel part of the community in the building in which you live? (N=various, 91-336)	25
Figure 17: To what extent do you feel that you are part of the community in the street on which you live? (N=various, 89-352)	26
Figure 18: To what extent do you feel you are part of the community in...? <i>Total strongly/very strongly in Ashmore Area and Green Square</i> (n = 593-612 in Ashmore Area, n = 975-985 in Green Square).....	26
Figure 19: How long have you lived in Ashmore Area? (n=616).....	27
Figure 20: Responses from Ashmore Area residents to: To what extent do you agree with the following statements? (n = 612)	27
Figure 21: Responses from Green Square residents to: To what extent do you agree with the following statements? (n = various, 985, 987).....	28
Figure 22: The extent to which people agree with the statement 'I plan to remain resident in this area' compared to their length of residence in the area (n = various, 57-255).....	28
Figure 23: Responses from Ashmore Area residents to: How would you best describe your level of interaction with other people who live or work in the area? (n = 605)	29
Figure 24: Responses from Ashmore Area residents to: How would you best describe your level of interaction with other people who live or work in the area?, split by dwelling type (nApartments = 251, nHouse-semi-terrace = 346).....	29
Figure 25: Responses from Green Square residents to: How would you best describe your level of interaction with other people who live or work in the area? (n = 986)	29
Figure 26: What are the top 5 things that would make the area the kind of place you would like to live and/or work in in the future? (n = 616).....	31
Figure 27: To what extent do you agree with the following statements? (n = various, 609-614)	33
Figure 28: 'I regularly stop and talk with people in my neighbourhood' x length of residence (n = various, 59-255)	34
Figure 29: I can get help from my neighbours if needed x length of residence (n = 39-522)	34

Figure 30: How often do you meet with friends, relatives or work colleagues? (n = 611)	35
Figure 31: Comparison between Ashmore Area and Green Square responses to: In the past month, have you had contact with people in any of the following ways? (nAshmore = 616, nGreen Square = 997)	36
Figure 32: Do you run into people you know in the following places in your area? (n = various, 565-598)	37
Figure 33: Of your friends, how many ...? (n = various, 607-611)	38
Figure 34: Comparison of Ashmore Area and Green Square results to: In the past 12 months, have you ...? (nAshmore = 616, nGreen Square = 997).....	39
Figure 35: To what extent do you agree with the following statements? (n = various, 602-607)	40
Figure 36: Mailed responses only to: How safe do you feel ...? (n = various, 304-307)	41
Figure 37: Mailed responses only to: How safe do you feel walking in Ashmore Area alone after dark? by age (n = various, 19-290)	41
Figure 38: Mailed responses only to: How safe do you feel walking in Ashmore Area alone after dark? by gender (nMale = 125, nFemale = 174)	41
Figure 39: Which services and facilities have you used within the Ashmore Area over the past six months? (n = 616)	42
Figure 40: Do any of the following limit you from socialising or participating in organised social activities in the area? (n = various, 573-582)	43
Figure 41: How would you like to get information about opportunities to participate in social activities in your local area? (n = 616)	44

List of Tables

Table 1: Key measures	13
Table 2: Promotion of the Community Survey	15
Table 3: Total resident and working population in Ashmore	15

Executive Summary

The Ashmore Precinct is one of the City of Sydney's largest urban development projects. The 17-hectare site is being developed over the next 10 years into a mixed-use precinct which will eventually house over 6,000 residents (COS 2017a). At the end of 2018, the Precinct will be half completed. The City of Sydney's Community Strategic Plan (COS 2017b) recognises that urban renewal sites such as the Ashmore Precinct provide the opportunity to make significant improvements to the improve the social, economic and environmental performance of the City and Sydney region.

The City of Sydney's vision for a socially sustainable city is a socially just and resilient city – a city for all. One of the major pillars of this vision is that “it is a city where people are socially connected and have a shared commitment to the wellbeing of their community” (COS 2016a:2). So that the City of Sydney can identify how it might best support communities' social wellbeing associated with environmental, economic and social changes, it is essential to collect information about the experiences and desires of residents and workers. This includes their satisfaction with, and feelings of attachment and belonging to, the places they live and work, the nature of their social interactions and social cohesion, and their plans and desires regarding their local areas. To this end, this report presents the results of a community survey of residents and workers in the Ashmore Precinct and the surrounding established area (henceforth the 'Ashmore Area'). The City intends for the survey to be undertaken on a recurring basis over coming years, to monitor changes to the social fabric over time as the urban renewal area develops.

Research aims

The study was undertaken by researchers at UNSW Sydney, with the assistance and support of the City of Sydney Council.

The aim of this research was to develop a survey tool for on-going assessment of social interactions and social cohesion at a large-scale urban renewal site that could be used to:

- » Measure the nature of social cohesion and social interaction and identify opportunities and barriers residents face in contributing to social cohesion and community development.
- » Understand the wellbeing of residents and workers, including their satisfaction with and attachment to the area, their local area preferences and desires, and their plans for the future.

Background

Urban renewal in brownfield areas is an important component of broader compact city policies in place in Sydney, around Australia, and elsewhere in the world. Local and state governments have an interest in understanding how well urban renewal areas are performing, including the satisfaction of residents and workers with these areas.

Understanding the satisfaction of residents and workers with these areas includes understanding resident and worker wellbeing, desires, patterns of facility and service use, social interaction and social cohesion. Social interaction is related to levels of neighbouring and refers to the nature and quality of interactions between people. Social cohesion is related to psychological sense of community and includes affective components of neighbourhood social life, including shared emotional connections, place attachment, membership, influence and sense of place.

Most neighbourhood studies on urban renewal areas have focused on the renewal of areas identified as disadvantaged, often in suburban areas, and less attention has been paid to urban renewal in brownfield sites, or to areas dominated by private medium and high density housing. There are few systematic post-occupancy studies of social outcomes of these areas, which make up a large component of urban growth in central and inner areas of cities. This is a significant gap in knowledge around planning for these very important growth areas.

Information collected in a tailored survey of social interaction and social cohesion in higher-density urban renewal sites, such as the survey presented in this report, can inform local land use planning, community development interventions, infrastructure investment and open space and public domain planning.

Survey development

The survey was designed as an on-going assessment tool for large-scale brownfield urban renewal sites dominated by private medium and high-density housing. The survey was initially designed for the Green Square renewal area, and then expanded to include the Ashmore Area because it is undergoing a similar process of urban renewal and community change. The survey focuses on the attitudes and behaviours of residents and workers. Information collected can be used to assess existing usage of services and facilities and to plan for new services and facilities provided by local council in regards to their influence on social interaction and social cohesion. The survey is also designed to provide information on the influence of other factors (beyond the provision of services and facilities by the City of Sydney) on social interaction and social cohesion, which can inform changes and improvements in other areas such as adapting design requirements, responding to social issues or concerns, and encouraging grass-roots initiatives.

The survey tool was developed from a comprehensive research process, which included a pilot survey. A full survey for the Green Square renewal area was run in 2014, and another (expanded to include the Ashmore Precinct) in 2017. The survey was amended between 2014 and 2017 in response to consultations undertaken with a wide range of City of Sydney staff, with the main change being a reduction in the number of questions asked.

In 2017, the City of Sydney funded City Futures Research Centre to undertake three consecutive surveys, every 2 years of the Ashmore Area (the Ashmore Precinct and surrounding streets) along with surrounding areas including the Green Square urban renewal area. Figure 1 in the main report shows the wider survey area. The ongoing research is funded through the City's Knowledge Exchange sponsorship program, which aims to encourage the exchange of ideas and knowledge, support the showcasing of local expertise and encourage dialogue on local and global issues (COS 2017c).

In total, 626 people completed the survey in the Ashmore Area, an area including the Ashmore Precinct and surrounding streets in the nearby established areas of Erskineville and Alexandria. The Ashmore survey therefore provides interesting insight into a new redevelopment area located within an established residential area. The survey respondents included 612 residents and 70 workers (56 people both lived and worked in the Ashmore Area). The body of this report presents the findings for residents. With a weighting for age applied (determined with reference to 2016 Census data on the population of the area), *the results for residents of Ashmore presented in this report can be understood as broadly representative of the total resident population of Ashmore, with a margin of error of around 4%.*

Key findings

The results of the survey demonstrate the following:

Wellbeing of residents

- » The vast majority of residents (94%) agreed that the area was a good place to live, but fewer agreed that it was a good place to raise children (61%) or retire (39%).
- » The most commonly mentioned reasons for moving to the area were proximity to the Sydney CBD (72%), followed closely by lifestyle (67%) and proximity to public transport (66%).
- » Many (42%) of the residents who completed the survey had lived in the Ashmore Area for more than six years and a majority (78%) planned to remain living in the area for a number of years. As the majority of buildings in the Ashmore Precinct have been constructed over the past 2 years, this indicates that many of the survey respondents live in more established properties in the streets surrounding the new precinct.
- » The things people most commonly said they liked about living in the Ashmore Area were the proximity of the location to the CBD, convenience of the location, access to public transport, the café and restaurant culture, and the parks and green spaces in the area.
- » The things people most commonly said they disliked about living in the Ashmore Area related to transport and construction. These included concerns about traffic and insufficient parking, and construction impacts and density of development.
- » Related to the above two points, many of the things residents said would make the Ashmore Area the type of place they could like to live in the future related to transport management including: better public transport that connects to more areas of the city (44%), improved traffic management (42%), improved parking (33%) and safer conditions for pedestrians and cyclists (25%). Many commonly desired improvements were economic, especially a wider variety of cafés, restaurants and bars (52%) and cultural improvements, such as more evening activities (e.g. night markets or open-air cinemas) (39%). Also important was public space, especially landscaping in streets and parks (37%).
- » Most Ashmore Area residents walk (67%) or drive (50%) to get to the supermarket or shops, and walk (61%), drive (31%) or take public transport (38%) to get to social, sport or recreational activities. The most common means of transport to work or study is public transport (57%) followed by driving (26%) and walking (20%). Of those residents that had dependent children, most people walk (56%) or drive (29%) to drop their children off at school or childcare.
- » Residents of the Ashmore Area were equally connected with the community at different geographical scales. More than half reported being strongly or very strongly connected to the building in which they live (57%), their street (54%), their suburb (61%), the inner-city and surrounds (51%), Sydney (55%) and Australia (53%). This compares to 74% of respondents across the City of Sydney being 'satisfied' or 'very satisfied' with feeling part of their community overall (City of Sydney Residents Survey 2015).
- » Almost half (45%) of the residents were satisfied with the level of social interaction they have with other people who live and work in the Ashmore Area, with the remainder wanting more interaction, including 15% of all survey respondents who had no interaction with other people in the area, but would like to have some. When these findings were broken down by dwelling type, with apartment residents used as a proxy for residents of the newer Ashmore Precinct area, 22% of apartment residents said that they had no interaction with people in the area but would like to have some, compared with 9% of residents living in other housing types. However, both figures are higher than that for Green Square (where 31% of all residents had no interaction and wanted some).

The nature of social interaction and social cohesion in the area

The results of the survey demonstrate the following:

- » While most people (98%) said they would help their neighbours, fewer (74%) thought their neighbours would help them. This compares to wider City of Sydney figures where 96% of people would be willing to help their neighbours 'definitely' or 'sometimes', and 62% felt they could get help 'definitely' or 'sometimes' (City of Sydney Residents Survey 2015). Half of Ashmore Area residents (48%) borrowed things and exchanged favours with neighbours and 58% regularly stopped to talk with people in their neighbourhood.
- » The majority (82%) of resident survey respondents meet with friends, relatives or work colleagues at least weekly. A small minority (4%) meet with friends, relatives or work colleagues less than once a month.
- » The most common ways in which people had contact with other people while in Ashmore Area were socialising in cafés, restaurants and/or pubs (75%) and chatting to people on the street (69%). Socialising in their own and/or other's homes (64%), chatting to people while shopping (50%) and socialising in parks (50%) were also important.
- » Incidental interaction (running into people you know) was most likely to occur at a café, restaurant or pub (77%), on local streets (75%), at local shops (75%) or in local parks (65%).
- » Many residents said that most of their friends were of a similar age (77%) and educational background (69%) and over half (55%) said that they were of the same ethnic background. The figures for age and education are similar to national figures collected in the Australian General Social Survey (2010) (when this question was last asked), but a smaller proportion of respondents said that their friends were of a similar ethnic background than the national average, suggesting that friendship groups amongst Ashmore residents are more ethnically mixed than for the Australian population as a whole.
- » Most Ashmore residents had not been involved in formal civic activities such as volunteering (15%), or participating in clubs and associations (17%) *over the past month*. Figures for wider City of Sydney are 50% and 89% respectively, though *over the past year* (City of Sydney Residents Survey 2015). However, over the past year, 57% of Ashmore residents had signed a petition, 38% had previously taken part in another research project, 29% had participated in an online discussion, and 24% met with, called or sent a letter to a local politician. Wider City of Sydney figures for "meeting, calling or writing to a local politician" in the past year are 4.6% (City of Sydney Residents Survey 2015).
- » Two-fifths of Ashmore residents thought that they understood their rights around urban development and planning for the local area (40%). Related to this, one-third of residents felt that their thoughts about local issues in the Ashmore Area could be heard by people who make a difference (36%)¹, and that there was strong local leadership in the area (35%). However, a smaller percentage felt they had made a civic contribution by working with others to improve the area (28%) or contributing to shaping the local area (22%).

¹ Compare to City of Sydney Residents Survey, 2015, where 44% of residents agreed that "There are enough opportunities to have a say on issues that are important to you"

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- » Of the reliable responses (n=304-307) to the question on safety², the majority of residents felt safe or unconcerned in all situations, with residents feeling safest at home alone during the day (in which circumstance 100% of people felt safe or unconcerned), and least safe when walking in Ashmore alone after dark (13% unsafe or not at all safe). This compares to 98% feeling (very) safe or neutral at home during the day, and 23% feeling (very) unsafe walking in the local area after dark in the wider City of Sydney area (City of Sydney Residents Survey 2015).

Opportunities and barriers residents face in contributing to social cohesion and community development

The results of the survey demonstrate the following:

- » The services and facilities in the Ashmore Area most commonly used by residents were local cafés and restaurants (96%), local parks (87%), local pubs, bars or clubs (85%) and regional parks (83%). The use of community or neighbourhood centres was much lower (16%). This may potentially reflect the absence of community centres in the Ashmore Area, and is comparable with the proportion of Green Square residents who use these types of facilities (13%). The significant community facilities currently under construction in Green Square will serve both Ashmore area and Green Square residents in the future.
- » The most common limitation people experience to socialising with others in the area is time constraints (51% often or all of the time). Other important limitations are not being interested (17% often or all of the time), difficulty in finding information about social activities (16% often or all of the time), and financial reasons (12% often or all of the time).
- » People would like to get information about opportunities to participate in social activities in the Ashmore Area from social media (67%), emailed community newsletters (53%), websites (47%), and noticeboards (41%).

Implications for practice

The results of the survey were presented to staff across the City of Sydney Council. It is expected that the survey findings will be used to inform Council's investments and activities across a range of areas, including community development, civic engagement, communications, place making, land use planning, open space and public domain planning, and local business development. The implications for practice presented here are preliminary and it is expected that City staff will further analyse and apply the survey findings to inform their work going forward.

Implications for community development

A higher proportion of residents of the Ashmore Area (45%) were satisfied with the level of social interaction they have than were residents of neighbouring Green Square (31%) who completed the survey. This may be explained by the higher proportion of Ashmore Area residents who had lived in the area for six or more years who completed the survey and who lived in the more established streets surrounding the Ashmore Precinct rather than in the Precinct itself. However, already 55% of Ashmore Area residents want more social interaction than they currently have and as more new residents move into the area as housing units are completed, the current level of satisfaction with social interaction may decline. Interventions to encourage social interaction will be needed that engage residents, many of whom demonstrated a desire for greater

² Unfortunately, this question was asked in such a way in the online survey that the results cannot be relied upon. Subsequently results are presented here only from completed hardcopies of the survey.

involvement in social interactions, but are constrained because of a lack of time and/or knowledge about the opportunities available to them.

Implications for civic engagement

While 40% of residents understand their rights around planning and urban development in the local area, a smaller percentage felt they had made a civic contribution by working with others to improve the area or contributing to shaping the area. There is potential for improved engagement amongst residents in the area as demonstrated by their willingness to be engaged in political discussions, demonstrated by the proportions of residents who had participated in other research, signed petitions, participated in online discussions and contacted politicians.

Implications for communications

Aside from time constraints and not being interested, difficulty in finding information about social activities was also a limitation given by some residents to socialising with others in the area. Residents would most like to receive this type of information through social media, e-mail, websites and noticeboards. There may be potential for the City to provide such information not only through City-specific social media, but also through partnering with other social media platforms known to be actively used in the area.

Implications for place making

In comparison to respondents to the Green Square Survey, who felt more strongly connected to Australia, Sydney and the inner city and surrounds than to their local area, street or building; respondents to the survey in Ashmore felt equally strongly connected to the suburb in which they live, their building and their street as they do to the inner city, Sydney or Australia. This suggests a strong local connection to place amongst residents and points to a need to acknowledge and support existing place attachments of local residents as the area continues to change rapidly.

Implications for land use planning

The things people most commonly said they disliked about the area included heavy traffic and concerns about parking. Commonly mentioned improvements residents wanted included those related to traffic management, better public transport that connects to more parts of the city, improved parking and safer conditions for pedestrians and cyclists. Pressure on roads and transport is area of discontent amongst many residents, and indicates an important ongoing role for the City in continuing to liaise with relevant state transport and roads authorities to try to manage these issues, alongside the City's own land use planning controls.

Implications for open space, public domain and community facility planning

Parks and public spaces are significant locations for social interaction in the Ashmore Area and heavily used by residents. This could influence local land use planning and infrastructure development in the Ashmore Area and in future urban renewal areas, as it suggests that parks are more commonly used places for facilitating local social interaction than formal community spaces such as community centres. Two parks – Kooka Walk and McPherson parks – are planned for the Ashmore Precinct and will be delivered in the Greenland development providing over 15,000 sqm of open space within the Ashmore Area. However, it should be recognised that the figures for use of formal community facilities may be influenced by the absence of such facilities in the area. It should also be noted that formal facilities also afford different types of social interaction than parks.

Implications for local business

Many people socialise with others in the Ashmore Area in cafes, restaurants and/or pubs and incidental interaction is also common in these places and at local shops. Cafes and restaurants are also commonly used services and facilities. Such businesses are therefore playing an important social role in the area, and half of the Ashmore Area residents said that they would like to see a wider variety of cafes, restaurants and bars in the area in the future. This suggests that the ideal of mixed-use development encouraging greater social interaction is supported by the findings in this case and this has implications for development application planners who are making decisions about new businesses in the area. A supermarket and associated retail (including cafes) is planned as part of the Greenland development in the Ashmore Precinct.

Introduction

The Ashmore Precinct is one of the City of Sydney's largest urban development projects. The 17 hectare site is being developed over the next 10 years into a mixed-use precinct which will eventually house over 6,000 residents (COS 2017a). Currently under construction in the area are a 7,400 square meter park, a 20 meter wide green link (of 7,400 sqm), retail space fronting the park and a childcare centre. Most of the buildings in the Precinct were constructed in the past two years (since 2016) and by the end of 2018 it is expected that about half the precinct will be developed with over 3,000 people living in the Ashmore Precinct area. The City of Sydney's Community Strategic Plan (COS 2017b) recognises that urban renewal sites such as the Ashmore Precinct provide the opportunity to greatly improve the social, economic and environmental performance of the City and Sydney region.

The City of Sydney's vision for a socially sustainable city is a socially just and resilient city. One of the major pillars of this vision is that "it is a city where people are socially connected and have a shared commitment to the wellbeing of their community" (COS 2016a:2). So that the City of Sydney can identify how it might best support communities' social wellbeing associated with environmental, economic and social changes, it is essential to collect information about the experiences and desires of residents and workers. This includes their satisfaction with, and feelings of attachment and belonging to, the places they live and work, the nature of their social interactions and social cohesion, and their plans and desires regarding their local areas. To this end, this report presents the results of a community survey of residents and workers in the Ashmore Precinct as well as the surrounding streets, henceforth the 'Ashmore Area'. (See Figure 1: The survey area, comprising the Ashmore Precinct and Figure 1, see also Area 1 in Figure 2). The Ashmore survey therefore provides interesting insight into the impacts of a new redevelopment area (the Ashmore Precinct) located within an established residential area.

The study was undertaken by researchers at UNSW Sydney, with the assistance and support of the City of Sydney Council.

Figure 1: The survey area, comprising the Ashmore Precinct and surrounding area



Research aims

The aim of this research was to develop a survey tool for on-going assessment of social interactions and social cohesion³ at a large-scale urban renewal site that could be used to:

- » Measure the nature of social cohesion and social interaction and identify opportunities and barriers residents face in contributing to social cohesion and community development.
- » Understand the wellbeing of residents and workers, including their satisfaction with and attachment to the area, their local area preferences and desires, and their plans for the future.

³ These terms are defined in the next section of the report.

Background

Key points

- » Urban renewal in brownfield areas is an important component of broader compact city policies in place in Sydney, around Australia, and elsewhere in the world.
- » Local and state governments have an interest in understanding how well urban renewal areas are performing, including the satisfaction of residents and workers with these areas.
- » Understanding the satisfaction of residents and workers with these areas includes understanding resident and worker wellbeing, desires, patterns of facility and service use, social interaction and social cohesion.
- » Social interaction is related to levels of neighbouring and refers to the nature and quality of interactions between people.
- » Social cohesion is related to psychological sense of community and includes affective components of neighbourhood social life, including shared emotional connections, place attachment, membership, influence and sense of place.
- » Most neighbourhood studies on urban renewal areas have focused on the renewal of areas identified as disadvantaged, often in the suburbs, and less attention has been paid to urban renewal in brownfield sites, or to areas dominated by private medium and high density housing. There are few systematic post-occupancy studies of social outcomes of these areas, which make up a large component of urban growth in central and inner areas of cities. This is a significant gap in knowledge around planning for these very important growth areas.
- » Information collected in a tailored survey of social interaction and social cohesion in higher-density urban renewal sites, such as the survey presented in this report, can inform local land use planning, community development interventions, infrastructure investment and open space and public domain planning.

Compact city policies, which favour medium- and high-density built forms and more open housing markets, have been promoted in cities around the world (OECD 2012). In many cities, this urban density is being achieved in part through urban renewal initiatives in brownfield areas. Australia is no exception.

Because of their significance for urban development overall, both local and state governments want to understand how well these urban renewal areas are performing. This includes their performance in regards to environmental sustainability, economic performance, and the satisfaction of residents and workers. Understanding whether, and why, people like to live and work in these areas is essential to ensure their long-term success, as well as helping with the infrastructure planning and marketing of a site. To answer these questions, information is needed about resident and worker wellbeing, desires, patterns of facility and service use, social interaction and social cohesion. However, there are currently few appropriate tools available for this purpose, because while significant international research has focused on developing tools to measure social interaction and social cohesion in urban renewal sites dominated by social housing and those in suburban areas, less attention has so far been given to these issues in areas dominated by private medium- and high-density housing.

Information collected in a tailored survey of social interaction and social cohesion in higher-density urban renewal sites can inform local land use planning, community development interventions, infrastructure investment and open space and public domain planning.

The primary aim of this project was to develop a survey tool to collect information on social interaction and social cohesion not available through other standard data sources, which could be implemented regularly to enable monitoring of social change over time, and which could be replicated in other locations (with some minor adaptations) to allow for comparisons between areas. The survey tool was developed for use in the South Sydney area within the City of Sydney Council area in Sydney, Australia incorporating both the Green Square and Ashmore urban renewal precincts.

Urban consolidation through mixed-use development in brownfields

More than 15 million Australians, two-thirds of Australia's urban population, are concentrated in five large cities (ABS, 2016). The metropolitan development strategies of these cities all promote urban consolidation as the best approach to housing a growing urban population and catering for increasing numbers of small households (Greater Sydney Commission 2017; Qld DILGP 2017; SA DPTI 2017; Vic DELWP 2017; WA DOP 2015). Together, these development strategies require⁴ the provision of over 4 million new dwellings in metropolitan areas over the next 20 to 36 years.

In many cases, urban consolidation is being achieved through the development of medium- and high-density communities in identified urban renewal sites in brownfield redevelopment areas. Australia is not alone in this regard. For example, in 1999 the Commission of the European Communities (cited in Raco & Henderson 2006:501) promoted both 'compact city' development and 'the recycling and/or restructuring of underused or derelict urban sites and areas'. Raco and Henderson (2006:501) explain:

Underpinning such policies is the realization that, on the one hand, brownfield redevelopment can attract economic investment and invoke a virtuous growth cycle ... whilst, on the other, it can satisfy a diverse set of objectives, including social mixing, reduced energy consumption, and urban containment ... Given the potential to deliver such wide-ranging benefits, the redevelopment of brownfield sites has become a key objective of planning agencies, almost regardless of local contexts, development histories and locally negotiated regeneration priorities.

The relationship between residential density and social sustainability has received much academic attention, especially in debates about the 'compact city' (e.g. Jenks et al. 1996; Burton 2000; Bramley & Power 2009) and literature on 'new urbanism' (e.g. Katz 1994; Calthorpe & Lerup 2005). Beyond supposed benefits in terms of environmental and economic sustainability, compact and mixed-use urban forms are said to be more socially sustainable because they typically provide better access to services (Burton 2000), reduce levels of social segregation and social inequity (Jenks et al. 1996, Burton 2000, Williams et al. 2000), increase vitality and social interaction (Talen 1999), and improve safety due to higher levels of passive surveillance (Jacobs 1961). However, many of these supposed social benefits of higher-density and mixed-use living remain unproven in the literature. For example, Foord (2010:47) notes, "our poor understanding of existing mixed-use environments hinders policy development and current implementation" and goes on to state:

Despite the widespread policy agenda supporting mixed-use there is insufficient evidence to establish conclusively its positive impact of mixed use on urban vitality, utility use or social cohesion (2010:50).

⁴ Sydney, Melbourne, Adelaide, Perth: estimated dwellings required to house predicted population growth. Brisbane/South East Queensland: dwelling supply benchmarks (Greater Sydney Commission 2017; Qld DILGP 2017; SA DPTI 2017; Vic DELWP 2017; WA DOP 2015)

It has also been argued elsewhere that compact urban forms cannot be considered sustainable if they are not acceptable to people as places to live, work and interact (Bramley et al. 2009).

Social sustainability

The concept of social sustainability has been developed to allow for the consideration of the importance of social interaction and cohesion for the sustainability of communities. The concept has been particularly popular amongst public policy makers because of its resonance with the concepts of environmental and economic sustainability.

Social sustainability is a contested and complex concept (Dempsey et al. 2009). Bramley and Power (2009:31) argue that social sustainability refers simultaneously to individual quality-of-life issues and to the collective functioning of society. A comprehensive definition of social sustainability that includes both these dimensions is provided by Barron and Gauntlett (2002:11):

Social sustainability occurs when the formal and informal processes, systems, structures and relationships actively support the capacity of current and future generations to create healthy and liveable communities. Socially sustainable communities are equitable, diverse, connected and democratic and provide a good quality of life.

The focus of the concept of social sustainability on conditions that enable positive outcomes for people and communities is important. While the concepts of social interaction and cohesion provide useful tools for enabling a consideration of the nature of community, not all forms of social interaction necessarily result in positive outcomes. Social interactions can be threatening and oppositional and social cohesion can result in some groups of people forming in opposition to others (Forrest & Kearns 2001; Jupp et al. 2007). A consideration of social sustainability thus encourages a focus on how forms of social interaction and social cohesion can be facilitated to encourage the development of equitable, diverse, connected and democratic communities that provide a good quality of life.

The City of Sydney has set out a vision for a socially sustainable Sydney as a city for all – a socially just and resilient city that offers all people opportunities to fulfil their potential and where people have a shared commitment to the wellbeing of their community (COS 2016b). The City's Social Sustainability Policy further defines this as a city that is inclusive and equitable, connected, liveable and engaged.

The City's associated Community Wellbeing Indicator Framework and latest report (Partridge et al. 2011; COS 2016b) further articulate many components of social sustainability. This framework includes:

- » Healthy, safe and inclusive communities
- » Culturally rich and vibrant communities
- » Democratic and engaged communities
- » Dynamic, resilient local economies
- » Sustainable environments

The neighbourhood as a site of social interaction and social cohesion

This survey of social interaction, social cohesion and use of community facilities and services is focused on a collection of neighbourhoods. Because of this explicit geographical focus, it is important to recognise the role of the neighbourhood in influencing current debates on the nature of social cohesion.

In the 1920s and 1930s (Knox & Pinch 2010), theorists from the Chicago school of sociologists argued that the nature of social cohesion had changed fundamentally. They described a shift from people having “unambiguous priorities linked to local communities and shared goals” (White & Wyn 2004:187) to the current focus on individualism, “self-enlightenment and self-liberation” (Beck & Beck-Gernsheim 2002:38). Or, as Bauman (2001:152) puts it, the shift has been from inherited or acquired identities related to one’s place of birth or social standing to a focus on ‘identification’ and individualism.

Discussing the nearby Green Square urban renewal area, Ziller (2004) similarly argues that the common practice of planners treating the community as place-based is problematic. The focus on place-based communities, she argues, is in contrast to the findings of sociological neighbourhood studies that have demonstrated that many social and economic networks are not place-based and that “what matters in terms of the health and social wellbeing of a society or city is relatives ... the comparative status between neighbourhoods, the effects of relative deprivation, the impacts of relative inequality.” Ziller (2004:465) argues that planning should “proceed on the basis that communities of interest and attachment are more important than communities of place and that relative equality is the key to health and social wellbeing.”

While community should not be thought of as entirely place-based, place and specifically neighbourhood of residence continues to play a significant role in people’s lives, sense of belonging and wellbeing. The importance of local social networks to individuals’ and societies’ wellbeing and resilience is a key focus of current dialogue on approaches to strengthening community resilience at a neighbourhood level (Rockefeller Foundation 2017). Indeed, discussions about the impact of globalisation on the importance of local communities have recognised that while globalisation encourages broader social networks, it may also make familiar landmarks of the neighbourhood “take on greater significance as sources of comfort and security” (Forrest & Kearns 2001:2129). Recognition that local places are still important in a globalised world leads Forrest and Kearns (2001:2130) to argue that “the local neighbourhood remains important as a source of social identity but there are many other sources partly dependent upon our individual and collective time-geographies and action-spaces”. We agree that local places are important, but must be considered within the broader social context, as people have social ties that extend beyond the neighbourhood.

Despite our growing understanding of the multiple spheres of community operating in society, researchers continue to undertake studies on social cohesion and interaction at the neighbourhood level. In the UK, Forrest and Kearns (2001:2133) explain “a primary reason for the renewed interest in neighbourhoods in contemporary policy debate is a concern with ... the social consequences of an increasing concentration of disadvantaged people in particular parts of cities.” This focus is potentially problematic because it has resulted in “an emphasis on what disadvantaged areas may lack rather than what apparently successful neighbourhoods may possess” (Forrest & Kearns 2001:2138).

In Australia, the US, UK, and much of Western Europe, recent research has focused on the implications of large-scale urban renewal in areas previously identified as disadvantaged and especially “the demolition, upgrading or sale of ... social rented housing and the construction of new, more costly owner-occupied or private rented housing” (Kleinhans 2004, see also SEU 2000). Many larger-scale urban renewal projects have taken place in social housing estates. The HOPE VI program in the US (Goetz 2010; Popkin et al. 2004) and the Sydney suburb of Bonnyrigg (Liu & Pinnegar 2011) are two notable examples of large housing estates undergoing urban renewal.

Additionally, urban renewal state agencies (such as UrbanGrowth NSW and the Subiaco Redevelopment Authority in WA) have been set up to oversee and co-ordinate major urban renewal projects. With significant government investments, public accountability of these projects is necessarily high. Evaluative research of these projects has concentrated on the financial viability of their operations through cost-benefit analysis (Groenhart 2010:88) and social outcomes for former residents (e.g. Popkin et al. 2004).

Despite this extensive research on social interaction and cohesion, relatively little research on social interaction and social cohesion has been undertaken in urban renewal areas that have been built not in previously disadvantaged areas, but rather in brownfield areas previously dominated by industrial uses. A notable exception is research undertaken in Finland by Kytta and colleagues (2016:34), which examined the relationship between residential density and social sustainability in different neighbourhoods, concluding that the “highly complex and even contradictory” social outcomes of dense urban environments “can be explained with a more context-sensitive approach” that recognises that the social outcomes of urban densification are moderated by context and mediated by accessibility. The results of this Ashmore community survey provide valuable context-specific information to assist with similar in-depth understanding of the relationship between density and social sustainability in the Ashmore Area.

Social interaction and cohesion

Before designing a survey to collect information on the nature of community, it is important to be clear about what information that survey is designed to collect. The use of ‘community’ in planning practice has been the subject of critique from a number of academics. For example, Talen (2000:172) states:

The problem, for planners, is that the notion of community is easily misinterpreted and misapplied, and planners have not exhibited any particular sign that their use of the term is well thought out.

Talen (1999:1369) argues that there are two dimensions to the social aspects of urban areas. These she calls “level of neighbouring” and “psychological sense of community”. She explains that research on *level of neighbouring* focuses on measuring levels of social interaction. Social interaction refers to all types of interactions that occur between people. They can be verbal or non-verbal, friendly or threatening, and brief or long-lived. Social interaction can occur between individuals and groups and interactions can be oppositional or cooperative.

Social interaction is an essential and important part of human life. Research by Holt-Lunstad et al. (2010:14), for example, shows that people with adequate social relationships have a 50% “greater likelihood of survival” compared to those with poor social relationships. This is comparable with the effect of quitting smoking, and is even more influential than other risk factors for mortality, including obesity and physical inactivity.

Research on *psychological sense of community*, on the other hand, focuses on measuring the affective components of neighbourhood social life including shared emotional connections, neighbourhood or place attachment, membership, influence and sense of place (Talen 1999:1369-1370).

Manzo and Perkins (2006:335) note that there has been little recognition in the community planning literature of the importance of the affective components of neighbourhood social life:

Typically literature on place attachment focuses on individual feelings and experiences and has not placed these bonds in the larger, socio-political context in which planners operate. Conversely, the community planning literature emphasised participation and empowerment, but overlooks emotional connections to place. Yet these attachments can motivate cooperative efforts to improve one’s community.

It is therefore important to consider both social interaction and sense of community when undertaking a community survey. While social interaction is a relatively uncontested concept, the same cannot be said for psychological sense of community, or social cohesion. While the term 'social cohesion' is now relatively widely used both in academia and policy, its meaning is often not clear. As Hulse and Stone (2007:117) note:

The policy concept of social cohesion has been invoked ... in the public policy debates in North America, Europe and Australasia ... It is clear that there is no one definition as a policy concept and, as yet, no agreed upon indicators, despite determined development work by a number of authors.

An example of this work is Jenson's (1998) five dimensions (indicators) of social cohesion, which have been adapted and expanded upon by numerous authors. These are: belonging, inclusion, participation, recognition and legitimacy. Whilst these are useful starting points for exploring social cohesion, they do not define the concept or encapsulate it. More recently Jenson (2010) has developed her conceptualisation of social cohesion to recognise that it is a "hybrid" concept in the sense described by Bernard (1999:2):

'hybrid' because these constructions have two faces: they are, on the one hand, based, in part and selectively, on an analysis of the data of the situation, which allows them to be relatively realistic and to benefit from the aura of legitimacy conferred by the scientific method; and they maintain, on the other hand, a vagueness that makes them adaptable to various situations, flexible enough to follow the meanderings of political action from day to day.

Kearns and Forrest (2000) identify five dimensions of social cohesion, which are all linked to each other and play out at different scales, from the neighbourhood to the city and beyond. These are: i) common values and a civic culture; ii) social order and social control; iii) social solidarity and reductions in wealth disparities; iv) social networks and social capital; and v) territorial belonging and identity.

In developing the survey for this research, we want to consider all aspects of social interaction and social cohesion outlined here. While Talen's (1999) distinction between research on levels of neighbouring and psychological sense of community provides a useful model, her descriptions of the components of psychological sense of community indicate that many of these are influenced by the nature of social interactions, just as social interactions can be influenced by psychological sense of community. Similarly, Kearns and Forrest (2000) incorporate social networks within their definition of social cohesion. Rather than separate the two concepts, it is thus pertinent to deal with these concepts simultaneously.

In addition to social interaction and psychological sense of community, Buckner (1988:774) also recognises "attraction-to-neighbourhood" as an important component of "sense of community/cohesion". He states:

A neighbourhood high in cohesion refers to a neighbourhood where residents, on average, report feeling a strong sense of community, report engaging in frequent acts of neighbouring and are highly attracted to live and remain residents of the neighbourhood.

Survey development

This section of the report discusses the development and application of the survey tool for on-going assessment of social interactions and social cohesion at a large-scale urban renewal site.

Project initiation

There have been three Community Surveys conducted to date. The first two surveys focussed exclusively on the Green Square urban renewal site, and the most recent survey conducted in 2017 was expanded to include the Ashmore precinct and surrounding area.

In 2012 Dr Hazel Easthope (Faculty of Built Environment, UNSW) received a faculty grant to support the development of a community survey for Green Square, with the assistance of City of Sydney staff. A community survey for Green Square was identified as a useful resource by the City of Sydney's Social Strategy Unit and the grant was awarded in the context of the Memorandum of Understanding in place between the City of Sydney and the Faculty of Built Environment at UNSW. The survey was intended as a pilot, which could potentially be continued as a longitudinal research exercise (e.g. bi-annually) and expanded to include other locations. The pilot survey was developed and tested in 2013 (Easthope & McNamara 2013).

In 2014, the City of Sydney partnered with the City Futures Research Centre at UNSW Australia to undertake a larger-scale survey of residents and workers in Green Square (Easthope, McNamara & Thompson 2014). This survey was developed by responding to the findings of the pilot survey, as well as through extensive consultations with City of Sydney staff.

In 2017, the City of Sydney funded City Futures Research Centre to undertake three consecutive surveys, every 2 years of the Green Square urban renewal area along with surrounding areas, including the Ashmore Area. The map below shows the wider survey area. The ongoing research is funded through the City's Knowledge Exchange sponsorship program, which aims to encourage the exchange of ideas and knowledge, support the showcasing of local expertise and encourage dialogue on local and global issues (COS 2017c).

This report summarises the data just for residents within the Ashmore Area (Area 1 in Figure 1).

Figure 2: Wider Survey Area (the Ashmore Area is Area 1)



Survey design

The Ashmore Community Survey was designed as an on-going assessment tool for large-scale brownfield urban renewal sites dominated by private medium- and high-density housing.

The survey focuses on the attitudes and behaviours of residents and workers. Information collected can be used to assess existing usage of services and facilities and plan for new services and facilities provided by local councils in regards to their influence on social interaction and social cohesion. The survey is also designed to provide information on the influence of other factors (beyond the provision of services and facilities by the City of Sydney) on social interaction and social cohesion, which can inform changes and improvements in other areas such as adapting design requirements, responding to social issues or concerns, and encouraging grass-roots initiatives. A copy of the full survey is available in Appendix 2 Blank survey tool (English version).

The tool was developed from a comprehensive research process, outlined below.

Pilot survey

In the first instance a pilot survey was developed. In addition to a close review of the various components of social interaction and cohesion identified in the research literature, a detailed review of existing surveys employed internationally was undertaken to identify existing best practice survey questions, and common indicators and measures of social interaction and cohesion. In total, 30 existing surveys were reviewed, and questions were adapted from 17 of these in the pilot survey.

Sample best practice questions and indicators were tabulated from this review of existing surveys to create a question-bank that was divided into seven overarching survey question categories specific to the area:

- » Demographic
- » Background
- » Current practice
- » How people feel about their current practices around community participation
- » Plans and desires
- » Opportunities and barriers to social interaction
- » The nature of the community

Key measures for/within each of these categories were identified in consultation with representatives from the City of Sydney; the Community Development Coordinator (Urban Renewal) and the Social Planning Coordinator. The key measures identified are outlined in Table 1.

Multiple questions were collated from the literature and survey reviews to address each agreed-upon measure. The context, location, and justification for using each particular question were recorded in the question-bank. Questions and scales from relevant City of Sydney surveys and the 2011 Census were also incorporated into the question-bank in order to allow for questions and data to be cross-referenced. A draft survey, incorporating a short-list of best practice questions was created from the question-bank for work-shopping and revision with the above-mentioned City of Sydney staff at multiple meetings.

Care was taken in this process to ensure that questions were worded appropriately for the area. For example, many community surveys developed in a suburban context refer to social interactions and relations 'along your street', whereas in higher density areas it is also appropriate to discuss interactions occurring 'in your building'. Surveys designed for primarily residential suburban developments have also tended to exclude questions targeted at workers in the area, yet the role of workers in understanding social interaction and cohesion in mixed-use areas is essential.

Each question included in the survey pilot measured widely accepted indicators of social interaction and social cohesion, as well as demographic information, and information that the City of Sydney did not collect via other means.

The pilot survey ran from April to August 2013. It was available in both English and simplified Chinese and in both online and print versions. During that time, 103 complete and valid responses to the survey were collected. The majority (81) were from residents, 14 from workers, and 8 from people who both lived and worked in Green Square. The pilot survey results were not representative of the total population of Green Square.

Some important lessons were learnt from the pilot survey.

First, many more people completed the survey online (80) than in print (23). This is despite multiple copies of the printed survey being made available at the Tote community centre and library, and distributed at a public event in a community park. This likely reflects the importance of social media in promoting the survey, as well as the online literacy of the resident and working population of Green Square, which has a high representation of professionals, and the young age-profile of the area.

Second, while a high proportion of the population of the area are born in China (12% of the population of Zetland, for example), only 5% of the survey respondents were born in China (excluding SARs and Taiwan). For the pilot survey, resources to provide the full survey in Chinese online were not available and this may have affected response rates. It was therefore expected that response rates from this group might be increased if surveys were provided as a full on-line survey in simplified Chinese.

Finally, at the end of the survey, respondents were asked whether there was anything that could be done to improve the survey in the future. More information about the pilot survey is available in the Pilot Survey Report (Easthope & McNamara 2013).

Table 1: Key measures

Demographic		
Age	Gender	Dwelling type
Birthplace	Income	Household composition
Language	Labour force participation	
Housing affordability	Occupation	
Background		
Whether respondents live/work in the area	Where people live/work	Reason for moving to area
Nature of workplace	Length of residence/work	Tenure
Current practice		
Types of social interaction	Who participates in social interactions	Location of social interactions
Networks of friends/family	Frequency of social interactions	
How people feel about current practice		
Wellbeing / quality of life	Inclusion	Isolation
Sense of attachment to area		
Plans and desires		
Intentions to remain in area or not	Whether want the neighbourhood to change	Desire to be doing something different re. social interaction
Opportunities and barriers to social interaction		
To what extent people feel excluded or comfortable	Influence of personal factors on social interaction (e.g. finances, time, language, mobility)	Perceptions of safety
Impact of awareness and availability of information on social interaction	Influence of design/spatial factors on social interaction	Awareness of and use of community services and facilities
The nature of community		
Whether people identify with a community/ies in the area	The nature of sub-communities in the area	Whether people identify with Green Square as a place
Whether people feel they can influence the nature of their community	The nature of community/ies in the area	Whether communities are segregated and/or inclusive

Full survey 2014

The first full Green Square Community Survey was developed in cooperation with staff from the City of Sydney Council in early 2014.

The findings of the pilot survey were presented to council staff on two occasions in group meetings. Staff from across Council attended, including staff involved in strategic planning and urban design, social strategy, research, economic strategy, community management, marketing and communications, heritage, transport, business precincts, major projects, and sustainability programs. The Chief Operating Officer of the Council also attended one of the meetings. During these meetings, staff spoke about the questions that were the most useful for them from the pilot survey and also proposed a range of new questions for addition into the survey and ideas for possible further research.

The suggested additions to the survey proposed at these meetings, as well as the suggested changes to the survey provided by participants to the pilot survey, were then incorporated into a new survey. For example, questions were added about transport use and pet ownership, and what things would make Green Square the type of place people would want to live or work in in the future.

Once the survey was finalised, it was translated into simplified Chinese, and online surveys were developed in both English and simplified Chinese. The survey was an advertised opt-in survey. More information on this survey can be found in Easthope, McNamara and Thompson (2014).

Full survey 2017

When the decision was made to run the full survey again in 2017, outcomes of the 2014 survey were reviewed, additional areas were included, and it was decided that the survey needed to be further reduced in length in order to encourage a greater rate of participation. It was also decided to send a copy of the survey to all residential and business addresses in the area, rather than to run the survey as an opt-in online survey (with printed versions available on request). The survey was developed as a printed machine-readable format, and the survey forms professionally designed in-house by City of Sydney staff. These strategies appear to have worked, with 1949 people completing the survey overall (1089 within the Green Square Urban Renewal Area, and 626 within the Ashmore Area specifically).

Survey promotion

Promotion for the 2017 survey commenced on 15 May when the online survey went live, while hard copies of the survey in English was delivered as unaddressed mail to all residential and business address within the survey area during the week beginning 5 June. Residents were directed to collect hard copies of the survey in Simplified Chinese from their local libraries or to complete the survey online.

The online survey was promoted across City Futures' social media platforms as well as in several of the City of Sydney's online forums and e-newsletters. City of Sydney staff also directed the survey links to specific residential and mixed-use buildings in the survey area to encourage participation.

UNSW researchers and City of Sydney staff also cross-promoted the survey by speaking with local residents, workers and business owners, leaving posters for display at businesses, and handing out flyers at Green Square train station and several bus stops. UNSW researchers and City of Sydney staff also attended community activities (e.g. Play bus at the Tote) to promote the survey. Hard copies of the survey were available for community members to pick-up at these promotional activities.

Promotion of the survey continued throughout the life of the survey. The date of each promotion was recorded, as well as the number of completions received over time. Apart from the period after hard-copy surveys were delivered, where survey responses initially spiked, survey completions continued to increase steadily over the period that the survey was open and no particular advertising method appeared to result in any further noticeable spike in completions.

The click-through rates to the online survey were also recorded. That is, the total number of people who went to the survey home page (including those who completed the survey and those who did not). Over the life of the survey period, 4,461 in total people clicked through to the English version of the survey and 124 to the Chinese version. While this does not account for those people who considered doing the survey in paper form instead, it does provide an indication of the community interest in the survey, and suggest that approximately a quarter of all of those people who showed some interest in the survey then went on to complete the survey in full.

Table 2: Promotion of the Community Survey

Promotion type	Details
Flyers advertising the survey distributed at Green Square train station and in parks	Flyers were handed out in the morning and afternoon rush hours at Green Square train station on two occasions and in local parks on two occasions.
Posters, flyers, printed surveys and submission box	Posters were displayed at the various community facilities, including community and neighbourhood centres and libraries; primary schools and many local businesses such as medical centres, veterinary service, childcare centres, cafes and local supermarkets also displayed posters, some with flyers attached. Copies of the flyers were also distributed to a number of local businesses including bakeries, cafes, restaurants, pet shops, real estate agents, and supermarkets. Printed copies of the Chinese language survey were available at all local City of Sydney libraries and a submission box was available at Green Square library.
Promotion of the survey at community events	The survey was promoted at two half-day community events and on three occasions to patrons during children's story time and/or the play bus. This included talking to people about the survey, distributing flyers and making hard copies of the survey available.
Green Square community newsletter	Content article within the monthly electronic e-newsletter distributed to approximately 1618 local residents.
City of Sydney websites	'Sydney Your Say' website and City of Sydney corporate site's 'Green Square Community Development' pages.
City of Sydney Facebook, Twitter and City Futures Twitter accounts	Multiple promotions of the survey through these medium including paid/boosted posts specifically targeting local audiences.
Electronic communications of the South Sydney Business Chamber	On the Facebook page and Twitter account of the South Sydney Business Chamber.

Survey sample and response

During the period that the survey was available, 1949 complete and valid responses to the survey were received. 554 were completed online and 1395 in print form. Of those who completed the survey, 612 people (31%) lived in Ashmore Area (unweighted), and 70 (4%) worked in Ashmore Area at the time of the survey. These figures do not sum to 100 per cent, as 56 of the respondents both lived and worked in Ashmore Area.

