

## MyPlace Green Square Community Survey 2017

Final Report



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**CITYFUTUREs**

# **MyPlace Green Square Community Survey 2017**

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# Executive Summary

Green Square is the largest urban redevelopment project in the southern hemisphere (COS 2017a:84). It is also one of the fastest growing areas in Sydney with the current population expected to double by 2030 (COS 2017a:108). The City of Sydney's Community Strategic Plan (COS 2017a) recognises that urban renewal sites such as Green Square provide the opportunity to make significant improvements to the social, economic and environmental performance of the City and Sydney region.

The City of Sydney has a high level vision for Green Square: it will be a vibrant sustainable village in which to live and work, incorporating retail, food, entertainment, and a public domain that supports cultural and community activities including public art. In order to achieve this goal, local communities need to have the facilities, resources, capacity, confidence and resilience to adapt to changing circumstances (COS 2014a: Objective 6.2).

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 Green Square Urban Renewal Area in Sydney, Australia. 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 Green Square 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 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 was run in 2014, and another 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. Comparisons between the surveys are still possible where the questions remain the same in 2017 as in 2014. In 2017 the boundaries of the survey were expanded to incorporate surrounding areas, including the Ashmore Precinct and adjacent neighbourhoods – another significant urban renewal area. To enable comparisons between the 2014 and 2017 results, this report presents the findings of the 2017 survey for only those respondents who lived or worked in the Green Square Urban renewal Area.

In total, 1089 people completed the survey in Green Square, including 989 residents and 216 workers (116 people both lived and worked in Green Square). This represents a 343% increase in response rate for residents compared to the 2014 Green Square Community Survey. The body of this report presents the findings for residents. With a weighting for age applied, the results for residents of Green Square can be understood as broadly representative of the total resident population of Green Square (26,657 people, ABS 2016), with a margin of error of about 3%.

## Key findings

Findings of the 2017 survey are broadly similar to those of the 2014 survey. The results of the 2017 survey demonstrate the following:

### Wellbeing of residents

- » The majority of residents (87%) agreed that the area was a good place to live, but fewer agreed that it was a good place to raise children (38%) or retire (28%).
- » The most commonly mentioned reasons for moving to the area were proximity to the Sydney CBD (73%) and proximity to public transport (48%), followed closely by lifestyle (44%).
- » Most (70%) of the residents who completed the survey had lived in Green Square for less than six years and the majority (68%) planned to remain living in the area for a number of years.
- » The things people most commonly said they liked about living in Green Square were the proximity of the location to the CBD, convenience of the location, access to public transport, and public space, especially green space. People also liked the café and restaurant culture of the area.
- » The things people most commonly said they disliked about living in Green Square related to transport, especially heavy traffic and concerns about parking. People also raised concerns about the impact of construction, density of development and noise in the area. Many people were also concerned about the limited number and/or variety of services and facilities in the area including shops, evening activities and convenient public transport.
- » Related to the above two points, the most commonly mentioned group of improvements residents wanted in Green Square related to transport management, especially improved traffic management (49%) and better public transport that connects to more areas of the city (50%), improved parking (28%) and safer conditions for pedestrians and cyclists (20%). The second most commonly desired improvements were economic, especially a wider variety of cafés, restaurants and bars (58%) and cultural improvements, such as more evening activities (e.g. night markets or open air cinemas) (45%).
- » People were less likely to feel a part of the community in their local area (33% 'strongly' or 'very strongly') than at larger geographical scales (60% 'strongly' or 'very strongly' for Sydney and Australia, 41% for inner city and surrounds), and least likely at the scale of their street (24%). They were somewhat more likely to feel a part of the community in their building (37%). 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)
- » Only one-third (31%) of residents were satisfied with the level of social interaction they have with other people who live and work in Green Square, with the remaining 69% wanting more interaction, including 31% who currently had no interaction with other people in the area.

### The nature of social interaction and social cohesion in the area

The results of the survey demonstrate the following:

- » While most people (90%) said they would help their neighbours, fewer (48%) 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). A fifth of Green Square residents (21%) borrowed

things and exchanged favours with neighbours and 31% regularly stopped to talk with people in their neighbourhood.

- » Most (81%) resident survey respondents meet with friends, relatives or work colleagues at least weekly.
- » The most common ways in which people had contact with other people while in Green Square were socialising in cafés, restaurants and/or pubs (53%) and socialising in their own or others' homes (47%). Socialising on the street, shopping and in parks were also important.
- » Incidental interaction (running into people you know) was most likely to occur in local shops (59%), at a café, restaurant or pub (52%), the entrance or near the building that people lived in (50%) or on local streets (50%).
- » Many residents said that most of their friends were of a similar age (77%) and educational background (70%) and just over half (52%) said that they were of a similar 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 much fewer respondents said that their friends were of a similar ethnic background than the national average, suggesting that friendship groups amongst Green Square residents are more ethnically mixed than for the Australian population as a whole.
- » Most Green Square residents had not been involved in formal civic activities such as volunteering, or participating in clubs and associations *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 31% had previously taken part in another research project, 34% had signed a petition and 12% had participated in running a strata or community title scheme.
- » Around a third of the residents thought that they understood their rights around urban development and planning for the local area (27%). However, a much smaller percentage felt they had made a civic contribution by working with others to improve the area (17%) or contributing to shaping Green Square (14%). Related to this, only 20% felt that their thoughts about local issues in Green Square could be heard by people who make a difference and only 15% agreed that there was strong local leadership in the area.
- » Of the reliable responses (n=495) to the question on safety<sup>1</sup>, the majority of residents felt safe or unconcerned in all situations, with residents feeling safest at home alone during the day (in which circumstance 99% of people felt safe or unconcerned), and least safe when walking in Green Square alone after dark (27% 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:

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<sup>1</sup> 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.



- » The services and facilities in the Green Square area most commonly used by residents were local cafés and restaurants (93%), local parks (79%) and regional parks (63%). The use of formal community facilities was much lower, with community or neighbourhood centres being the highest at 13%.
- » 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 difficulty in finding information about social activities (29% often or all of the time), not being sure what to talk to new people about social activities (18% often or all of the time) and not being interested (21% often or all of the time).
- » People would like to get information about opportunities to participate in social activities in Green Square from social media (65%), emailed community newsletters (52%), noticeboards (53%), from websites (37%), and printed community newsletters (33%).

## **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, placemaking, 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**

Green Square is an area with a large proportion of new residents and the majority of residents want more interaction with others in the local area. Interventions to encourage social interaction will be needed that engage residents, many of whom who 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**

A minority of residents understand their rights around planning and urban development in the local area and an even smaller percentage felt they had made a civic contribution by working with others to improve the area. A minority felt that their thoughts about local issues could be heard by people who make a difference and that there was strong local leadership in the area. There is potential for improved engagement amongst residents in the area as demonstrated by their willingness to be engaged in political discussions, with higher proportions of residents having participated in other research, signed petitions or participated in online discussions.