Table 3: Total resident and working population in Ashmore Area

	Population	Survey response	Survey response as a proportion of total population
Total resident population aged 18+	10,476	612	5.8%
Total working population	794	70	8.8%

Sources: resident and dwelling data: ABS Census of Population and Housing (2016); worker data: City of Sydney Floor Space and Employment Survey (2012)

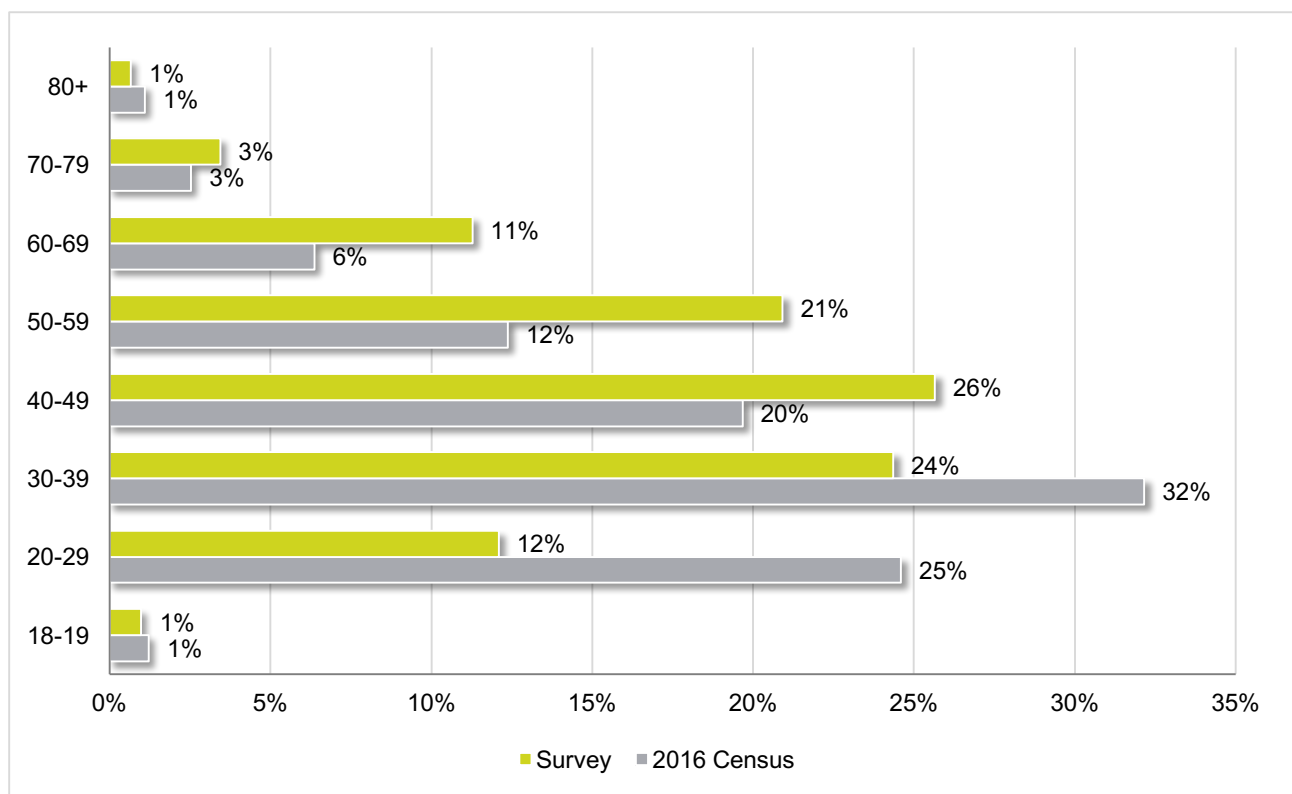
Appendix 3 Demographic characteristics of resident survey respondents contains detailed information comparing the resident survey sample with the total resident population of the area. Of particular note when comparing the sample of residents who completed the survey with the total resident population of Ashmore Area is the difference in the age profile of the two populations. In particular, people aged 18-29 were under-represented in the survey sample, while 30-79 year olds were over-represented (see Figure 3).

Residents

Comparing the resident survey responses to the total population aged 18 and over (see Table 3), 5.8% of the total resident population completed the survey. If we assume that only one resident in each household completed the survey, then 10.0% of households in the area completed the survey. It is likely that most households did treat this survey as a household survey, rather than an individual survey, as one survey was distributed to each household. However, as we cannot be sure of this, in the remainder of this section, we present the survey sample as it relates to residents, rather than households.

The profiles of the resident respondents were broadly representative of the total population of the area, with some exceptions. Through the use of Chi-square independence tests, tenure, dwelling type, occupation, and language were found to be related to age in the survey sample of residents. In order to correct for this bias in the survey sample when compared to the total population, a weighting was applied to the survey results. This gives more weight to the responses given by people in under-represented age groups (in this case 18-39 year olds) and less weight to the responses given by people in over-represented aged groups. The weight is applied on the assumption that people with different demographic characteristics are likely to respond to questions differently. Once the weight for age was applied, this also partially corrected the biases in the survey sample relating to tenure, employment status, household type and household income, as expected. The full results are presented in Appendix 6 Full survey results for resident respondents (weighted).

Figure 3: Age of 2017 survey respondents compared to age of total adult population from 2016 Census



When reporting on residents' responses to the survey, confidence intervals for the survey are 3.84 at 95% confidence at 50% based on a total adult population of 10,476 (ABS 2016). This means that if 50% of residents who completed the survey answered a question in a particular way, we can be 95% confident that between 46.16% and 53.84% of all residents in the Ashmore Area would have responded in that way. Confidence intervals improve when the percentage response is greater than 50%. For example, if 75% of residents who completed the survey answered the question in a particular way, then we can be 95% sure that between 71.67% and 78.33% of the total residential population of the area would have responded in this way (i.e. the confidence interval is 3.33 at 95% confidence at 75%).

Thus, with the weighting for age applied, the results for residents of Ashmore Area can be understood as broadly representative of the total resident population of Ashmore Area, with a margin of error in responses of around 4% (this margin will differ slightly depending on the question reported).

There is one further qualification to make regarding the sample. While the survey responses are broadly representative of the total resident population in terms of demographic factors, because the survey was an opt-in survey, it can be expected that people who are more involved with, and invested in, the local area might be more likely to complete the survey. This should be kept in mind when reviewing the survey results. In particular, this may have an influence on how positively people speak about their area and local communities, how long they are planning to remain in the area, and their degree of involvement in civic activities.

Workers

Comparing the working survey responses to the total working population in the area (see Table 3), 8.8% of the working population in the Ashmore Area completed the survey.

Similar demographic information to that available for residents through the Census is not available for people who work in the Ashmore Area and so it is not possible to comment on whether the survey sample reflects the demographic characteristics of the broader population of workers in the area. However, as outlined in Appendix 4 Demographic characteristics of worker survey respondents (unweighted), workers with a wide range of demographic characteristics completed the survey.

When reporting on workers, confidence intervals for the survey are 11.19 at 95% confidence at 50% and 9.69 at 95% confidence at 75% based on a total population of 794.

Because of the response rate for workers and associated confidence intervals, *the results for workers should not be considered representative of the total population of workers in the Ashmore Area*. However, the findings from workers are still of interest and provide an indication of some of the experiences of workers in Ashmore Area. Appendix 5 Full survey results for worker respondents (unweighted) provides a summary of all the survey findings for workers.

Summary

In summary, 612 residents and 70 workers completed the survey in Ashmore Area (56 respondents both lived and worked in Ashmore Area). The survey results reasonably reflect the total residential population (with a margin of error of around 4%) once a weighting has been applied to correct for a bias in the age of respondents. After a weighting was applied to residents responses, the total resident survey sample was 833. However, the survey results for workers have a higher degree of error (around 11%) and as such should not be considered representative of the total working population of the area.

Key findings

This section presents selected findings of the survey and discusses their relevance in regards to the aims of the survey. A report of the full survey findings for residents is available in Appendix 6 Full survey results for resident respondents (weighted).

Some of the questions asked in the survey can be benchmarked against other surveys that have asked the same questions. The comparative survey results for benchmarking are available in Appendix 7 Comparative survey results for benchmarking. Figures are included if directly comparable questions were asked in the City of Sydney Residents Survey (2015).

This section begins by presenting the survey findings that relate to the reported wellbeing of the resident population. The following sections report on the nature of social interaction and social cohesion for residents. The final section discusses opportunities and barriers to social interaction and social cohesion in the area.

Resident wellbeing

This section presents findings of the survey in regards to satisfaction with the area, feelings of attachment and belonging and people's plans and desires regarding the area.

Satisfaction with area

Survey respondents were asked three direct questions about their satisfaction with the Ashmore Area. As can be seen in Figure 4, the vast majority of residents (94%) agreed that the area was a good place to live, while only about 1% disagreed (5% neither agreed nor disagreed). However, when asked about whether Ashmore Area was a good place for children and retirees, far fewer respondents agreed (62% regarding children and 40% regarding retirees). These responses were more positive than the responses from the same survey conducted in Green Square, where 87% agreed that the area was a good place to live, and 38% agreed that Green Square was a good place for children and only 28% agreed that the area was a good place for retirees.

Key finding: Almost all residents (94%) agreed that the area was a good place to live, but fewer agreed that it was a good place to raise children (62%) or retire (40%).

Figure 4: To what extent do you agree with the following statements? (n = various, 609-611)

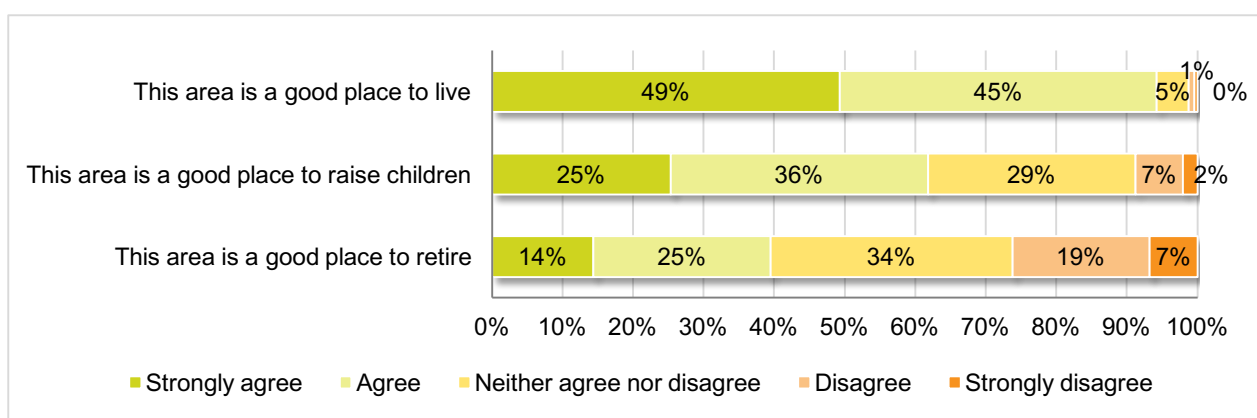
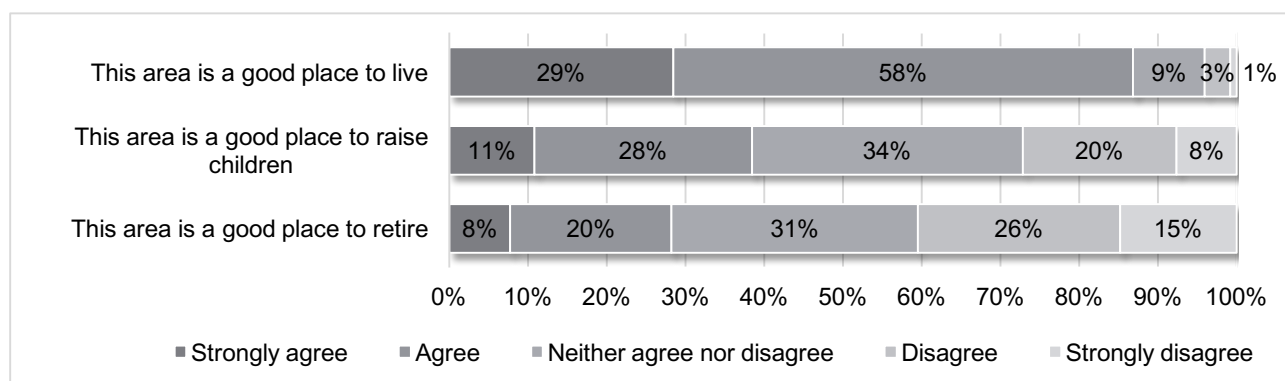
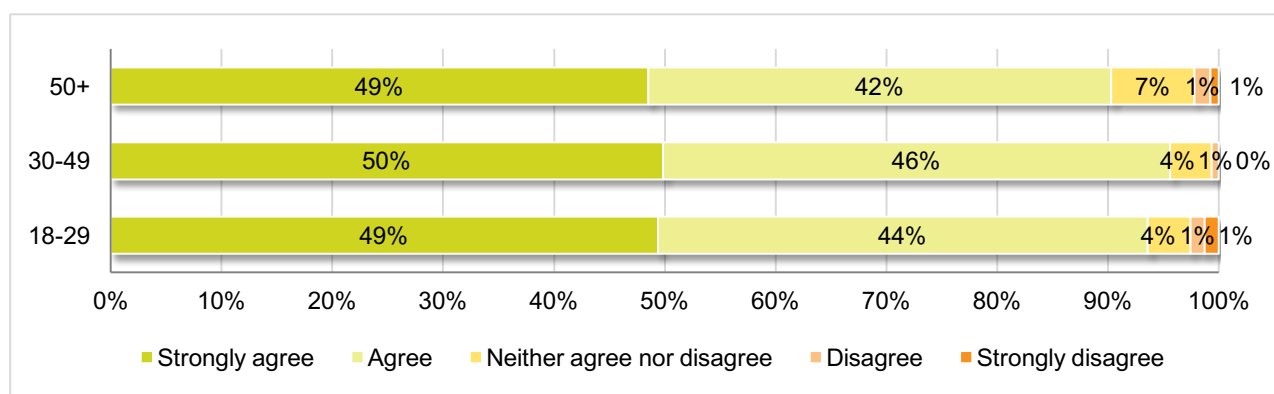


Figure 5: 2017 Green Square Survey Results for To what extent do you agree with the following statements? (n = various, 983-989)



In the 2017 Ashmore survey, when responses to the statement 'the area is a good place to live' were compared with the ages of respondents, the responses were very similar between age and response, with 30-49 year olds agreeing with this statement slightly more (96%) than people in older age groups (93% of people aged over 50) and younger age groups (91% of 18-29 year olds). See Figure 6.

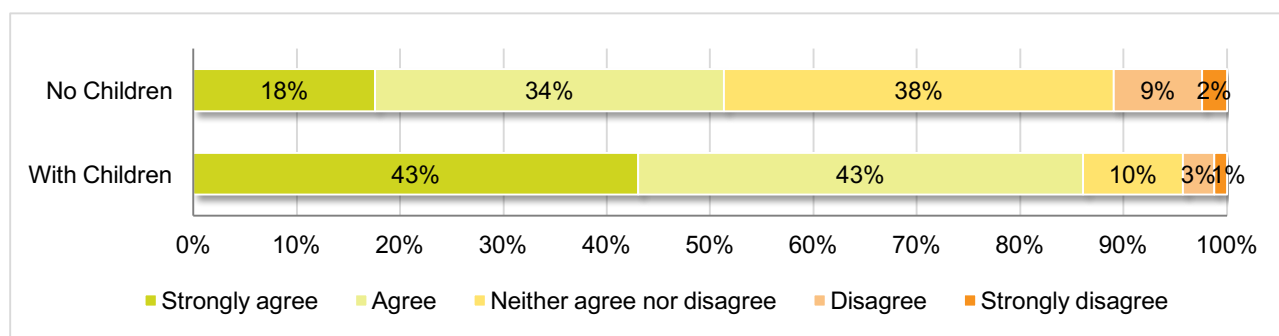
Figure 6: 'This is a good place to live' responses by age group (n = various, 134-319)



When responses to the statement 'this area is a good place to raise children' were compared with whether respondents lived in a household with children, there was a significant relationship (χ^2 (6, N = 590) = 73.696, $p < .001$) between household type and response, with more households including children (couple families plus children and single person plus children) agreeing with this statement than people in households without children (couple no children, unrelated adults living together and single person)⁵. The majority (86%) of those respondents living in the area with children believe the area is a good place to raise children with 4% disagreeing (Figure 7).

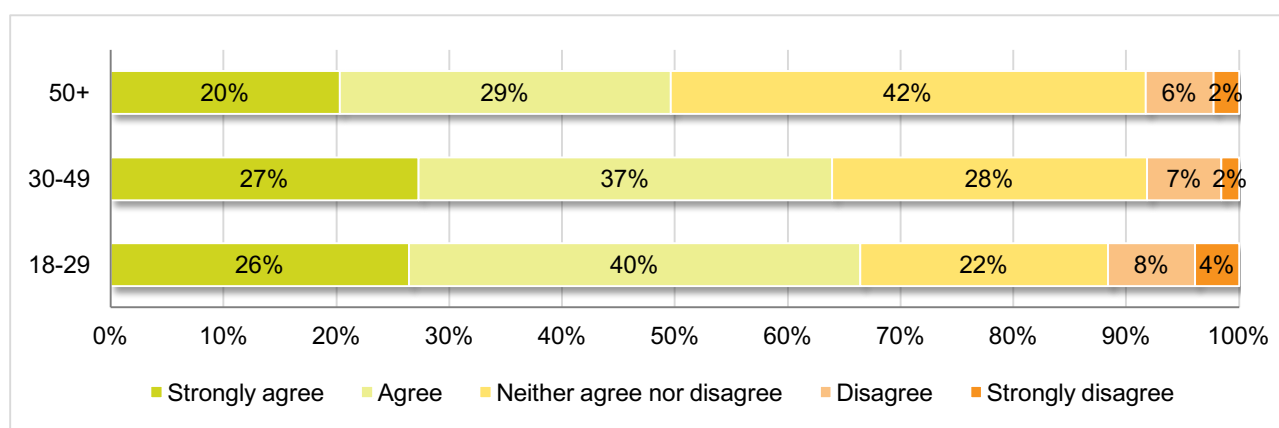
⁵ Responses for people 'living with other family members' excluded as unable to determine whether children are present in those households or not.

Figure 7: 'This area is a good place to raise children' responses by household type (with children n = 165, without children n = 421)



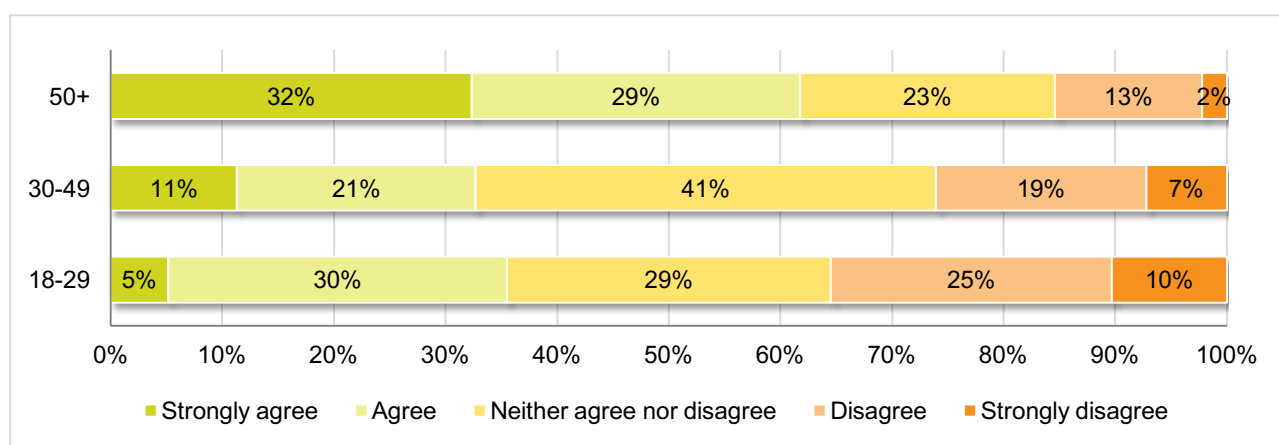
There was also a significant relationship ($\chi^2 (14, N = 613) = 36.376, p < .01$) between age and whether people agreed that the area is a good place to raise children, with only 49% of people aged over 50 agreeing with this statement compared to 66% of people aged 18-29 and 64% of people aged 30-49 (see Figure 8).

Figure 8: 'This area is a good place to raise children' responses by age group (n = various, 133-319)



There were also significant differences in the response to the statement 'this area is a good place to retire' by age ($\chi^2 (12, N = 609) = 79.028, p < .001$). Over half (61%) of survey respondents aged over 50 agreed with this statement and 15% disagreed, compared to only 32% of people aged 30-49 and 35% of people aged 18-29 (see Figure 9).

Figure 9: 'This is a good place to retire' responses by age group (n = various, 136-318)



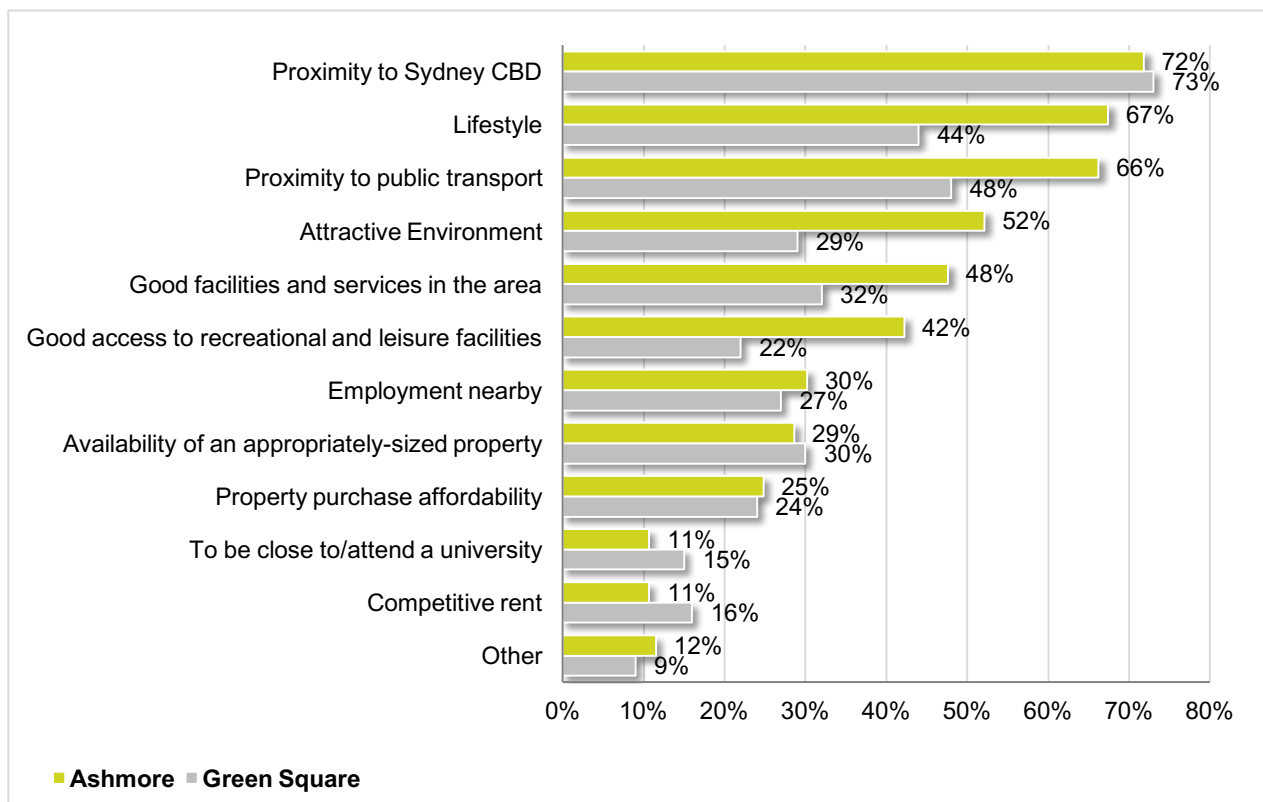
In order to understand whether people are satisfied with the area, it is also important to recognise why people moved to the area in the first place. Survey respondents were asked to select all of the reasons they thought were important from a list of possible area attractors (see Figure 10). The most commonly selected reasons for moving to the area were proximity to the Sydney CBD (72% of residents), lifestyle factors (67%) (and, relatedly, the attractive environment, 52%) and proximity to public transport (66%).

In addition to the convenient location of the area, a number of other conveniences were noted as important by some respondents, including good facilities and services in the area (48%) and good access to recreational and leisure facilities (42%). Some residents also moved into the area because of employment nearby (30%) and to be close to/attend university (11%).

Less frequently stated were property-related factors, such as property purchase affordability (25%), the availability of an appropriately sized property (29%), and competitive rent (11%).

The Ashmore residents responses were fairly similar to the responses from Green Square residents, with only a few key differences. Proportionally more Ashmore residents moved to the area for lifestyle factors (lifestyle, attractive environment and access to leisure facilities), proximity to public transport and good facilities and services in the area. Proximity to the CBD, availability of an appropriately sized property, proximity to a university and competitive rent were more important factors for Green Square residents than Ashmore residents (see Figure 10).

Figure 10: Why did you move to the area? Responses from 2017 Green Square and Ashmore survey (n = 997 for Green Square, n = 616 for Ashmore Area)



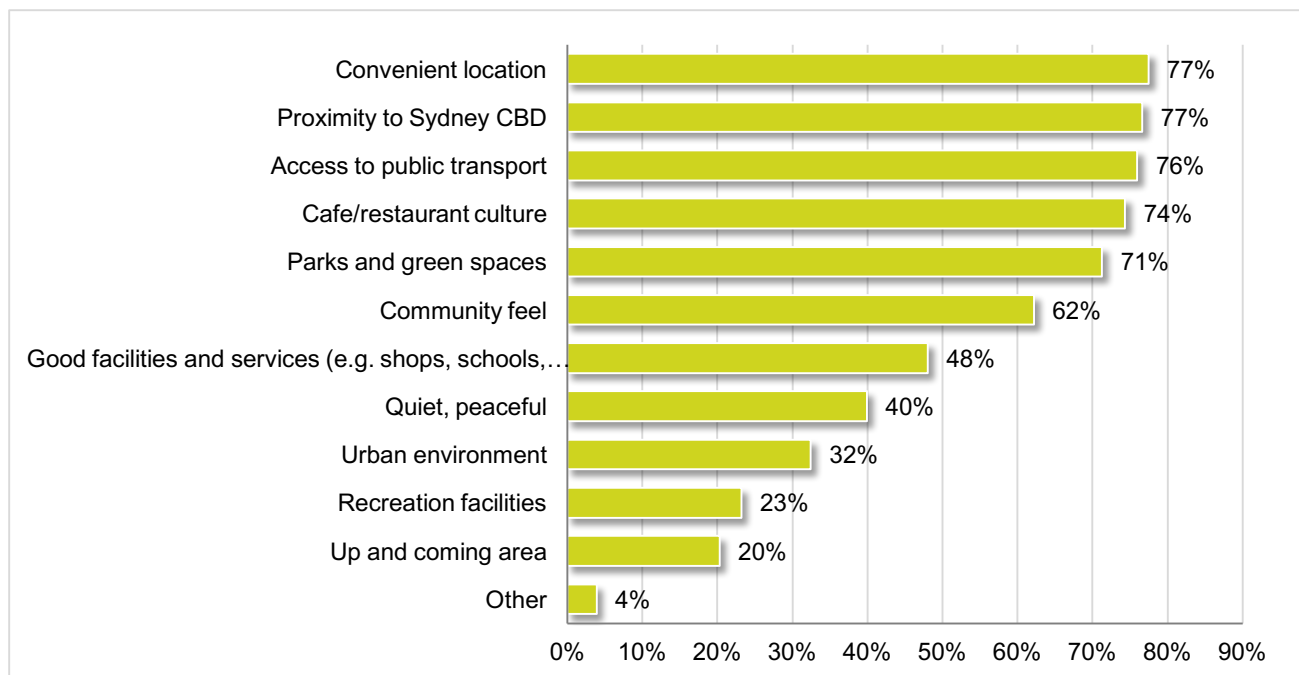
Directly addressing the question of satisfaction with the area, survey respondents were asked what they liked the most and the least about living in Ashmore Area. As indicated in Figure 11, the most common thing that people liked about living in Ashmore Area was its convenient location (77%), its good access to public transport (76%), and that it is proximal to the CBD (77%).

The second largest group of responses related to lifestyle, with residents liking the café and restaurant culture (74%) and parks and green spaces (71%). Many people also indicated good facilities and services (48%) and recreation facilities (23%) as a benefit of living in the area.

People also indicated the positive atmosphere or feel of the area, with some indicating that it had a community feel (62%) and is quiet and peaceful (40%). In open responses, some residents noted the village atmosphere, proximity to cultural events and sense of community for LGBTQI residents.

Key finding: *The things people most commonly said that they liked about living in the Ashmore Area were the convenience of the location, proximity to the Sydney CBD, access to public transport, and café and restaurant culture. People also liked the parks and green space in the area.*

Figure 11: What do you like the most about living in the area? (n = 616)

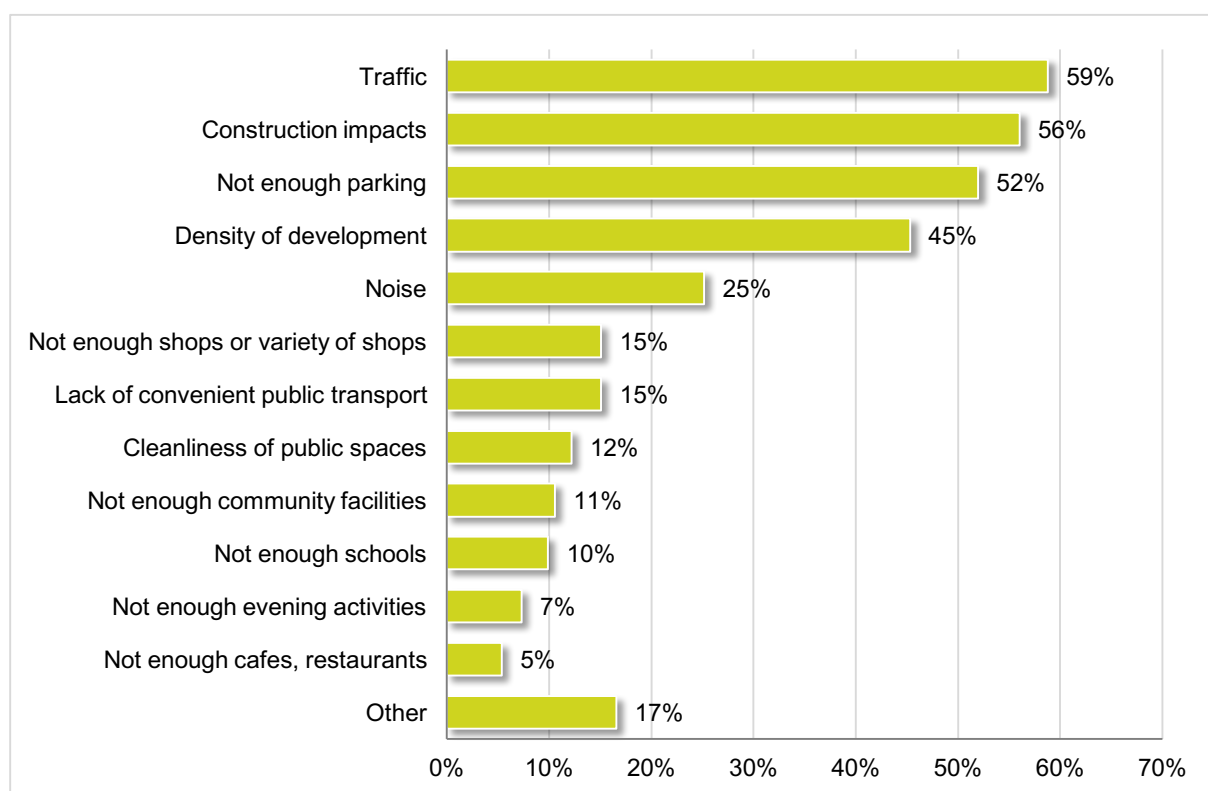


The most common group of responses that people indicated when asked what they liked the least about living in the Ashmore Area related to roads and transport (see Figure 12). Common complaints were in regards to heavy traffic (59%), concerns about parking (52%) and lack of convenient public transport (15%). Some people provided written responses to this question under 'other' that picked up on many of the same issues. Many people commented on traffic and transport in open responses, often regarding local bus route and train timetable changes, overcapacity of public transport, and specific references to the construction of the WestConnex motorway which was under construction near the Ashmore Area at the time of the survey.

Regarding urban planning and development, most responses related to concerns about overdevelopment, such as construction impacts (56%) and density of development (45%). Related both to this and transport, noise disturbance was also considered a problem in the area (25%).

Concerns about services and facilities included not enough shops or variety of shops (15%), not enough community facilities (11%) and not enough schools (10%). People were also concerned about the cleanliness of public spaces (12%).

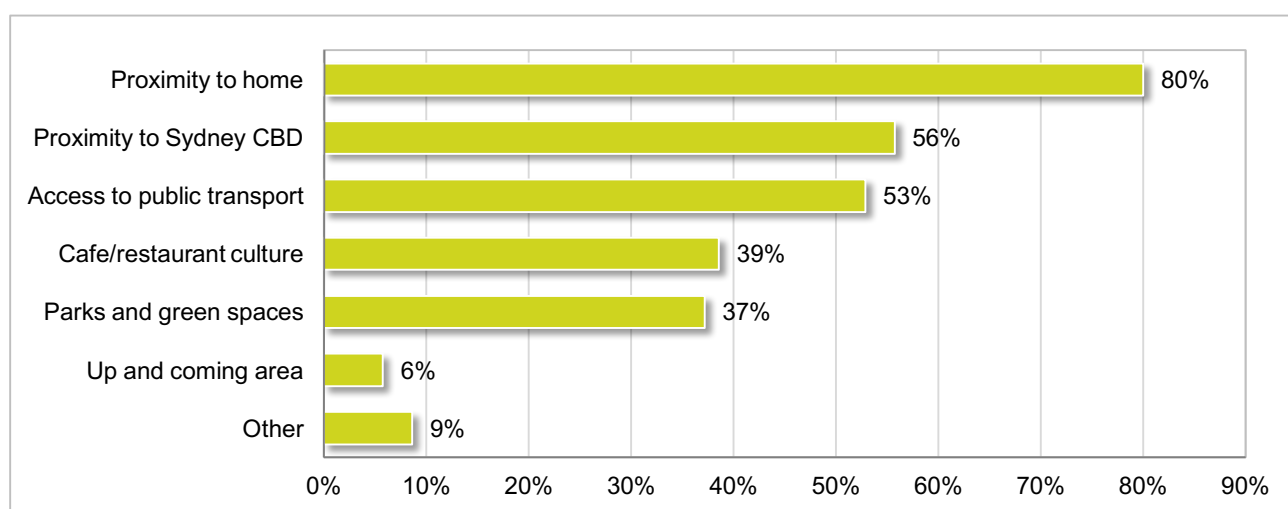
Figure 12: What do you like the least about living in the area? (n = 616)



Key finding: The things people most commonly said that they disliked about living in the Ashmore Area related to transport, especially heavy traffic and concerns about parking. Many people were also concerned about urban planning in the area, especially the danger of overdevelopment.

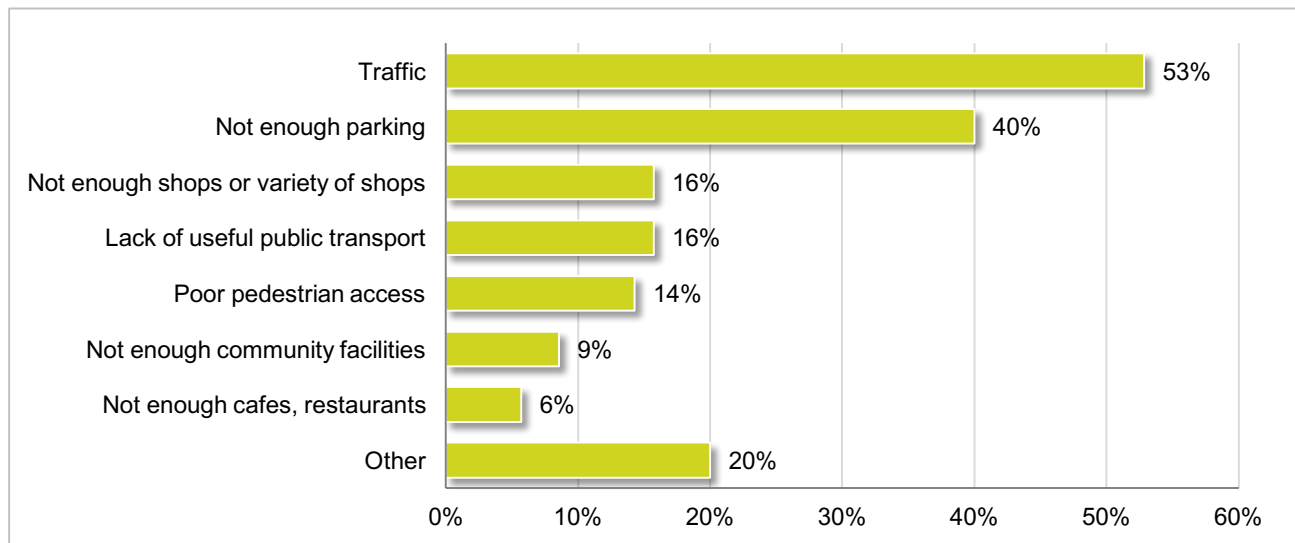
Results from survey respondents who work in the area identified similar likes and dislikes (see Figure 13 and Figure 14). This may be because most of the respondents that work in the area, also live in the area (80%). Notably, workers appreciated the proximity of the area to their own homes and the CBD, access to public transport and the café culture and access to green spaces.

Figure 13: What do you like the most about working in the area? (n=70)



Workers also complained of poor traffic and parking conditions, the impacts of construction and density of development and related to this noise disturbances.

Figure 14: What do you like the least about working in the area? (n=70)

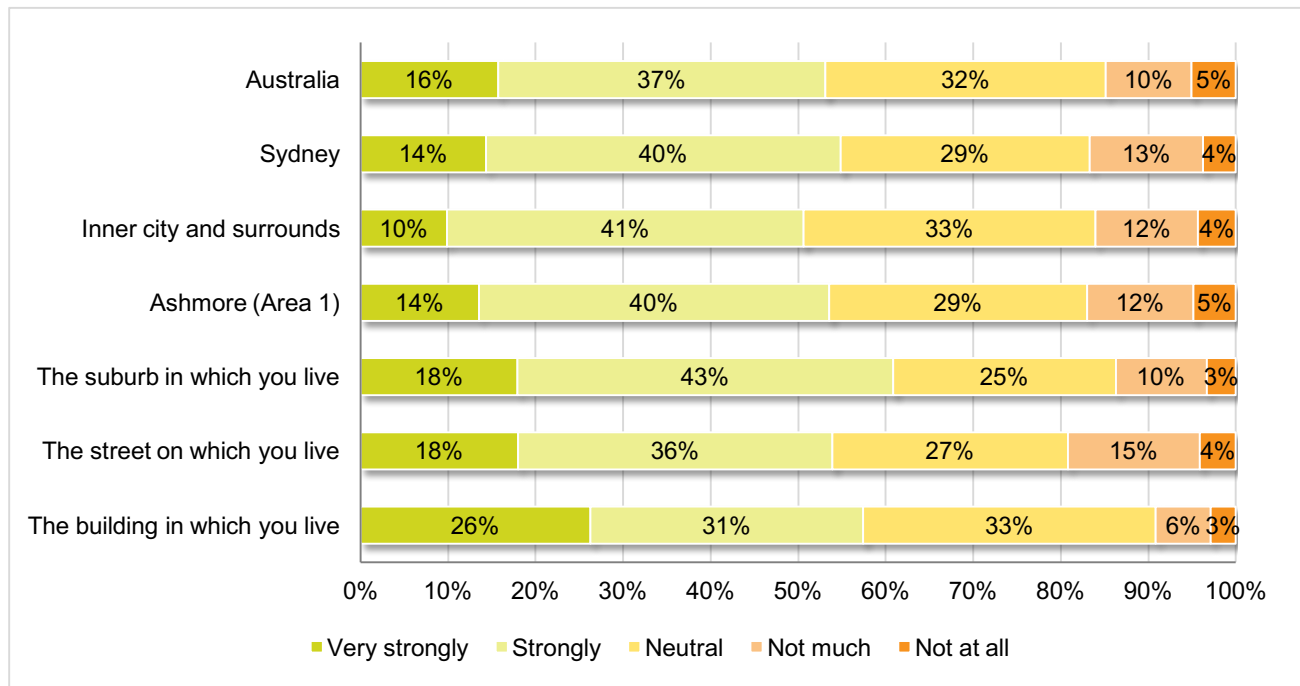


Attachment and belonging

Selected findings from the survey provide information about people's sense of attachment to the area, whether they feel included or isolated, and whether people identify with particular communities in the area. People can identify with multiple communities and many different scales. In the survey, respondents were asked to what extent they felt part of the community in different places, at different scales (see Figure 15 and Figure 16).

Of particular note, people were more likely to agree they felt part of the community in the smaller geographical scales (street, building, suburb and Ashmore Area). People felt most strongly part of the community in their suburb and building (61% and 57% strongly or very strongly attached respectively). People were not as likely to be attached to Australia (53%), Sydney (55%) and the inner city and surrounds (51%). While the comparison is not direct, 74% of people in the wider City of Sydney area were (very) satisfied with feeling part of their community (City of Sydney Residents Survey 2015).

Figure 15: To what extent do you feel you are part of the community in ...? (n=various, 593-612)



When attachment to community in the building in which one lives was compared with the dwelling types in which respondents lived, 50% (up to 3 storeys) and 57% (4+ storeys) of people living in an apartment were strongly or very strongly attached, compared with 59% of people living in other dwelling types (including townhouses, terraces and detached houses) (Figure 16). When attachment to the street on which one lives was compared with dwelling type, a much lower proportion of people living in an apartment (26% for up to 3 storeys and 29% for 4+ storeys) agreed compared to those living in other dwelling types (72%) (Figure 17).

Figure 16: To what extent do you feel part of the community in the building in which you live? (N=various, 91-336)

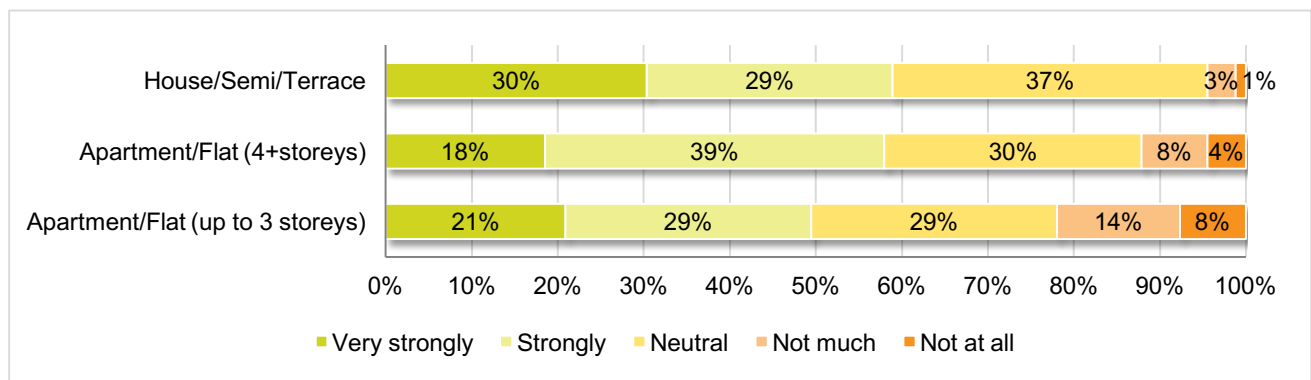
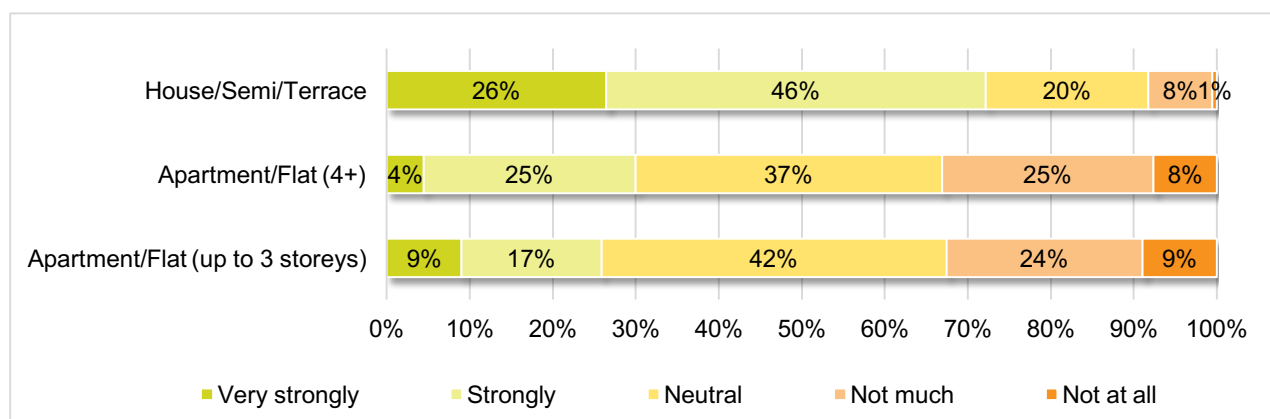
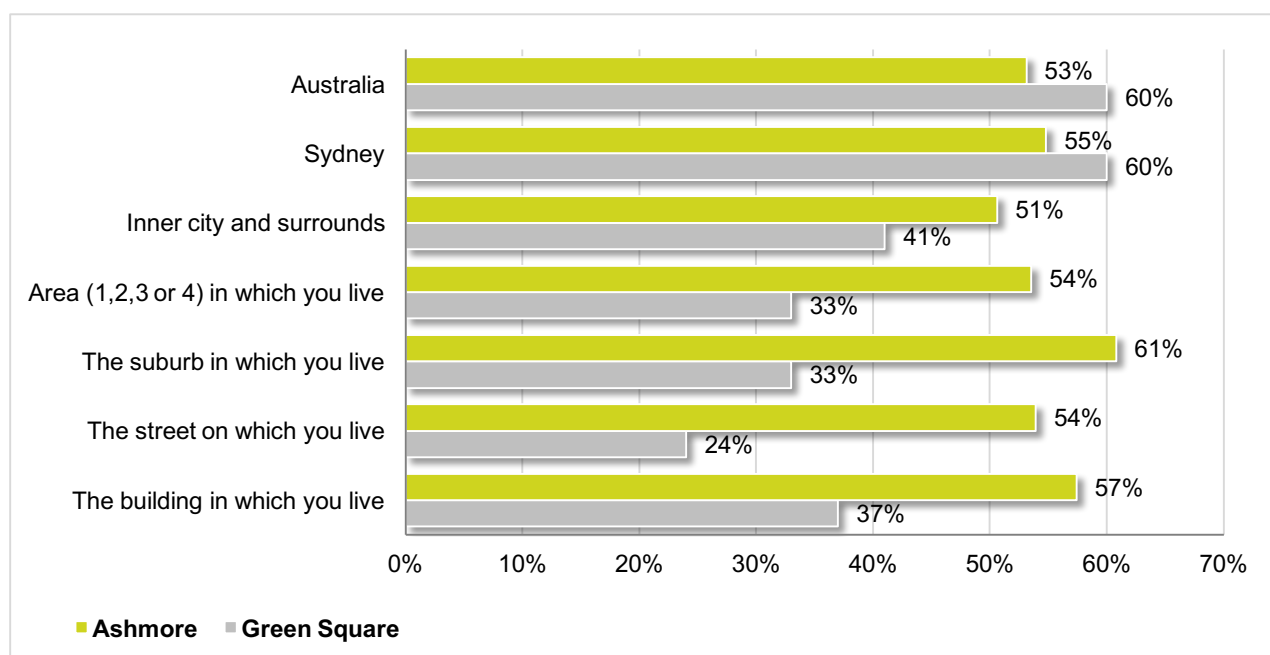


Figure 17: To what extent do you feel that you are part of the community in the street on which you live? (N= various, 89-352)



Results for Ashmore Area and Green Square regarding attachment at different scales differed substantially. Ashmore Area residents felt more a part of their community at every scale but the two largest (Australia and Sydney) and felt much more a part of their community at local geographical scales (street, suburb and building) than Green Square residents (Figure 18).

Figure 18: To what extent do you feel you are part of the community in...? Total strongly/very strongly in Ashmore Area and Green Square (n = 593-612 in Ashmore Area, n = 975-985 in Green Square)



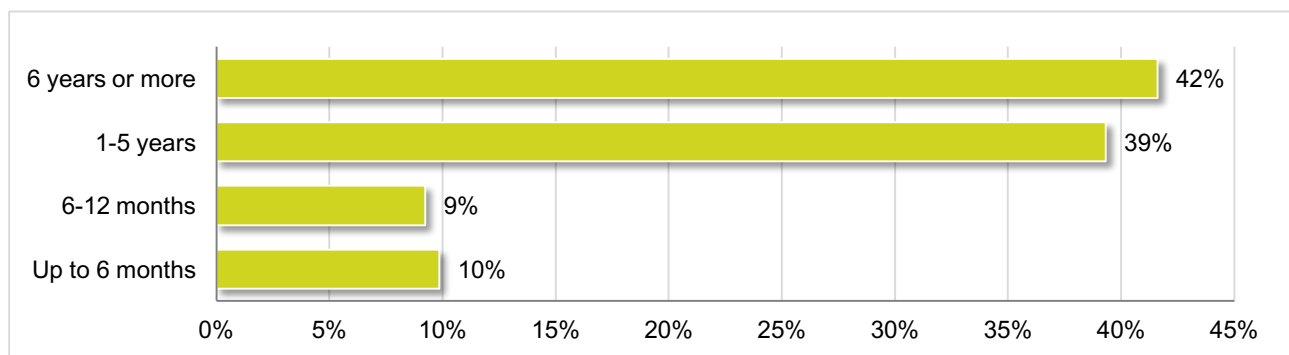
Key finding: People generally felt more strongly connected to their local area than to the larger geographical scales of Australia, Sydney and the inner city and surrounds. People were more likely to feel attached to the suburb scale than any other scale, however residents seemed to feel part of the community fairly consistently across all scales, with a variation of only 51-61% feeling strongly or very strongly a part of the community at the different scales. The connection to the local scales is contrary to Green Square resident responses, and may indicate a stronger local community connection in Ashmore Area than Green Square.

Plans and desires

Selected findings from the survey provide information about people's intentions to remain in the area or not, whether they want their neighbourhood to change and whether they would prefer to be doing something differently in regards to social interaction.

An important consideration when discussing social interaction and community cohesion in an area is how long people have lived in the area, and whether the population in the area is particularly mobile. In particular, multiple research projects undertaken around the developed world have found strong correlations between length of residence and attachment to place at the neighbourhood level (for a review of this literature, see Lewicka, 2011). A large proportion of residents who completed the survey (42%) had lived in Ashmore Area for more than 6 years (see Figure 19). This is somewhat surprising given that many new residential properties have been completed in the area in only the past five years.

Figure 19: How long have you lived in Ashmore Area? (n=616)



The survey asked people about their plans to stay in the area (see Figure 21). The majority (78%) of respondents agreed that they planned to remain resident in the area for a number of years, and almost half (49%) considered Ashmore to be an area people move in and out of frequently. This is different to the nearby area of Green Square, where less people plan to remain in the area (68%), and more people consider it to be a transient area (65%). This difference may be due to more respondents from Ashmore Area having lived in the area for 6 years or more than respondents from Green Square (42% compared to 21%).

Figure 20: Responses from Ashmore Area residents to: To what extent do you agree with the following statements? (n = 612)

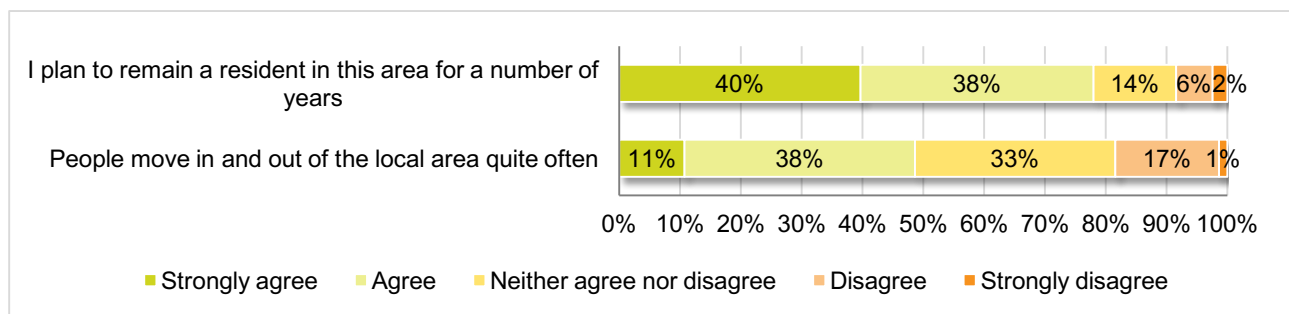
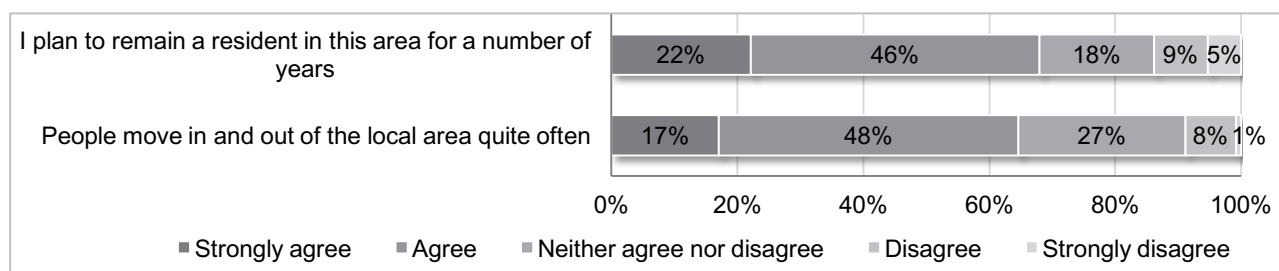


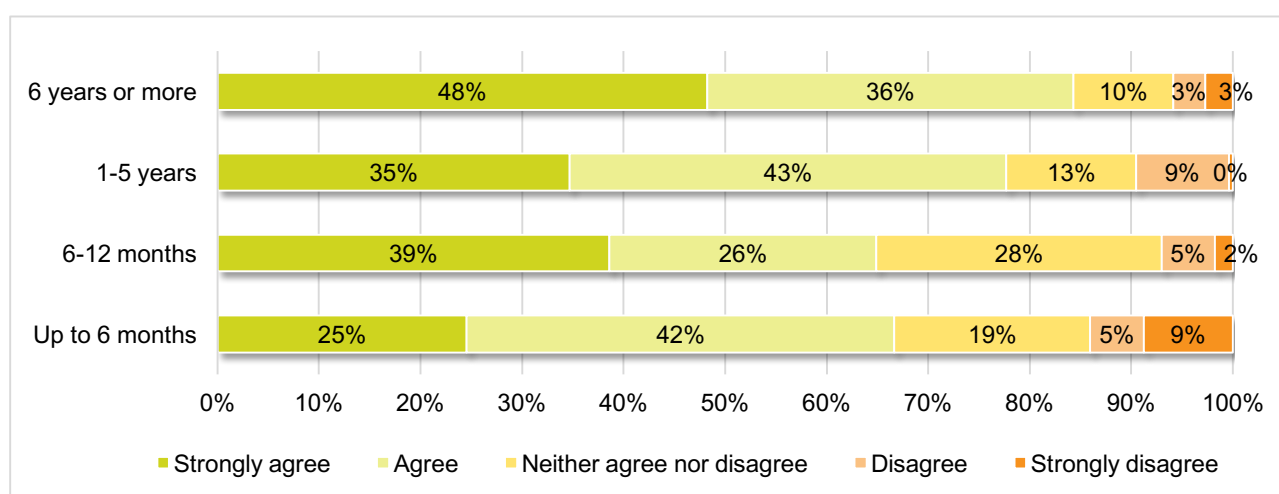
Figure 21: Responses from Green Square residents to: To what extent do you agree with the following statements? (n = various, 985, 987)



Key finding: A large portion (42%) of the residents who completed the survey had lived in Ashmore Area for more than six years and the majority (72%) planned to remain residents in the area for a number of years. As the majority of buildings in the Ashmore Precinct have been constructed over the past 2 years, this indicates that many of the survey respondents live in more established properties in the streets surrounding the new precinct.

When comparing respondents' plans to remain resident in the area with how long they have already been living in the area, there does appear to be a correlation, with people who have lived in the area for longer being more likely to intend to continue living in the area (see Figure 22). People aged over 50 were also more likely to agree with this statement⁶, as were home owners⁷.

Figure 22: The extent to which people agree with the statement 'I plan to remain resident in this area' compared to their length of residence in the area (n = various, 57-255)



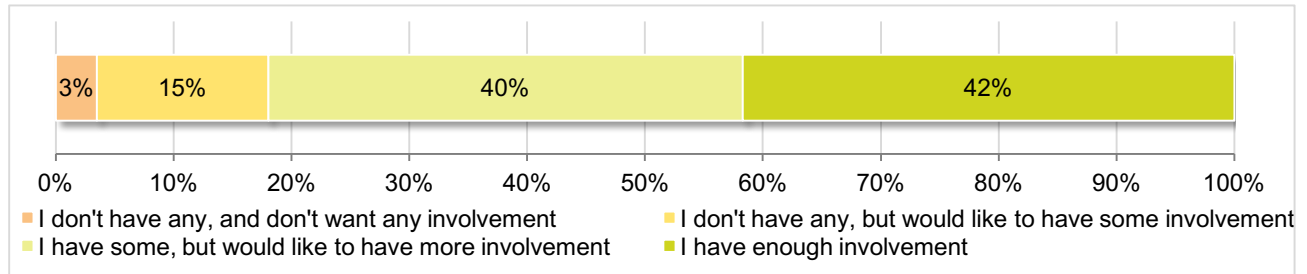
The survey also asked other questions about people's plans and desires, besides their intentions to remain living in the area. People were asked specifically about their satisfaction with their levels of interaction (Figure 23). Of those residents who completed the survey, almost half were satisfied with their level of interaction with other people in Ashmore Area (42% who had enough involvement and 3% who had none, but didn't want any involvement). The remaining 55% all wanted to have more involvement with other people in Ashmore Area, including the 15% who currently had no involvement with other people in the area. This response is more positive than the response from residents in nearby Green Square area, where 69% of

⁶ 84% aged 50+ compared to 81% aged 30-49 and 65% aged 18-29.

⁷ 86% of home owners and 67% of private renters agreed with this statement.

respondents would like to have more involvement with other people in Green Square, of which 31% had no involvement (Figure 25).

Figure 23: Responses from Ashmore Area residents to: How would you best describe your level of interaction with other people who live or work in the area? (n = 605)



Because the Ashmore survey area includes both residents in the newer Ashmore Precinct area as well as residents in the more established surrounding suburbs, we wanted to explore whether residents in these areas might experience living in the area differently. We used dwelling type as a proxy for location within the survey area, knowing that the majority of properties in the Ashmore Precinct are apartments and the majority of dwellings in the surrounding area as houses, semi-detached or terraces. Figure 23 indicates that there is some difference, with apartment residents more likely to respond that they have no interaction with other people in the area, but would like to (22%) compared with residents in other housing types (9%). However, interestingly both figures for Ashmore Area were lower than for the neighbouring Green Square area as a whole (31%) (see Figure 24).

Figure 24: Responses from Ashmore Area residents to: How would you best describe your level of interaction with other people who live or work in the area?, split by dwelling type (nApartments = 251, nHouse-semi-terrace = 346)

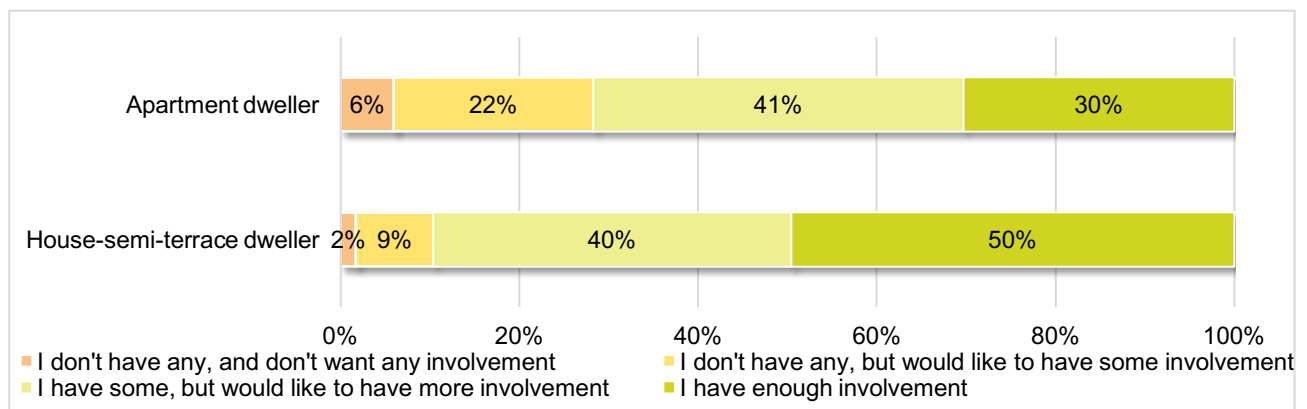
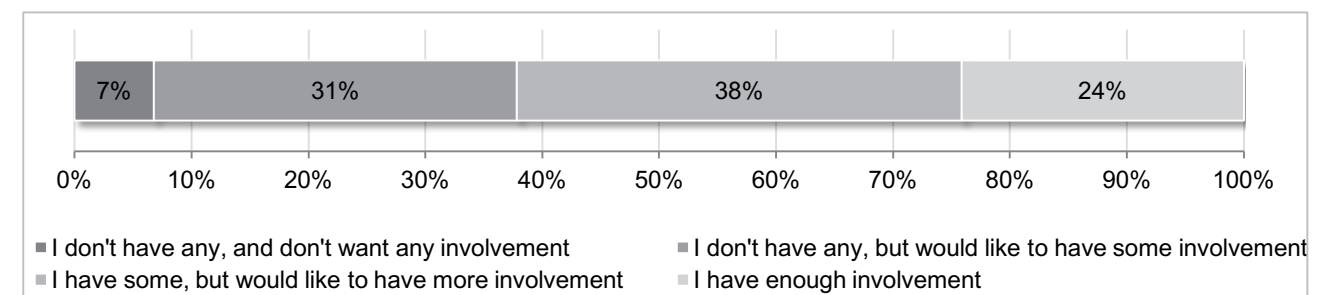


Figure 25: Responses from Green Square residents to: How would you best describe your level of interaction with other people who live or work in the area? (n = 986)



Key finding: Almost half (45%) of residents were satisfied with the level of social interaction they have with other people who live and work in the Ashmore Area, with the remaining 55% all wanting more interaction, including 15% who currently had no interaction with other people in the area.

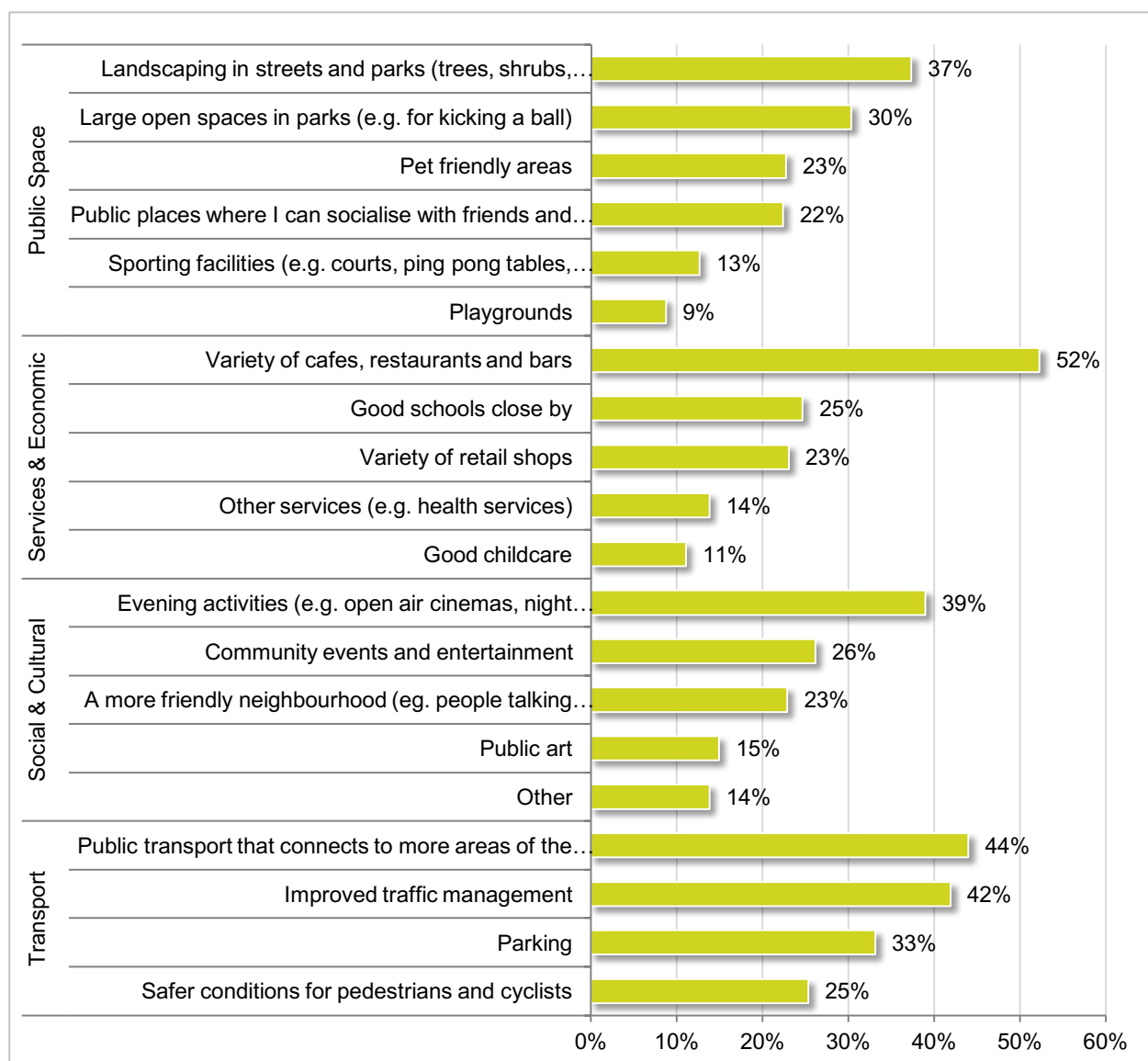
As well as the above specific question about desires regarding social interaction, the survey also asked a question about a range of different things that would make the Ashmore Area a better place to live or work in order to understand the desires of residents and workers. Figure 26 presents the results for residents. Survey respondents were able to tick up to five responses and the results presented are the percentage of all residents who completed the survey who chose each option as one of their five options. The most commonly mentioned group of improvements were in regards to transport, especially better public transport that connects to more areas of the city (44%), and improved traffic management (42%), in addition to improved parking (33%) and safer conditions for pedestrians and cyclists (25%).

The second most commonly mentioned improvements were in regards to economic improvements, especially a wider variety of cafés, restaurants and bars (52%), variety of retail shops (23%), and good schools close by (25%).

Other commonly chosen responses (with more than 1 in 5 respondents choosing these options) included more evening activities (39%), better landscaping in streets and parks (37%), large open spaces in parks (30%), more community events and entertainment (26%), pet friendly areas (23%), and public places where I can socialise with friends and neighbours (22%), and a more friendly neighbourhood (23%).

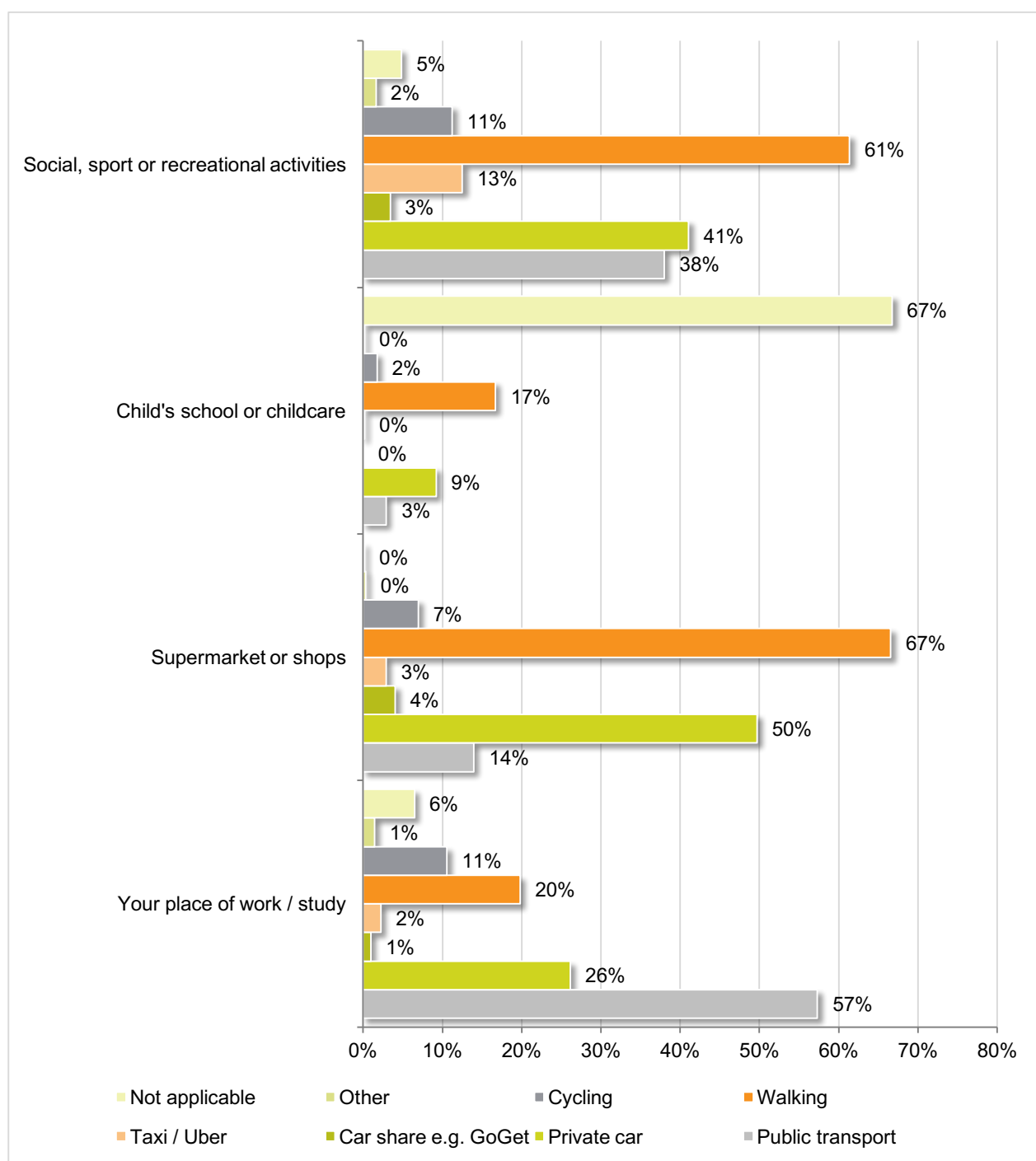
Key finding: The most commonly mentioned group of improvements residents wanted in the Ashmore Area related to transport management, especially better public transport that connects to more areas of the city (44%), and improved traffic management (42%), improved parking (33%) and safer conditions for pedestrians and cyclists (25%). The second most commonly desired improvements were economic, especially a wider variety of cafés, restaurants and bars (52%), good schools close by (25%), and retail shops (23%).

Figure 26: What are the top 5 things that would make the area the kind of place you would like to live and/or work in in the future? (n = 616)



The forms of transport Ashmore Area residents use for various activities is an important consideration, given the respondents indication of public transport access as a reason to live in Ashmore and one of the things they like most in the area (Figure 11 and Figure 13), and that this was also seen as an aspect to improve upon in future (Figure 12, Figure 14 and Figure 26). The survey asked Ashmore Area residents how they travel to certain activities and places on a typical day (Figure 17). Most respondents (57%) travel to their locations of work or study via public transport, followed by private car (26%) and walking (20%). Most people walked (67%) or drove in a private car (50%) to the supermarket or shops. Many respondents did not need to access child's school or childcare (67%), and this is likely to be because most respondents did not have children (70%). But of the respondents with dependent children, most walked (51%) or took a private car (26%). The modes of transport to social, sport or recreational activities were far more varied among respondents, with many people walking (61%), driving a private car (41%), taking public transport (38%), catching a taxi or uber (13%) and cycling (11%) to the various activities.

Figure 17: On a typical day, how do you travel to...? (n = 616)

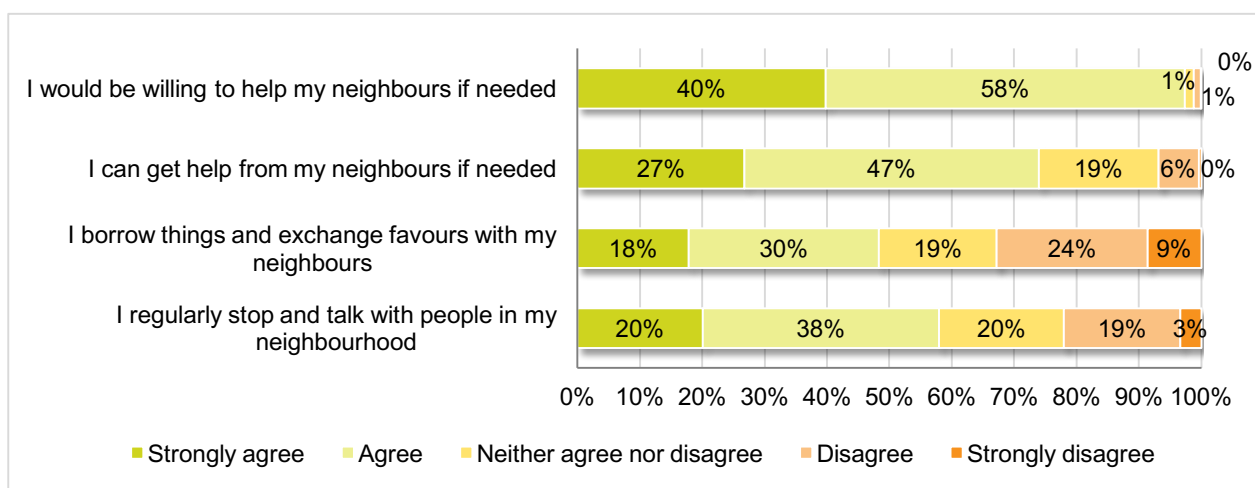


Nature of social interaction

This section presents findings of the survey in regards to the nature of social interactions in the area. Selected findings from the survey provide information on the types of social interaction people engage in, the locations and frequency of that social interaction, who participates in social interactions, the nature of people's networks of friends and family in the area and the impact of design and spatial factors on social interaction.

The survey asked respondents to respond to a series of statements about their relationships with their neighbours and people in their neighbourhood (see Figure 27). Interestingly, while most people (97%) said that they would be willing to help their neighbours, fewer (74%) thought that they could rely on their neighbours for help, suggesting that people are more likely to help if asked, but shyer about asking for help themselves. The proportion who said that they would be willing to help their neighbours if needed was around the same (97% strongly agree and agree) amongst the survey respondents than for the City of Sydney as a whole (96% would help at least sometimes in the 2015 City of Sydney Wellbeing Survey). Notably, the proportion who said they can get help from their neighbours if needed was higher (74% strongly agree or agree) amongst the survey respondents than for the City of Sydney as a whole (62% believe they could get help at least sometimes in the 2015 City of Sydney Wellbeing Survey). More people agreed (48%) than disagreed (33%) that they borrowed things and exchanged favours with their neighbours; and more people agreed (58%) than disagreed (22%) that they regularly stopped to talk with people in their neighbourhood. This is a more positive response than the responses from residents in the nearby Green Square, where less people agreed (31%) than disagreed (51%) that they regularly stopped to talk with people in their neighbourhood.

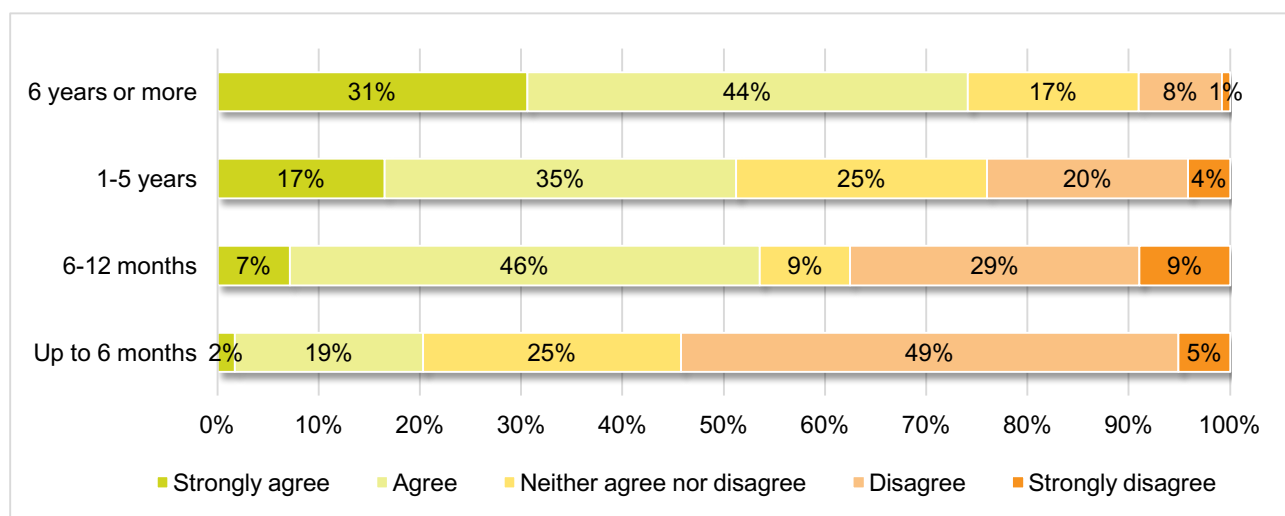
Figure 27: To what extent do you agree with the following statements? (n = various, 609-614)



Key finding: While most people (97%) said they would help their neighbours, fewer (74%) thought their neighbours would help them. Half of the residents (48%) borrowed things and exchanged favours with neighbours and 58% regularly stopped to talk with people in their neighbourhood.

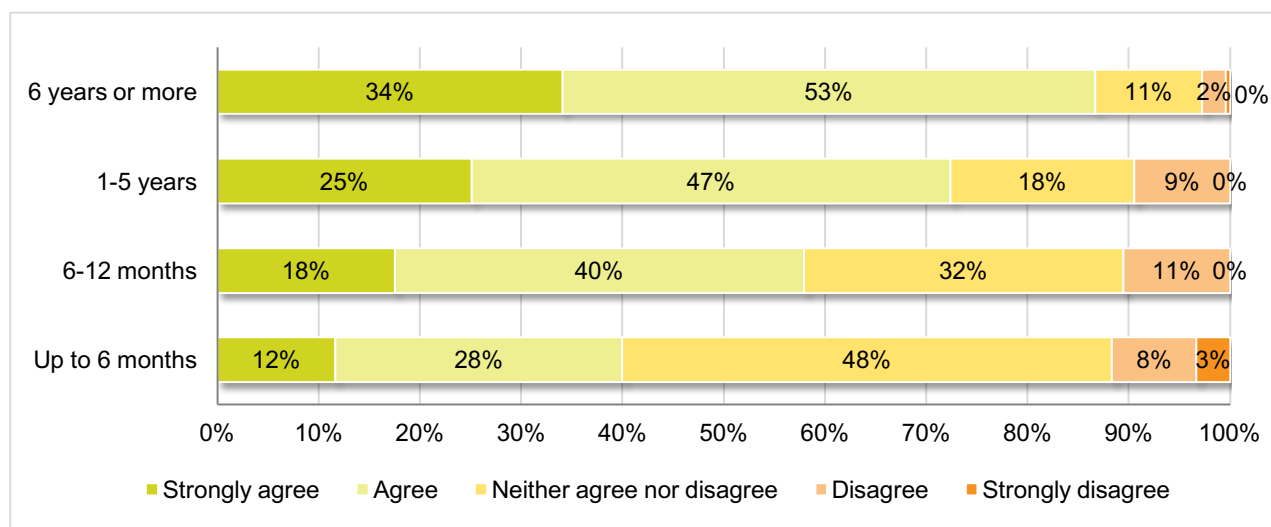
The more positive response around stopping and talking with people in the neighbourhood could be explained by the longer average length of residence in the neighbourhood for Ashmore Area respondents (42% having lived in the area for at least 6 years compared to 21% in Green Square). Figure 30 shows the Ashmore Area respondents' responses to this question broken down by length of residence, with longer-term residents being significantly more likely to stop and talk ($\chi^2 (21, N = 617) = 120.788, p < .001$).

Figure 28: 'I regularly stop and talk with people in my neighbourhood' x length of residence (n = various, 59-255)



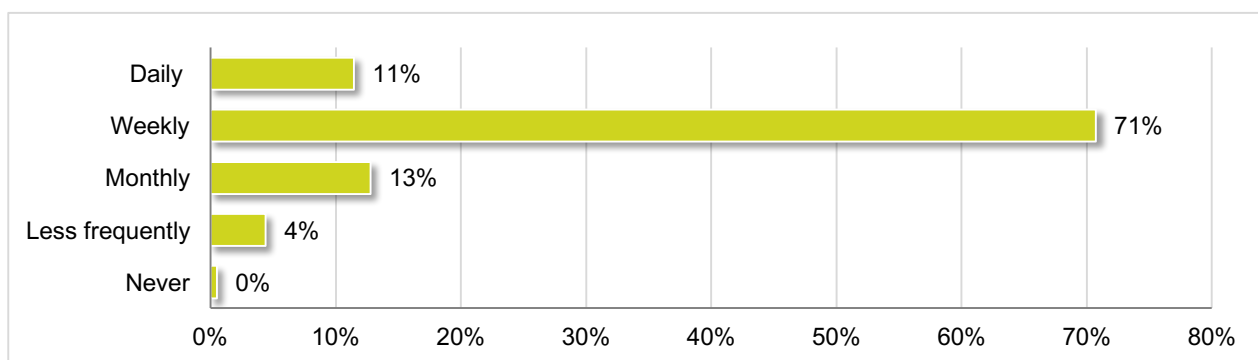
A similar pattern is seen for the response to 'I can get help from my neighbours if needed' (Figure 29: χ^2 (21, N = 619) = 97.847, $p < .001$).

Figure 29: I can get help from my neighbours if needed x length of residence (n = 39-522)



In regards to social interactions with friends, relatives or work colleagues, the majority of survey respondents met at least weekly (71% weekly and 11% daily), with the remainder meeting with these people less frequently (4%) and only 3 respondents (0.5%) never meeting with these people (see Figure 30).

Figure 30: How often do you meet with friends, relatives or work colleagues? (n = 611)



Key finding: Most (82%) resident survey respondents meet with friends, relatives or work colleagues at least weekly.

In regards to the ways in which people come into contact with others, the survey included a question about the ways in which people had contact with others in the past month (see Figure 31). Of particular note when examining these findings is that socialising in cafés, restaurants and/or pubs (75%) and chatting to people on the street (69% of respondents) were the most common ways people socialised with others in their local area. This was followed by socialising in one's own home or others' homes (64%), socialising in parks (50%) and while shopping (50%). A higher proportion of the respondents from Ashmore Area than Green Square respondents came into contact with others in each of the ways listed, except socialising in common areas and sitting on the building's strata committee. These results suggest that Ashmore Area residents are more social, or have more opportunity to be social than Green Square residents. However, this difference may be explained by the fact that the average length of residence in Ashmore Area is longer. The relationship between length of residence and responses to this question was significant for 9 of the 14 answer responses.

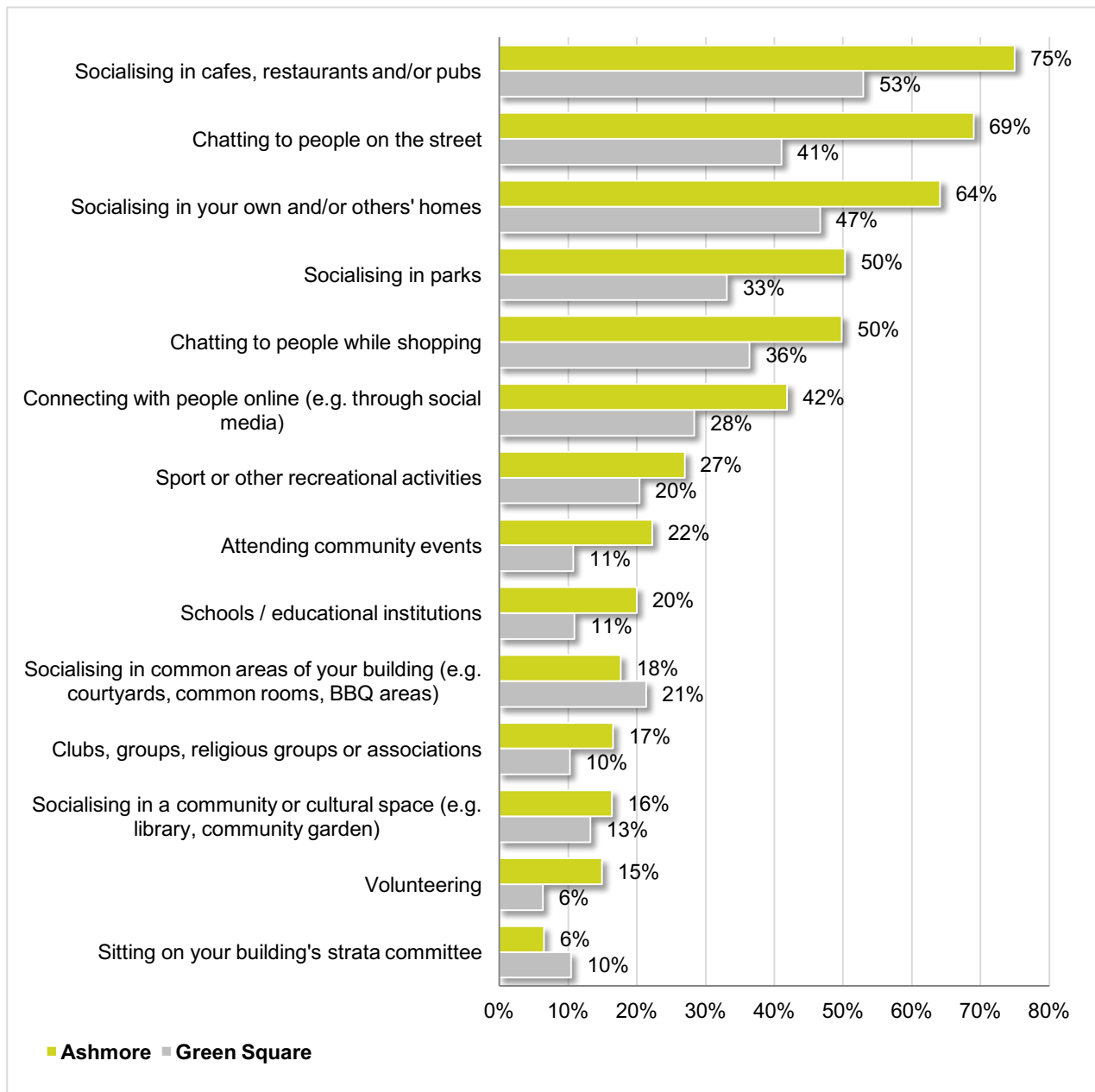
Key finding: The most common ways in which people have contact with other people while in the Ashmore Area were socialising in cafés, restaurants and/or pubs (75%) and chatting to people on the street (69%). Socialising in your own and/or others homes, chatting to people while shopping and socialising in parks were also important.

When broken down by age, younger and older age groups were less likely to socialise in their own or others homes in the Ashmore Area (59% of 18 to 29 year olds and 59% of 50+ year olds compared with 69% of 30 to 49 year olds). Young people were less likely to socialise in cafés, restaurants and/or bars in the Ashmore Area (69% of 18 to 29 year olds compared with 77% of 30 to 49 year olds and 78% 50+ year olds)⁸ and less likely to chat to other residents on the street (50% of 18 to 29 year olds compared with 88% of 50+ year olds and 71% of 30 to 49 year olds).

In terms of the activities that people were least likely to have contact with people, few people had contact with others through sitting on the building's strata committee (6%), volunteering (15%), or through socialising in clubs, groups, religious groups or associations (17%).

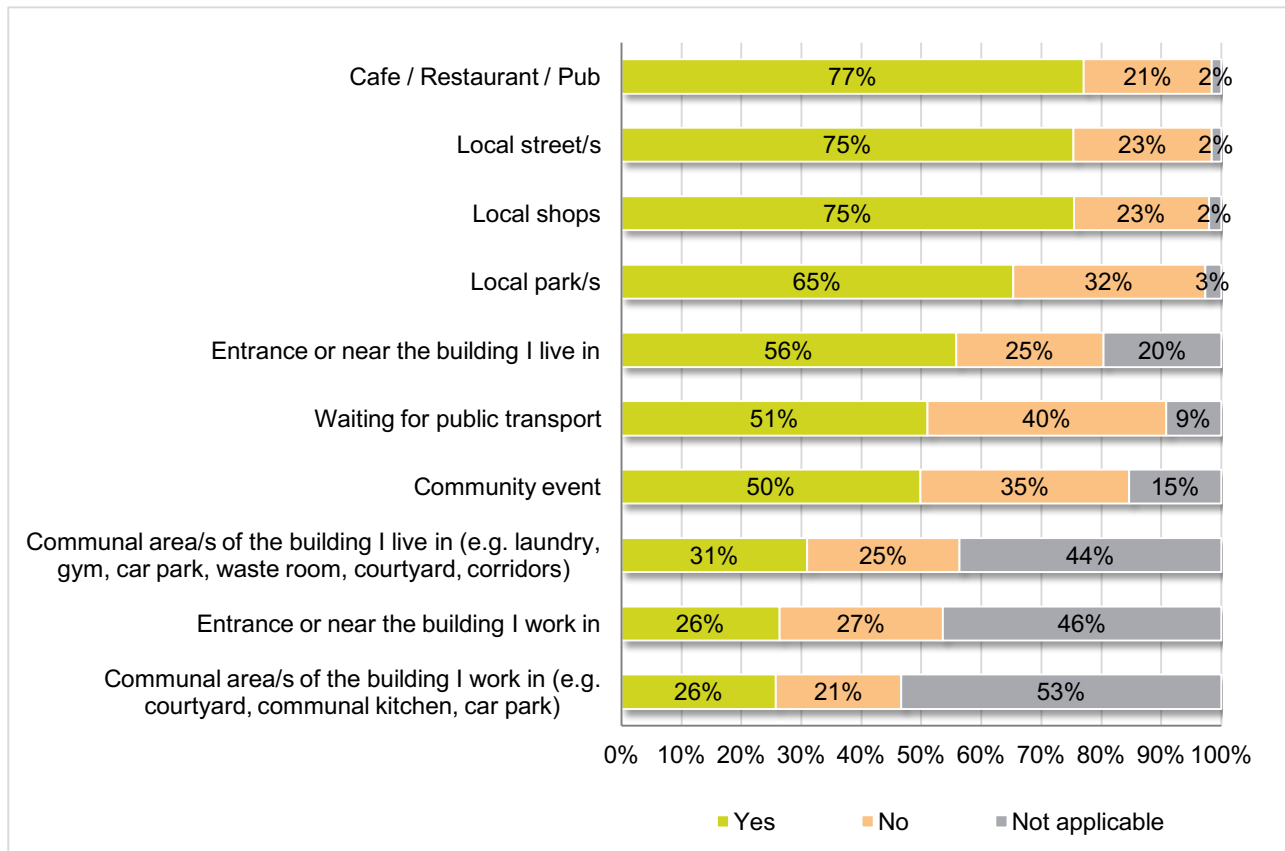
⁸ The age groups were broken into three groups due to low numbers of over 60 residents that were surveyed. The groups were 18-29 years old (n = 158), 30-49 years old (n = 317), and 50 years and over (n = 136).

Figure 31: Comparison between Ashmore Area and Green Square responses to: In the past month, have you had contact with people in any of the following ways? (nAshmore = 616, nGreen Square = 997)



As well as the types of activities that people participate in in which they interact socially with others, it is also important to understand in what locations social interactions occur, as this has important implications for building and urban design practice. One question in the survey asked people whether they ran into people they knew (incidental interaction) in a range of different places (Figure 32). The residents were most likely to run into people they know around the Ashmore Area in cafés, restaurants and pubs (77%), local streets (75%), local shops (75%), and local parks (65%). Importantly, these findings suggest that the building in which one lives is a very important location in which incidental social interaction occurs, with 56% of residents bumping into people they know at the entrance or near the building that they live in.

Figure 32: Do you run into people you know in the following places in your area? (n = various, 565-598)



Key finding: Incidental interaction (running into people you know) was most likely to occur in a café, restaurant or pub (77%), on local streets (75%) or at local shops (75%) and parks (65%) or in the entrance or near the building they live in (56%).

Nature of social cohesion

As discussed in the background section, social cohesion is a complex concept. This section presents findings of the survey that relate to social mix and social networks, civic culture and participation, and social order and control.

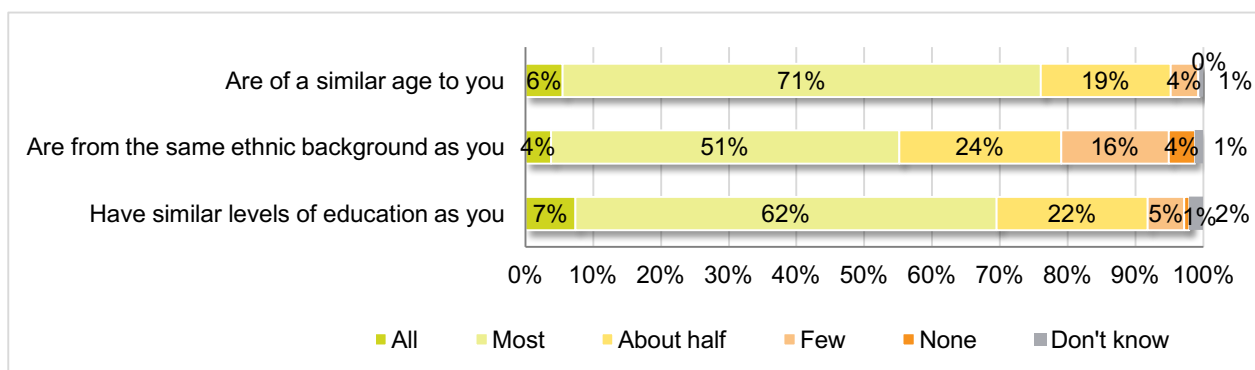
Social mix and social networks

The survey asked people to describe how diverse their friendship groups were as an indication of social mix and social networks in the area. Many (77%) residents said that most or all of their friends were of a similar age to them, just over half (55%) said that many or most of their friends were of a similar ethnic background to them and 69% said that many or most of their friends had a similar educational background to them (see Figure 33). The same question was asked in the Australian General Social Survey (2010) (see Appendix 7 Comparative survey results for benchmarking).

Interestingly, a slightly higher percentage of Ashmore survey respondents said that their friends were of a similar age (the Australia-wide figure from the General Social Survey was 65%) and a similar educational background (the Australia-wide figure was 56%). However, much fewer respondents to the Ashmore survey said that most of their friends were of the same ethnic background as them (the Australia-wide figure was 73%), suggesting that friendship groups amongst Ashmore Area residents are more ethnically mixed than for the Australian population as a whole.

Key finding: Many residents said most of that their friends were of a similar age (77%) and educational background (69%) and just over half (55%) that they were of a similar ethnic background.