### **Implications for communications**

Aside from time constraints, difficulty in finding information about social activities was the second most common limitation given by residents to socialising with others in the area. Residents would most like to receive this type of information through social media, noticeboards and e-mails. 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 placemaking**

People felt more strongly connected to Australia, Sydney and the inner city and surrounds than to their local area, street or building. Respondents to the 2017 survey were less connected to the communities at different scales in 2017 than in 2014. This may in part reflect the high proportion of residents who have lived in the

area for less than six years, but nevertheless suggests that there is potential for further community development at the local scale in the Green Square area.

### **Implications for land use planning**

The things people most commonly said they disliked about the area included heavy traffic and concerns about parking and the most commonly mentioned improvements residents wanted related to traffic management, better public transport that connects to more parts of the city, improved parking and safer conditions for pedestrians and cyclists. Many people were also concerned about the danger of overdevelopment in the area. 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 and public domain planning**

Parks and public spaces are significant locations for social interaction in Green Square and heavily used by residents. This could influence local land use planning and infrastructure development in Green Square and in future urban renewal areas, as it suggests that parks are more important than formal community spaces in facilitating local social interaction.

### **Implications for local business**

The most common places where people socialise with others in Green Square is cafes, restaurants and/or pubs and incidental interaction is also most likely to occur in these places and at local shops. Cafes and restaurants are also the most commonly used services and facilities, followed by local parks. Such businesses are therefore playing an important social role in the area, and more than half of 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 has implications for development application planners who are making decisions about new businesses in the area.

# Introduction

Green Square the largest urban redevelopment project in the southern hemisphere (COS 2017a:84). It is also one of the fastest growing areas in Sydney with the current population expected to double by 2030 (COS 2017a:108). According to recent City of Sydney data, about 9,300 new homes have been built in Green Square between 2006 and 2017, bringing in more than 18,000 residents. By 2036, Green Square is expected to have a total of 61,000 residents and 25,500 workers.

The City of Sydney's Community Strategic Plan (COS 2017a) recognises that urban renewal sites such as Green Square provide the opportunity to greatly improve the social, economic and environmental performance of the City and Sydney region.

The City of Sydney has a high level vision for Green Square: it will be a vibrant sustainable village in which to live and work, incorporating retail, food, entertainment, and a public domain that supports cultural and community activities including public art. In order to achieve this goal, local communities need to have the facilities, resources, capacity, confidence and resilience to adapt to changing circumstances (COS 2014a: Objective 6.2).

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 Green Square Urban Renewal Area in Sydney, Australia.

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

## Research aims

The aim of this research was to develop a survey tool for on-going assessment of social interactions and social cohesion<sup>2</sup> 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.

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<sup>2</sup> 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, and the Green Square urban renewal area in Sydney is one of the largest in the country.

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 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.

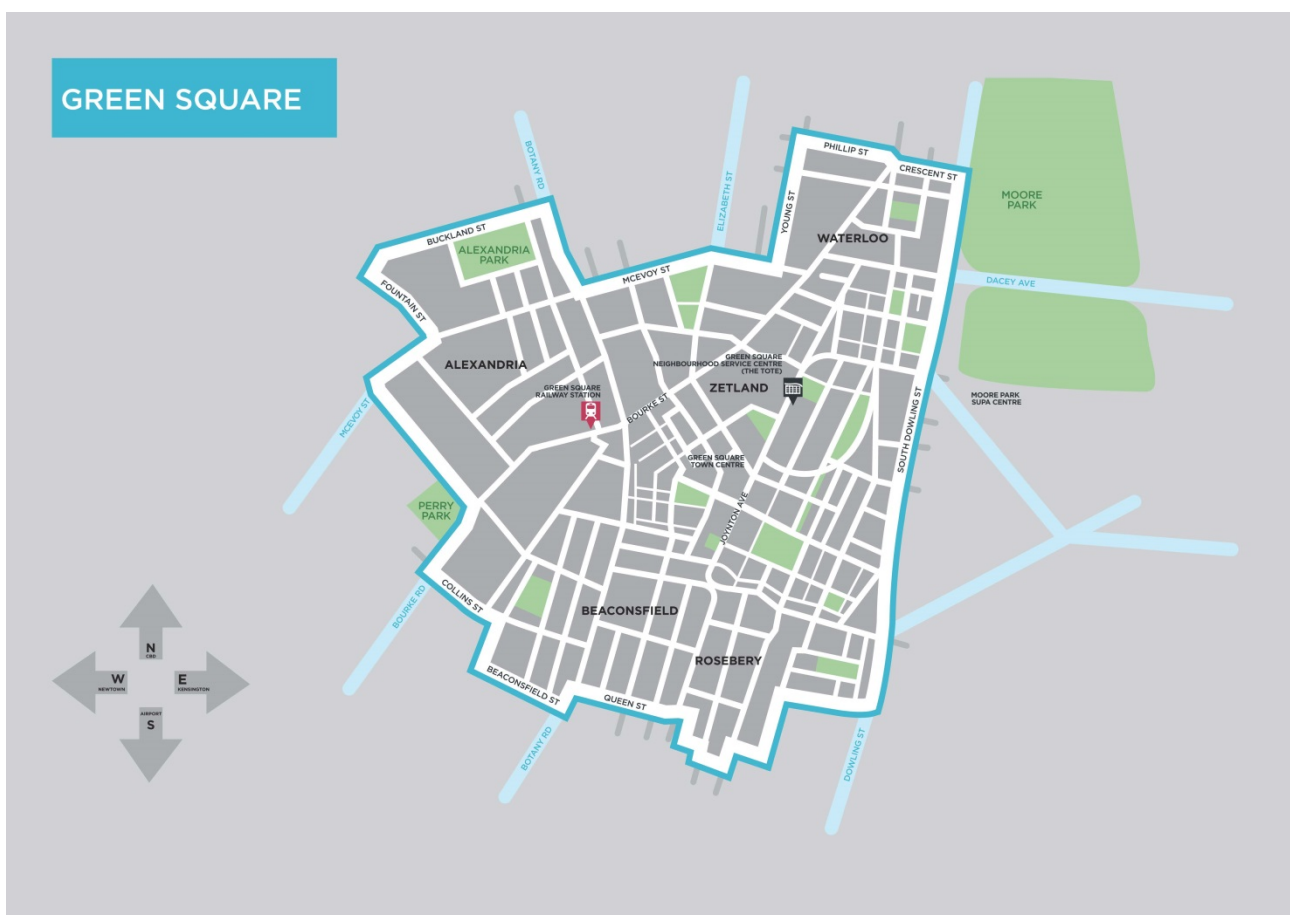
Information collected in a tailored survey of social interaction and social cohesion in higher-density urban renewal sites can inform local land use planning, community development interventions, infrastructure investment and open space and public domain planning.