Figure 33: Of your friends, how many ...? (n = various, 607-611)



Civic culture and participation

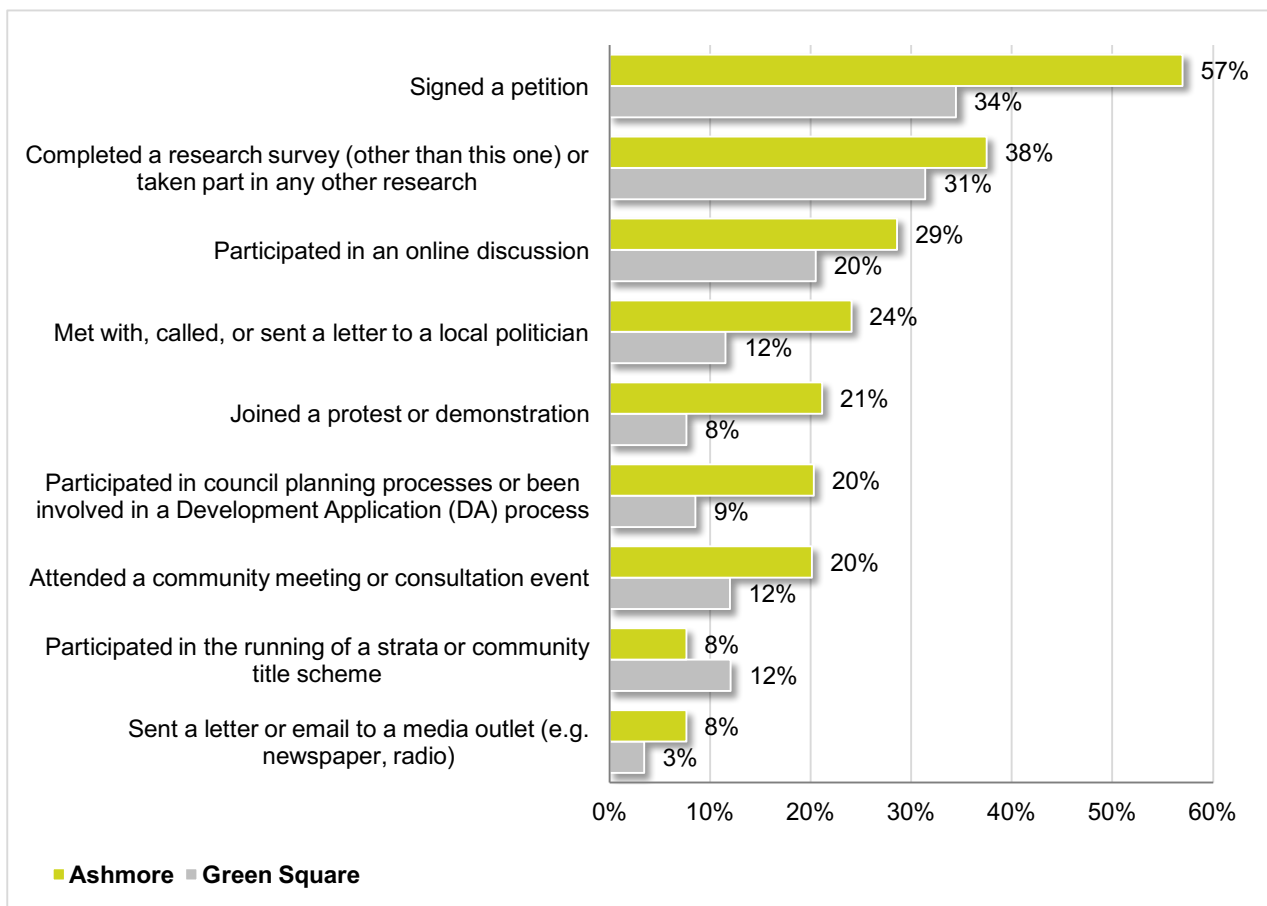
Selected survey findings provide information about whether people feel that they can influence the nature of their community.

As demonstrated below, the majority of residents in the Ashmore Area are not involved in formal civic activities such as volunteering, or participating in clubs and associations. The survey also asked another question to gauge the nature of civic engagement of survey respondents (see Figure 34). Over half (57%) of the respondents had signed a petition, over a third of respondents had previously taken part in another research project in the past year (38%) and 29% had participated in an online discussion (compared to 22.5% in the City of Sydney Residents Survey 2015). The residents of Ashmore Area had more civic engagement than Green Square residents in general, but were less likely to participate in the running of a

strata or community title scheme (Figure 34). Around one quarter to a fifth of Ashmore Area residents had been involved in civic engagement activities related to the local council, with 24% having met with, called, or sent a letter to a local politician (far higher than the City of Sydney Residents Survey 2015 figure of 4.6%), 20% having attended a community meeting or consultation event, 20% had participated in council planning processes or been involved in a Development Application (DA) process, and 21% joined a protest or demonstrated. This difference may be due to community activism in relation to the construction of WestConnex, which residents of Ashmore Area may be adversely impacted.

Key finding: Many Ashmore Area residents were involved in civic activities in the past 12 months such as signing a petition (57%), completing a research survey (38%), and participating in an online discussion (29%). Around one fifth of Ashmore Area residents attended a community meeting or consultation event (20%), joined a protest or demonstration (21%), and participated in council planning processes or been involved in a Development Application (DA) process (20%).

Figure 34: Comparison of Ashmore Area and Green Square results to: In the past 12 months, have you ...? (nAshmore = 616, nGreen Square = 997)

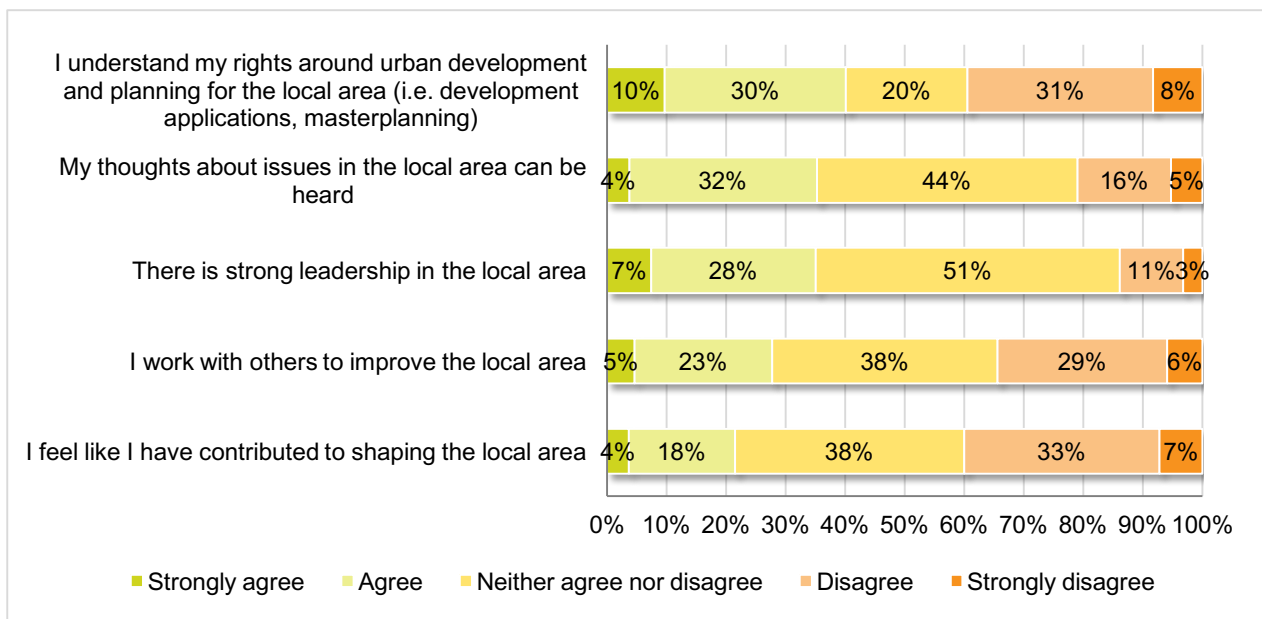


As well as asking people what they had done in regards to civic engagement, the survey also asked people questions about their knowledge about how to get involved in civic engagement, and whether they thought they had made, or could make, a civic contribution to the local community (see Figure 35). The results of this question suggest that a fair proportion of people think that they understand the rights around urban development and planning for the local area (40% agree or strongly agree), but fewer feel that they have made a civic contribution in the area. Indeed, only 28% of people said that they had worked with others to improve the area and only 21% said that they had contributed to shaping the Ashmore Area. Related to this, around a third of people (35%) agreed that there was strong local leadership in the community and 35% felt

that their thoughts about local issues in Ashmore Area could be heard by people who make a difference.⁹ This compares to 44% of people agreeing that “there are enough opportunities to have a say on issues that are important to you” in the City of Sydney Residents Survey (2015).

Key finding: A fair proportion of the residents thought that they understand the rights around urban development and planning for the local area (40%). However, a smaller percentage felt that they had made a civic contribution by working with others to improve the area (28%) or contributing to shaping Ashmore Area (21%). Related to this, just over a third (35%) felt that their thoughts about local issues in Ashmore Area could be heard by people who make a difference and agreed that there was strong local leadership in the area (35%).

Figure 35: To what extent do you agree with the following statements? (n = various, 602-607)



Social order and control

The survey included one question to gauge how safe people feel in the Ashmore Area under different circumstances. Due to concerns about the accuracy of data produced from the online question, only mailed responses were included in these results. As can be seen in Figure 36, the vast majority of people felt safe or unconcerned in all situations except for walking in the Ashmore Area alone after dark, in which circumstance 12% of people felt unsafe or very unsafe. Ashmore Area residents felt more safe in their area than the nearby Green Square residents felt in their local area, with 27% of Green Square residents feeling unsafe or very unsafe walking in Green Square alone after dark. In the 2015 City of Sydney Residents' Survey, 98% of people felt very safe, safe or neutral at home during the day, and 23% felt (very) unsafe walking in the local area after dark (City of Sydney Residents Survey 2015). There was a slight difference between respondents of different ages (Figure 37), with 30 to 49 year olds least likely to feel unsafe walking

⁹ It is not apparent from these results or the responses to the open questions in the survey whether people understand local leadership in the community to refer to local community leadership or local government leadership. Future consultation work with the Ashmore community might tease out this distinction.

alone at night (9% unsafe, as opposed to 16% unsafe for 18 to 29 year olds and 14% unsafe for those 50+). Men were more likely to feel safe walking in the Ashmore Area alone after dark (66%) than women (48%).

Figure 36: Mailed responses only to: How safe do you feel ...? (n = various, 304-307)

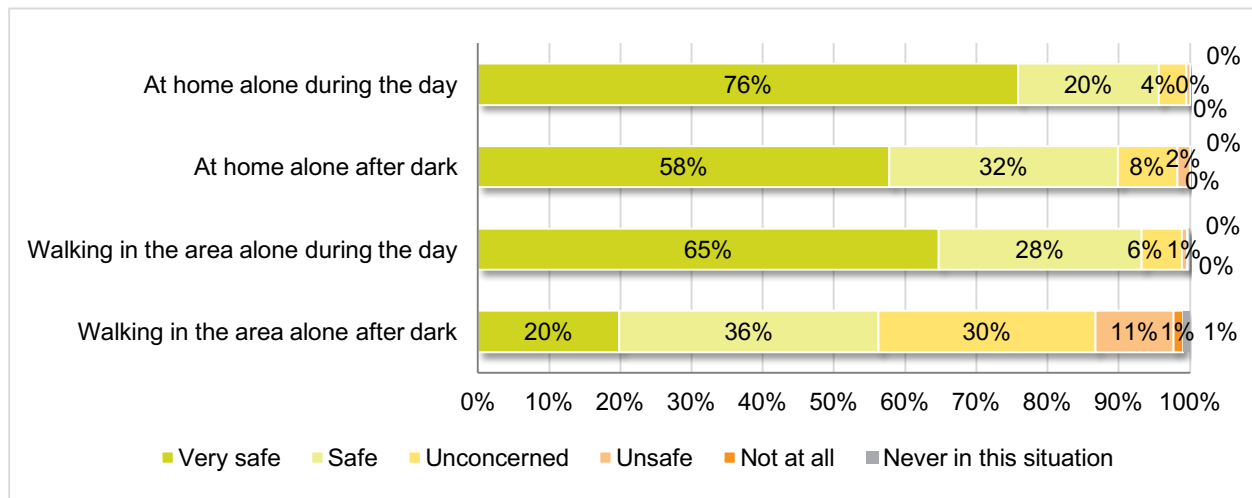


Figure 37: Mailed responses only to: How safe do you feel walking in Ashmore Area alone after dark? by age (n = various, 19-290)

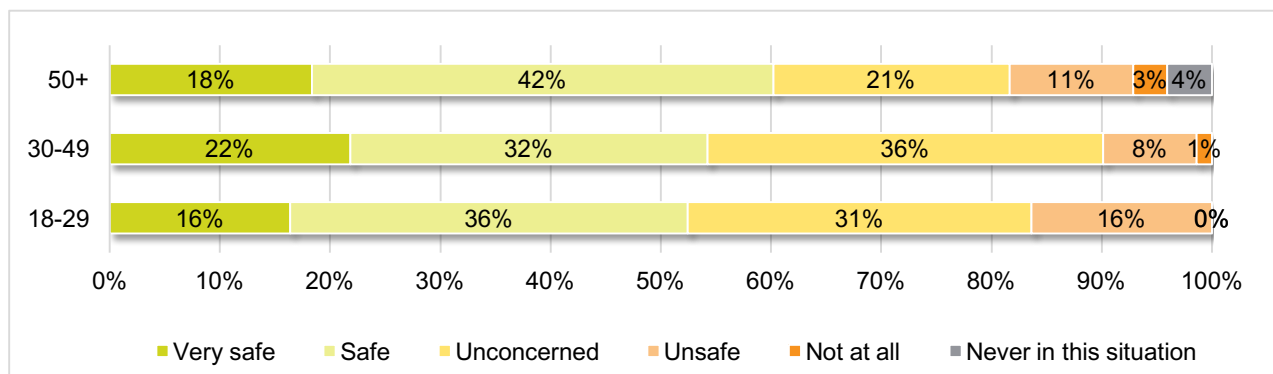
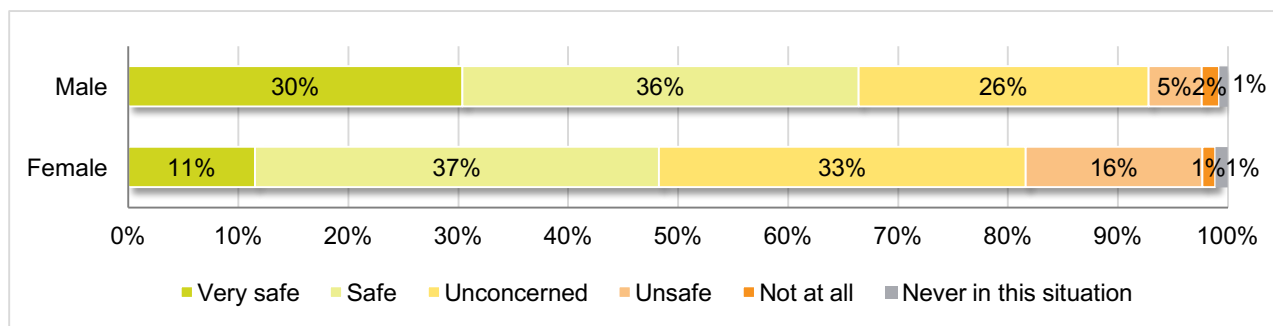


Figure 38: Mailed responses only to: How safe do you feel walking in Ashmore Area alone after dark? by gender (nMale = 125, nFemale = 174)



Key finding: The majority of residents felt safe or unconcerned in all situations except for walking in Ashmore Area alone after dark, in which circumstance 12% of people felt unsafe or very unsafe.

Opportunities and barriers to social interaction and social cohesion

This section presents findings from the survey in regards to opportunities and barriers to social interaction and social cohesion. Selected findings from the survey provide information about:

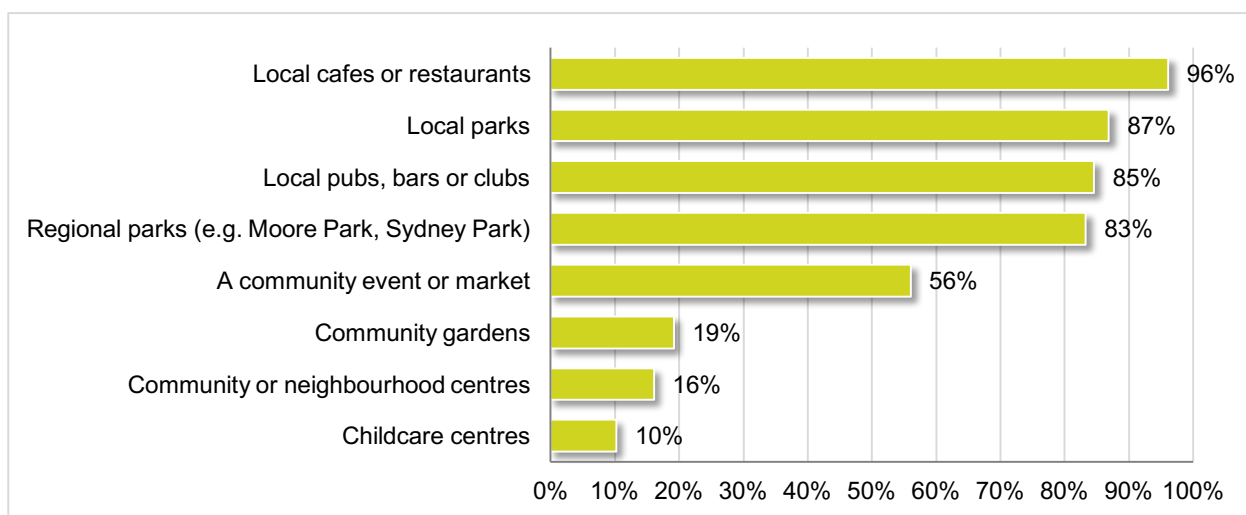
- » people's awareness of and use of community services and facilities,
- » the impact of the availability of information and personal factors on social interaction,
- » design/spatial factors on social interaction and to what extent people feel excluded or comfortable in the area.

In regards to people's use of facilities, survey respondents were asked whether they had used a range of services and facilities in the area. Of the services and facilities listed (see Figure 39), almost all residents had used local cafés and restaurants (96%) and most had used local parks (87%). Almost all residents had also been to local pubs, bars or clubs (85%), regional parks (83%), and over half to community events or markets (56%).

Of the formal community infrastructure provided by council in the area, much fewer people had used community or neighbourhood centres (16%) or community gardens (19%). The low use of community centres may reflect the fact that there are no such centres in the Ashmore Area, however, the results are similar to those in Green Square (13%) where community centres do exist.

Key finding: The services and facilities in the Ashmore Area most commonly used by residents were local cafés and restaurants (96%) and local parks (87%). Of formal community facilities community or neighbourhood centres were only used by 16% of respondents.

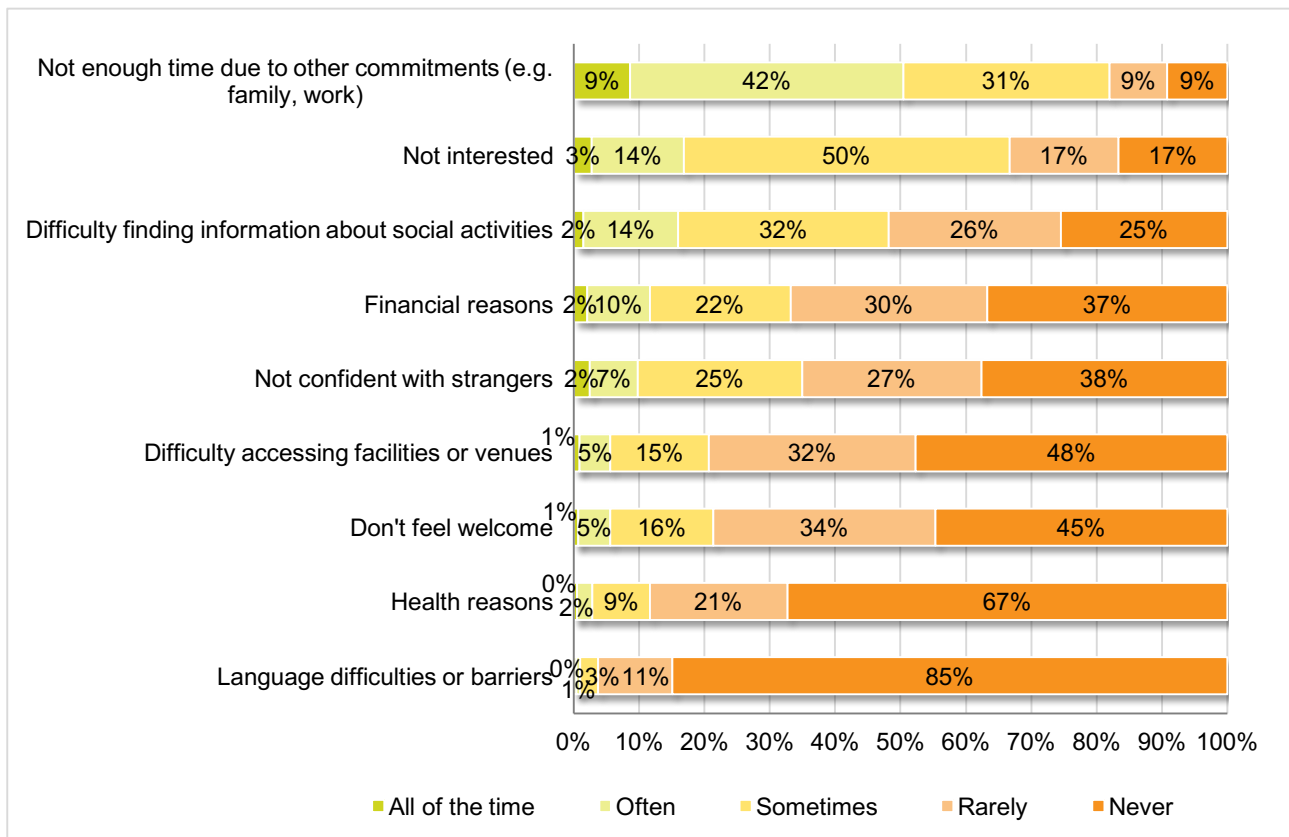
Figure 39: Which services and facilities have you used within the Ashmore Area over the past six months? (n = 616)



In addition to questions asking about the use of, and knowledge of, different facilities in the Ashmore Area, the survey also included a question that directly asked people about factors that might limit the extent to which they socialise with other people in the Ashmore Area. As can be seen in Figure 40, the most common limitation people experience to socialising with other people in the area is time constraints, which impact on many people often (42%) or all of the time (9%). Other important reasons are difficulty in finding information

about social activities (16% often or all of the time) and not being interested (17% often or all of the time). While other barriers to social interaction were mentioned less often by survey respondents, more than a third said that financial reasons (33%) and not being confident with strangers (35%) also limited their social interactions at least some of the time.

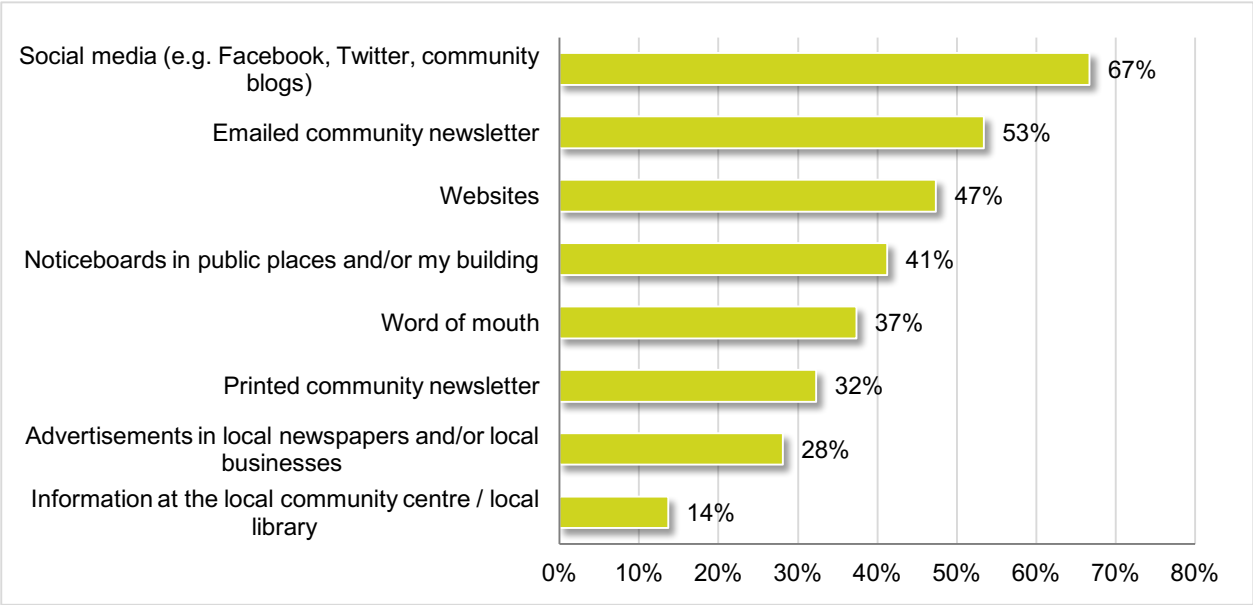
Figure 40: Do any of the following limit you from socialising or participating in organised social activities in the area? (n = various, 573-582)



Key finding: The most common limitation people experience to socialising with others in the area is time constraints (50% often or all of the time). Other important limitations are not being interested (17% often or all of the time), and difficulty in finding information about social activities (16% often or all of the time).

The results presented above suggest that some people in the Ashmore Area are time-poor and/or unaware of the services and facilities, and opportunities for social interaction that exist for them in the area. The survey asked a question about how people would like to receive information about opportunities to participate in social activities in your local area (Figure 41). There is a large proportion of residents (67%) who would like to receive information through social media, and 53% would like an emailed community newsletter.

Figure 41: How would you like to get information about opportunities to participate in social activities in your local area? (n = 616)



Key finding: People would like to get information about opportunities to participate in social activities in their local area online; from e-mails (53%), social media (67%), and websites (47%).

DRAFT

Implications for practice

The results of the survey were presented to staff across the City of Sydney Council. It is expected that the survey findings will be used to inform Council's investments and activities across a range of areas, including community development, civic engagement, communications, place making, land use planning, open space and public domain planning, and local business development. The implications for practice presented here are preliminary and it is expected that City staff will further analyse and apply the survey findings to inform their work going forward. The City intends for the survey to be undertaken on a recurring basis over coming years, to monitor changes to the social fabric over time as the urban renewal area develops.

Implications for community development

A higher proportion of residents of the Ashmore Area (45%) were satisfied with the level of social interaction they have than were residents of neighbouring Green Square (31%) who completed the survey. This may be explained by the higher proportion of Ashmore Area residents who had lived in the area for six or more years who completed the survey and who lived in the more established streets surrounding the Ashmore Precinct rather than in the Precinct itself. However, already 55% of Ashmore Area residents want more social interaction than they currently have and as more new residents move into the area as housing units are completed, the current level of satisfaction with social interaction may decline. Interventions to encourage social interaction will be needed that engage residents, many of whom demonstrated a desire for greater involvement in social interactions, but are constrained because of a lack of time and/or knowledge about the opportunities available to them.

Implications for civic engagement

While 40% of residents understand their rights around planning and urban development in the local area, a smaller percentage felt they had made a civic contribution by working with others to improve the area or contributing to shaping the area. There is potential for improved engagement amongst residents in the area as demonstrated by their willingness to be engaged in political discussions, demonstrated by the proportions of residents who had participated in other research, signed petitions, participated in online discussions and contacted politicians.

Implications for communications

Aside from time constraints and not being interested, difficulty in finding information about social activities was also a limitation given by some residents to socialising with others in the area. Residents would most like to receive this type of information through social media, e-mail, websites and noticeboards. There may be potential for the City to provide such information not only through City-specific social media, but also through partnering with other social media platforms known to be actively used in the area.

Implications for place making

In comparison to respondents to the Green Square Survey, who felt more strongly connected to Australia, Sydney and the inner city and surrounds than to their local area, street or building; respondents to the survey in Ashmore felt equally strongly connected to the suburb in which they live, their building and their street as they do to the inner city, Sydney or Australia. This suggests a strong local connection to place amongst residents and points to a need to acknowledge and support existing place attachments of local residents as the area continues to change rapidly.

Implications for land use planning

The things people most commonly said they disliked about the area included heavy traffic and concerns about parking. Commonly mentioned improvements residents wanted included those related to traffic

management, better public transport that connects to more parts of the city, improved parking and safer conditions for pedestrians and cyclists. Pressure on roads and transport is area of discontent amongst many residents, and indicates an important ongoing role for the City in continuing to liaise with relevant state transport and roads authorities to try to manage these issues, alongside the City's own land use planning controls.

Implications for open space, public domain and community facility planning

Parks and public spaces are significant locations for social interaction in the Ashmore Area and heavily used by residents. This could influence local land use planning and infrastructure development in the Ashmore Area and in future urban renewal areas, as it suggests that parks are more commonly used places for facilitating local social interaction than formal community spaces such as community centres. Two parks – Kooka Walk and McPherson parks – are planned for the Ashmore Precinct and will be delivered in the Greenland development providing over 15,000 sqm of open space within the Ashmore Area. However, it should be recognised that the figures for use of formal community facilities may be influenced by the absence of such facilities in the area. It should also be noted that formal facilities also afford different types of social interaction than parks.

Implications for local business

Many people socialise with others in the Ashmore Area in cafes, restaurants and/or pubs and incidental interaction is also common in these places and at local shops. Cafes and restaurants are also commonly used services and facilities. Such businesses are therefore playing an important social role in the area, and half of the Ashmore Area residents said that they would like to see a wider variety of cafes, restaurants and bars in the area in the future. This suggests that the ideal of mixed-use development encouraging greater social interaction is supported by the findings in this case and this has implications for development application planners who are making decisions about new businesses in the area. A supermarket and associated retail (including cafes) is planned as part of the Greenland development in the Ashmore Precinct.

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Appendices

Appendix 1 Boundaries of SA1s used to determine area population



This map shows the boundaries of the area from which the resident population figures presented in this report refer. It is a combination of 27 Statistical Area Ones (SA1s).

Appendix 2 Blank survey tool (English version)



Complete the survey and go into the draw to win 1 of 5 \$200 Visa gift cards

My Place: Local Community Survey

We know that areas like Green Square and parts of Erskineville are going through a lot of change. Help us understand how you feel about life in your community now and what's important for the future.

我们诚邀您参与一个社区问卷调查。你能在网路上完成问卷：unsw.to/myplacezh，您也可以在您附近的图书馆索取纸本问卷

city of villages

This research is being undertaken by the City Futures Research Centre at the University of New South Wales in partnership with the City of Sydney.

UNSW SYDNEY

CITYFUTURES

LEO SYDNEY
Sydney 2030 Green/Global Connected



We would love to hear from you if you are over 18 and currently live or work in one of the areas shown above. We will use your feedback to continue to work with you to shape a more vibrant, inclusive and connected community.

This survey will take approximately 10 minutes to complete and is also available online at unsw.to/myplace

Please post the survey back in the enclosed reply-paid envelope or drop it off at your local library. We encourage all adults in your household or workplace to complete the survey. You can do this online, or collect extra hard copies from your local library.

The information statement enclosed provides some background to this project and outlines how the information you provide will be used and how your confidentiality will be assured. Continuing with the survey indicates that, having read and understood the information provided in the information statement, you have decided to participate. If you have any questions, please e-mail us at myplacesurvey@unsw.edu.au

INSTRUCTIONS



- Please write as clearly as possible.
- Please mark your responses like this: ☐ ● ☐ ☐
- Please use a lead pencil, blue or black pen. Preferably a lead pencil.
- If you make a mistake, erase your pencil mark or cross out your pen mark and shade the appropriate one.

For your chance to win **one of five \$200 Visa gift cards**, please complete this survey by 30 June.

Section 1 - How you live or work in your local area

Q1. Which area do you live in (see map to the left)?

- ☐ Area 1
- ☐ Area 2
- ☐ Area 3
- ☐ Area 4
- ☐ I do not live in the area, but I work here – *Go to Q8*

Q2. How long have you lived in the area? (Please mark one)

- | | |
|--------------------------------------|---|
| <input type="radio"/> Up to 6 months | <input type="radio"/> 6 years or more |
| <input type="radio"/> 6 - 12 months | <input type="radio"/> I am visiting |
| <input type="radio"/> 1 - 5 years | <input type="radio"/> Other (Please specify): |

Q3. Why did you move to the area? (Mark all that apply)

- | | |
|--|--|
| <input type="radio"/> Attractive environment | <input type="radio"/> Lifestyle |
| <input type="radio"/> Availability of an appropriately-sized property | <input type="radio"/> Property purchase affordability |
| <input type="radio"/> Competitive rent | <input type="radio"/> Proximity to public transport |
| <input type="radio"/> Employment nearby | <input type="radio"/> Proximity to Sydney CBD |
| <input type="radio"/> Good access to recreational and leisure facilities (e.g. cycle ways, parks, children's playgrounds, sports fields) | <input type="radio"/> To be close to/attend a university |
| <input type="radio"/> Good facilities and services in the area (e.g. shops, schools, libraries) | <input type="radio"/> Other (Please specify): |

Q4. What do you like the most about living in the area? (Mark all that apply)

- | | |
|---|---|
| <input type="radio"/> Access to public transport | <input type="radio"/> Proximity to Sydney CBD |
| <input type="radio"/> Café/restaurant culture | <input type="radio"/> Quiet, peaceful |
| <input type="radio"/> Community feel | <input type="radio"/> Recreation facilities |
| <input type="radio"/> Convenient location | <input type="radio"/> Up and coming area |
| <input type="radio"/> Good facilities and services (e.g. shops, schools, libraries) | <input type="radio"/> Urban environment |
| <input type="radio"/> Parks and green spaces | <input type="radio"/> Other (Please specify): |

Q5. What do you like the least about living in the area? (Mark all that apply)

- | | |
|---|--|
| <input type="radio"/> Cleanliness of public spaces | <input type="radio"/> Not enough evening activities |
| <input type="radio"/> Construction impacts | <input type="radio"/> Not enough parking |
| <input type="radio"/> Density of development | <input type="radio"/> Not enough schools |
| <input type="radio"/> Lack of convenient public transport | <input type="radio"/> Not enough shops or variety of shops |
| <input type="radio"/> Noise | <input type="radio"/> Traffic |
| <input type="radio"/> Not enough cafés, restaurants | <input type="radio"/> Other (Please specify): |
| <input type="radio"/> Not enough community facilities | |

Q6. To what extent do you agree with the following statements about where you live? (Please mark the most appropriate circle for each row)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
People move in and out of the local area quite often	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I regularly stop and talk with people in my neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Most people can be trusted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would be willing to help my neighbours if needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can get help from my neighbours if needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I borrow things and exchange favours with my neighbours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I plan to remain a resident in this area for a number of years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This area is a good place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This area is a good place to raise children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This area is a good place to retire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q7. To what extent do you feel that you are part of the community in...? (Please mark the most appropriate circle for each row)

	Very strongly	Strongly	Neutral	Not much	Not at all
The building in which you live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The street on which you live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The suburb in which you live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your local area (areas 1, 2, 3 or 4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inner city and surrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sydney	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Australia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8. Which of the 4 areas in the map at the beginning of the survey do you work in?

- ☐ Area 1
 ☐ Area 4
☐ Area 2
 ☐ I do not work in the area – *Go to Q13*
☐ Area 3

Q9. How long have you worked in the area? (Please mark one)

- ☐ Up to 6 months
 ☐ 1 - 5 years
☐ 6 - 12 months
 ☐ 6 years or more

Q10. What do you like the most about working in the area? (Mark all that apply)

- ☐ Access to public transport
 ☐ Proximity to Sydney CBD
☐ Café/restaurant culture
 ☐ Up and coming area
☐ Parks and green spaces
 ☐ Other (Please specify):
☐ Proximity to home

Q11. What do you like the least about working in the area? (Mark all that apply)

- ☐ Lack of useful public transport
 ☐ Not enough shops or variety of shops
☐ Not enough cafés, restaurants
 ☐ Poor pedestrian access
☐ Not enough community facilities
 ☐ Traffic
☐ Not enough parking
 ☐ Other (Please specify):

Q12. To what extent do you feel that you are part of the community in...? (Please mark the most appropriate circle for each row)

	Very strongly	Strongly	Neutral	Not much	Not at all
The building in which you work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The street on which you work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The suburb in which you work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your local area (areas 1, 2, 3 or 4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sydney	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Australia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q13. What are the top five things that would make the area a place you would want to live and/or work in the future? (i.e. facilities, events or services)

Commercial	Variety of cafés, restaurants and bars	<input type="radio"/>
	Variety of retail shops	<input type="radio"/>
Cultural	Community events and entertainment	<input type="radio"/>
	Evening activities (e.g. open air cinemas, night markets)	<input type="radio"/>
	Public art	<input type="radio"/>
Public space	Landscaping in streets and parks (trees, shrubs, pathways)	<input type="radio"/>
	Large open spaces in parks (e.g. for kicking a ball)	<input type="radio"/>
	Pet friendly areas	<input type="radio"/>
	Playgrounds	<input type="radio"/>
	Public places where I can socialise with friends and neighbours (e.g. places with BBQs, tables, seating)	<input type="radio"/>
Services	Sporting facilities (e.g. courts, ping pong tables, swimming pools)	<input type="radio"/>
	Good childcare	<input type="radio"/>
	Good schools close by	<input type="radio"/>
Social	Other services (e.g. health services)	<input type="radio"/>
	A more friendly neighbourhood (e.g. people talking to each other in the street)	<input type="radio"/>
Transport	Improved traffic management	<input type="radio"/>
	Parking	<input type="radio"/>
	Public transport that connects to more areas of the city	<input type="radio"/>
	Safer conditions for pedestrians and cyclists	<input type="radio"/>
Other	Please list anything else that would make you want to live and/or work here in the future:	<input type="radio"/>

Q14. Which services and facilities have you used within the area over the past six months? (Please mark all that apply)

<input type="radio"/> A community event or market	<input type="radio"/> Local cafés or restaurants
<input type="radio"/> Childcare centres	<input type="radio"/> Local parks
<input type="radio"/> Community gardens	<input type="radio"/> Local pubs, bars or clubs
<input type="radio"/> Community or neighbourhood centres	<input type="radio"/> Regional parks (e.g. Moore Park, Sydney Park)

Q15. How safe or unsafe do you feel when you are in the following situations? (Please mark the most appropriate circle for each row)

	Very safe	Safe	Unconcerned	Unsafe	Not at all	Never in this situation
At home alone during the day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At home alone after dark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking in the area alone during the day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking in the area alone after dark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q16. On a typical day, how do you travel to ... (Mark all that apply)

	Public transport	Private car	Car share e.g. GoGet	Taxi/Uber	Walking	Cycling	Other	Not applicable
Your place of work / study	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supermarket or shops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child's school or childcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social, sport or recreational activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 2 – Community in your local area

Q17. How often do you meet socially with friends, relatives or work colleagues? At least...

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Less frequently
- ☐ Never

Q18. In the past month, have you had contact with people in your local area in any of the following ways? (Please mark all that apply)

- ☐ Attending community events
- ☐ Chatting to people on the street
- ☐ Chatting to people while shopping
- ☐ Clubs, groups, religious groups or associations
- ☐ Connecting with people online (e.g. through social media)
- ☐ Schools / educational institutions
- ☐ Sitting on your building's strata committee
- ☐ Socialising in a community or cultural space (e.g. library, community garden)
- ☐ Socialising in cafés, restaurants and/or pubs
- ☐ Socialising in common areas of your building (e.g. courtyards, common rooms, BBQ areas)
- ☐ Socialising in parks
- ☐ Socialising in your own and/or others' homes
- ☐ Sport or other recreational activities
- ☐ Volunteering

Q19. In the past 12 months, have you done any of the following? (Please mark all that apply)

- ☐ Attended a community meeting or consultation event
- ☐ Completed a research survey (other than this one) or taken part in any other research
- ☐ Joined a protest or demonstration
- ☐ Met with, called, or sent a letter to a local politician
- ☐ Participated in an online discussion
- ☐ Participated in council planning processes or been involved in a Development Application (DA) process
- ☐ Participated in the running of a strata or community title scheme
- ☐ Sent a letter or email to a media outlet (e.g. newspaper, radio)
- ☐ Signed a petition

Q20. Do any of the following limit you from socialising or participating in organised social activities in the area? (Please mark the most appropriate circle for each row)

	All of the time	Often	Sometimes	Rarely	Never
Difficulty accessing facilities or venues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Difficulty finding information about social activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Don't feel welcome	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial reasons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health reasons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language difficulties or barriers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not confident with strangers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not enough time due to other commitments (e.g. family, work)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not interested	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q21. How would you like to get information about opportunities to participate in social activities in your local area? (Mark all that apply)

- ☐ Advertisements in local newspapers and/or in local businesses
- ☐ E-mailed community newsletter
- ☐ Information at the local community centre/ local library
- ☐ Noticeboards in public places and/or my building
- ☐ Printed community newsletter
- ☐ Social media (e.g. Facebook, Twitter, community blogs)
- ☐ Websites
- ☐ Word of mouth

Q22. Of your friends, how many...?

	All	Most	About half	Few	None	Don't know
Are of a similar age to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are from the same ethnic background as you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have similar levels of education as you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q23. How would you best describe your level of interaction with other people who live or work in the area? (Please mark one)

- ☐ I don't have any, and don't want any involvement
- ☐ I don't have any, but would like to have some involvement
- ☐ I have some, but would like to have more involvement
- ☐ I have enough involvement

Q24. Do you often run into people you know in the following places in the area? (Please mark the most appropriate circle for each row)

	Yes	No	Not applicable
Café/Restaurant/Pub	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communal area/s of the building I LIVE in (e.g. laundry, gym, car park, waste room, courtyard, corridors)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communal area/s of the building I WORK in (e.g. courtyard, communal kitchen, car park)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community event	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Entrance or near the building I LIVE in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Entrance or near the building I WORK in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local park/s	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local shops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local street/s	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waiting for public transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q25. To what extent do you agree with the following statements? (Please mark the most appropriate circle for each row)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
There is strong leadership in the local area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My thoughts about issues in the local area can be heard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel like I have contributed to shaping the local area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I work with others to improve the local area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand my rights around urban development and planning for the local area (i.e. development applications, masterplanning)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 3 – A few questions about you

Q26. What is your age group? (Please mark one)

- | | |
|-----------------------------------|-----------------------------------|
| <input type="radio"/> 18-19 years | <input type="radio"/> 50-59 years |
| <input type="radio"/> 20-29 years | <input type="radio"/> 60-69 years |
| <input type="radio"/> 30-39 years | <input type="radio"/> 70-79 years |
| <input type="radio"/> 40-49 years | <input type="radio"/> 80 + years |

Q27. Are you ...? (Please mark one)

- | | | |
|------------------------------|----------------------------|-----------------------------|
| <input type="radio"/> Female | <input type="radio"/> Male | <input type="radio"/> Other |
|------------------------------|----------------------------|-----------------------------|

Q28. What is the main language spoken in your home? (Please mark one)

- | | | |
|---------------------------------|---|----------------------------------|
| <input type="radio"/> English | <input type="radio"/> Indonesian | <input type="radio"/> Russian |
| <input type="radio"/> Arabic | <input type="radio"/> Korean | <input type="radio"/> Spanish |
| <input type="radio"/> Cantonese | <input type="radio"/> Mandarin | <input type="radio"/> Vietnamese |
| <input type="radio"/> Greek | <input type="radio"/> Other (Please specify): | |

Q29. How would you best describe your household? (Please mark one)

- | | |
|---|---|
| <input type="radio"/> Single person – <i>Go to Q31</i> | <input type="radio"/> Couple (no children) – <i>Go to Q31</i> |
| <input type="radio"/> Single parent plus child/children | <input type="radio"/> Couple plus child/children |
| <input type="radio"/> A share house (i.e. a group of unrelated adults) – <i>Go to Q31</i> | <input type="radio"/> Living with other family members (e.g. siblings, cousins, grandparents) |
| <input type="radio"/> Other (please specify): | |

Q30. If there are children in your household, do you send them to a school in the local area? (Please mark all that apply)

- | |
|--|
| <input type="radio"/> Yes, they attend a primary school in the local area |
| <input type="radio"/> Yes, they attend a secondary school in the local area |
| <input type="radio"/> No, they attend a primary school outside the local area |
| <input type="radio"/> No, they attend a secondary school outside the local area |
| <input type="radio"/> The children in my household are not school-aged |
| <input type="radio"/> There are no children living in my household |

Q31. Do you own a pet? (mark all that apply)

- | |
|--|
| <input type="radio"/> Yes, I have a dog |
| <input type="radio"/> Yes, I have a cat |
| <input type="radio"/> Yes, I have another type of animal |
| <input type="radio"/> No |

Q32. Which of these best describes the property you currently live in? (Please mark one)

- | | |
|---|---|
| <input type="radio"/> Apartment/Flat (up to 3 storeys) | <input type="radio"/> Separate House – <i>Go to Q34</i> |
| <input type="radio"/> Apartment/Flat (4-9 storeys) | <input type="radio"/> Duplex/semi-detached – <i>Go to Q34</i> |
| <input type="radio"/> Apartment/Flat (10 or more storeys) | <input type="radio"/> Terrace House – <i>Go to Q34</i> |
| <input type="radio"/> Flat above shop | <input type="radio"/> Other (Please specify): |

Q33. Are there any of the following in your building? (Please mark all that apply)

- | | |
|--|--|
| <input type="radio"/> Restaurant or café | <input type="radio"/> An indoor common room for residents (e.g. a meeting room or function room) |
| <input type="radio"/> Shop | <input type="radio"/> Outdoor courtyard or garden for residents |
| <input type="radio"/> Other business | <input type="radio"/> Gym and/or pool for residents |
| <input type="radio"/> None of the above | |

Q34. Are you currently studying?

- | | |
|--------------------------------------|--------------------------|
| <input type="radio"/> Yes, full-time | <input type="radio"/> No |
| <input type="radio"/> Yes, part-time | |

Q35. Are you currently in paid employment?

- | | |
|--|---|
| <input type="radio"/> Yes, less than 20 hours per week | <input type="radio"/> No, unemployed, looking for work – <i>Go to Q38</i> |
| <input type="radio"/> Yes, 20-34 hours per week | <input type="radio"/> No, not in the labour force – <i>Go to Q38</i> |
| <input type="radio"/> Yes, 35-44 hours per week | <input type="radio"/> No, I am retired – <i>Go to Q38</i> |
| <input type="radio"/> Yes, 45 hours or more per week | |

Q36. Do you work predominantly during the day or at night time? (Please mark one)

- | | |
|---|--|
| <input type="radio"/> During the day time | <input type="radio"/> A mix of both night and day time |
| <input type="radio"/> During the night time | |

Q37. Which of the following best describes your current occupation? (Please mark one)

- | | |
|---|--|
| <input type="radio"/> Clerical and/or administrative worker | <input type="radio"/> Manual worker (labourer, factory work, cleaning) |
| <input type="radio"/> Community, hospitality and/or personal service worker | <input type="radio"/> Professional |
| <input type="radio"/> Machinery operator and/or driver | <input type="radio"/> Sales worker including retail |
| <input type="radio"/> Manager | <input type="radio"/> Technician and/or trade worker |
| <input type="radio"/> Other (Please specify): | |

Q38. Does your household...? (Please mark one)

- | | |
|--|---|
| <input type="radio"/> Own your own home (no mortgage) | <input type="radio"/> Rent (community housing) |
| <input type="radio"/> Own your own home (and pay off a mortgage) | <input type="radio"/> Rent (public housing) |
| <input type="radio"/> Rent (privately) | <input type="radio"/> Rent (affordable housing) |
| <input type="radio"/> Other (Please specify): | |

Q39. Does your household usually spend more than 30% of the combined household income on housing costs (rent or mortgage and/or strata levies)? (Please mark one)

- | | |
|---------------------------|---|
| <input type="radio"/> Yes | <input type="radio"/> Don't know |
| <input type="radio"/> No | <input type="radio"/> Do not wish to disclose |

Q40. Would you like to: (Mark all that apply)

- ☐ Enter the prize draw to win one of 5 \$200 Visa gift cards?
- ☐ Get information about the findings of this research via e-mail?
- ☐ Get regular updates about things happening in your local area via e-mail?
- ☐ Be involved in possible future research by City of Sydney staff or UNSW researchers?
[you can accept or decline invitations at any time]
- ☐ Be involved in local community volunteering activities and events?

If you ticked any of the above options, please provide your e-mail address and/or telephone number below.

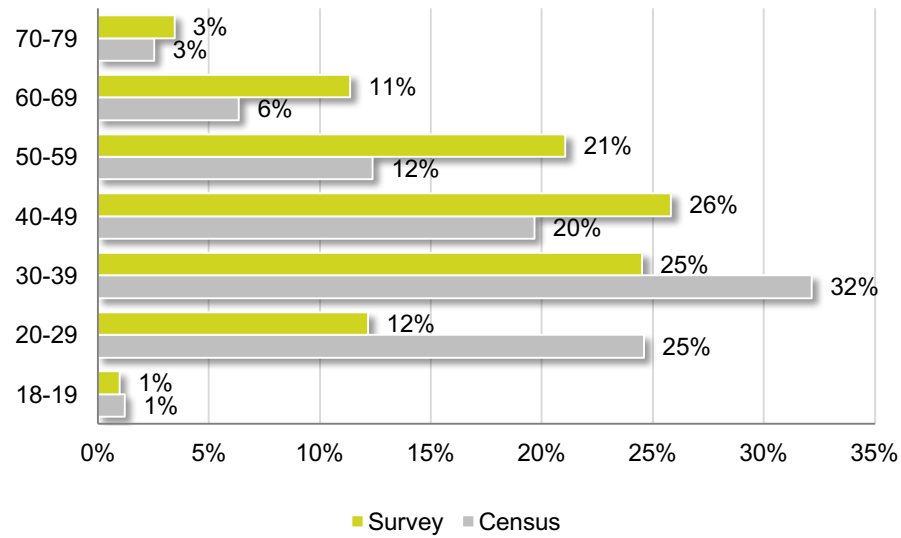
[These details will only be used to contact you for the purposes you have selected above.]

THANK YOU for participating in our survey!!

Appendix 3 Demographic characteristics of resident survey respondents

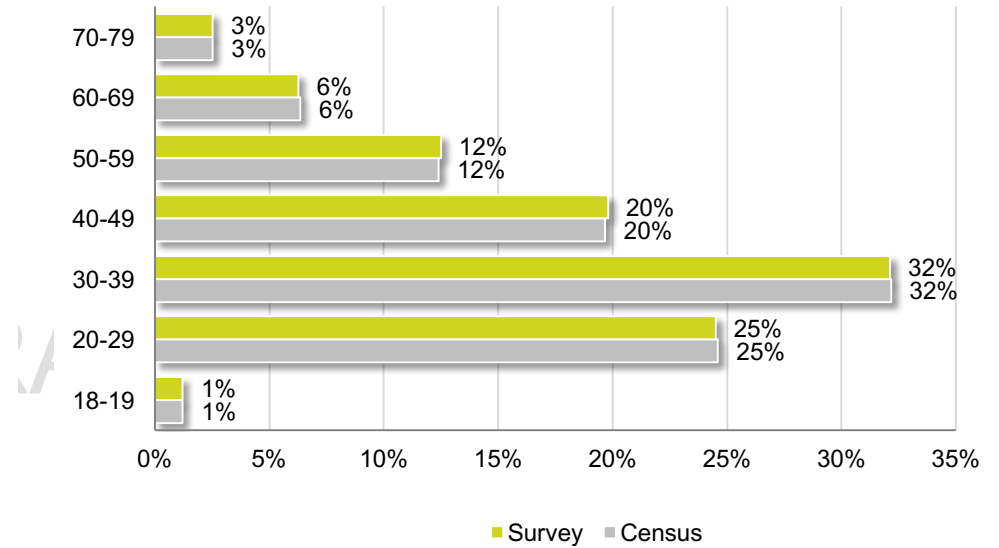
Un-weighted survey results

Age



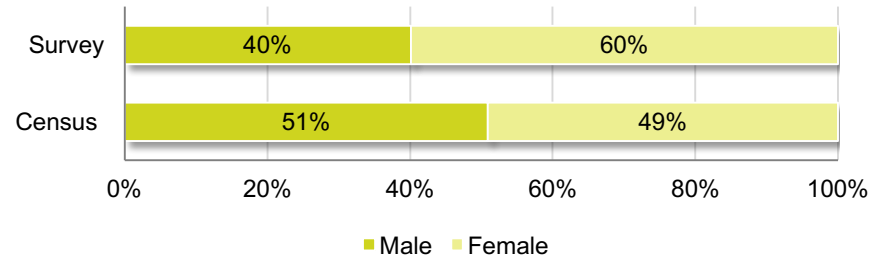
Survey: 608 people Census: 10,476 people

Weighted survey results

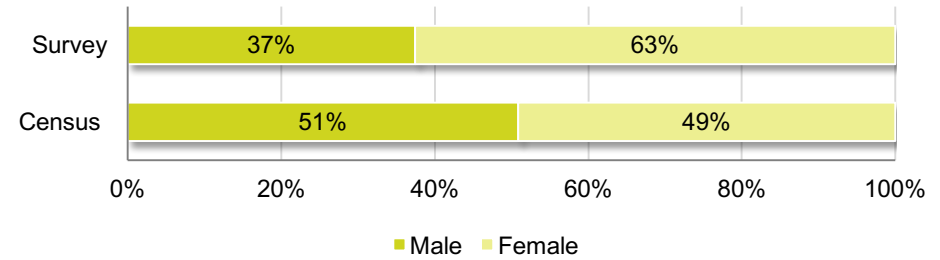


Un-weighted survey results

Gender



Weighted survey results



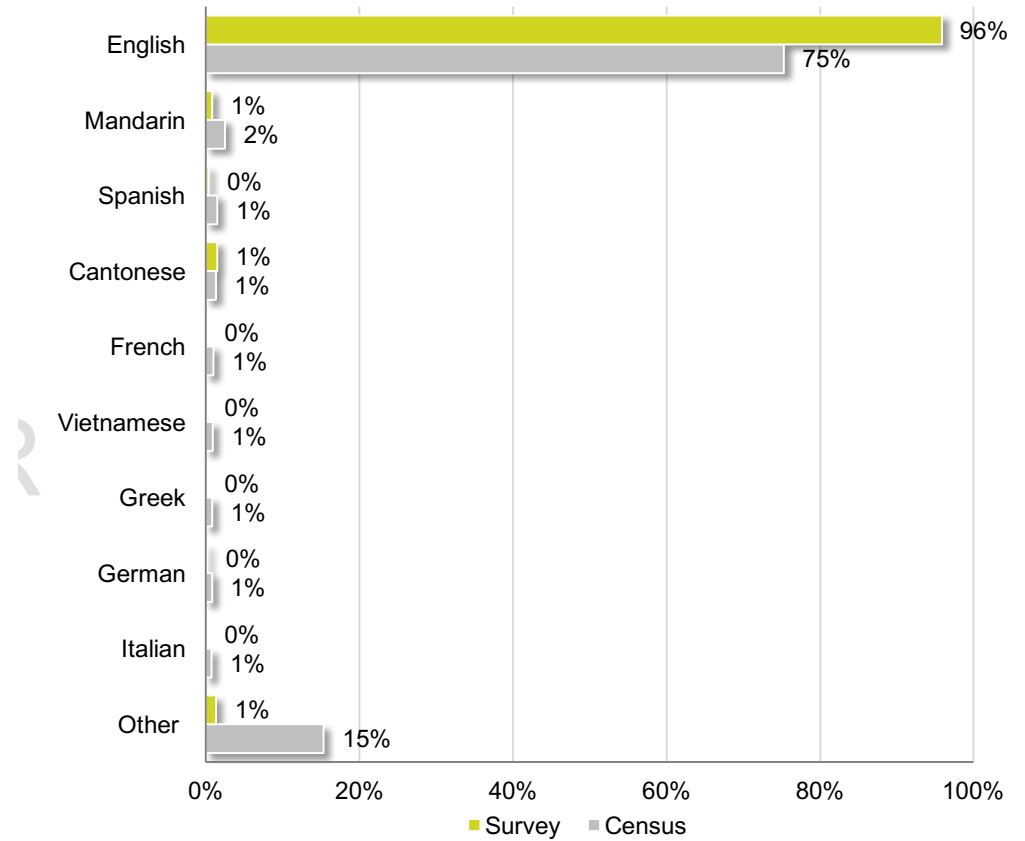
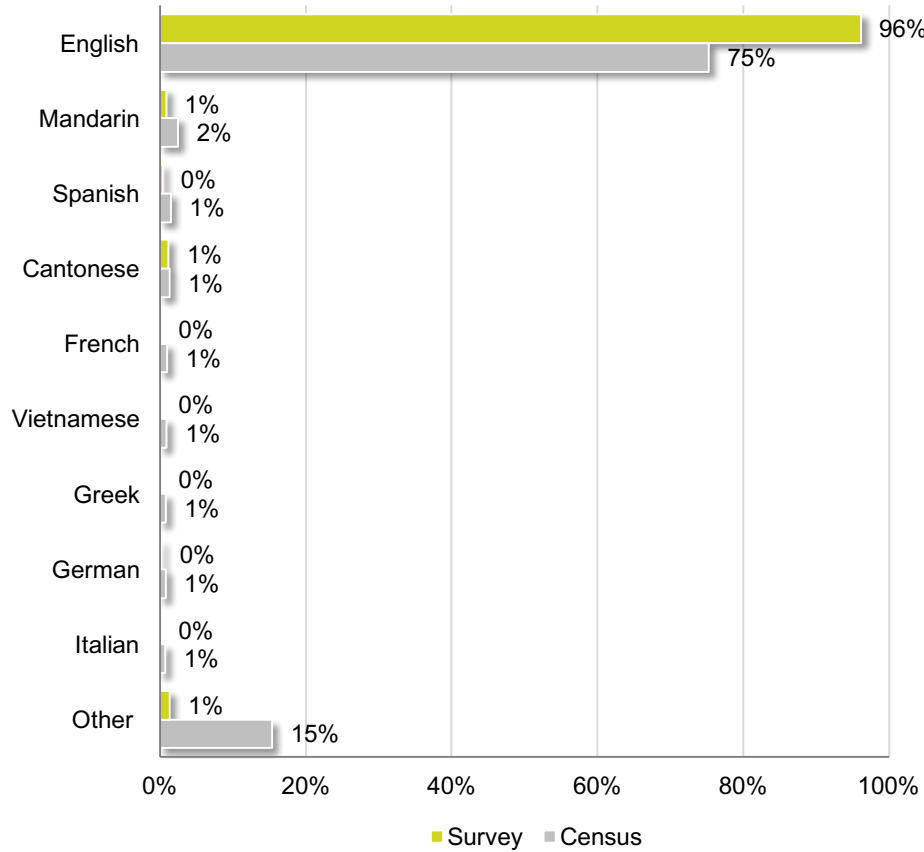
Survey: 601 people Census: 10,475 people

DRAFT

Un-weighted survey results

Weighted survey results

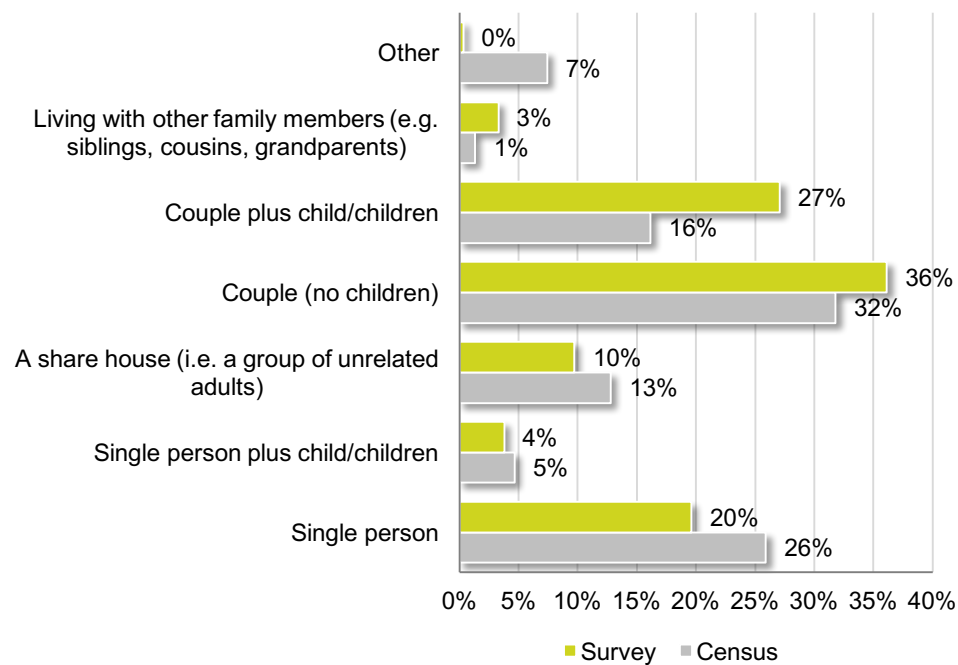
Language Spoken at Home



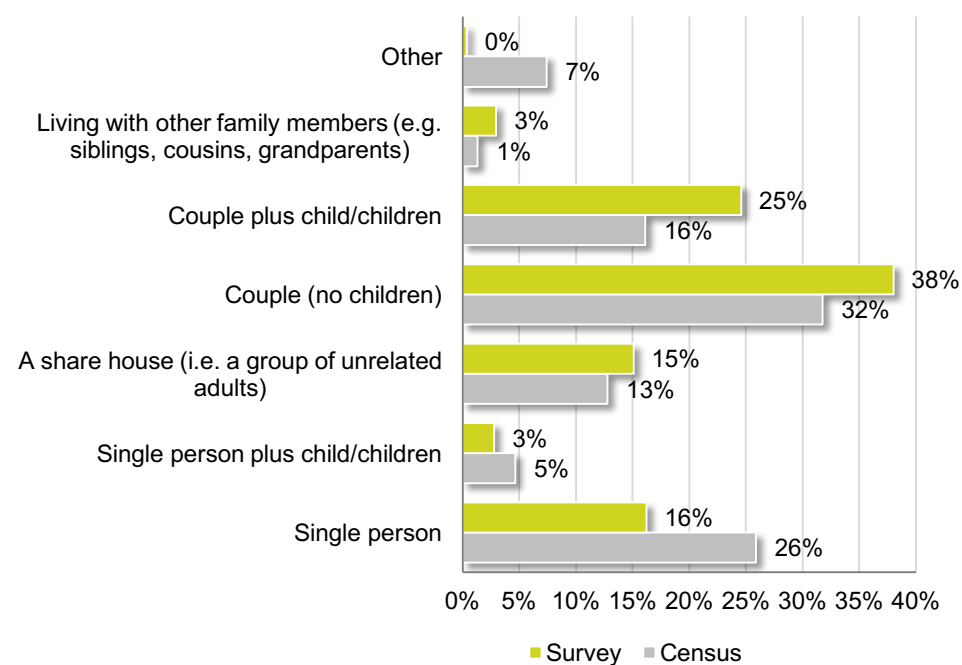
Survey: 601 people Census: 10,476 people

Un-weighted survey results

Household Type



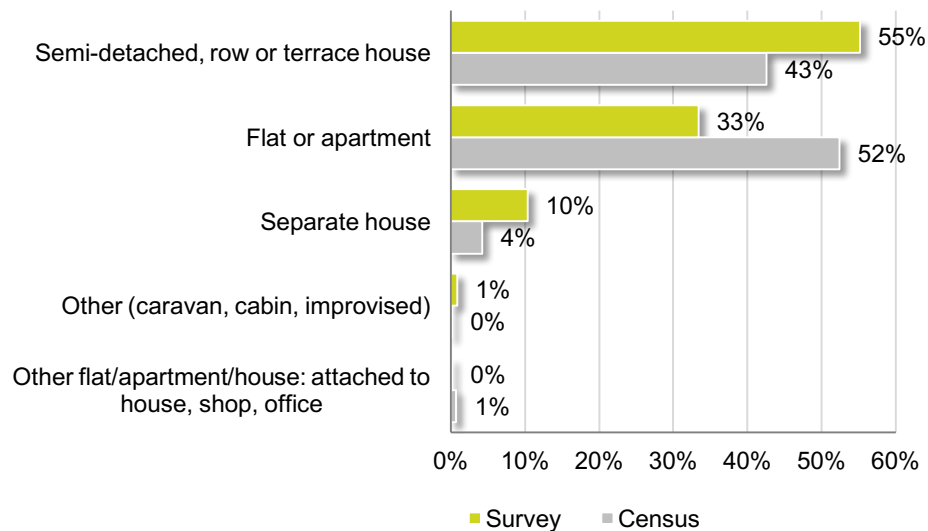
Weighted survey results



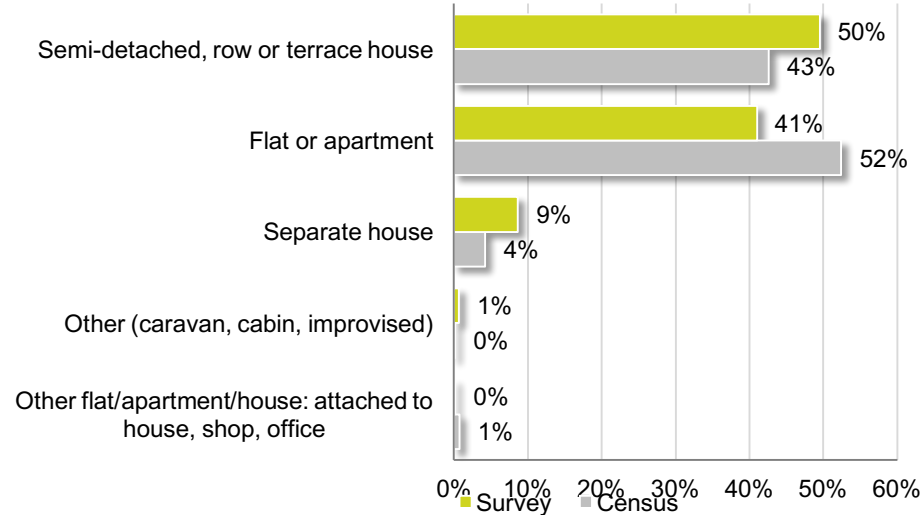
Survey: 606 people Census: 5,652 households

Un-weighted survey results

Dwelling Type



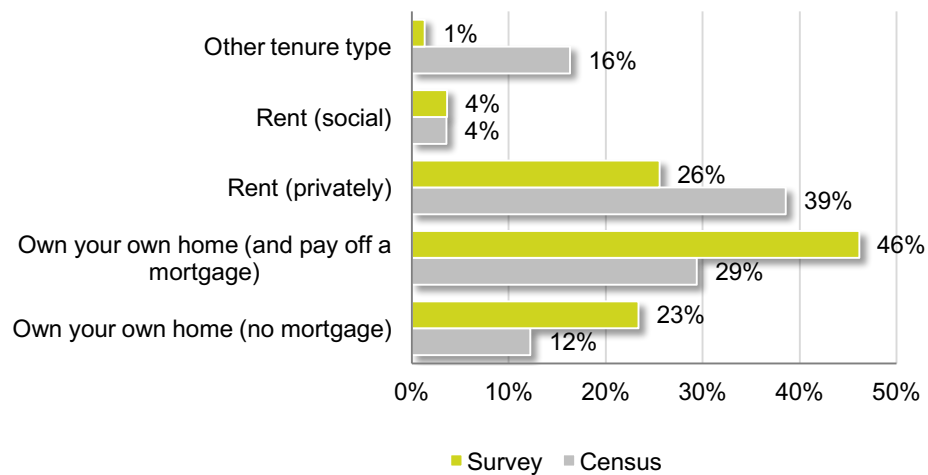
Weighted survey results



Survey: 607 people Census: 6,099 households

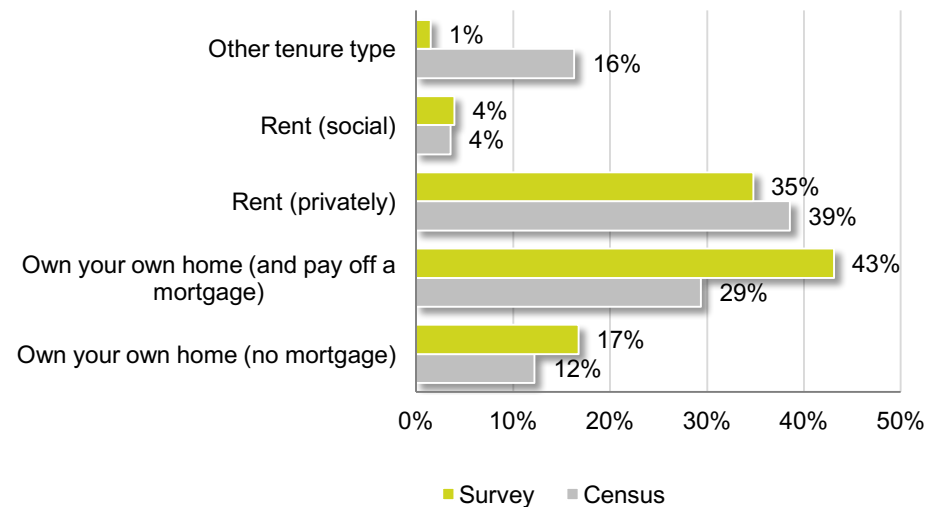
Un-weighted survey results

Tenure



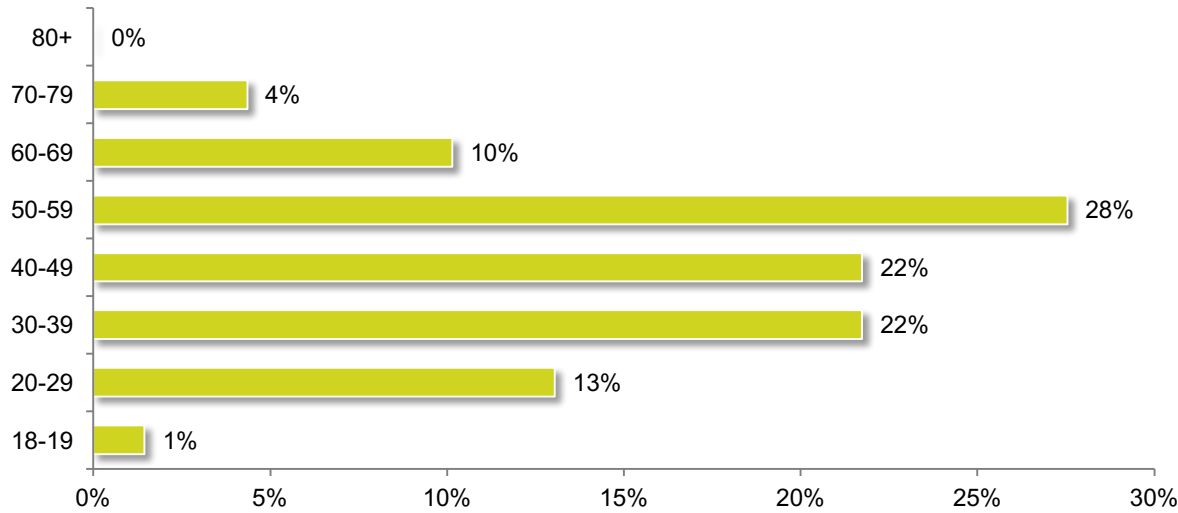
Survey: 607 people Census: 6,119 households

Weighted survey results

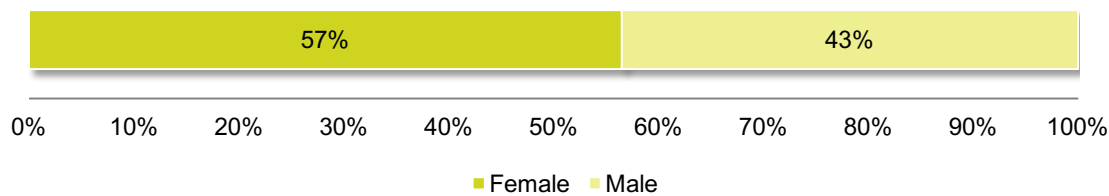


Appendix 4 Demographic characteristics of worker survey respondents (unweighted)

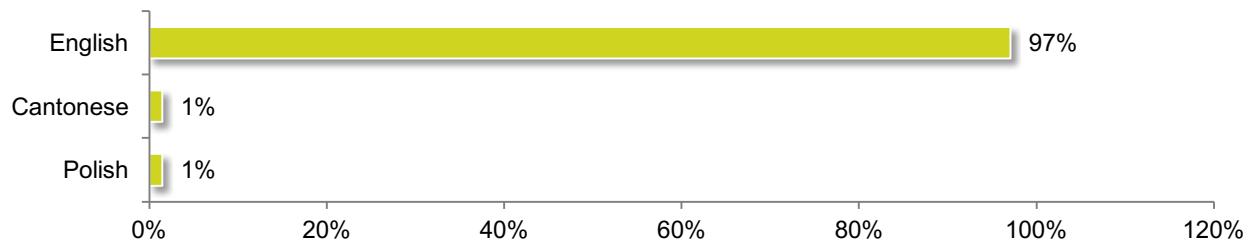
Age (n = 69)



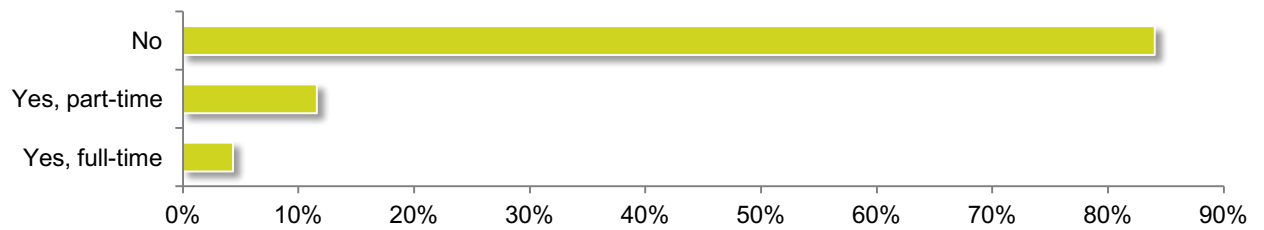
Gender (n = 69)



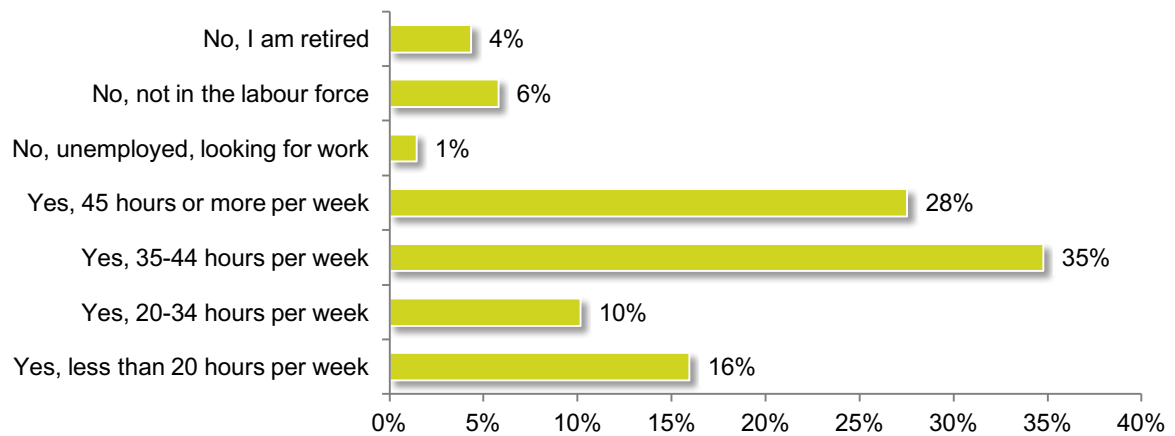
Main language spoken at home? (n = 69)



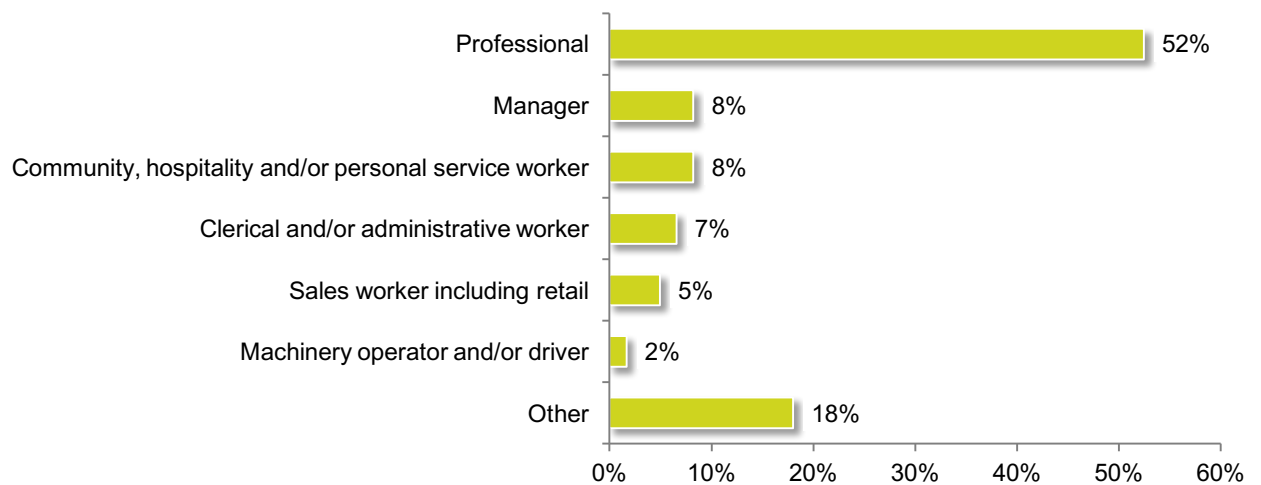
Studying (n = 69)



Employment status (n = 69)



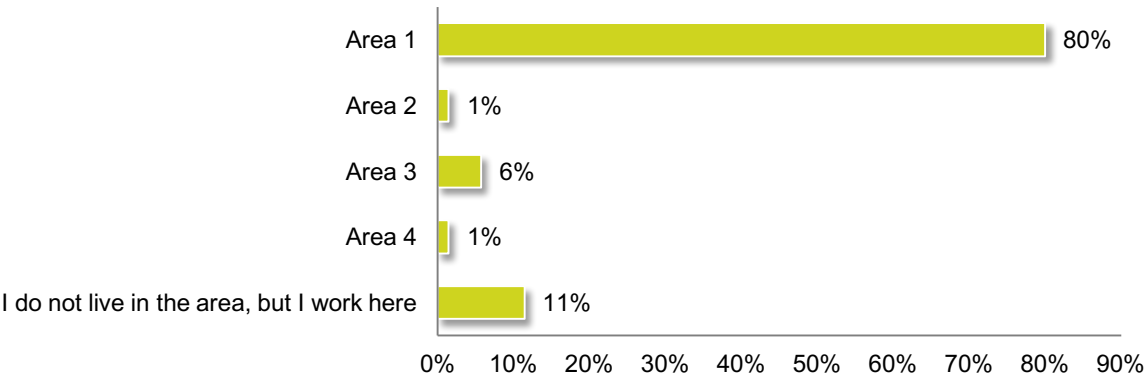
Occupation (n = 61)



Appendix 5 Full survey results for worker respondents (unweighted)

Section 1 – How you live or work in your local area

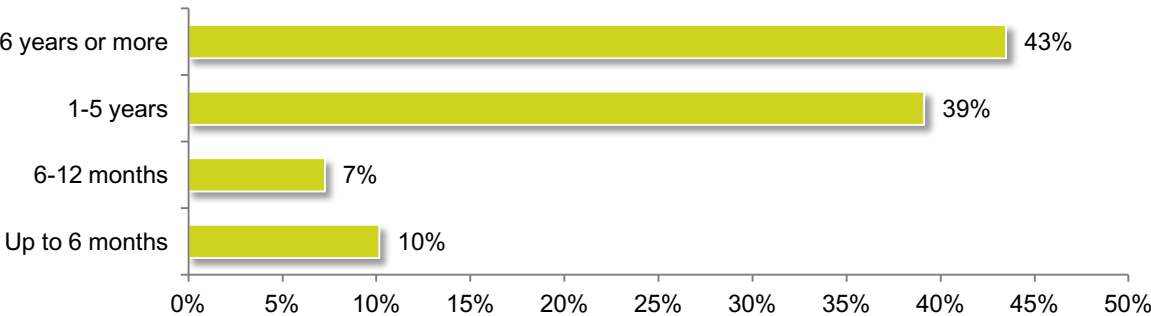
1. Which area do you live in? (n = 70)



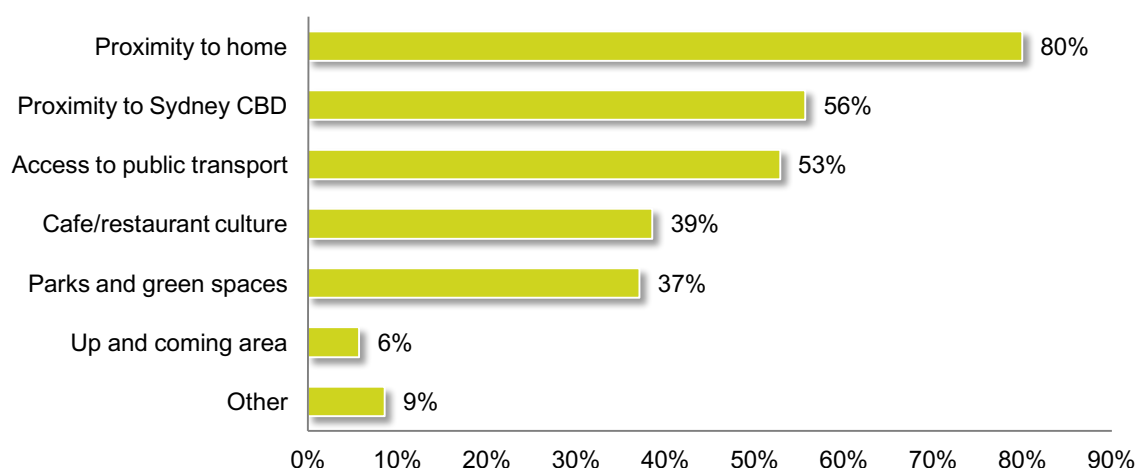
8. Which of the 4 areas in the map at the beginning of the survey do you work in?

70 survey respondents work in Area 1 (Ashmore)

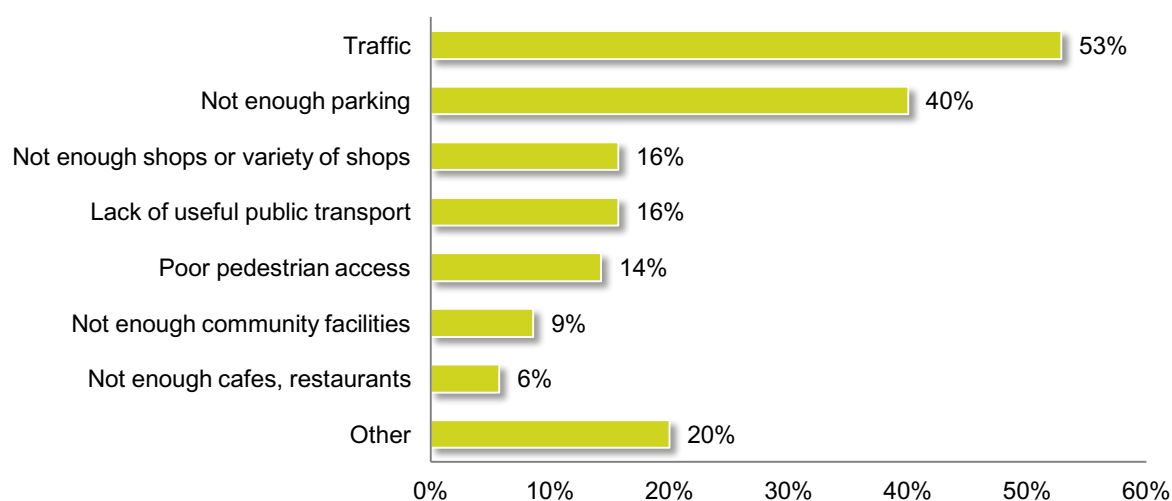
9. How long have you worked in the area? (n = 69)



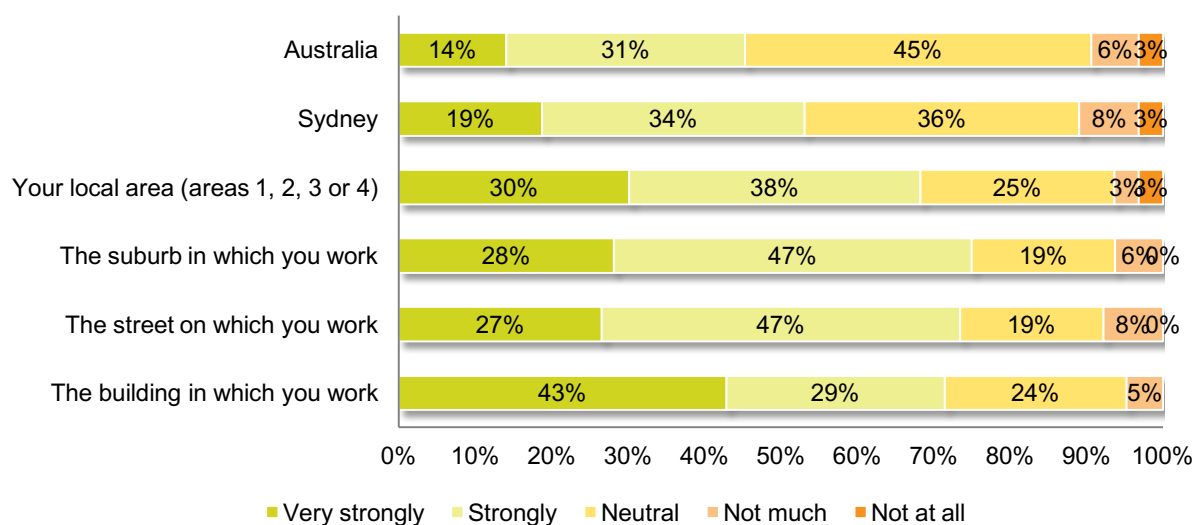
10. What do you like the most about working in the area? (n = 70)



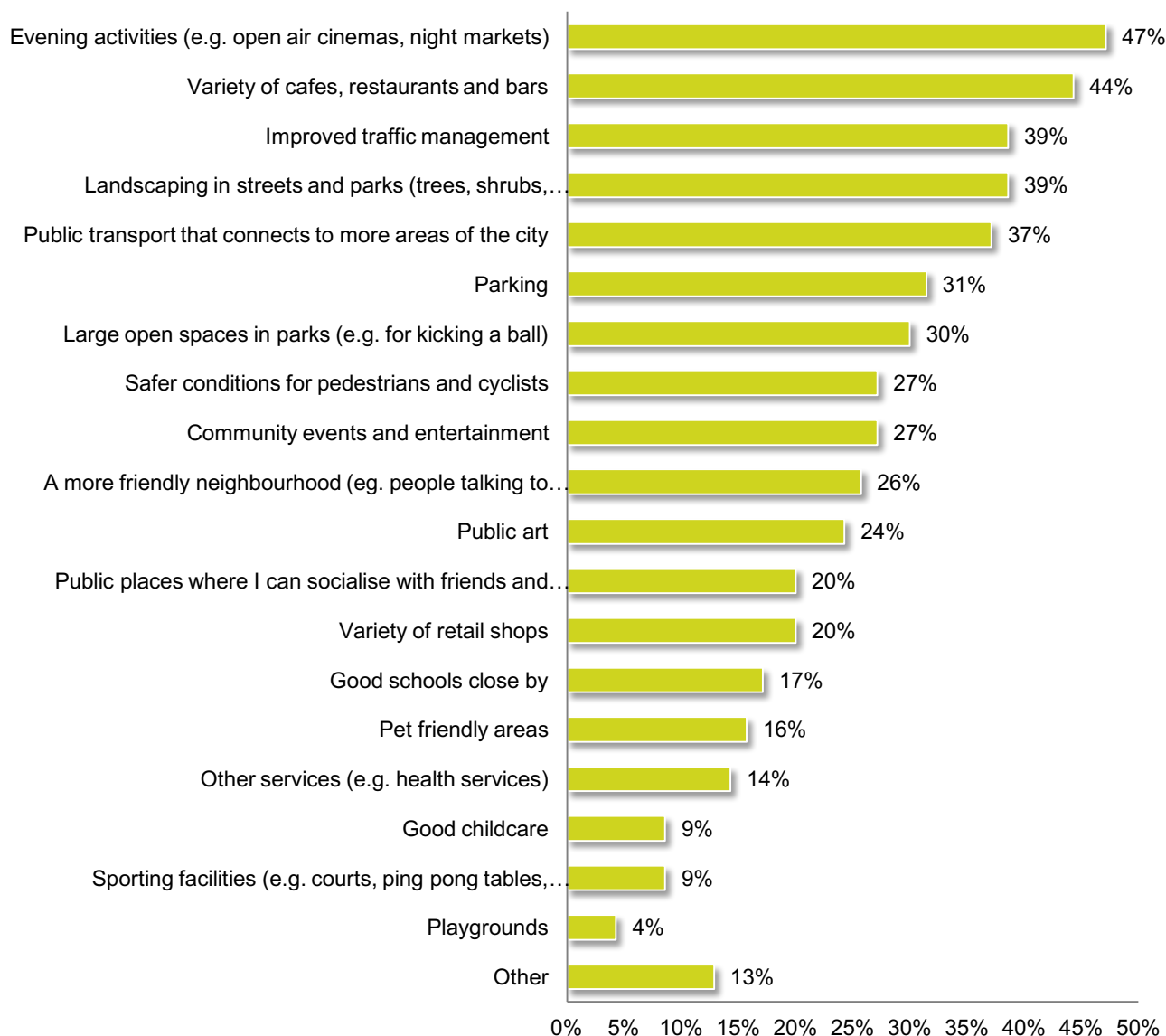
11. What do you like the least about working in the area? (n = 70)



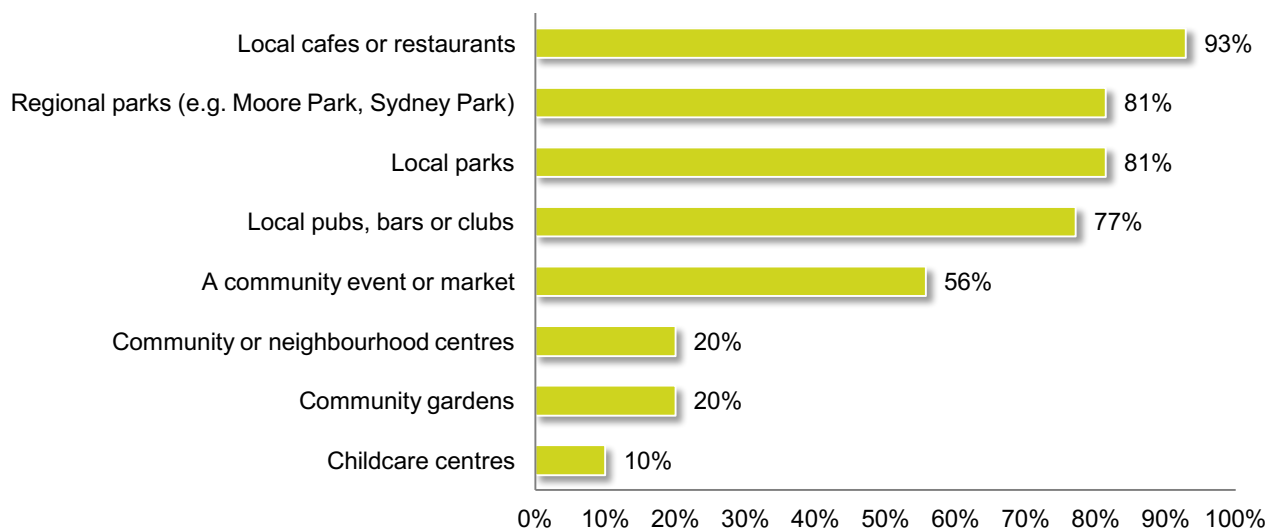
12. To what extent do you feel that you are part of the community in...? (n = various, 63-64)



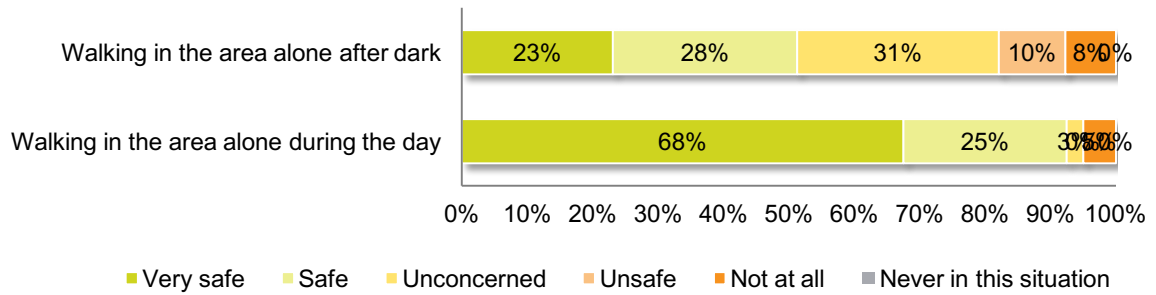
13. What are the top five things that would make the area a place you would want to live and/or work in the future? (i.e. facilities, events or services) (n = 70)



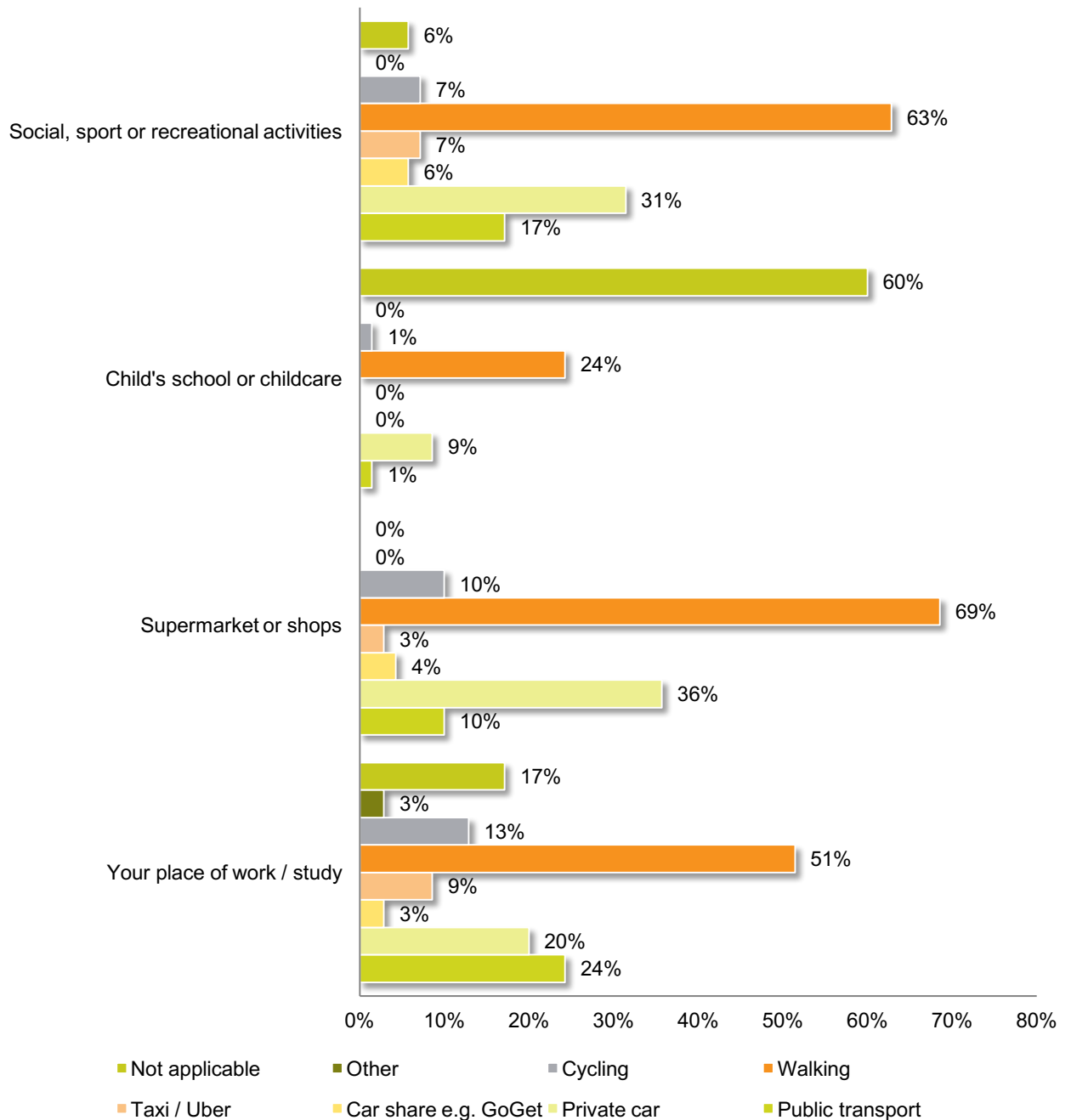
14. Which services and facilities have you used within the area over the past six months? (n = 70)