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 Green Square area within the City of Sydney Council area in Sydney, Australia.

## Green Square

The Green Square urban renewal area covers 278 hectares, including a 14 hectare town centre. It includes the suburbs of Beaconsfield and Zetland and parts of Rosebery, Alexandria and Waterloo (COS 2014, see Figure 1).

**Figure 1: Map of Green Square Urban Renewal Area**



Source: City of Sydney 2014

The area, which is four kilometres from the Sydney CBD, was earmarked as a major urban consolidation site in the 1995 metropolitan strategy (Searle 2007:8), and the NSW State Government set up the South Sydney Development Corporation to manage the redevelopment of the site along with three others in the state. Subsequently, South Sydney Council, in its 1998 South Sydney Local Environment Plan (LEP) identified Green Square as a site for future renewal through compact mixed-used development and design. The LEP made provisions for the future development of social housing, private medium- and high-density housing, retail, commercial and public civic spaces in Green Square. Subsequent local government restructuring dissolved the South Sydney Council, transferring the jurisdiction to the City of Sydney Council.

Prior to being earmarked for redevelopment, the area was characterised by industrial uses. Frith (2004:49) notes that many industries were active in the area from the first half of the 1800s until the 1960s, when the downturn in secondary industry in Sydney saw these industrial uses replaced with commercial businesses, warehouses and car sales lots. While much of the area was taken up with industrial and commercial uses, there is also an older community of residents in Green Square, many of whom worked in the area (Frith 2004:49).

About 9,300 new homes have been built in Green Square between 2006 and 2017. Most of these newly constructed dwellings have been medium and high density apartment developments. The total residential population of the area is 26,657<sup>3</sup> (ABS 2016). In addition, at latest count there were 13,685 people working in the area in approximately 970 businesses (COS 2012).

While a number of community facilities and services are already located within Green Square – including community centres and public neighbourhood and pocket parks – the City of Sydney is planning to provide more facilities and services in view of the significant population growth forecast. The City of Sydney's Community Strategic Plan (COS 2014a) recognises that urban renewal sites including Green Square provide the opportunity for the City to greatly improve the social, economic and environmental performance of the City and Sydney region.

The City of Sydney is taking a placemaking approach to guide its actions in the area. The City's working definition of placemaking is:

*"A process for creating sustainable, successful places that promote wellbeing, by understanding what people need from the places they live and work" (Woodcraft et al. 2012:16)*

The City's approach to placemaking looks at four dimensions of planning: hard infrastructure, social infrastructure, community connectedness, and vibrant local economy. Some of the themes the City is considering in its approach to placemaking include:

- i) an active and unique town centre that promotes economic activity and development
- ii) strong place vision and identity, and a connected community and stakeholder network
- iii) recognising the heritage and historical significance of the area, and
- iv) good access and connectivity with quality urban outcomes.

## 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 require<sup>4</sup> 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

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<sup>3</sup> This figure is the estimated resident population in each of the SA1s that fall within the boundary of the Green Square Urban Renewal Area, as outlined in Appendix 1.

<sup>4</sup> 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)

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).*

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 2016a). The City's Social Sustainability Policy (COS 2017a) further defines this as a city that is inclusive and equitable, connected, liveable and engaged.

The City 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.

Specifically relating to the 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 does continue 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, the 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 (Popkin et al. 2004; Goetz 2010) 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 Kytä 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 Green square community survey provide valuable context-specific information to assist with similar in-depth understanding of the relationship between density and social sustainability in the Green Square 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 Green Square Community Surveys conducted to date.

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 Sydney 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 Precinct. 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 2017b).

The map below shows the wider survey area. This report reports on the data just for residents within the Green Square urban renewal area (areas 2 and 3 on the map). The intention is that the inclusion of the wider area and Ashmore Precinct will allow further comparisons to be undertaken in these areas if and when the community survey is repeated.

**Figure 2: Wider Survey Area (Green Square covers Areas 2 and 3)**

## Survey design

The Green Square 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.

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**

<b>Demographic</b>		
Age	Gender	Dwelling type
Birthplace	Income	Household composition
Language	Labour force participation	
Housing affordability	Occupation	
<b>Background</b>		
Whether respondents live/work in the area	Where people live/work	Reason for moving to area
Nature of workplace	Length of residence/work	Tenure
<b>Current practice</b>		
Types of social interaction	Who participates in social interactions	Location of social interactions
Networks of friends/family	Frequency of social interactions	
<b>How people feel about current practice</b>		
Wellbeing / quality of life	Inclusion	Isolation
Sense of attachment to area		
<b>Plans and desires</b>		
Intentions to remain in area or not	Whether want the neighbourhood to change	Desire to be doing something different re. social interaction
<b>Opportunities and barriers to social interaction</b>		
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
<b>The nature of community</b>		
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, 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 and 1089 within the Green Square Urban Renewal Area.

### **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 (as detailed in Table 2). 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 busiessses, 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 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, 989 people (51%) lived in Green Square and 216 (11%) worked in Green Square at the time of the survey (see Table 3). These figures do not sum to 100 per cent as 116 of the respondents both lived and worked in Green Square.

**Table 3: Total resident and working population in Green Square**

	Population	Survey response	Survey response as a proportion of total population
<b>Total resident population aged 18+</b>	22,820	989	4.3%
<b>Total working population</b>	13,685	216	1.5%

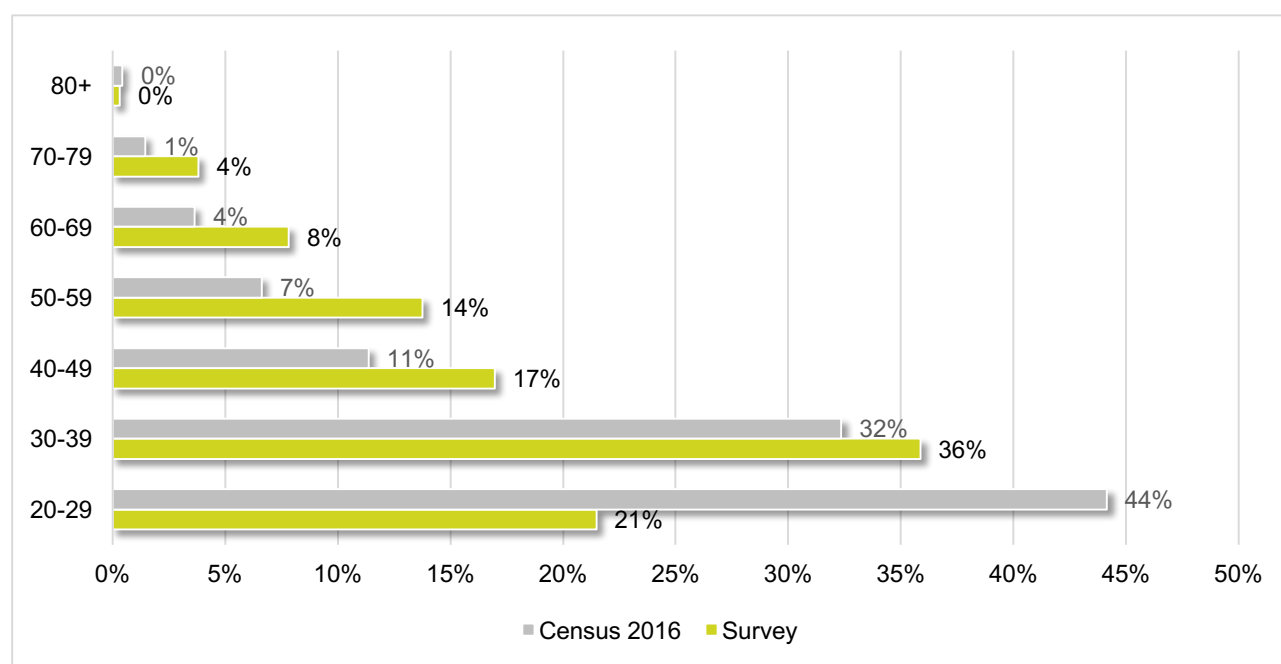
Sources: resident and dwelling data: ABS Census of Population and Housing (2016); worker data: City of Sydney Floor Space and Employment Survey (2012)