15. How safe or unsafe do you feel when you are in the following situations? [paper only responses] (n = various, 39-40)

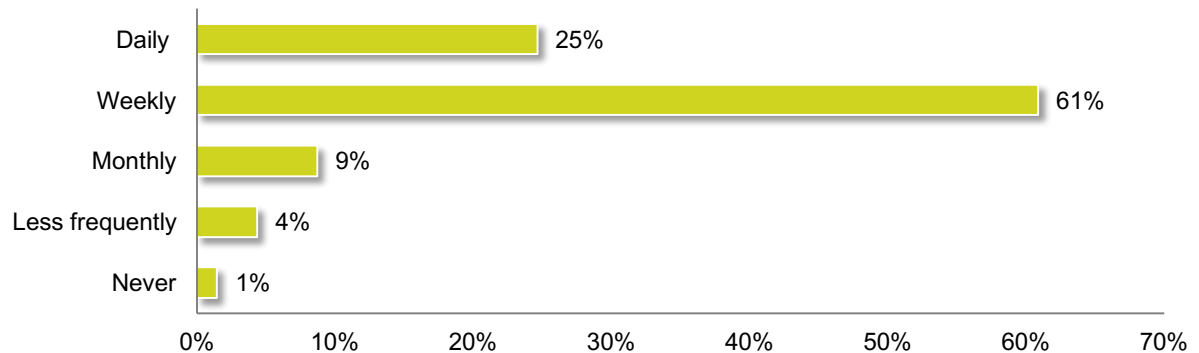


16. On a typical day, how do you travel to ... (n = 70)

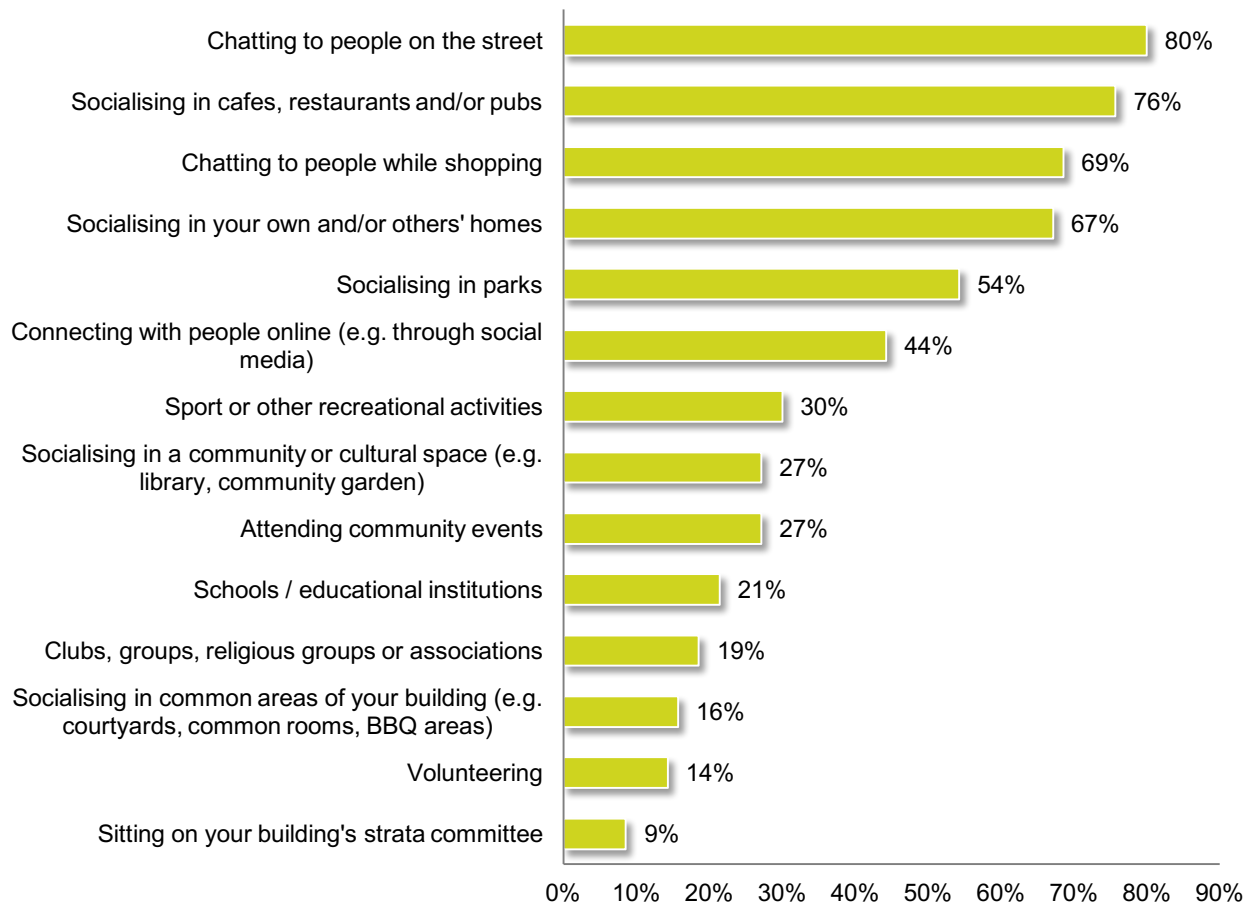


Section 2 – Community in your local area

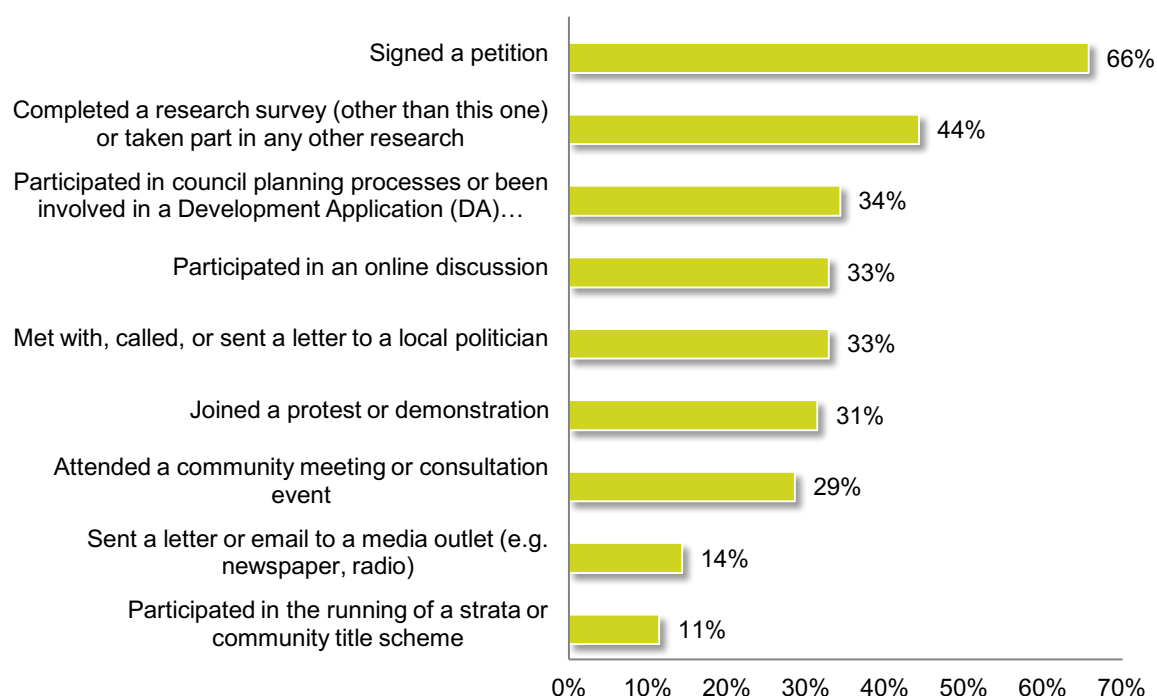
17. How often do you meet socially with friends, relatives or work colleagues? At least... (n =69)



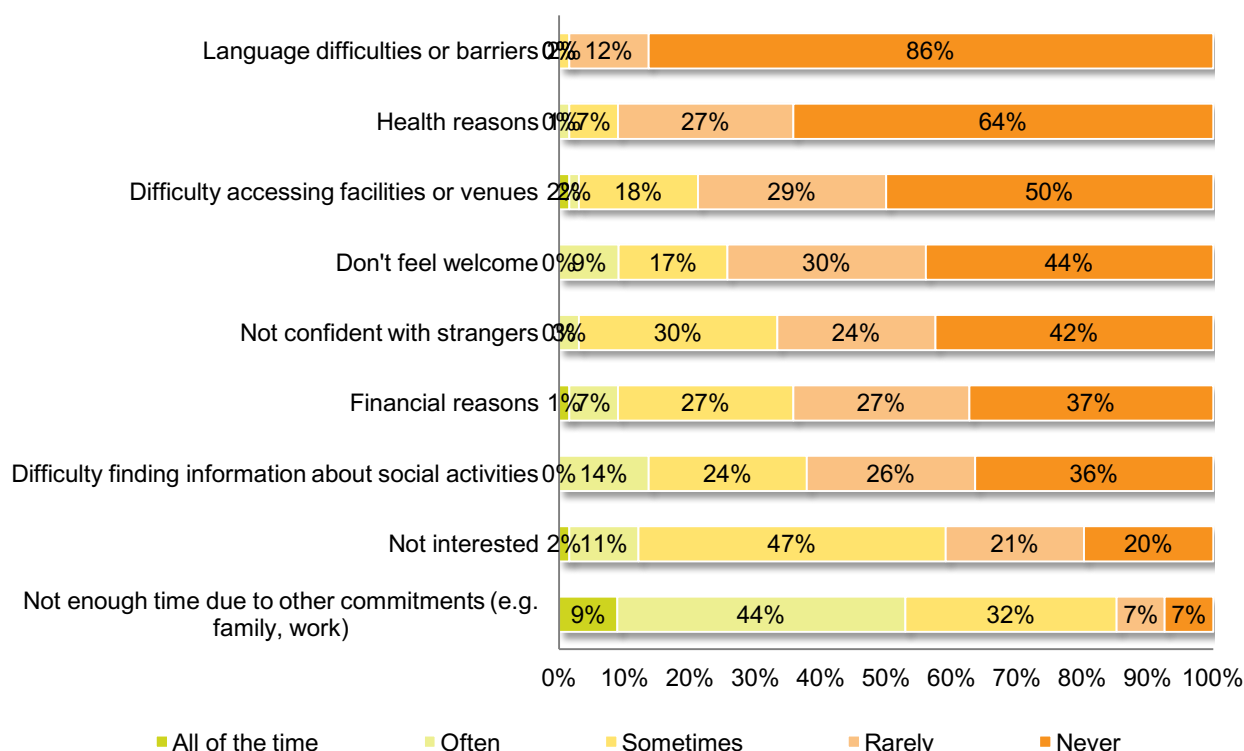
18. In the past month, have you had contact with people in your local area in any of the following ways? (n = 70)



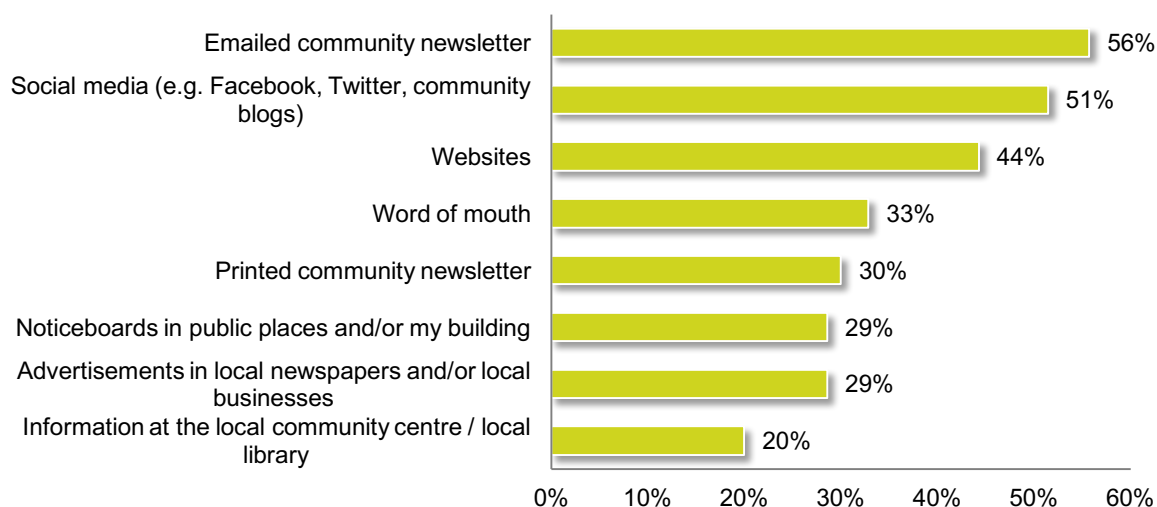
19. In the past 12 months, have you done any of the following? (n = 70)



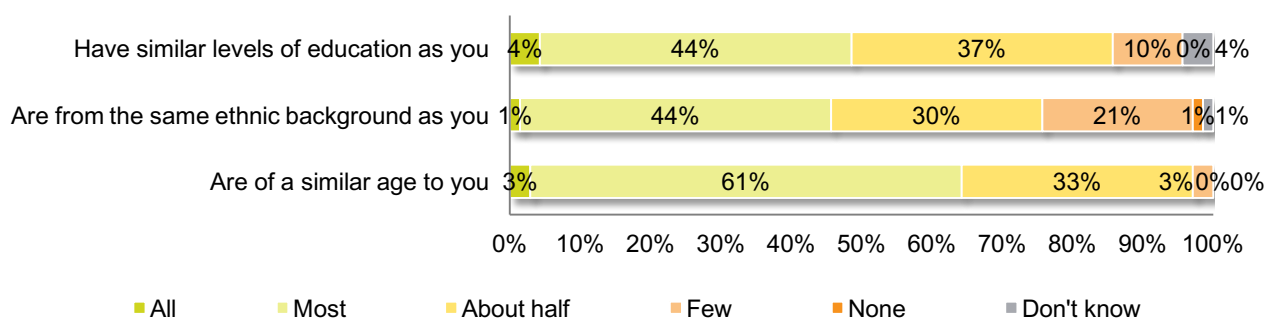
20. Do any of the following limit you from socialising or participating in organised social activities in the area? (n = various, 66-68)



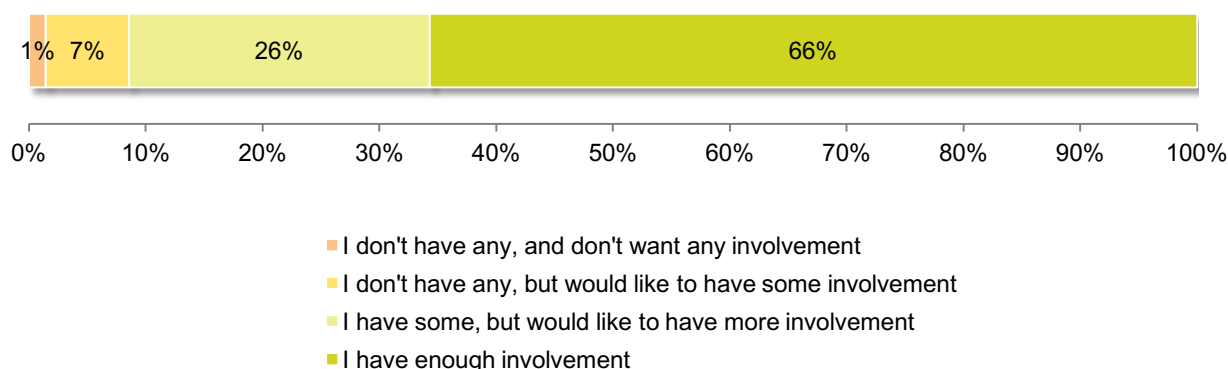
21. How would you like to get information about opportunities to participate in social activities in your local area? (n = 70)



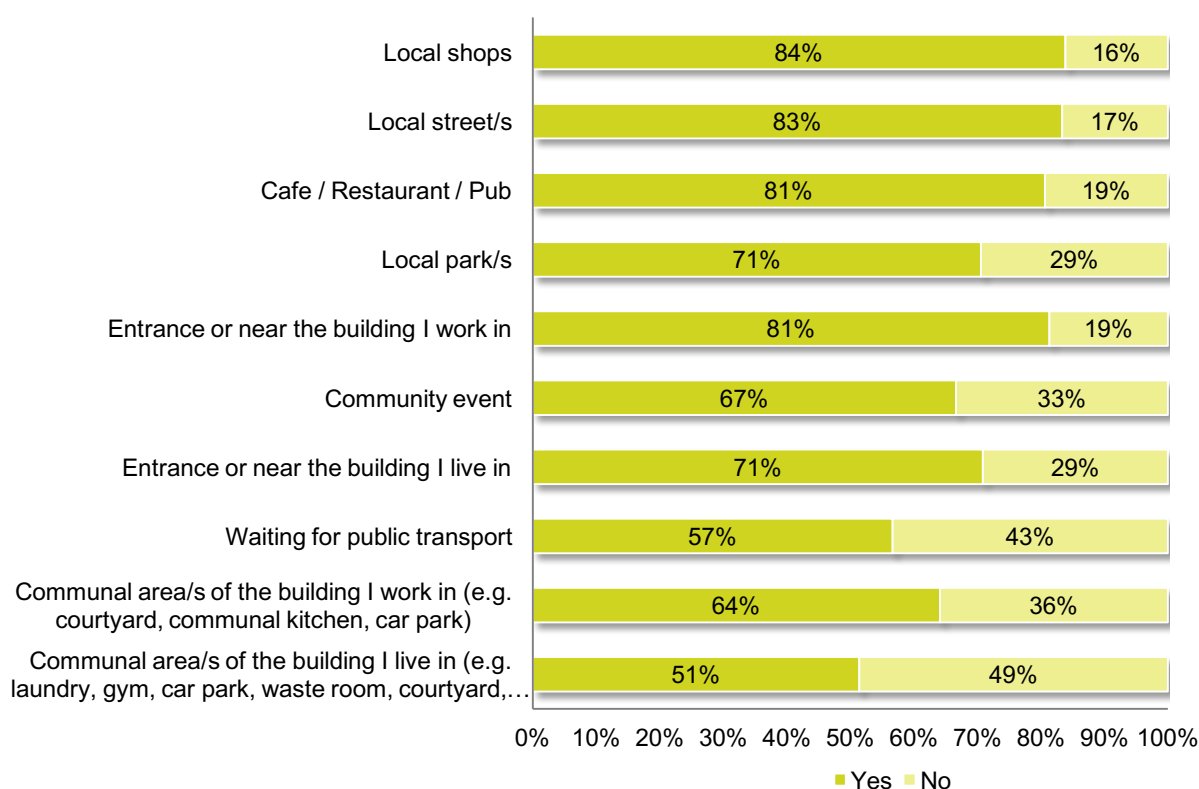
22. Of your friends, how many...? (n = 70)



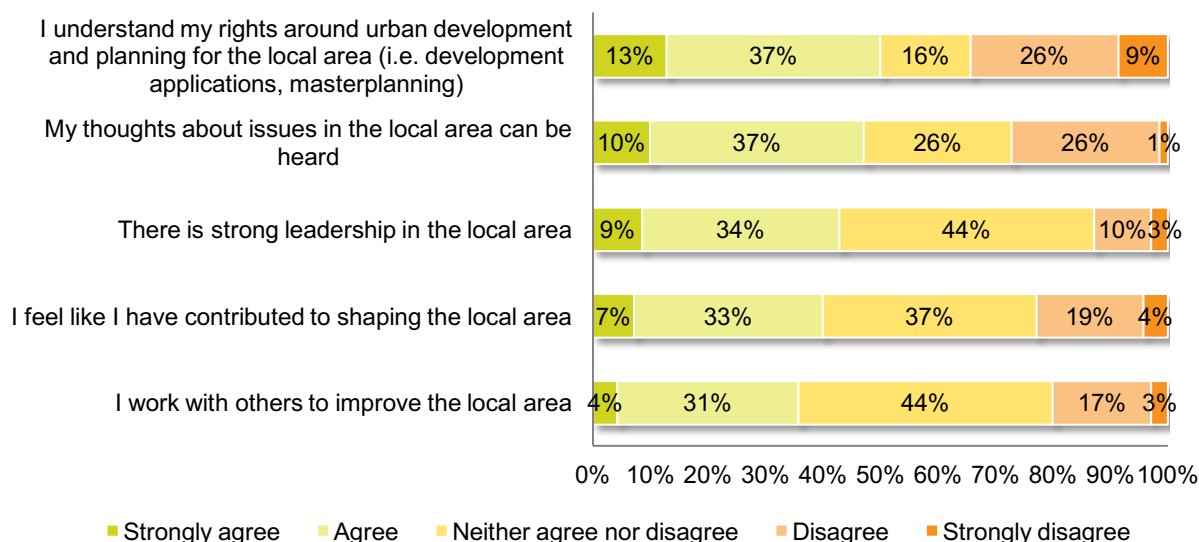
23. How would you best describe your level of interaction with other people who live or work in the area? (n = 70)



24. Do you often run into people you know in the following places in the area? (n = various, 67-69)

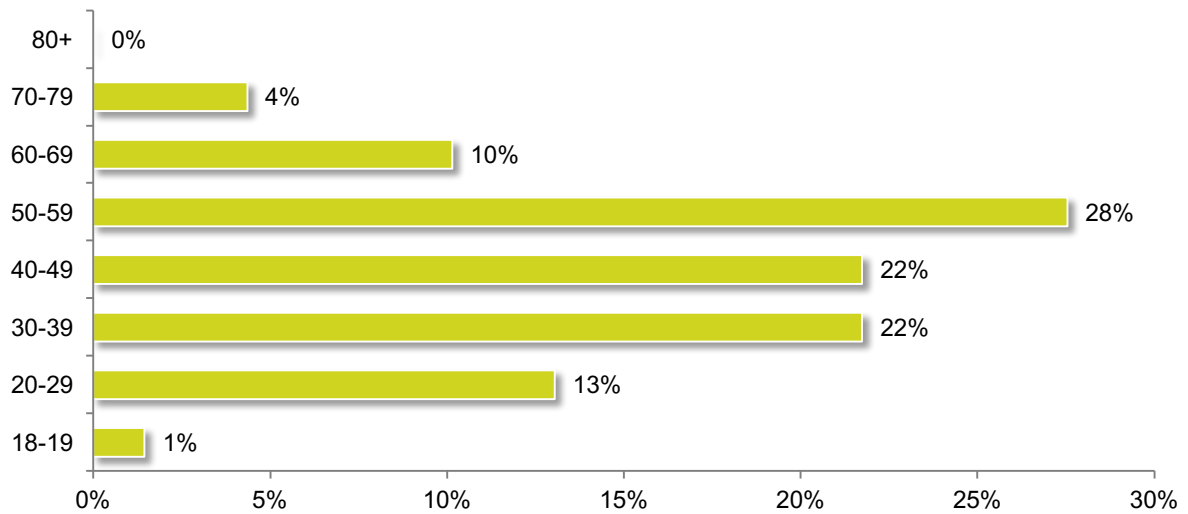


25. To what extent do you agree with the following statements? (n = 70)

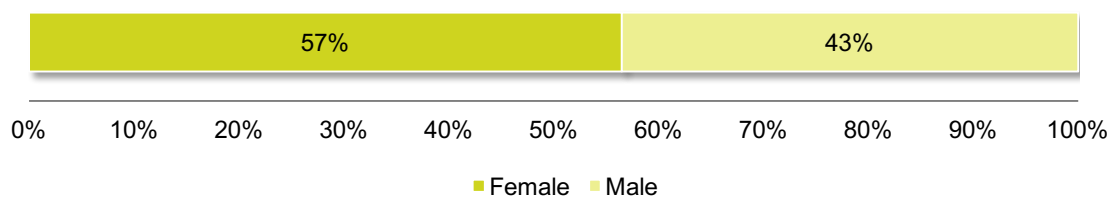


Section 3 – A few questions about you

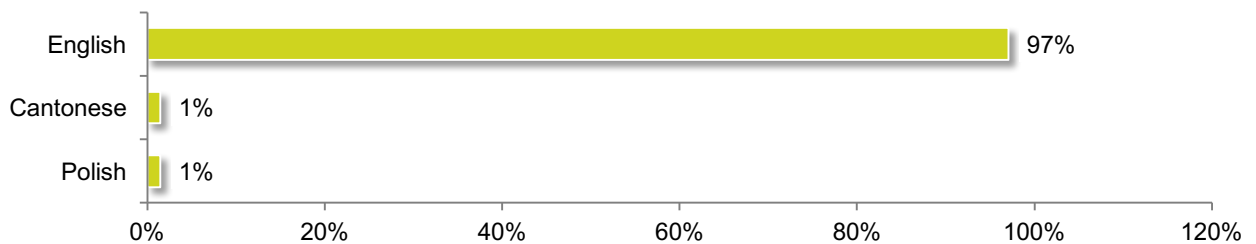
26. What is your age group? (n = 69)



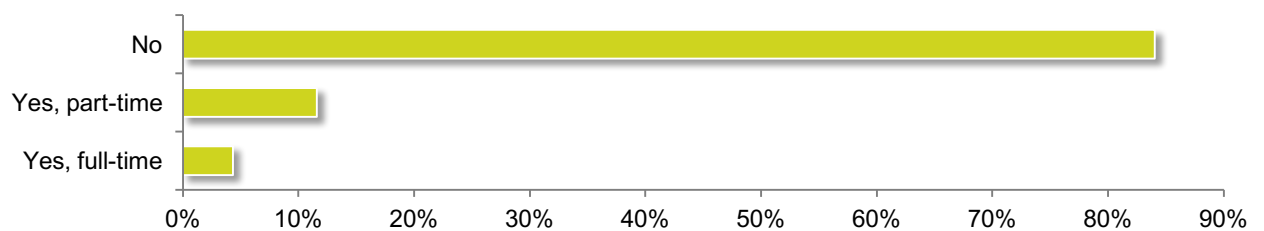
27. Are you ...? (n = 69)



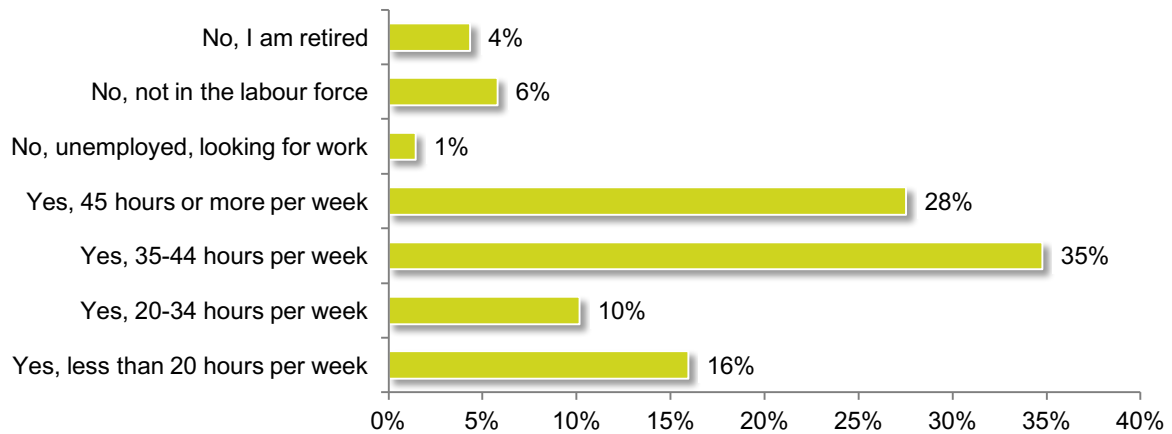
28. What is the main language spoken in your home? (n = 69)



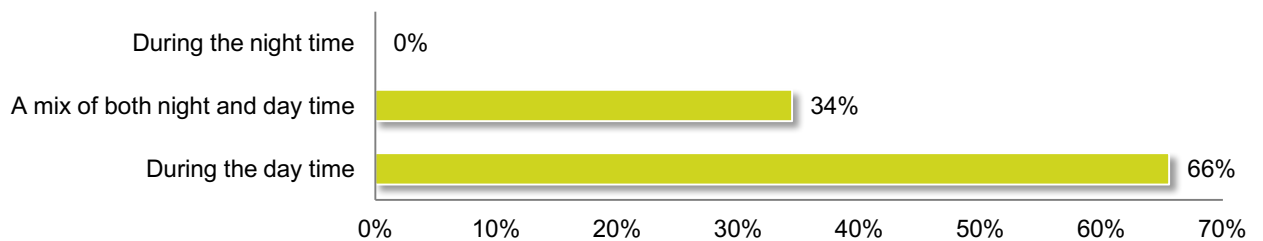
34. Are you currently studying? (n = 69)



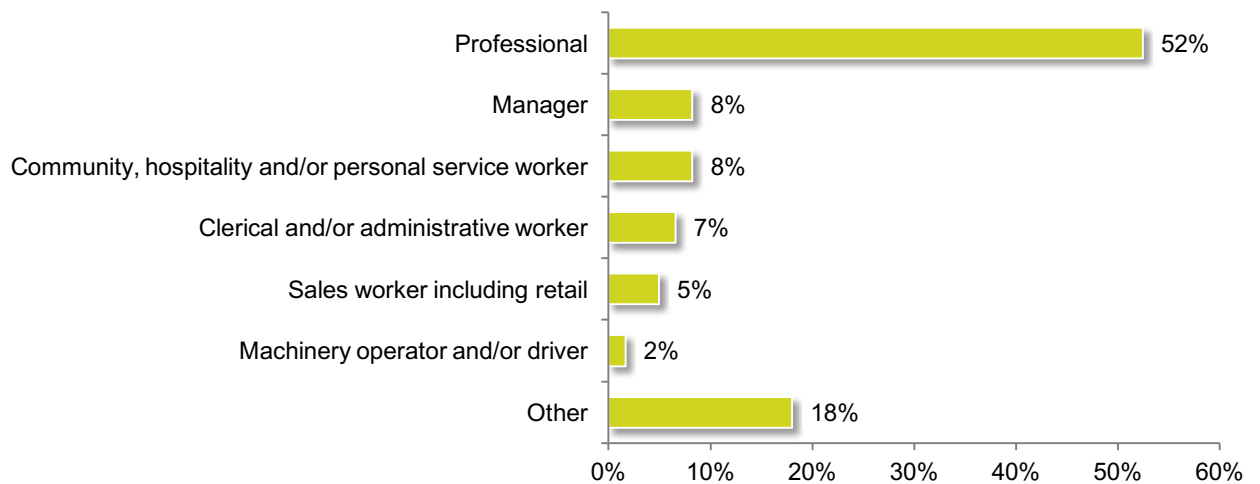
35. Are you currently in paid employment? (n = 69)



36. Do you work predominantly during the day or at night time? (n = 61)



37. Which of the following best describes your current occupation? (n = 61)



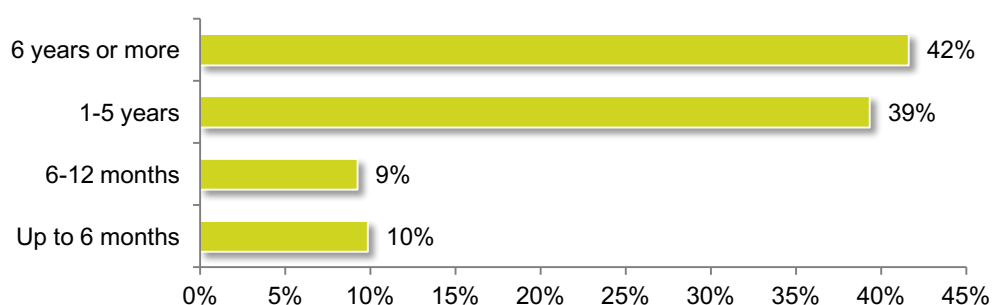
Appendix 6 Full survey results for resident respondents (weighted)

Section 1 – How you live or work in your local area

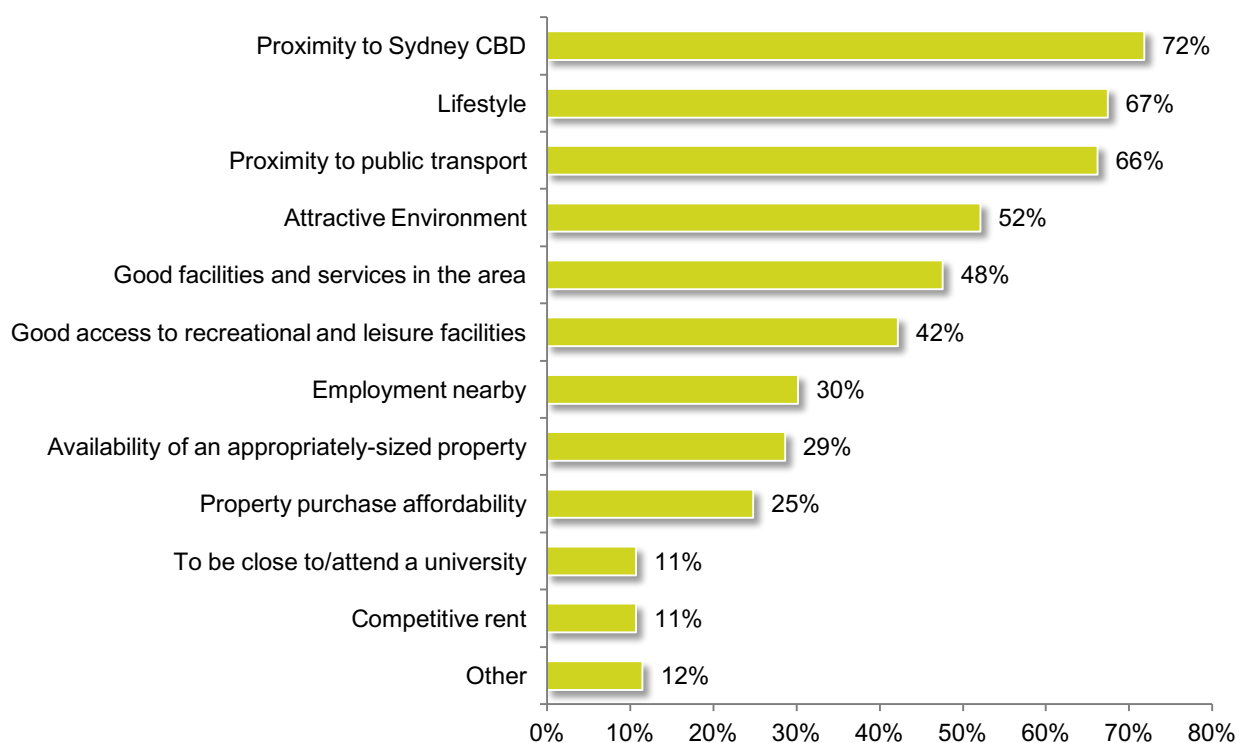
1. Which area do you live in?

616 residents responded that they live in Area 1 (Ashmore Precinct).

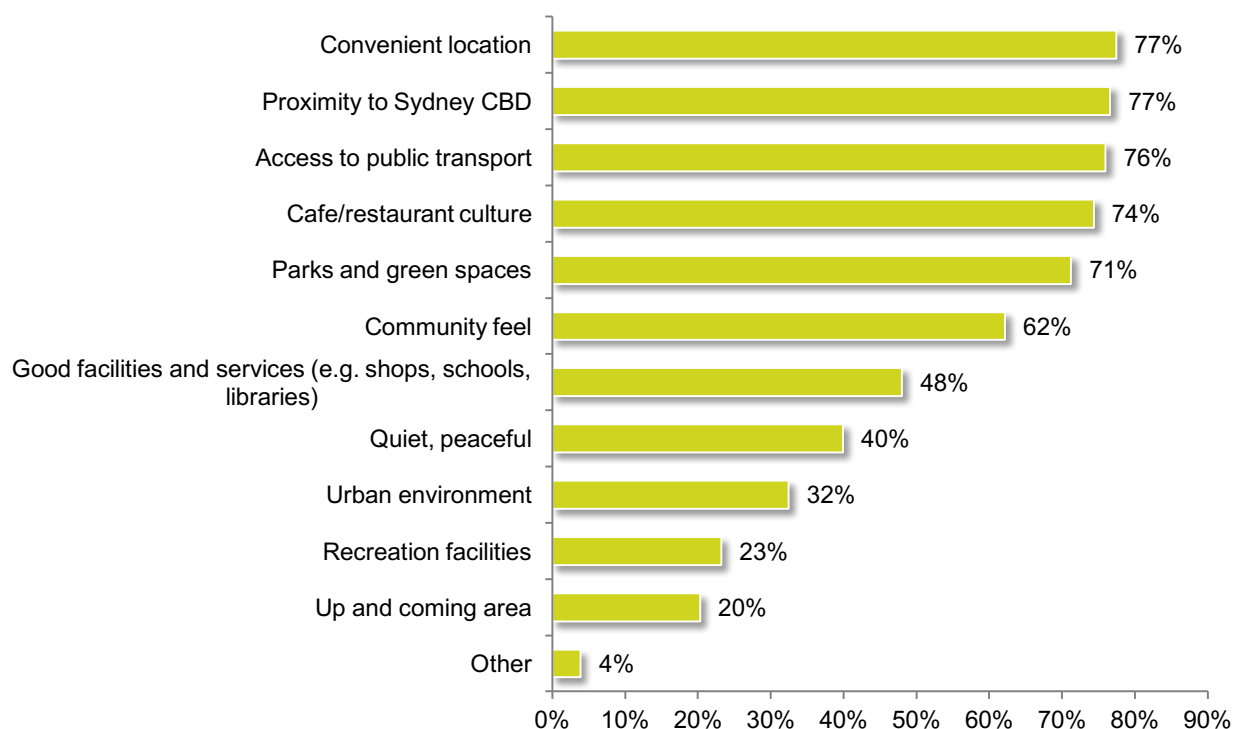
2. How long have you lived in the area? (n = 616)



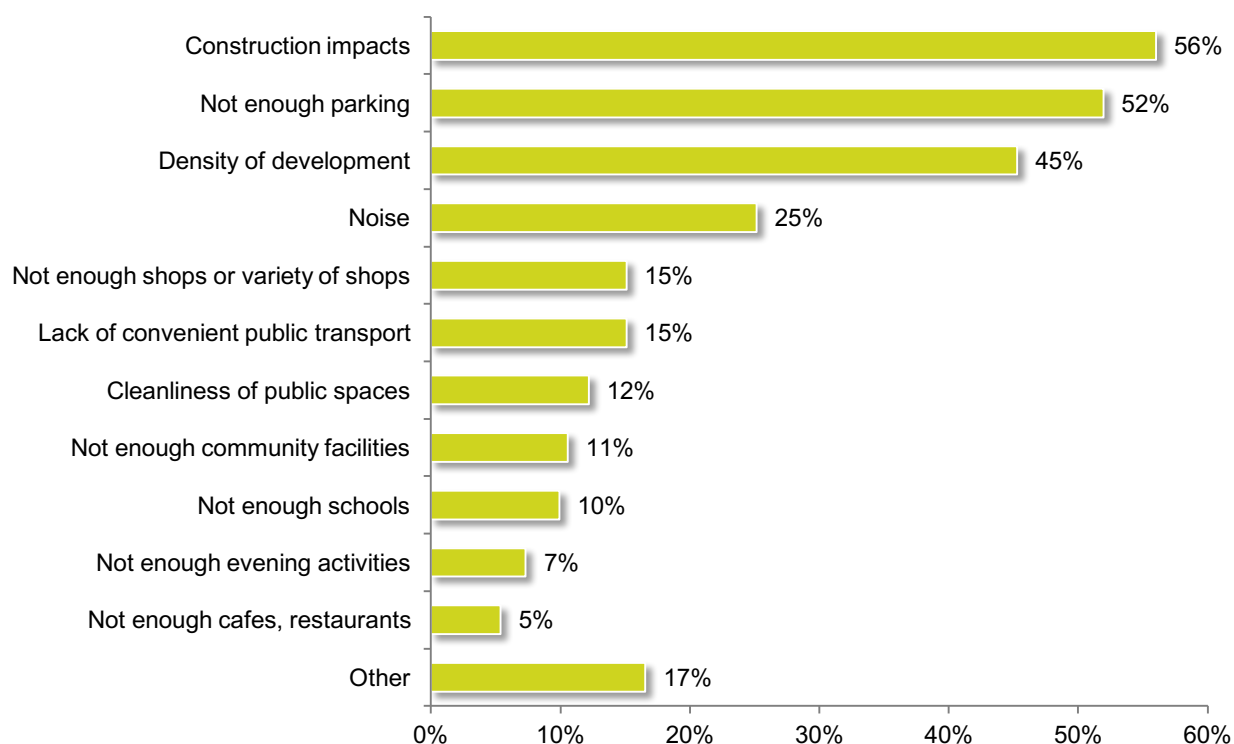
3. Why did you move to the area? (n = 616)



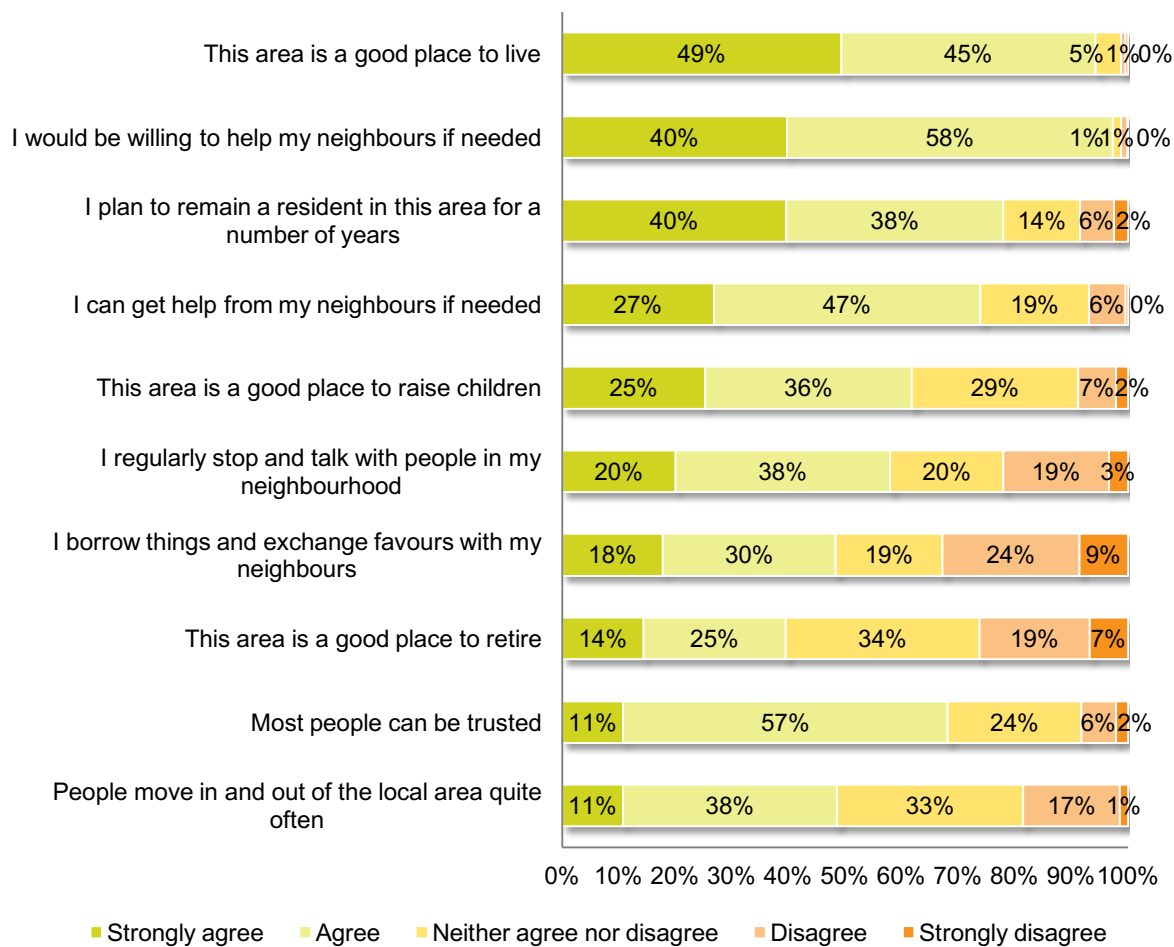
4. What do you like the most about living in the area? (n = 616)



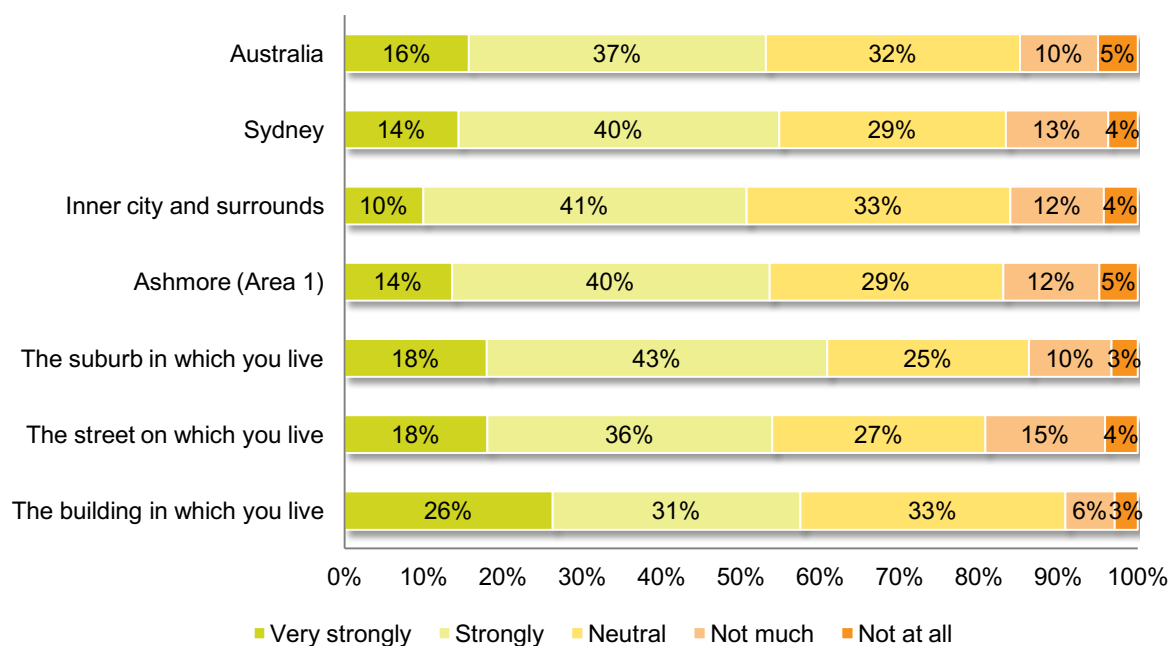
5. What do you like the least about living in the area? (n = 616)



6. To what extent do you agree with the following statements about where you live? (n = various, 609-614)



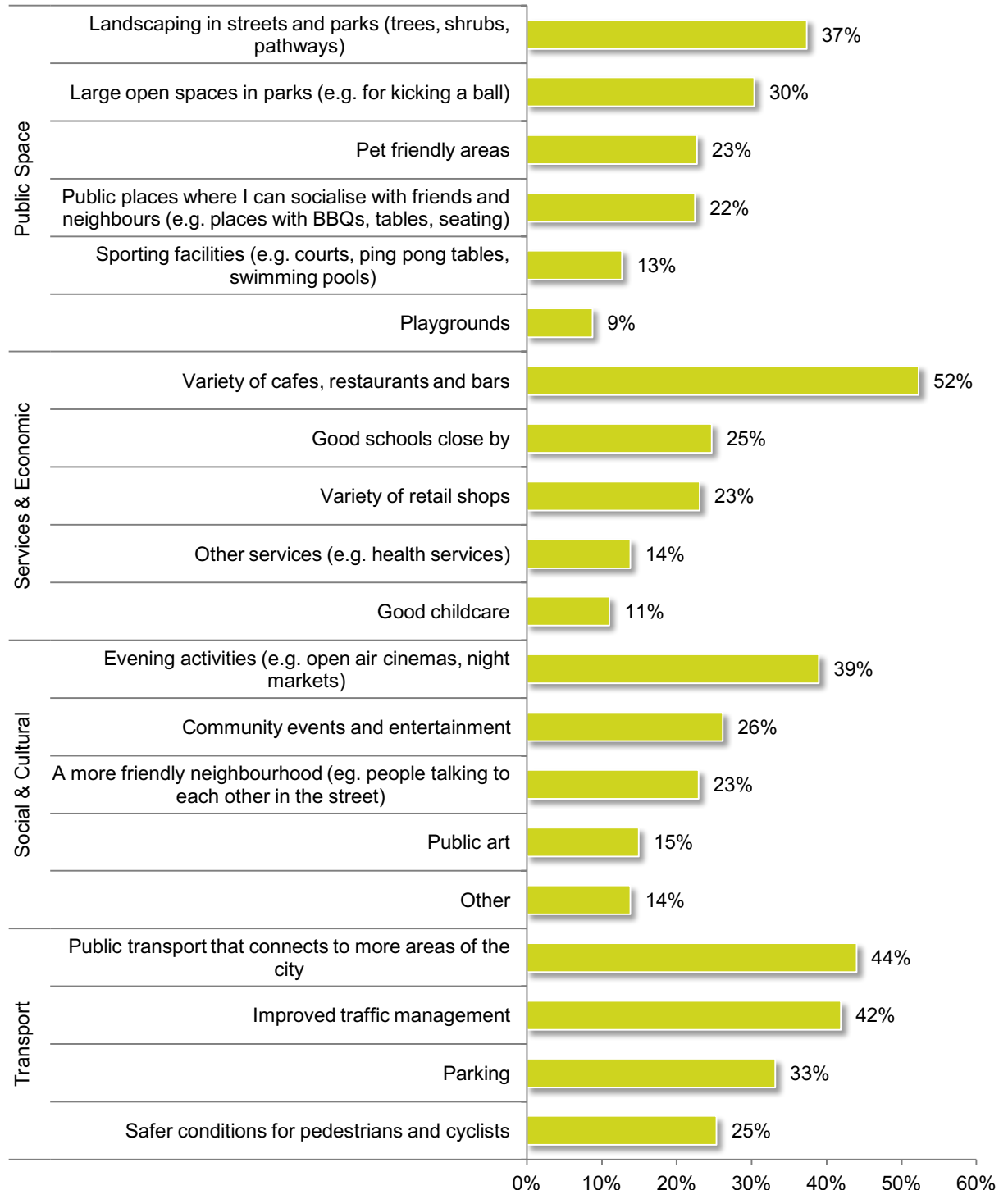
7. To what extent do you feel that you are part of the community in...? (n = various, 593-612)



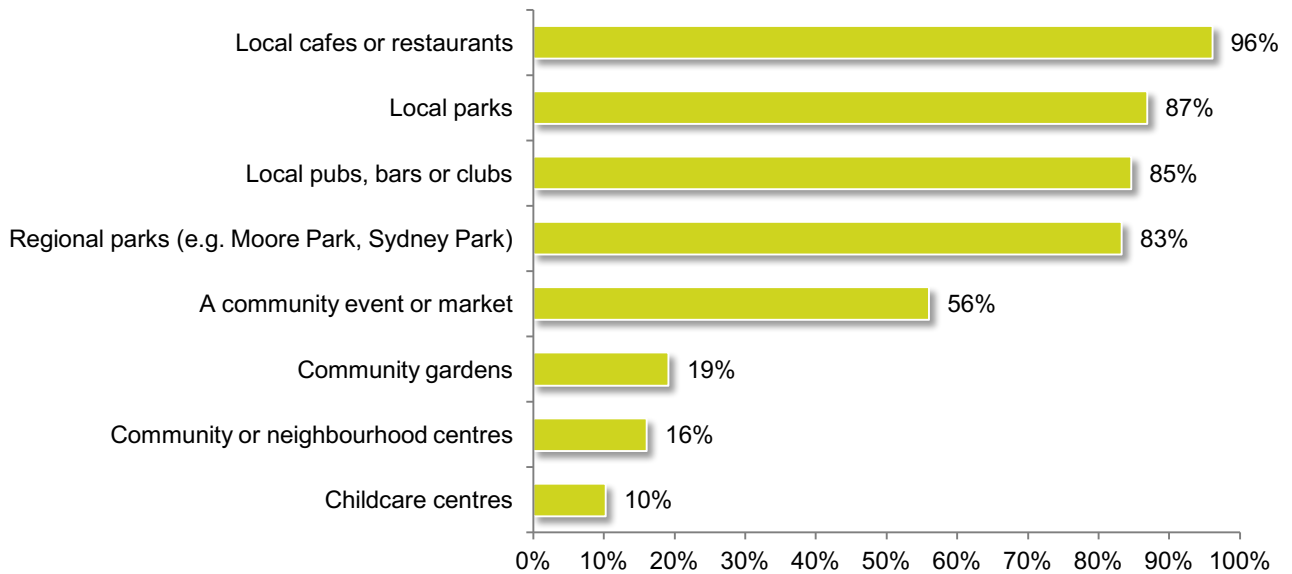
8. Which of the 4 areas in the map at the beginning of the survey do you work in? (n = 612)

50 of the resident respondents also worked in Area 1 (Ashmore Precinct).