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 Green Square 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), 4.3% of the total resident population completed the survey. If we assume that only one resident in each household completed the survey, then 8.6% 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 18-29 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, excluding demographic data)

**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 3.06 at 95% confidence at 50% based on a total adult population of 21,531 (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 46.94% and 53.06% of all residents in the Green Square urban renewal 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 72.35 and 77.65 of the total residential population of the area would have responded in this way (i.e. the confidence interval is 2.65 at 95% confidence at 75%).

*Thus, with the weighting for age applied, the results for residents of Green Square can be understood as broadly representative of the total resident population of Green Square, with a margin of error in responses of around 3% (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), 1.5% of the working population in Green Square completed the survey.

Similar demographic information to that available for residents through the Census is not available for people who work in Green Square 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 6.62 at 95% confidence at 50% and 5.73 at 95% confidence at 75% based on a total population of 13,685 (COS 2012).

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 Green Square*. However, the findings from workers are still of interest and provide an indication of some of the experiences of workers in Green Square. Appendix 5 Full survey results for worker respondents (unweighted) provides a summary of all the survey findings for workers.

## Summary

In summary, 989 residents and 216 workers completed the survey in Green Square (116 respondents both lived and worked in Green Square). The survey results reasonably reflect the total residential population (with a margin of error of around 3%) once a weighting has been applied to correct for a bias in the age of respondents. However, the survey results for workers have a higher degree of error (around 7%) 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, excluding demographic data)

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.

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

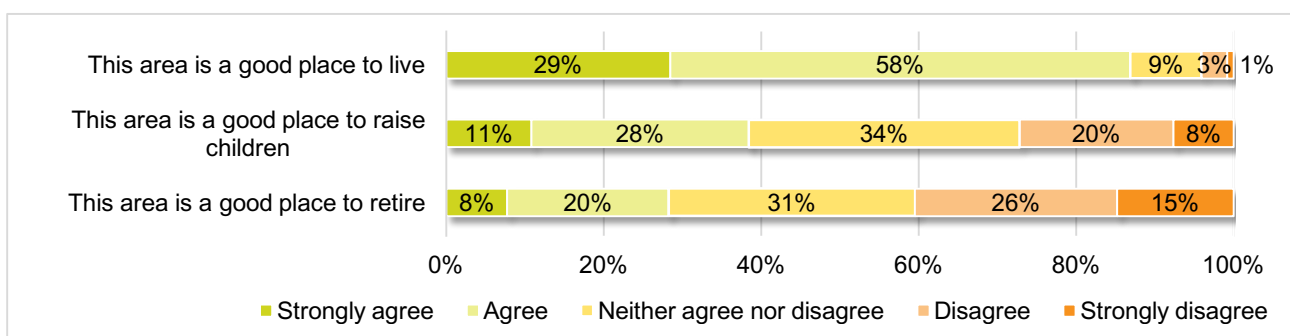
This section presents findings of the survey in regards to satisfaction with the area, feelings of attachment and belonging and people's plans and desires regarding the area.

#### Satisfaction with area

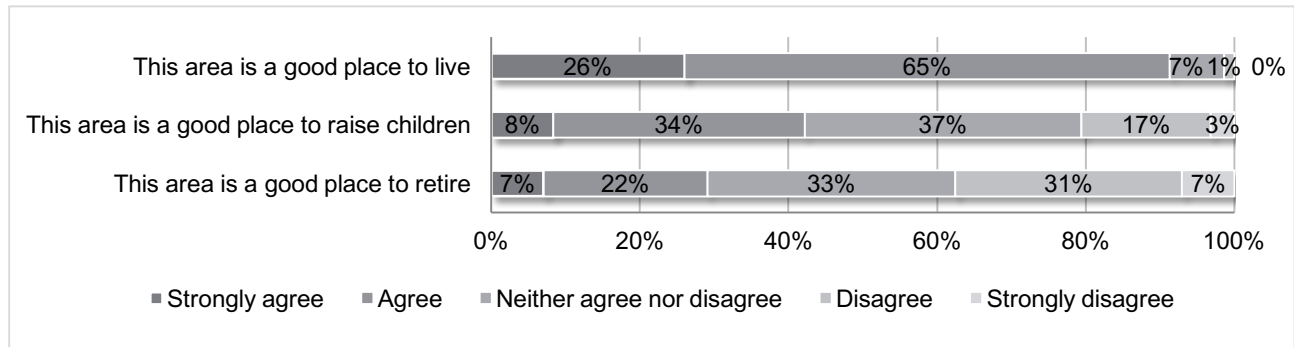
Survey respondents were asked three direct questions about their satisfaction with the Green Square area. As can be seen in Figure 4, the vast majority of residents (87%) agreed that the area was a good place to live, while only 4% disagreed (9% neither agreed nor disagreed). However, when asked about whether Green Square was a good place for children and retirees, far fewer respondents agreed (38% regarding children and 28% regarding retirees).

**Key finding:** The majority of residents (87%) agreed that the area was a good place to live, but fewer agreed that it was a good place to raise children (38%) or retire (28%).

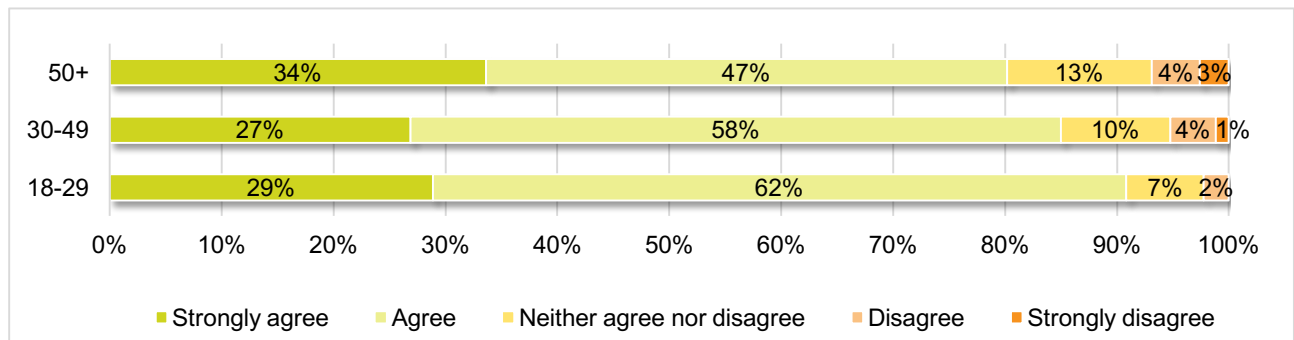
**Figure 4: To what extent do you agree with the following statements? (n = various, 983-989)**



These findings in the 2017 survey are very similar to those of the 2014 survey (see Figure 5).

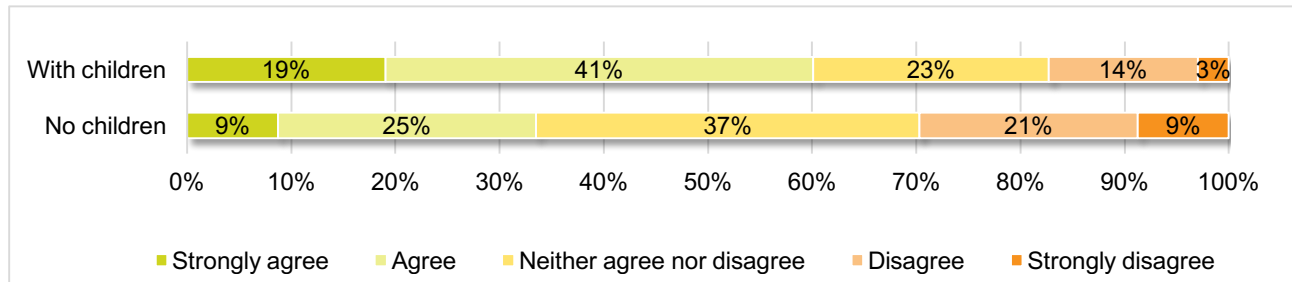
**Figure 5: 2014 Survey Results for To what extent do you agree with the following statements? (n = various, 282-288)**

In the 2017 survey, when responses to the statement 'the area is a good place to live' were compared with the ages of respondents, there was a significant relationship ( $\chi^2$  (2, N = 991) = 17.76,  $p < .001$ ) between age and response, with more younger people (90% of 18-29 year olds and 84% of 30-49 year olds) agreeing with this statement than people in older age groups (78% of people aged over 50). However, more over 50 year olds strongly agreed with this statement than people in younger age groups. See Figure 6.

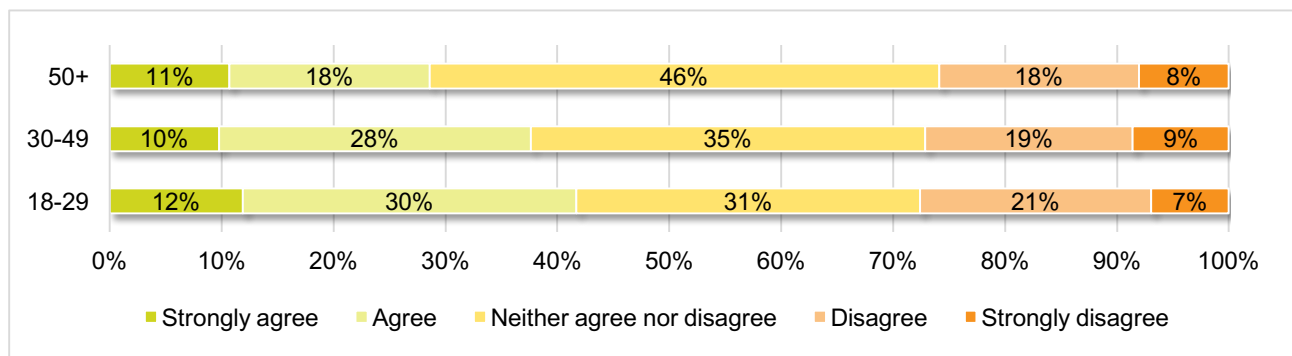
**Figure 6: 'This is a good place to live' responses by age group (n = various, 116-447)**

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 ( $\chi^2$  (1, N = 936) = 42.99,  $p < .001$ ) 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, share house and single person)<sup>5</sup>. Over half (61%) of those respondents living in the area with children believe the area is a good place to raise children with 17% disagreeing. See Figure 7.

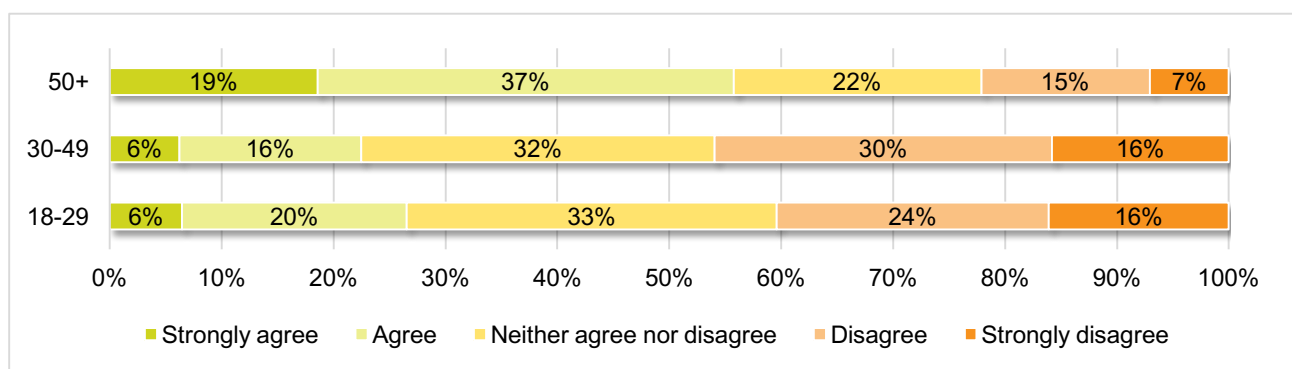
<sup>5</sup> Responses for people 'living with other family members' excluded as unable to determine whether children are present in those households.