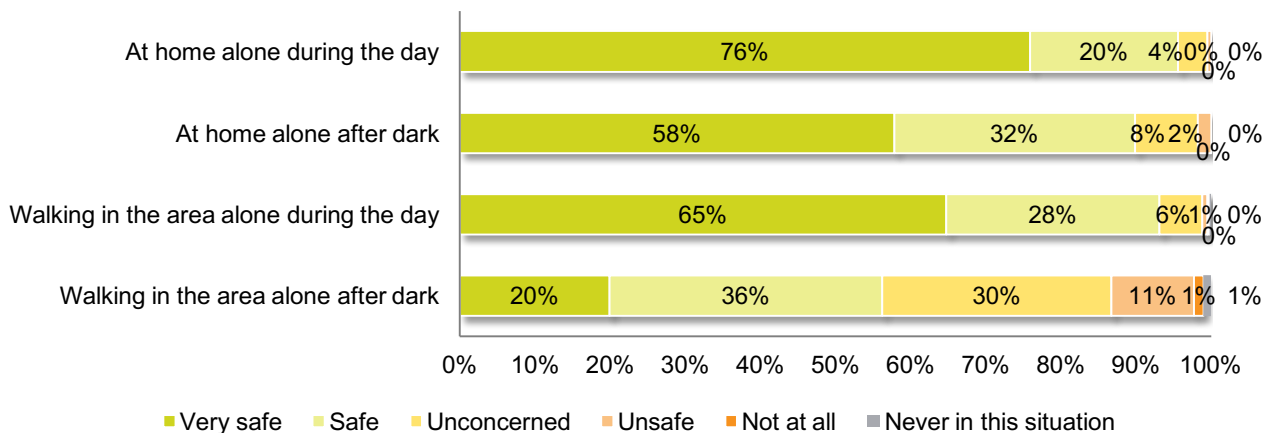
13. What are the top five things that would make the area a place you would want to live and/or work in the future? (n = 616)



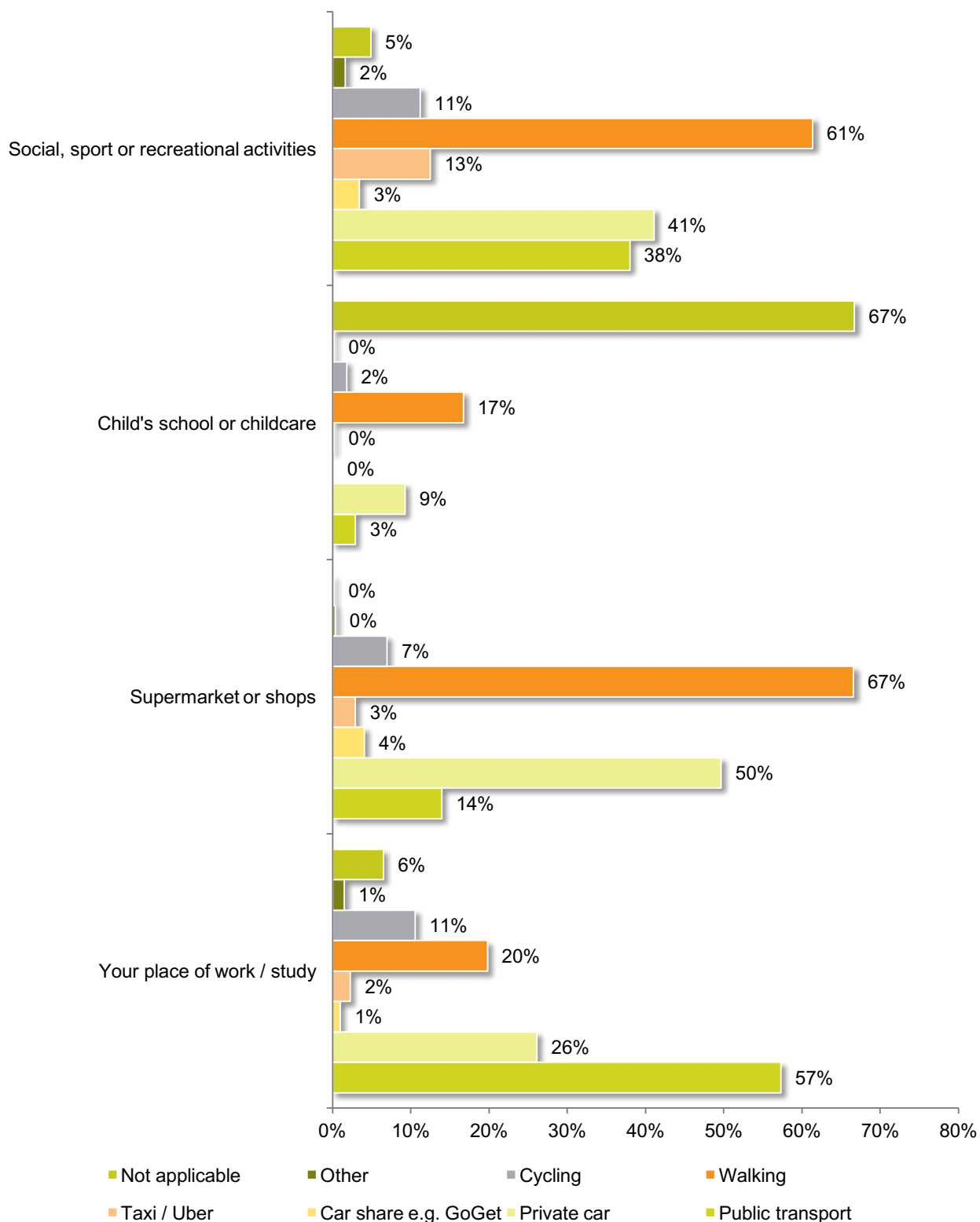
14. Which services and facilities have you used within the area over the past six months? (n = 616)



15. How safe or unsafe do you feel when you are in the following situations? [mailed responses only] (n = various, 304-307)

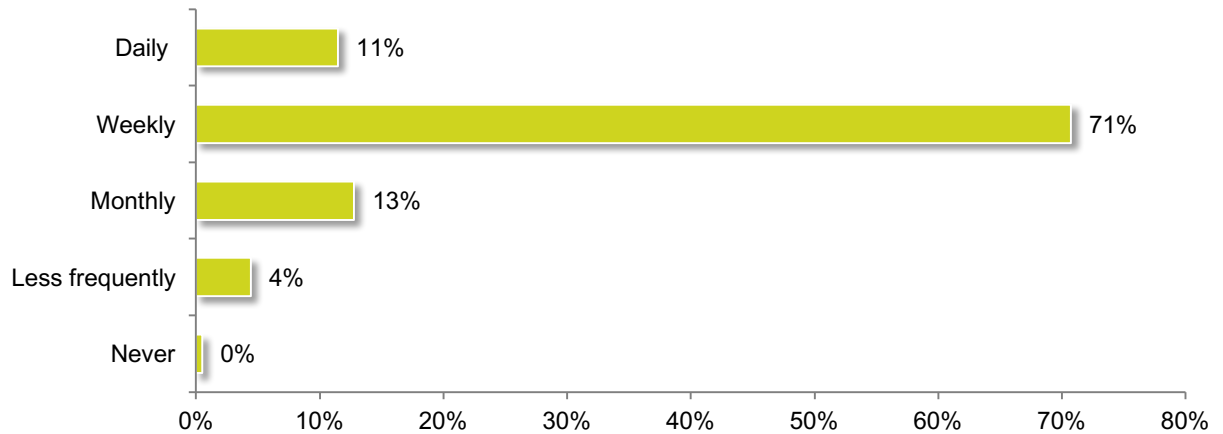


16. On a typical day, how do you travel to ... (n = 616) [Results presented are the percentage of people who use each mode for each purpose, with 'not applicable' responses removed. Figures do not sum to 100% as multiple responses allowed]

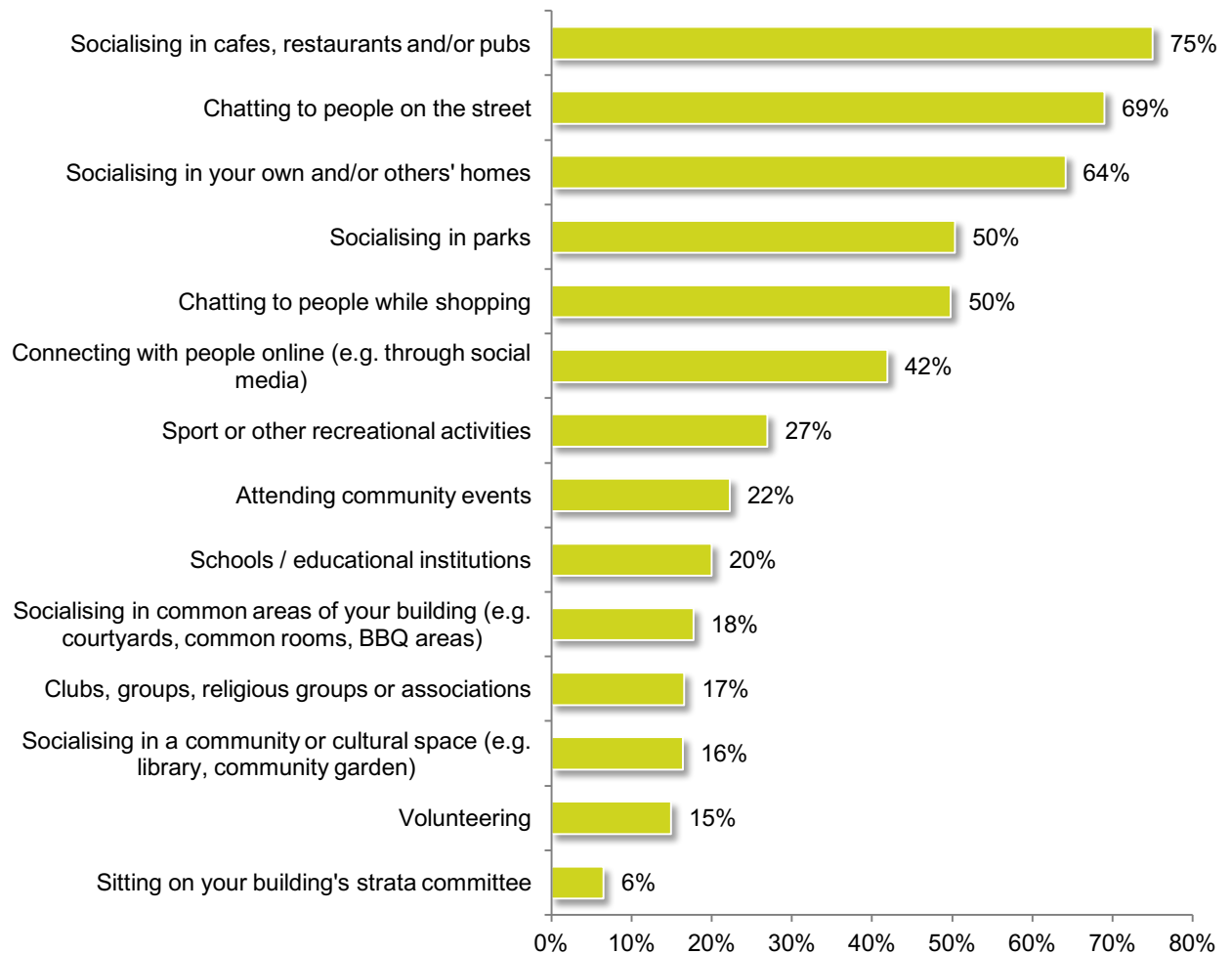


Section 2 – Community in your local area

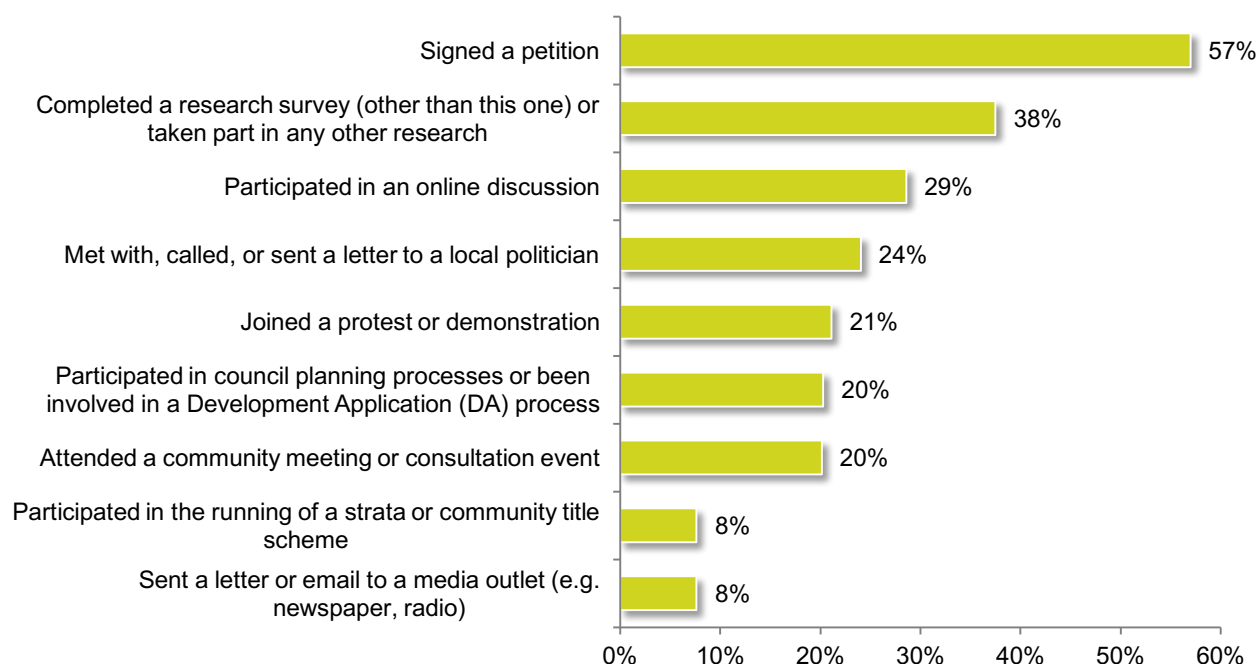
17. How often do you meet socially with friends, relatives or work colleagues? At least... (n = 611)



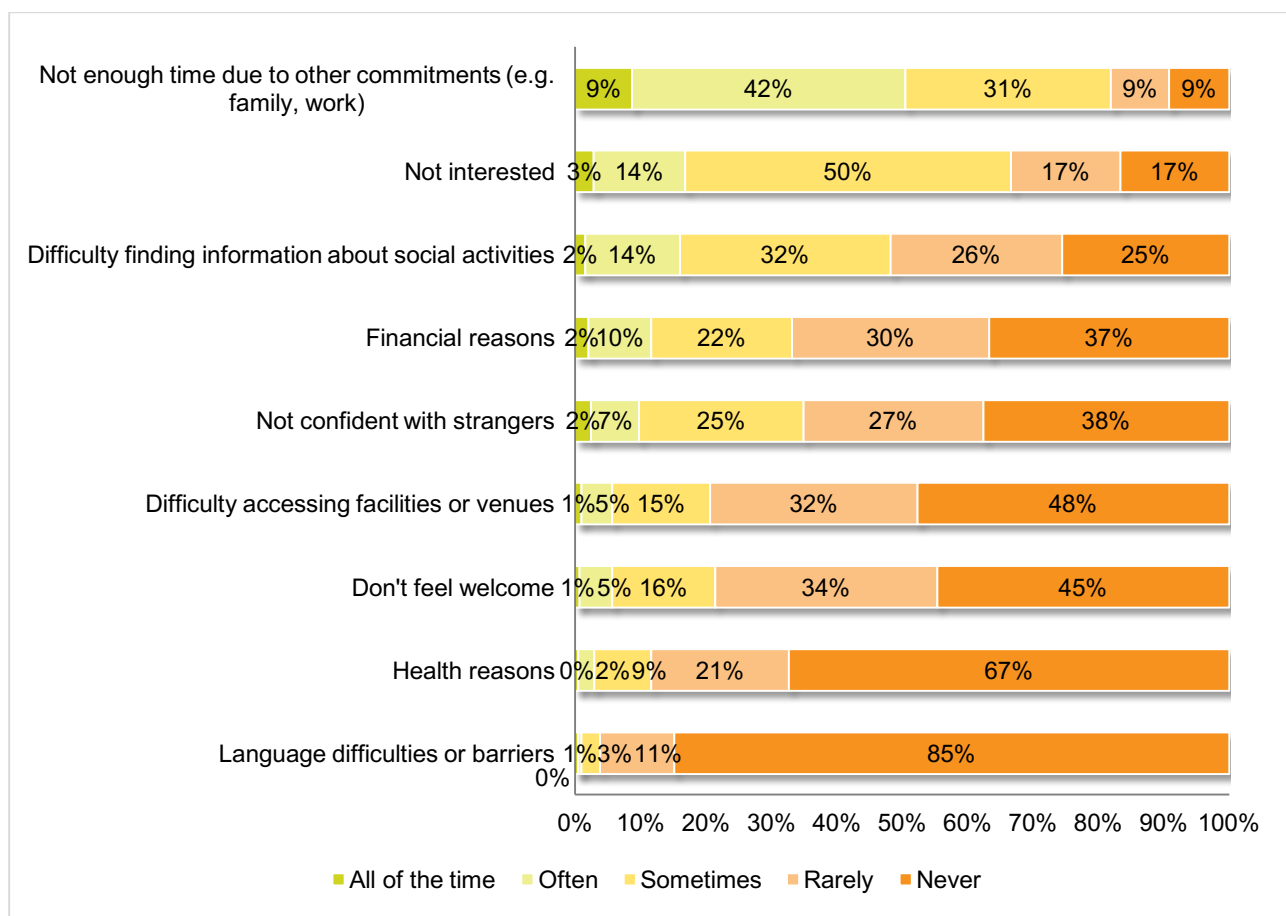
18. In the past month, have you had contact with people in your local area in any of the following ways? (n = 616)



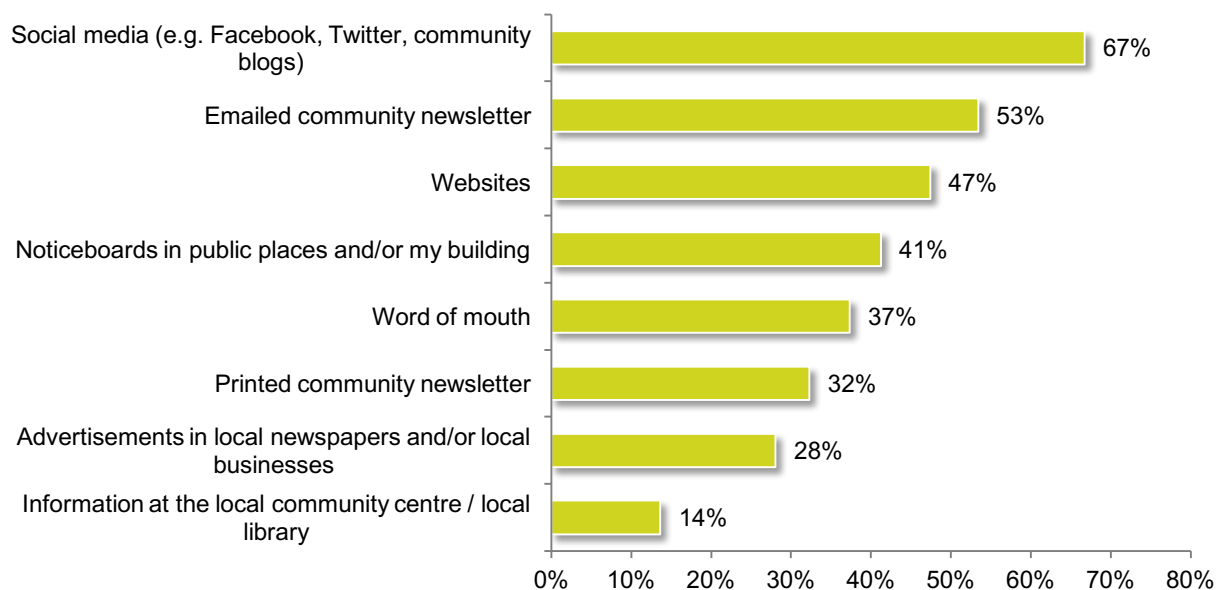
19. In the past 12 months, have you done any of the following? (n = 616)



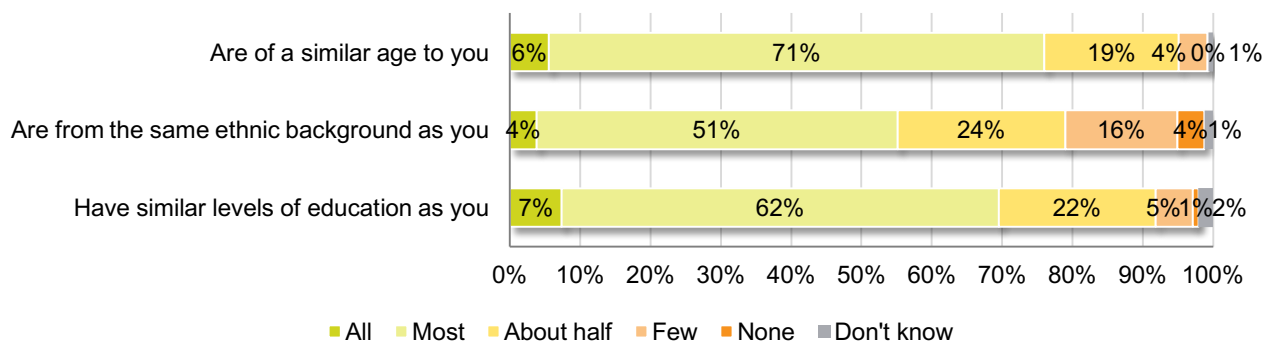
20. Do any of the following limit you from socialising or participating in organised social activities in the area? (n = various, 573-582)



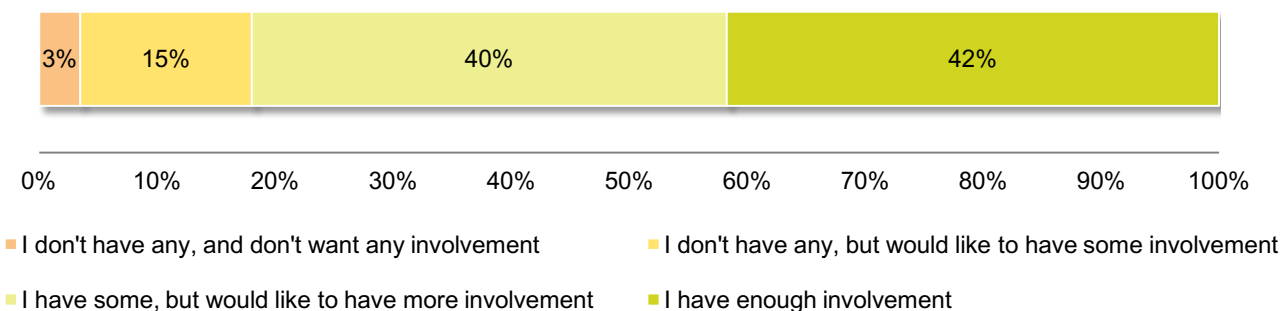
21. How would you like to get information about opportunities to participate in social activities in your local area? (n = 616)



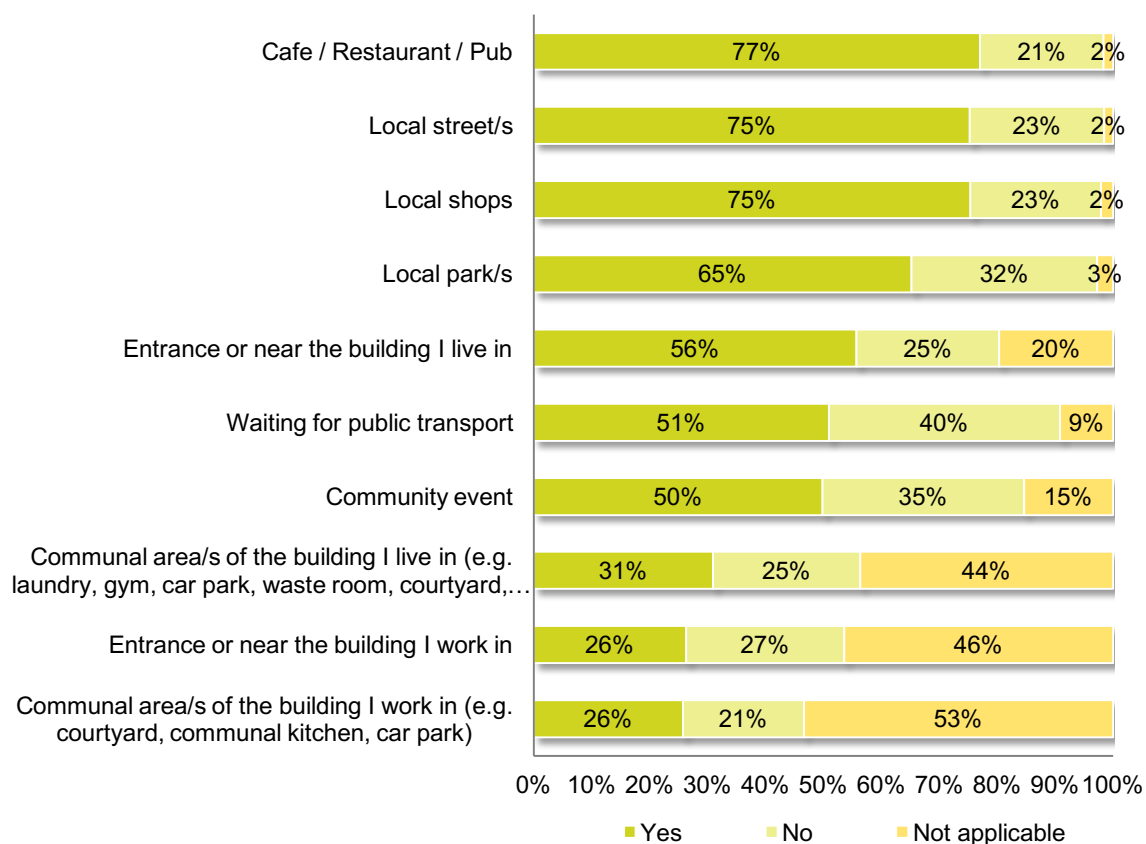
22. Of your friends, how many...? (n = various, 607-611)



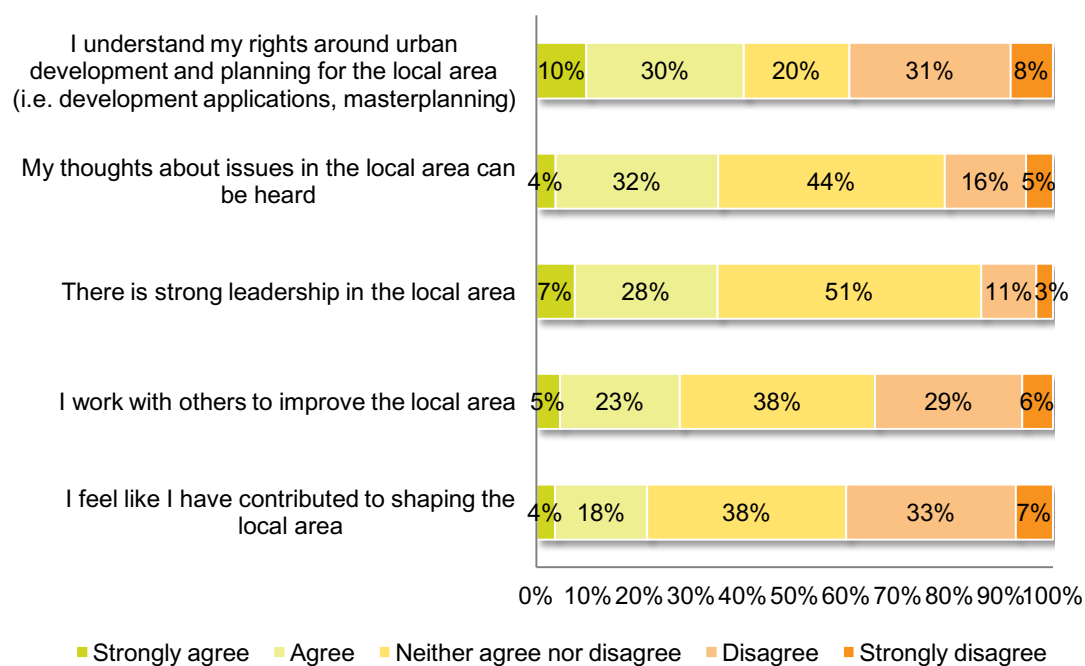
23. How would you best describe your level of interaction with other people who live or work in the area? (n = 605)



24. Do you often run into people you know in the following places in the area? (n = various, 565 - 598)

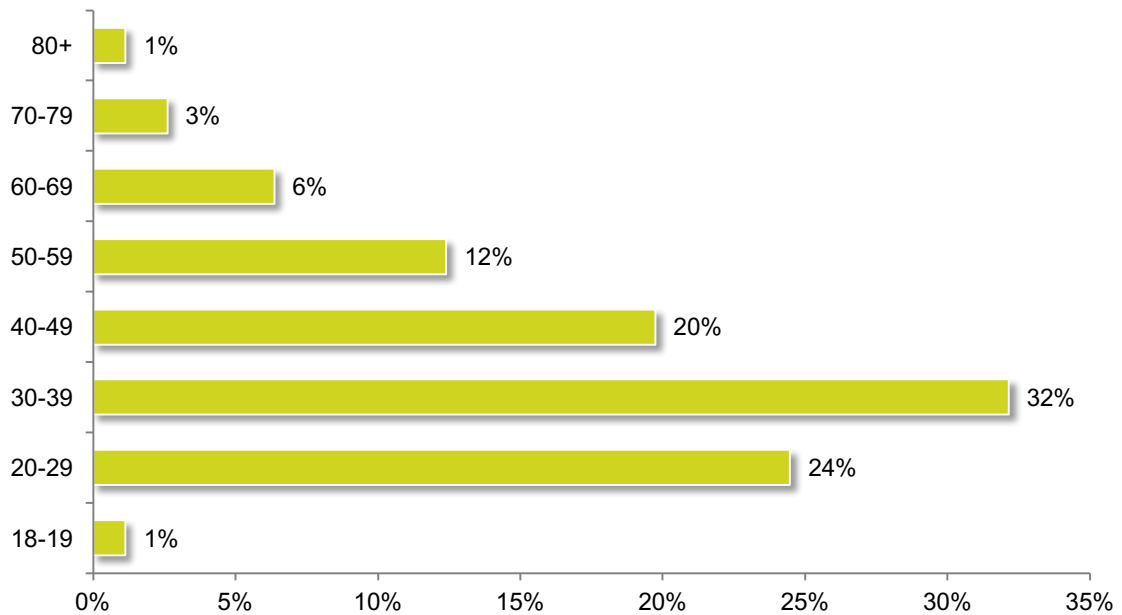


25. To what extent do you agree with the following statements? (n = various, 602 - 607)

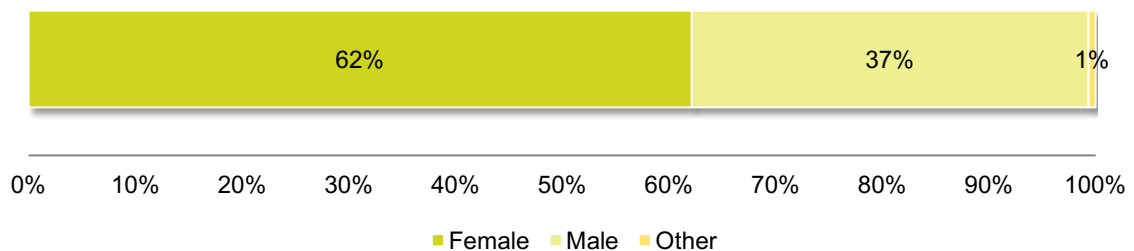


Section 3 – A few questions about you

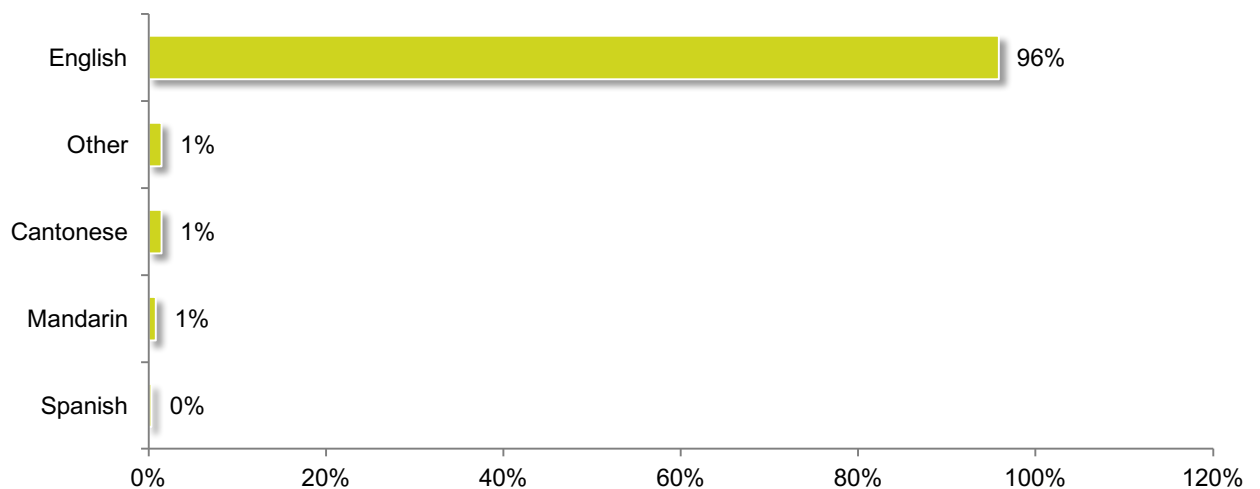
26. What is your age group? (n = 613)



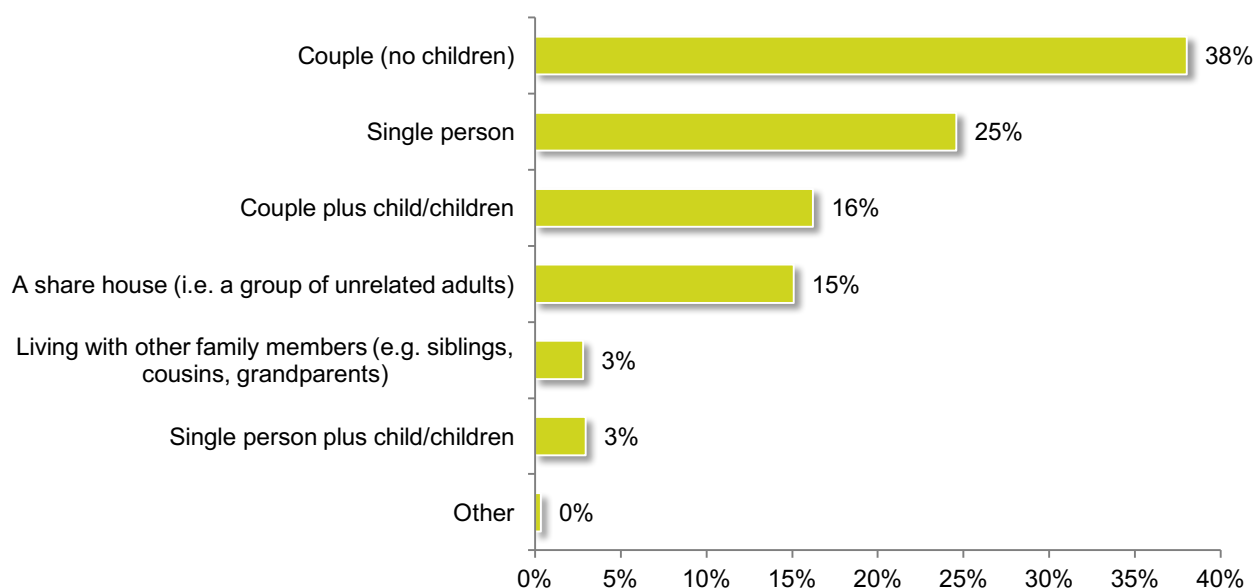
27. Are you ...? (n = 610)



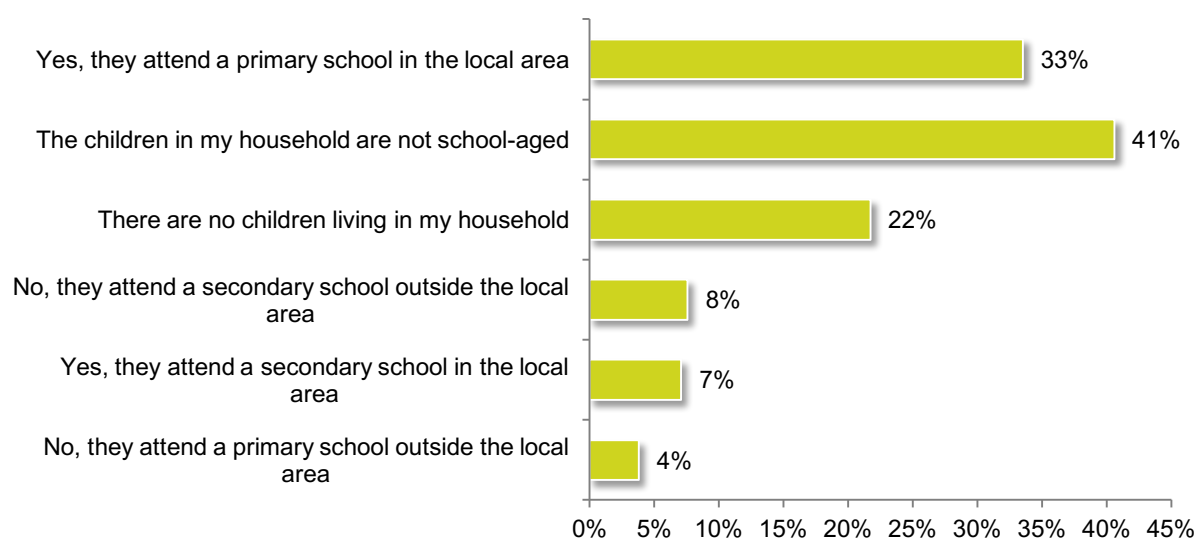
28. What is the main language spoken in your home? (n = 603)



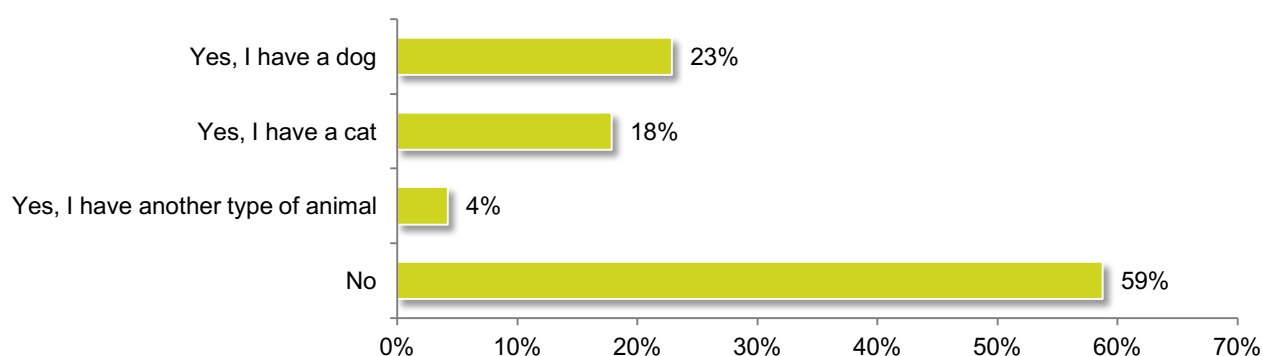
29. How would you best describe your household? (n = 610)



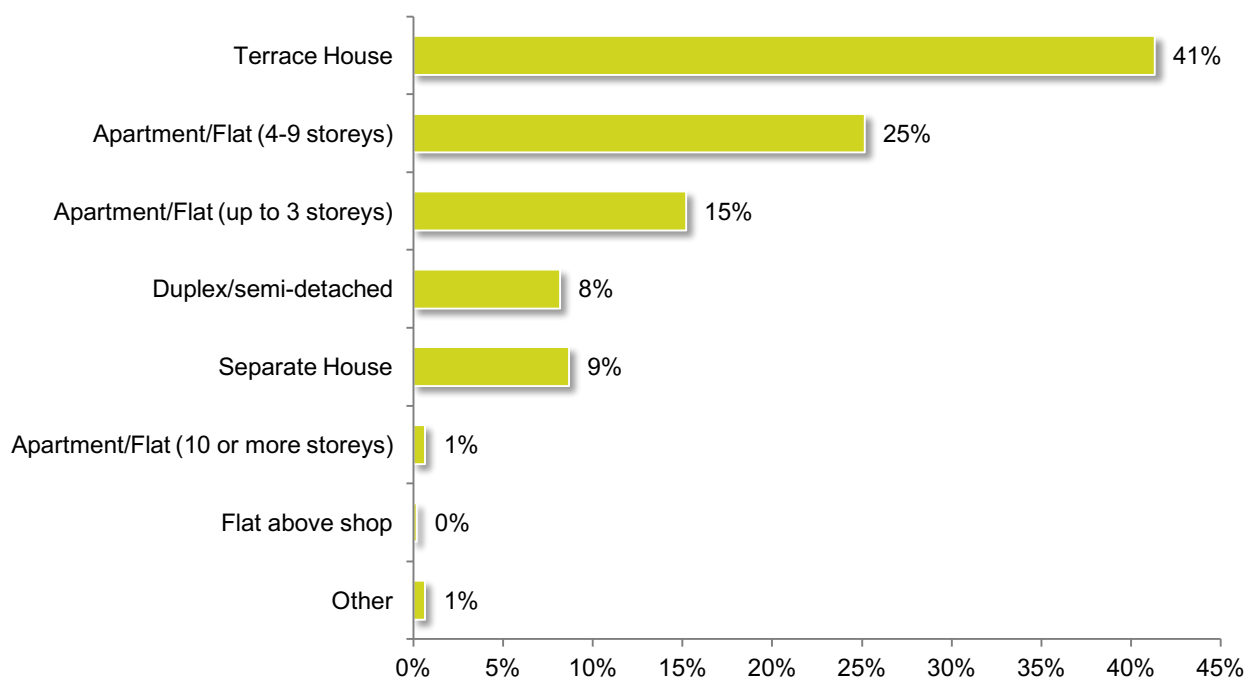
30. If there are children in your household, do you send them to a school in the local area? (n=212)