**Figure 7: 'This area is a good place to raise children' responses by presence of children (n = various, 168-755)**

There was also a significant ( $\chi^2 (2, N = 989) = 8.89, p < .05$ ) relationship between age and whether people agreed that the area is a good place to raise children, with only 29% of people aged over 50 agreeing with this statement compared to 42% of people ages 18-29 and 38% 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, 112-446)**

There were also significant differences in the response to the statement 'this area is a good place to retire' by age ( $\chi^2 (2, N = 990) = 47.35, p < .001$ ). Over half (56%) of survey respondents aged over 50 agreed with this statement and 22% disagreed, compared to only 22% of people aged 30-49 and 26% of people aged 18-29 (see Figure 9).

**Figure 9: 'This is a good place to retire' responses by age group (n = various, 113-448)**

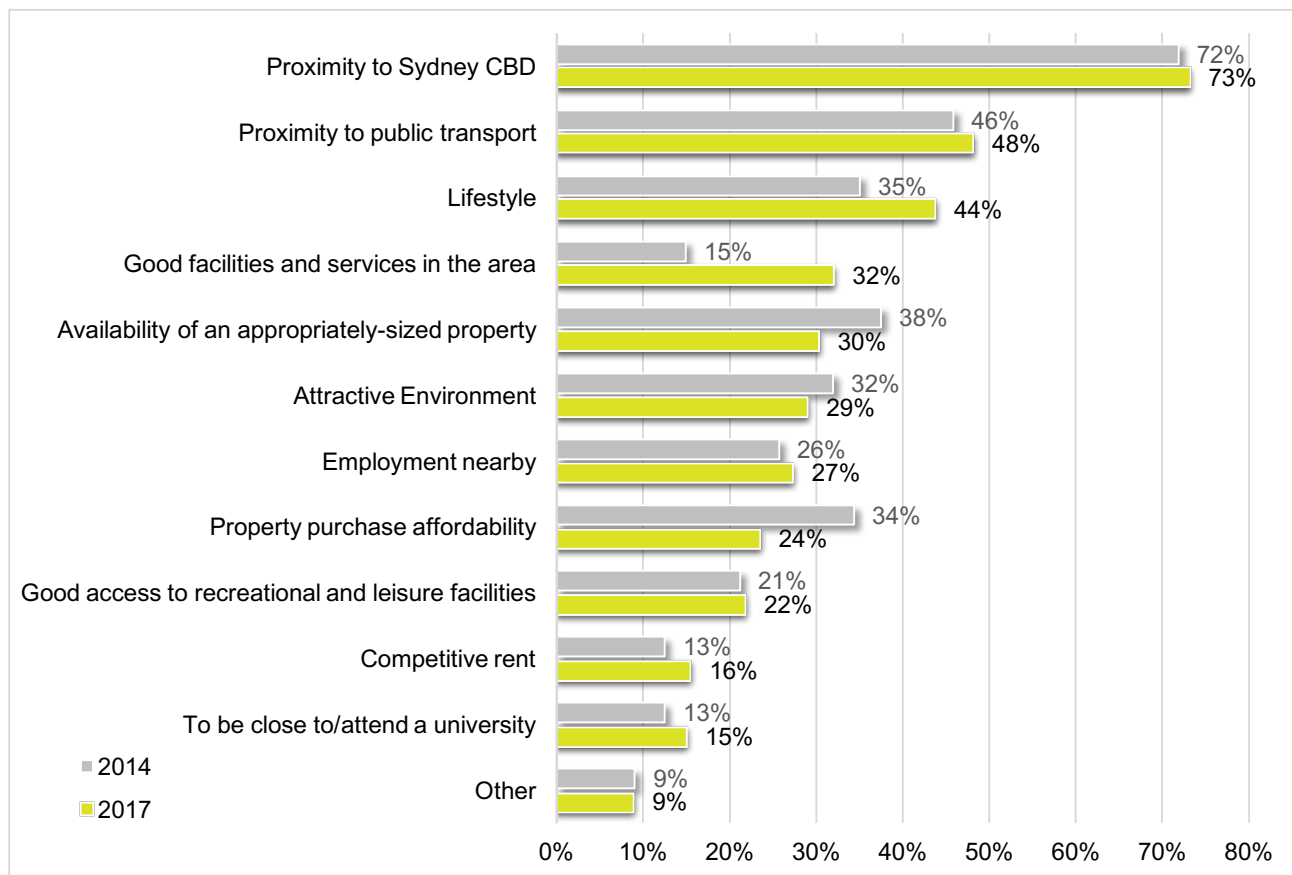
In order to understand whether people are satisfied with the area, it is also important to recognise why people moved to the area in the first place. Survey respondents were asked to select all of the reasons they thought were important from a list of possible area attractors (see Figure 10). The most commonly selected reasons for moving to the area were proximity to the Sydney CBD (73% of residents) and proximity to public transport (48%). Related to this, employment nearby (27%) and access to a university (15%) were also noted as important reasons for living in the area.



In addition to the convenient location of the area, a number of property-related factors were also noted as important by some respondents, including the availability of an appropriately sized property (30%), property purchase affordability (24%) and competitive rent (16%).

Lifestyle factors were also important for almost half of respondents (44%), and related to this, the attractive environment (29%), access to recreational and leisure facilities (22%) and good facilities and services (32%) were important. These results are very similar to those of the 2014 survey, with two notable exceptions: the availability of good services and facilities in the area was more important in 2017 than 2014 and property purchase affordability was more important in 2014 than in 2017 (see Figure 10).

**Figure 10: Why did you move to Green Square? Responses from 2017 and 2014 survey (n = 997 in 2017, n = 288 in 2014)**

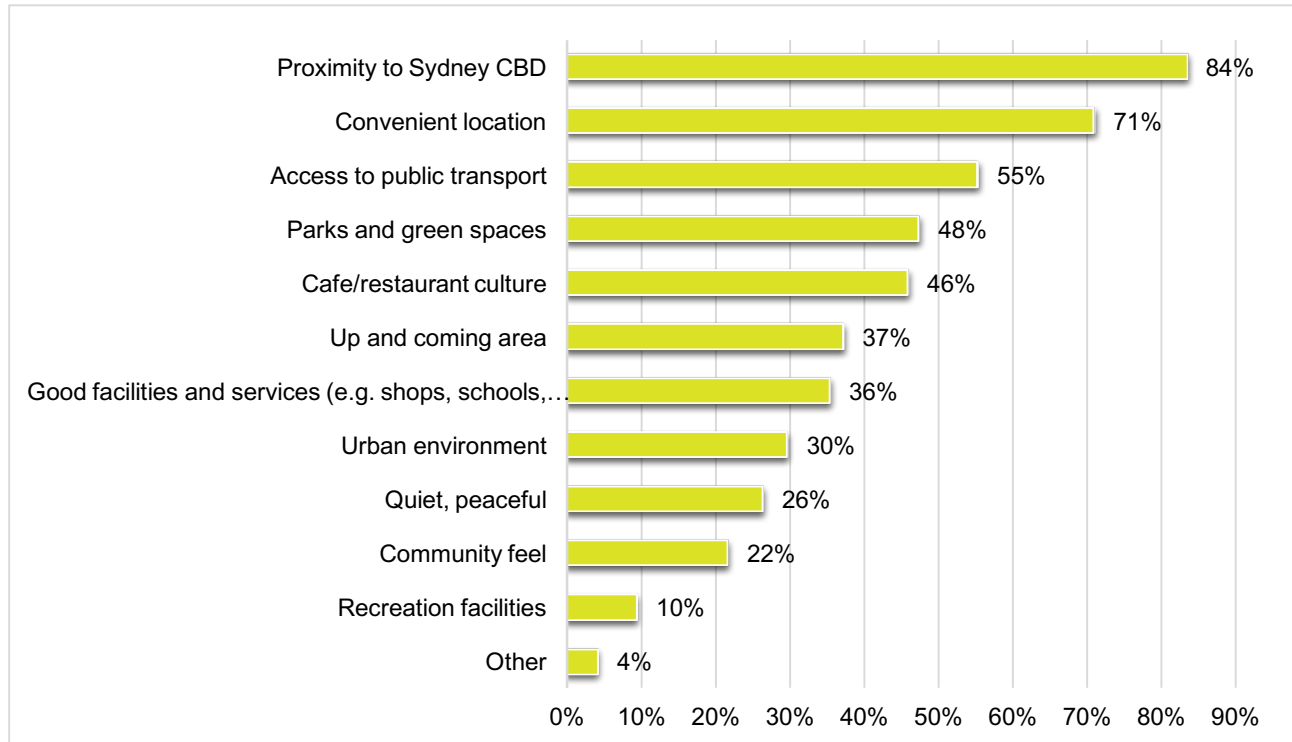


Directly addressing the question of satisfaction with the area, survey respondents were asked what they liked the most and the least about living in Green Square. As indicated in Figure 11, the most common thing that people liked about living in Green Square was that it was close to the Sydney CBD, and a convenient location (84% and 71% respectively). Many people also indicated access to public transport as a benefit of living in the area (55%). In regards to public space, many people indicated being close to green space and parks as a benefit (48%).

People also indicated the positive atmosphere or feel of the area, with some indicating that it is quiet and peaceful (26%) with a community feel (22%), while others thought it was an urban (30%) or up and coming area (37%). Related to this, the restaurant and café culture in the area was also singled out by many as a particular advantage of the area (46%).

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

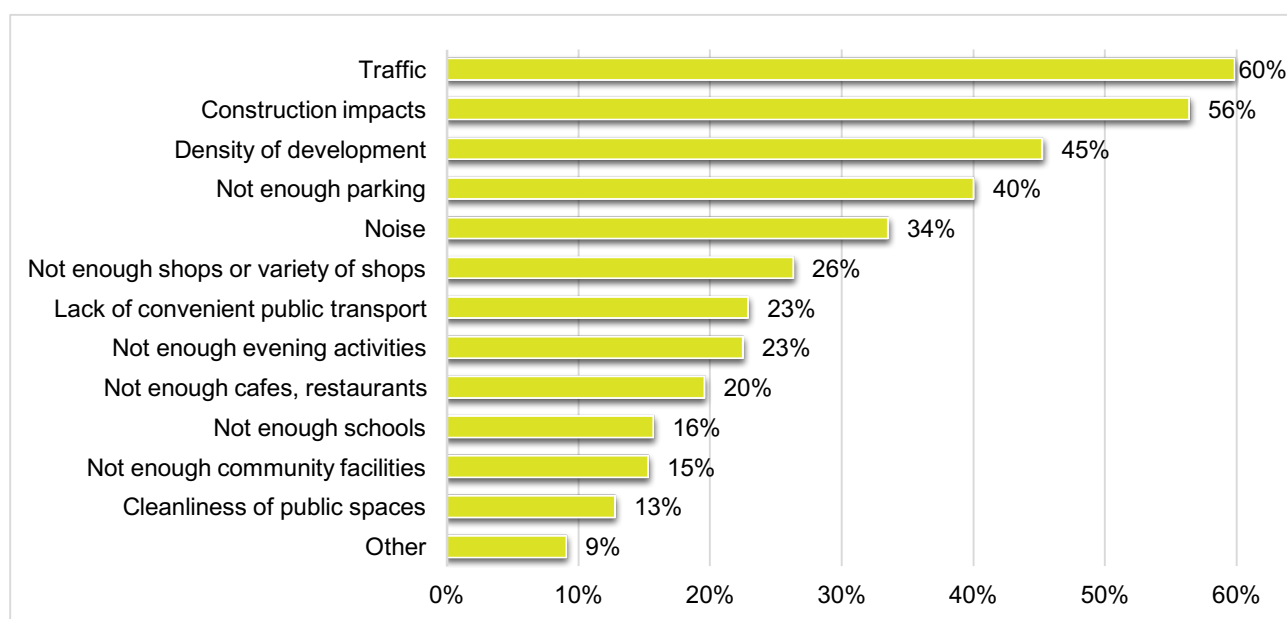
**Figure 11: What do you like the most about living in the area? (n = 997)**



The most common thing that people indicated when asked what they liked the least about living in Green Square related to roads and transport (see Figure 12). Common complaints were in regards to heavy traffic (60%), concerns about parking (40%) and lack of convenient public transport (23%).

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 (34%).

Concerns about services and facilities included not enough shops or variety of shops (26%) and not enough evening activities (23%).

**Figure 12: What do you like the least about living in the area? (n = 997)**

Some people provided written responses to this question under 'other' that picked up on many of the same issues. For example:

*"Overdevelopment of area, absolutely hell for parking, Elizabeth Street now a nightmare. Closing off of local streets, harder to get around. Not many community facilities such as post office, medical centre, etc."*