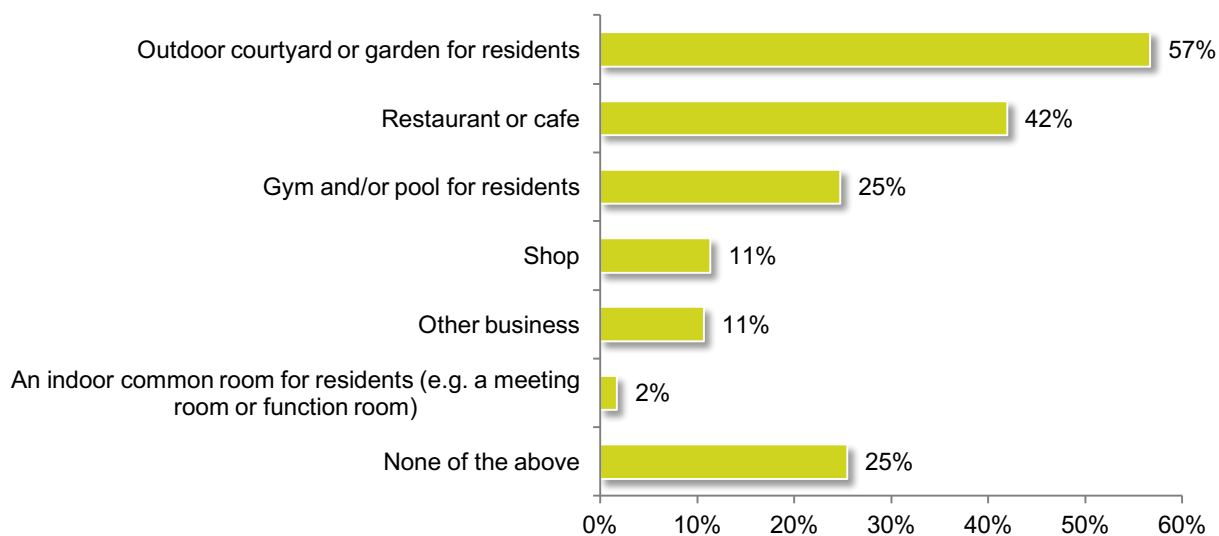
31. Do you own a pet? (n = 616)



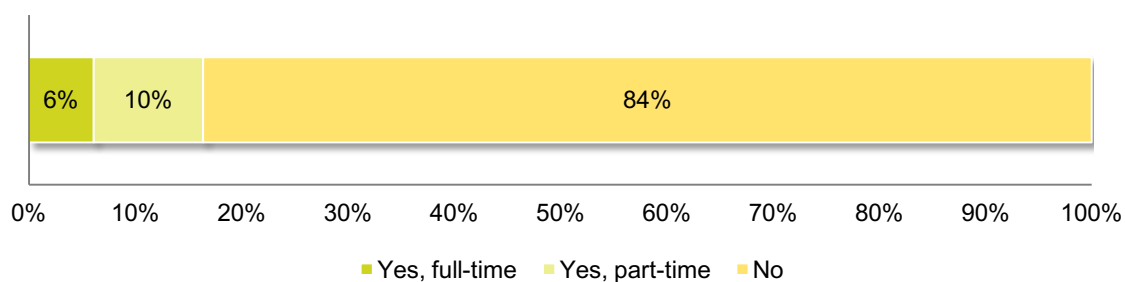
32. Which of these best describes the property you currently live in? (n = 612)



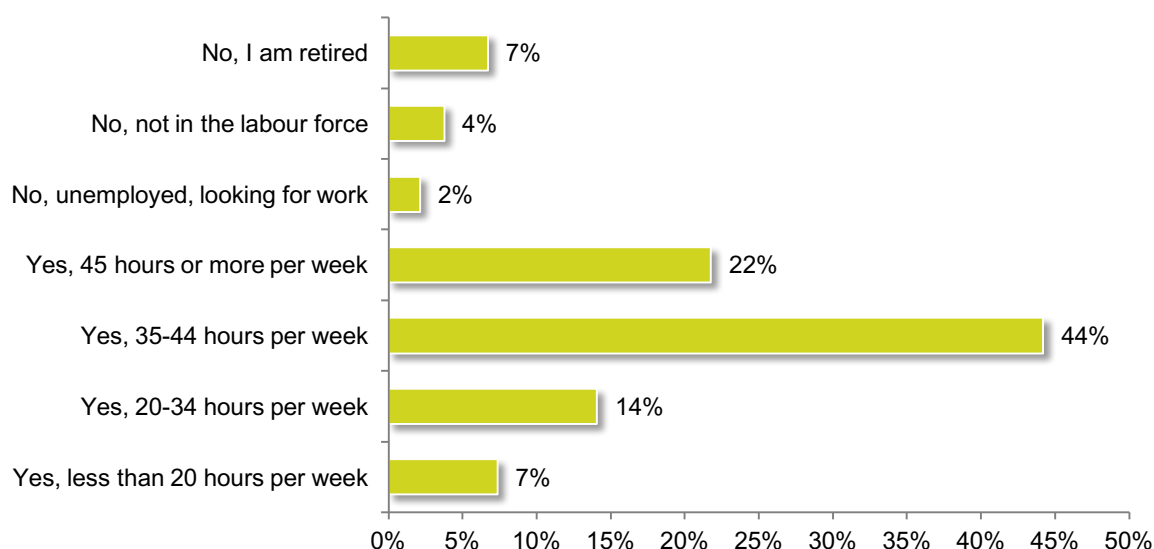
33. Are there any of the following in your building? (n = 291)



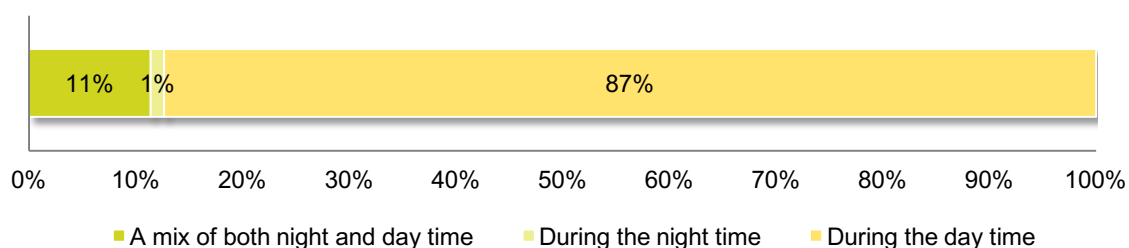
34. Are you currently studying? (n = 611)



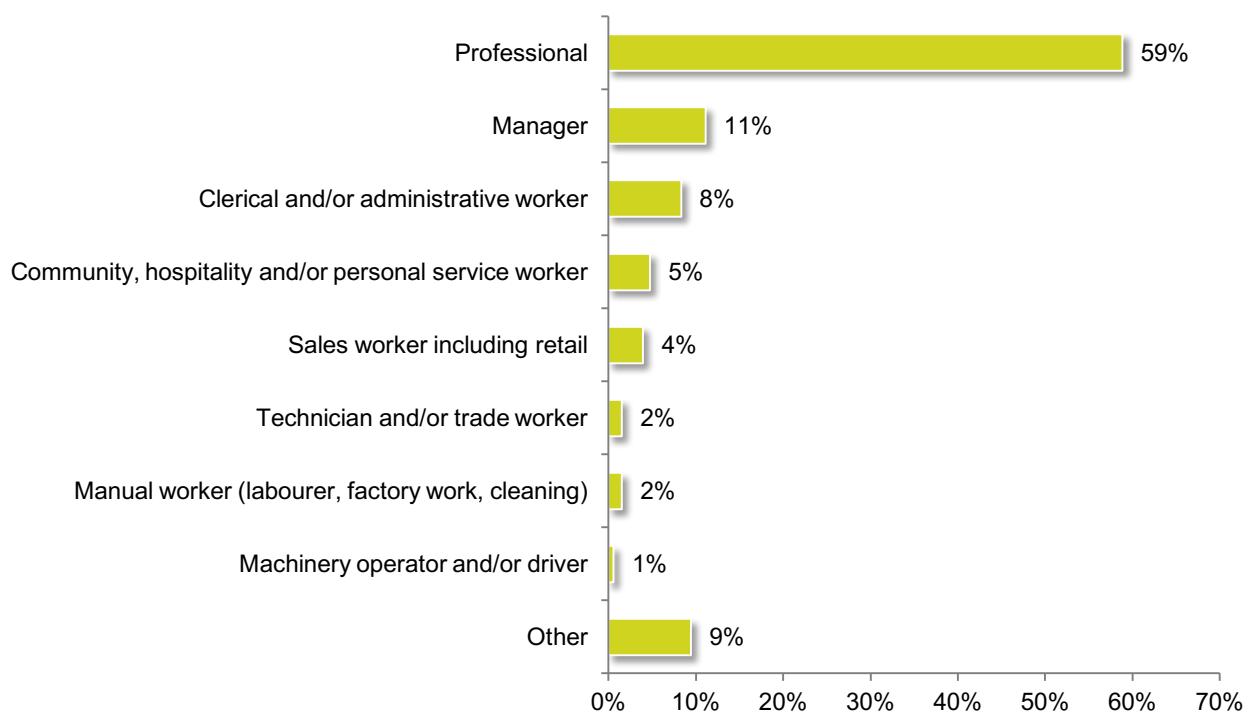
35. Are you currently in paid employment? (n = 611)



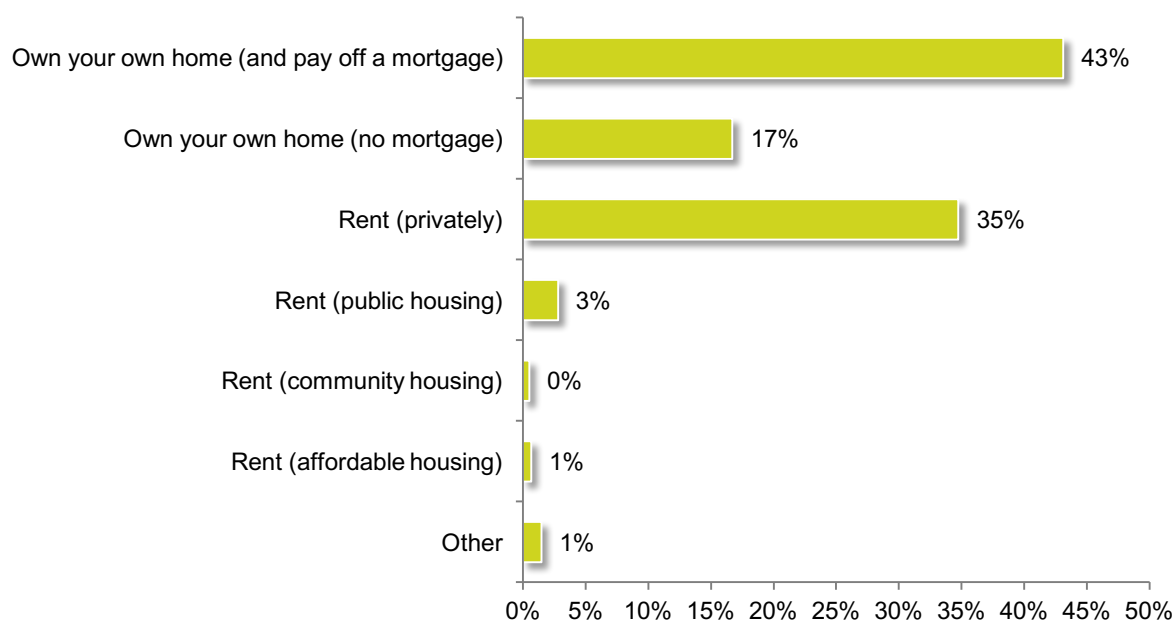
36. Do you work predominantly during the day or at night time? (n = 536)



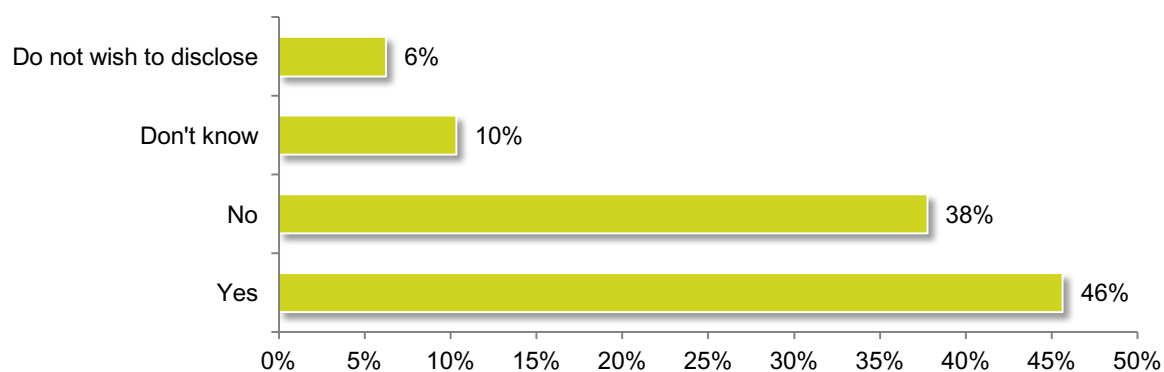
37. Which of the following best describes your current occupation? (n = 530)



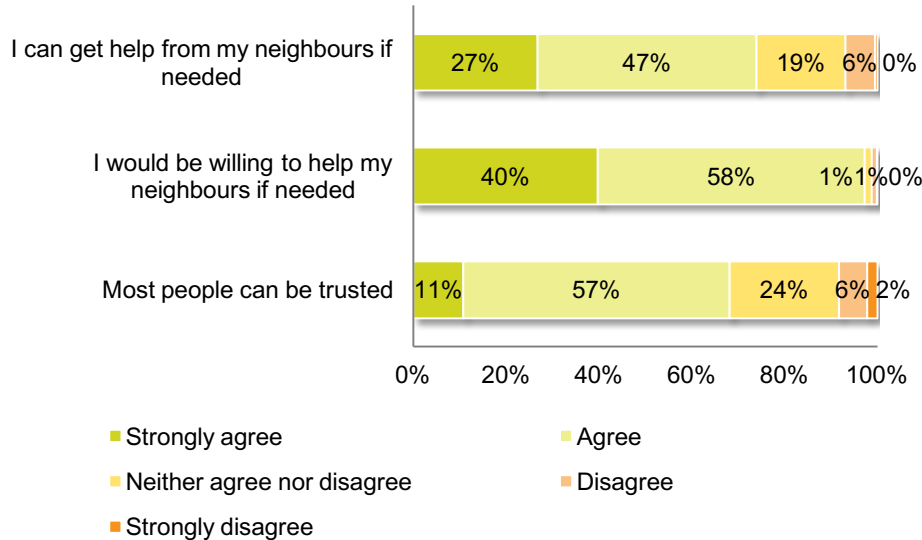
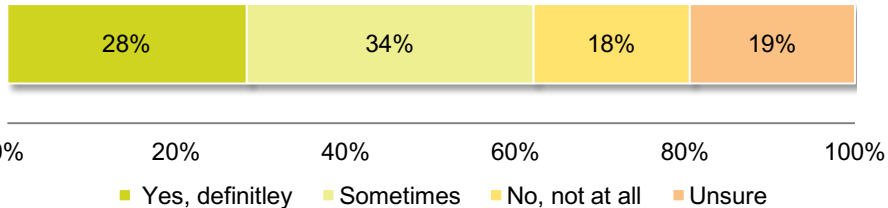
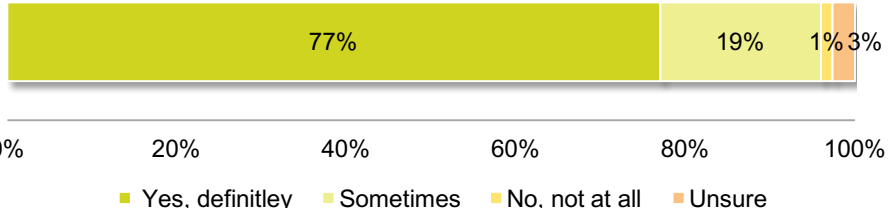
38. Does your household...? (n = 610)





39. Does your household usually spend more than 30% of the combined household income on housing costs (rent or mortgage and/or strata levies)? (n = 609)



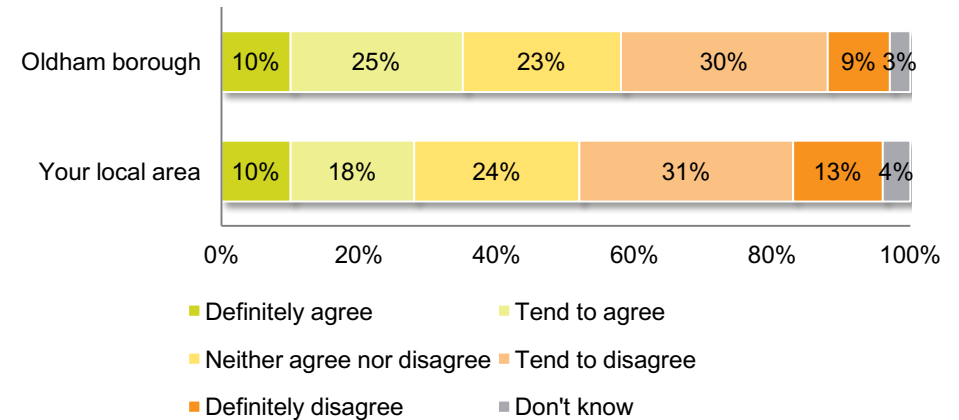
Appendix 7 Comparative survey results for benchmarking

Question 6 – Ashmore Survey 2017	Various studies (most recent equivalent survey response reported)																																																								
<p>To what extent do you agree with the following statements about where you live? (n = various, 612-614)</p>	<p>When needed, can you get help from your neighbours? (City of Sydney Residents Survey, 2015)</p> <p>When needed, would you be willing to help your neighbours? (City of Sydney Residents Survey, 2015)</p> <p>Most people can be trusted (City of Sydney Residents Survey, 2015)*</p> <p>Level of trust in most people (Australian General Social Survey, 2014)</p> <p>*information from COS (2016b)</p>																																																								
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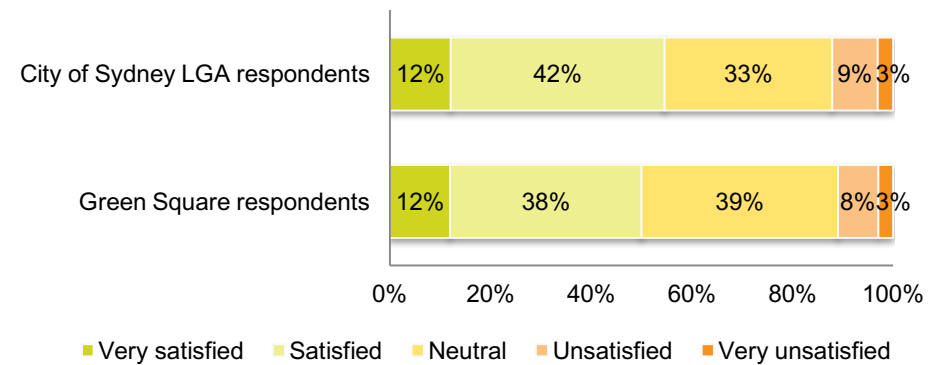
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Question 7 – Ashmore Survey 2017	Various studies (most recent equivalent survey response reported)
To what extent do you feel that you are part of the community in...? (n = various, 593-612)	How strongly do you feel that you belong in...? (MORI North, 2006) For each area listed below, please say how strongly or not you feel you belong to that area? (MORI North, 2013) Thinking about personal wellbeing, how satisfied are you with <u>feeling part of your community</u> [in your local area] (City of Sydney Residents Survey, 2011) Thinking about personal wellbeing, how satisfied are you with <u>feeling part of your community</u> [in your local area] (City of Sydney Residents Survey, 2015)
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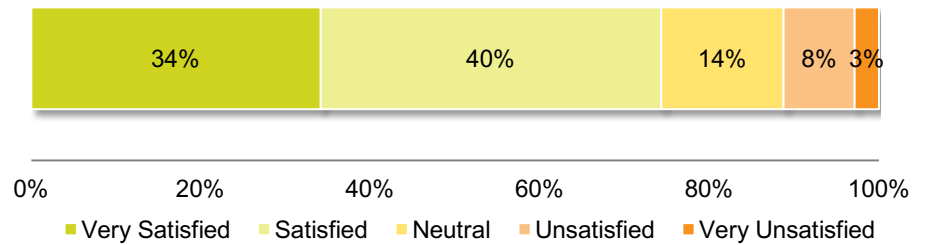
- For each area listed below, please say how strongly or not you feel you belong to that area? (MORI North, 2013)



- Thinking about personal wellbeing, how satisfied are you with feeling part of your community [in your local area] (City of Sydney Residents Survey, 2011)



- **Thinking about personal wellbeing, how satisfied are you with feeling part of your community [in your local area]** (City of Sydney Residents Survey, 2015)



Sample:

MORI North (2006)

- 2,262 stratified random sample of total population of residents in Oldham Borough (total population, UK, response rate 24%. Data collected 2005/2006.

MORI North (2013)

- 2,862 stratified random sample of total population of residents in Oldham Borough (total population, UK, response rate 12%. Data collected 2013.

City of Sydney Residents Survey (2011)

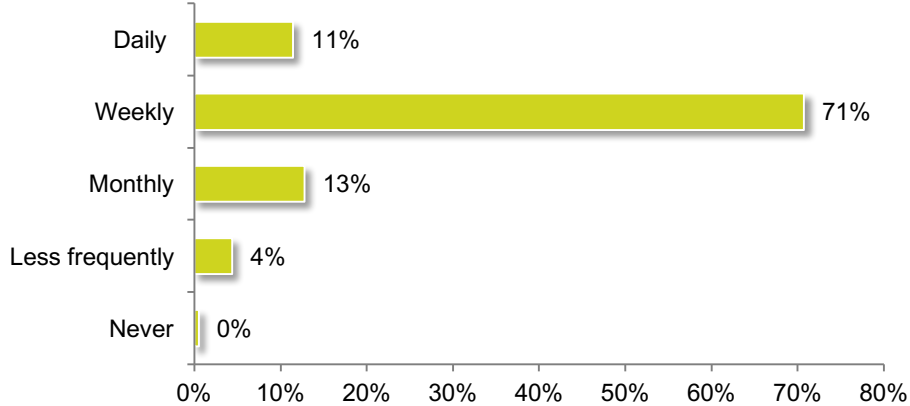
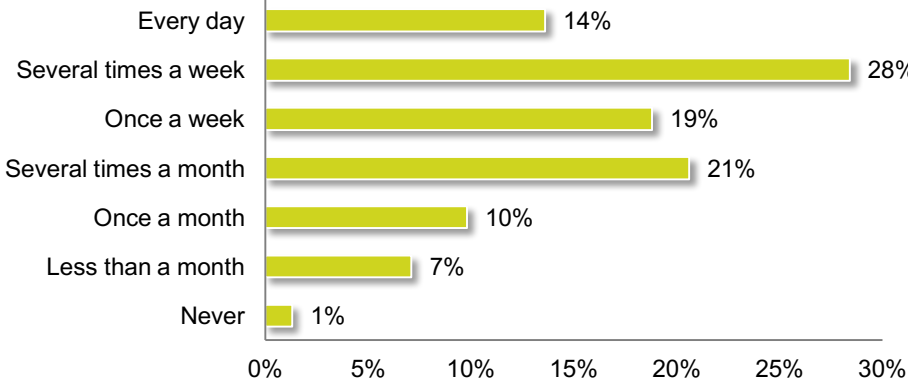
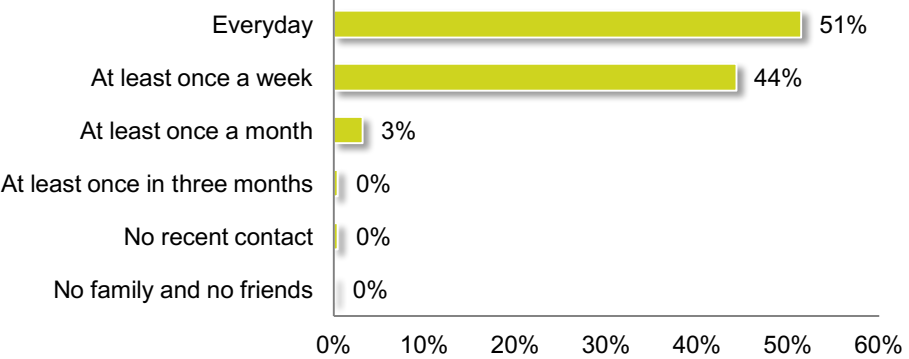
- Approximately 2,500 respondents from a mail survey sent to all 92,000 households in the City of Sydney local government area. Data collected 2011.

City of Sydney Wellbeing Survey (2015)

- Approximately 8,500 respondents from a mail survey sent to all 100,000 households in the City of Sydney local government area. Data collected 2015.

Question 15 – Ashmore Survey 2017	Various studies (most recent equivalent survey response reported)
How safe or unsafe do you feel when you are in the following situations? (n = various, 304 - 307) [Paper only results]	How safe or unsafe do you feel when you are in the following situations? (City of Sydney 2015) What are your feelings of safety... (General Social Survey 2014)
<div><div><div>At home alone during the day</div><div>76%20%4%0%0%</div></div><div><div>At home alone after dark</div><div>58%32%8%2%0%</div></div><div><div>Walking in the area alone during the day</div><div>65%28%6%1%0%</div></div><div><div>Walking in the area alone after dark</div><div>20%36%30%11%1%1%</div></div></div> <div>0%20%40%60%80%100%</div> <div>Very safeSafeUnconcernedUnsafeNot at allNever in this situation</div>	<div><div><div>At home during the day?</div><div>70%21%6%1%1%0%</div></div><div><div>At home after dark?</div><div>59%28%8%4%1%1%</div></div><div><div>Walking alone during the day?</div><div>59%31%7%2%0%1%</div></div><div><div>Walking alone after dark?</div><div>18%40%18%19%4%1%</div></div></div> <div>0%20%40%60%80%100%</div> <div>Very SafeSafeNeutralUnsafeVery unsafeNever in this situation</div> <div><div><div>...at home alone after dark</div><div>51%37%6%3%1%1%</div></div><div><div>...walking alone in local area after dark</div><div>18%32%11%10%4%24%</div></div></div> <div>0%20%40%60%80%100%</div> <div>Very safeSafeUnsafeNever walk alone after darkNeither safe nor unsafeVery unsafe</div>

	<p>Sample:</p> <p><i>City of Sydney Wellbeing Survey (2015)</i></p> <ul style="list-style-type: none">• Approximately 8,500 respondents from a mail survey sent to all 100,000 households in the City of Sydney local government area. Data collected 2015. <p><i>General Social Survey (2014)</i></p> <ul style="list-style-type: none">• 12,932 randomly-selected respondents across Australia (population 22,828,900), response rate 80.1%. Data collected 2014.

Question 17 – Ashmore Survey 2017	Various studies (most recent equivalent survey response reported)																																										
<p>How often do you meet socially with friends, relatives or work colleagues? At least... (n = 611)</p>	<p>European Social Survey (2016) Australian General Social Survey (2014)</p>																																										
 <table border="1"> <thead> <tr> <th>Frequency</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Daily</td> <td>11%</td> </tr> <tr> <td>Weekly</td> <td>71%</td> </tr> <tr> <td>Monthly</td> <td>13%</td> </tr> <tr> <td>Less frequently</td> <td>4%</td> </tr> <tr> <td>Never</td> <td>0%</td> </tr> </tbody> </table>	Frequency	Percentage	Daily	11%	Weekly	71%	Monthly	13%	Less frequently	4%	Never	0%	<ul style="list-style-type: none"> <p>How often do you meet socially with friends, relatives or work colleagues? (European Social Survey, 2016)</p>  <table border="1"> <thead> <tr> <th>Frequency</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Every day</td> <td>14%</td> </tr> <tr> <td>Several times a week</td> <td>28%</td> </tr> <tr> <td>Once a week</td> <td>19%</td> </tr> <tr> <td>Several times a month</td> <td>21%</td> </tr> <tr> <td>Once a month</td> <td>10%</td> </tr> <tr> <td>Less than a month</td> <td>7%</td> </tr> <tr> <td>Never</td> <td>1%</td> </tr> </tbody> </table> <p>How often do you meet with family and friends? (Australian General Social Survey, 2014)</p>  <table border="1"> <thead> <tr> <th>Frequency</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Everyday</td> <td>51%</td> </tr> <tr> <td>At least once a week</td> <td>44%</td> </tr> <tr> <td>At least once a month</td> <td>3%</td> </tr> <tr> <td>At least once in three months</td> <td>0%</td> </tr> <tr> <td>No recent contact</td> <td>0%</td> </tr> <tr> <td>No family and no friends</td> <td>0%</td> </tr> </tbody> </table> 	Frequency	Percentage	Every day	14%	Several times a week	28%	Once a week	19%	Several times a month	21%	Once a month	10%	Less than a month	7%	Never	1%	Frequency	Percentage	Everyday	51%	At least once a week	44%	At least once a month	3%	At least once in three months	0%	No recent contact	0%	No family and no friends	0%
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	<p>Sample:</p> <p><i>European Social Survey 2016</i></p> <ul style="list-style-type: none"> • 34,837 randomly-selected respondents from 23 countries in Europe, including Russia. Response rate between 30-74%. Data collected 2016. <p><i>Australian General Social Survey (2014)</i></p> <ul style="list-style-type: none"> • 12,932 randomly-selected respondents across Australia (population 22,828,900), response rate 80.1%. Data collected 2014.
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Question 18 – Ashmore Survey 2017	Various studies (most recent equivalent survey response reported)
<p>In the past month, have you had contact with people in your local area in any of the following ways? (n = 616)</p>	<p>Have you done any of the following activities monthly or more in the past 12 months? (Baum et al., 2000)</p> <p>How do you connect with your local community? [Open response, backcoded] (Sunshine Coast Council, Community Planning & Strategy, 2010)</p> <p>In the past 12 months, have you participated in any of these activities? (Australian General Social Survey, 2014)</p> <p>In the past 3 months, have you participated in any of these activities? (Australian General Social Survey, 2010)</p> <p>In the past 12 months/* have you participated in ... / **Are you actively involved in... (City of Sydney Residents Survey, 2015)</p> <p>***information from COS (2016b)</p>
<ul style="list-style-type: none"> • Clubs, groups, religious groups or associations: 17% 	<ul style="list-style-type: none"> • social club (Baum et al., 2000) 27.3% • hobby group (Baum et al., 2000) 10.1% • self-help/support group (Baum et al., 2000) 4.1% • singing/acting/music group (Baum et al., 2000) 4.1% • service club (Baum et al., 2000) 5.8% • school-related group (Baum et al., 2000) 10.9% • ethnic group (Baum et al., 2000) 6.5% • Clubs, Groups and Associations (Sunshine Coast Council, Community Planning & Strategy, 2010) 27.7% • *Organised arts, crafts, music, performance activities (City of Sydney, 2015) 88.5% (at least one activity) 19.0% (more than 5 types of activities)*** • Church (Sunshine Coast Council, Community Planning & Strategy, 2010) 5.2% of respondents • Attended church (Baum et al., 2000) 23.0% • Community support group (Australian General Social Survey, 2014) 33.4% • Involved in social group (Australian General Social Survey, 2014) 50.6%
<ul style="list-style-type: none"> • Sitting on your building's strata committee: 6% 	<ul style="list-style-type: none"> • resident or community action group (Baum et al., 2000) 5.9%

	<ul style="list-style-type: none"> • decision making on a school, sports club, church or other board or committee, body corporate or resident action group (City of Sydney, 2015) 22.5% ('once or twice' and 'yes, often')
<ul style="list-style-type: none"> • Volunteering: 15% 	<ul style="list-style-type: none"> • Volunteering (Sunshine Coast Council, Community Planning & Strategy, 2010) 20.6% • Volunteer organization or group (Baum et al., 2000) 14.2% • **Volunteering (in the last 12 months) (City of Sydney, 2015) 50.0% ('once or twice' and 'yes, often') • Unpaid voluntary work (Australian General Social Survey, 2014) 30.8%
<ul style="list-style-type: none"> • Chatting to people while shopping: 50% 	<ul style="list-style-type: none"> • Shopping Locally (Sunshine Coast Council, Community Planning & Strategy, 2010) 11.9% of respondents
<ul style="list-style-type: none"> • Through involvement with schools / educational institutions: 20% 	<ul style="list-style-type: none"> • Schools and University (Sunshine Coast Council, Community Planning & Strategy, 2010) 9.3% of respondents • school-related group (Baum et al., 2000) 10.9% • "been to a class" (Baum et al., 2000) 13.9% • ** School related parent activities (P&C, Canteen etc.) (City of Sydney, 2015) 10.39% ('once or twice' and 'yes, often')
<ul style="list-style-type: none"> • Through involvement in sport or other recreational activities: 27% 	<ul style="list-style-type: none"> • played sport (Baum et al., 2000) 26.2% • hobby group (Baum et al., 2000) 10.1% • singing/acting/music group (Baum et al., 2000) 4.1% • gym or exercise class (Baum et al., 2000) 16.2% • party/dance (Baum et al., 2000) 16.5% • Utilising community facilities and places (Sunshine Coast Council, Community Planning & Strategy, 2010) 5.2% of respondents • Went out with or met a group of friends – outdoor activities (Australian General Social Survey, 2010) 75% • Participated in sport and physical recreation (Australian General Social Survey, 2014) 30.8% (as part of a club or association – 31.4%) • Participated in a sporting event (City of Sydney, 2015) 18.3%***
<ul style="list-style-type: none"> • Socialising in cafés, restaurants and/or pubs: 75% 	<ul style="list-style-type: none"> • Been to a café or restaurant (Baum et al., 2000) 58.1% • Went out with or met a group of friends – indoor activities (Australian General Social Survey, 2010) 72.5%

<ul style="list-style-type: none"> • Socialising in parks: 50% 	<ul style="list-style-type: none"> • Utilising community facilities and places (Sunshine Coast Council, Community Planning & Strategy, 2010) 5.2% of respondents • Went out with or met a group of friends – outdoor activities (Australian General Social Survey, 2010) 75%
<ul style="list-style-type: none"> • Attending community events and activities: 22% 	<ul style="list-style-type: none"> • Attending Local Events and Activities (Sunshine Coast Council, Community Planning & Strategy, 2010) 29.0% of respondents • Utilising community facilities and places (Sunshine Coast Council, Community Planning & Strategy, 2010) 5.2% of respondents
<ul style="list-style-type: none"> • Socialising in a community or cultural space (e.g. library, museum, community garden): 16% 	<ul style="list-style-type: none"> • Library (Sunshine Coast Council, Community Planning & Strategy, 2010) 6.2% of respondents • Utilising community facilities and places (Sunshine Coast Council, Community Planning & Strategy, 2010) 5.2% of respondents • Went out with or met a group of friends – outdoor activities (Australian General Social Survey, 2010) 75% • Went out with or met a group of friends – indoor activities (Australian General Social Survey, 2010) 72.5%
<ul style="list-style-type: none"> • Socialising in your own and/or others homes: 64% 	<ul style="list-style-type: none"> • visited family or had family visit (Baum et al., 2000) 83.7% • visited friends or had friends visit (Baum et al., 2000) 81.6% • visited neighbours or had neighbours visit (Baum et al., 2000) 81.6% • Being neighbourly (Sunshine Coast Council, Community Planning & Strategy, 2010) 34.9% of respondents • Visited or was visited by friends (Australian General Social Survey, 2010) 92%
<ul style="list-style-type: none"> • Connecting with people online (e.g. through social media): 42% 	<ul style="list-style-type: none"> • Spent time in Internet social activity (Australian General Social Survey, 2010) 40%
	<p>Sample</p> <p><i>Baum et al. (2000)</i></p> <ul style="list-style-type: none"> • 2,542 respondents in a cross-sectional random sample of the western suburbs of Adelaide, SA (population 210,000), response rate 63.6%. Data collected 1997. <p><i>Sunshine Coast Council, Community Planning & Strategy (2010)</i></p>

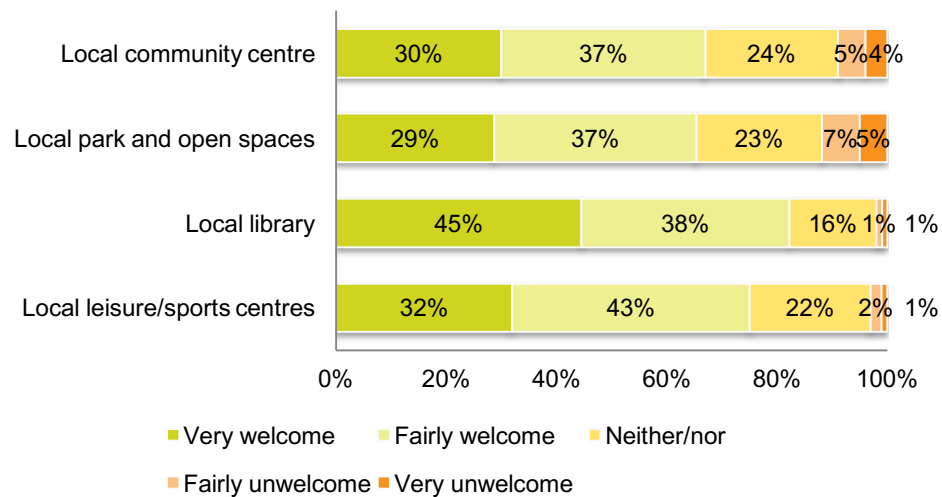
	<ul style="list-style-type: none"> • 614 respondents on the Sunshine Coast, QLD (population 278,200), collected through surveys available at libraries and community service centres. Data collected 2010. <p><i>Australian General Social Survey (2010)</i></p> <ul style="list-style-type: none"> • 15,028 randomly-selected respondents across Australia (population 22,342,000), response rate 87.6%. Data collected 2010. <p><i>Australian General Social Survey (2014)</i></p> <ul style="list-style-type: none"> • 12,932 randomly-selected respondents across Australia (population 22,828,900), response rate 80.1%. Data collected 2014. <p><i>City of Sydney Wellbeing Survey (2015)</i></p> <ul style="list-style-type: none"> • Approximately 8,500 respondents from a mail survey sent to all 100,000 households in the City of Sydney local government area. Data collected 2015.
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Question 19 – Ashmore Survey 2017	City of Sydney Residents Survey (2015); Baum et al. (2000)
In the past 12 months, have you done any of the following? (n = 616)	In the past 12 months have you done any of the following? (City of Sydney, 2015) Have you done any of the following activities monthly or more in the past 12 months? (Baum et al., 2000)
<ul style="list-style-type: none"> • Attended a community meeting or consultation event: 20% 	<ul style="list-style-type: none"> • Attended a body corporate meeting, decision-making board or committee, such as a corporate board, school council, sports club committee or church committee (City of Sydney, 2015) 36.8% ('once or twice' and 'yes, often') • Attended a council meeting (Baum et al., 2000) 4.1% • Attended a protest meeting (Baum et al., 2000) 7.1%
<ul style="list-style-type: none"> • Met with, called, or sent a letter to any local politician: 24% 	<ul style="list-style-type: none"> • Written to council (Baum et al., 2000) 10.8% • Contact local MP (Baum et al., 2000) 11.2% • Contact local councillor (Baum et al., 2000) 8.2% • Meeting, calling or writing to a local politician (City of Sydney, 2015) 4.6% ('once or twice' and 'yes, often')
<ul style="list-style-type: none"> • Joined a protest or demonstration: 21% 	<ul style="list-style-type: none"> • Attended a protest meeting (Baum et al., 2000) 7.1% • Resident or community action group (Baum et al., 2000) 5.9% • Campaign/action to improve social/environmental conditions (Baum et al., 2000) 5.5% • Participated in a protest or demonstration (City of Sydney, 2015) 2.92% ('once or twice' and 'yes, often')
<ul style="list-style-type: none"> • Signed a petition: 57% 	<ul style="list-style-type: none"> • Signed a petition (Baum et al., 2000) 40.6%
<ul style="list-style-type: none"> • Participated in an online discussion: 29% 	<ul style="list-style-type: none"> • Participated in an online discussion (City of Sydney, 2015) 22.5% ('once or twice' and 'yes, often')
<ul style="list-style-type: none"> • Participated in the running of a strata or community title scheme: 8% 	<ul style="list-style-type: none"> • Resident or community action group (Baum et al., 2000) 5.9%
<ul style="list-style-type: none"> • Sent a letter or email to a media outlet (e.g. newspaper, radio): 8% 	<ul style="list-style-type: none"> • Written a letter to editor (Baum et al., 2000) 3.8%

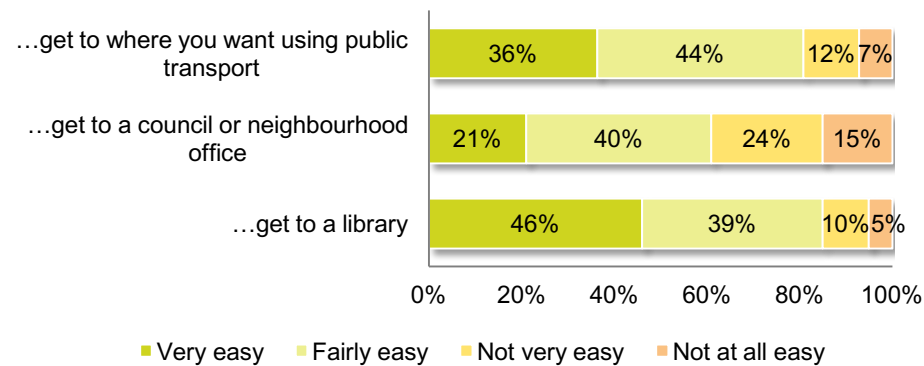
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Question 20 – Ashmore Survey 2017	Various Studies
<p>Do any of the following limit you from socialising or participating in organised social activities in the area? (n = various, 577-582)</p>	<p>What is the main reason you are not more actively involved in community groups or activities in your local area in the last 12 months? (The Benevolent Society, 2012)</p> <p>It is easy for me to get to: A community centre/a park or open space/ access the local library/ get to leisure or sports centre AND feel welcome there (MORI North, 2006)</p> <p>Thinking about your day-to-day life, how easy or not is it to...? (MORI North, 2013)</p>
<div><div><div>Difficulty accessing facilities or venues</div><div>1%5%15%32%48%</div></div><div><div>Don't feel welcome</div><div>1%5%16%34%45%</div></div><div><div>Health reasons</div><div>0%2%9%21%67%</div></div><div><div>Not enough time due to other commitments (e.g. family, work)</div><div>9%42%31%9%9%</div></div></div> <div><div>All of the time</div><div>Often</div><div>Sometimes</div><div>Rarely</div><div>Never</div></div>	<p>• Access to... (MORI North, 2006)</p> <div><div><div>Local community centre</div><div>25%25%9%5%6%31%</div></div><div><div>Local park and open spaces</div><div>45%33%6%5%4%7%</div></div><div><div>Local library</div><div>44%33%6%5%4%8%</div></div><div><div>Local leisure/sports centres</div><div>31%34%10%7%5%14%</div></div></div> <div><div>Very easy</div><div>Fairly easy</div><div>Neither/nor</div><div>Fairly difficult</div><div>Very difficult</div><div>Don't know/not stated</div></div>

• **Welcome received at... (MORI North, 2006)**

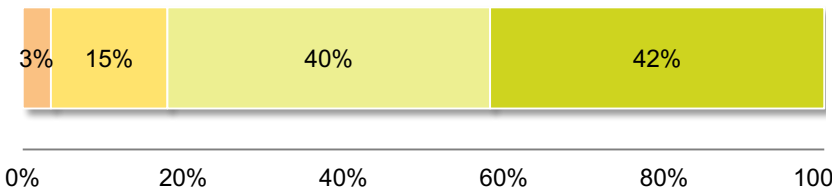
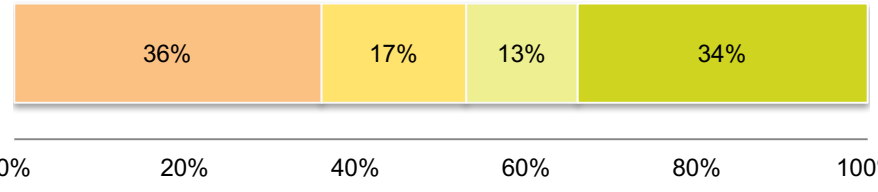


• **Thinking about your day-to-day life, how easy or not is it to...? (MORI North, 2013)**



	<ul style="list-style-type: none"> • “People reported that the main barriers to greater participation in local community groups were a lack of time due to work commitments, already volunteering during their spare time, or health reasons” (The Benevolent Society, 2012:8)
	<p>Sample</p> <p><i>The Benevolent Society (2012)</i></p> <ul style="list-style-type: none"> • 157 respondents, a representative sample of residents of Tenterfield Statistical Local Area, NSW (population 6,800), through CATI interviews. Data collected 2011-2012. <p><i>MORI North (2006)</i></p> <ul style="list-style-type: none"> • 2,262 stratified random sample of total population of residents in the Borough of Oldham (population 225,000), UK, response rate 24%. Data collected 2005/2006. <p><i>MORI North (2013)</i></p> <ul style="list-style-type: none"> • 2,862 stratified random sample of total population of residents in Oldham Borough (total population, UK, response rate 12%. Data collected 2013.

Question 22 – Ashmore Survey 2017	General Social Survey (2010)
Of your friends, how many...? (n = various, 607-611)	How many of your friends... ?
<p>• Are of a similar age to you</p> <p>Have similar levels of education as you 7% 62% 22% 5% 1% 2%</p> <p>Are from the same ethnic background as you 4% 51% 24% 16% 4% 1%</p> <p>Are of a similar age to you 6% 71% 19% 4% 1% 0%</p> <p>0% 20% 40% 60% 80% 100%</p> <p>■ All ■ Most ■ About half ■ Few ■ None ■ Don't know</p>	<p>• All or most friends are of</p> <p>Similar educational background 65% 35%</p> <p>Similar ethnic background 73% 27%</p> <p>Similar age 56% 44%</p> <p>0% 20% 40% 60% 80% 100%</p> <p>■ All or Most ■ Remainder</p>
	<p>Sample: 15,028 randomly-selected respondents across Australia (population 22,342,000), response rate 87.6%. Data collected 2010.</p>

Question 23 – Ashmore Survey 2017	Sweeney Research Redfern/Waterloo Benchmarking Survey (2011)																				
How would you best describe your level of interaction with other people who live or work in the area? (n = 605)	How would you best describe your level of community involvement in the last 12 months in your local area?																				
 <table border="1"> <thead> <tr> <th>Level of Interaction</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>I don't have any, and don't want any involvement</td> <td>3%</td> </tr> <tr> <td>I don't have any, but would like to have some involvement</td> <td>15%</td> </tr> <tr> <td>I have some, but would like to have more involvement</td> <td>40%</td> </tr> <tr> <td>I have enough involvement</td> <td>42%</td> </tr> </tbody> </table> <ul style="list-style-type: none"> I don't have any, and don't want any involvement I don't have any, but would like to have some involvement I have some, but would like to have more involvement I have enough involvement 	Level of Interaction	Percentage	I don't have any, and don't want any involvement	3%	I don't have any, but would like to have some involvement	15%	I have some, but would like to have more involvement	40%	I have enough involvement	42%	 <table border="1"> <thead> <tr> <th>Level of Involvement</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>I don't have and don't want any involvement</td> <td>36%</td> </tr> <tr> <td>I don't have but would like to have some involvement</td> <td>17%</td> </tr> <tr> <td>I have some, but would like to have more involvement</td> <td>13%</td> </tr> <tr> <td>I have enough involvement</td> <td>34%</td> </tr> </tbody> </table> <ul style="list-style-type: none"> I don't have and don't want any involvement I don't have but would like to have some involvement I have some, but would like to have more involvement I have enough involvement 	Level of Involvement	Percentage	I don't have and don't want any involvement	36%	I don't have but would like to have some involvement	17%	I have some, but would like to have more involvement	13%	I have enough involvement	34%
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I have enough involvement	34%																				
	<p>Sample: 752 public housing tenant respondents from Redfern/Waterloo, NSW. Data collected 2010.</p>																				

Question 25 – Ashmore Survey 2017	Sweeney Research Redfern/Waterloo Benchmarking Survey (2011)
To what extent do you agree with the following statements? (n = various, 602-607)	Agree/Disagree scale to statements
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