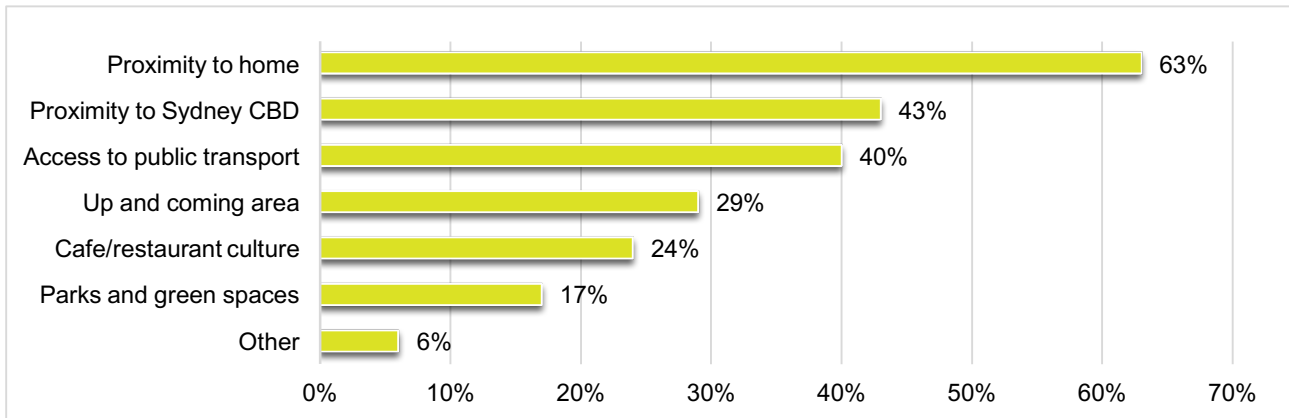
*"Construction/digging/jackhammers should NOT be allowed on Saturdays. Period. We deserve a peaceful weekend at least!"*

*"Poor pedestrian access across Bourke Street (McEvoy to O'Dea) and Lachlan Street. No direct bus to the beach for high density Waterloo/Zetland. Poor transport connections to Newtown and University of Sydney. Need to have more 1-2 hour parking spaces reserved for tradesmen, deliveries and community workers."*

**Key finding:** The things people most commonly said that they disliked about living in Green Square 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.

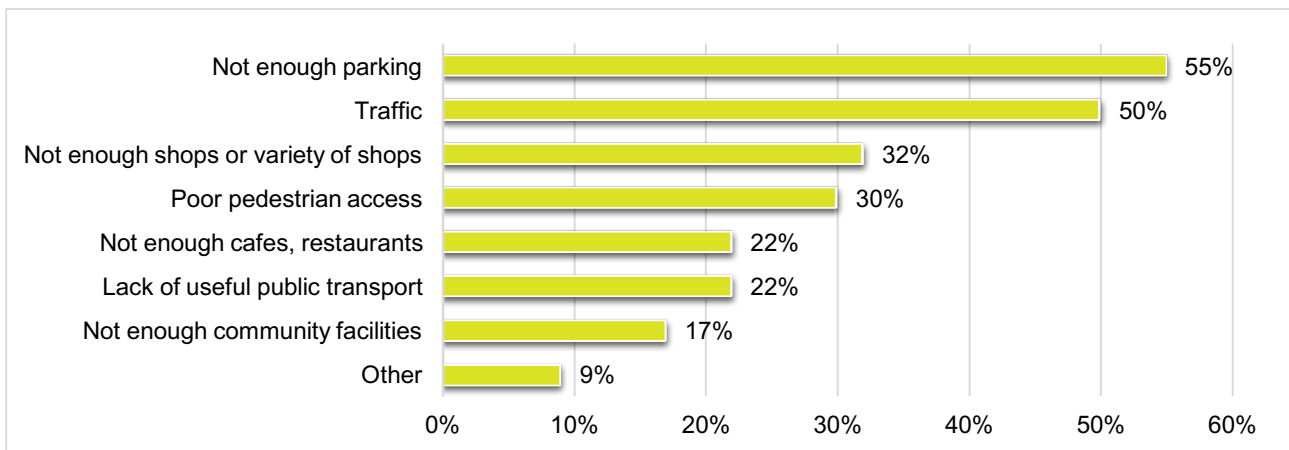
Interestingly, results from survey respondents who work in the area, but do not live in the area, identified similar likes and dislikes (see Figure 13 and Figure 14). Notably, workers appreciated the proximity of the area to their own homes and the CBD, access to public transport and the fact that it is an up and coming area with a café culture and access to green spaces.

**Figure 13: What do you like the most about working in the area? (n=100, workers who do not live in the area)**



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=100, workers who do not live in the area)**



### Attachment and belonging

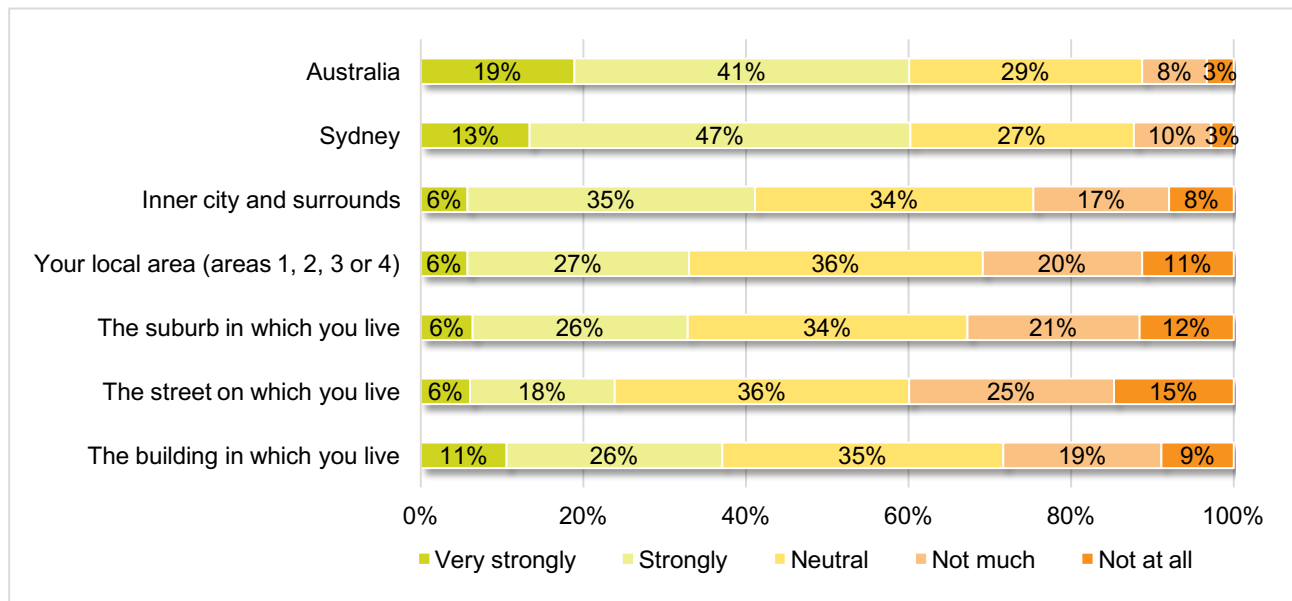
Selected findings from the survey provide information about people's sense of attachment to the area, whether they feel included or isolated, and whether people identify with particular communities in the area. People can identify with multiple communities and many different scales. In the survey, respondents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

Of particular note, people were less likely to agree they felt part of the community in their street and more likely to disagree than in all of the other places listed. People felt most strongly part of the community in Sydney and Australia (60.3% and 60.1% strongly or very strongly attached respectively).

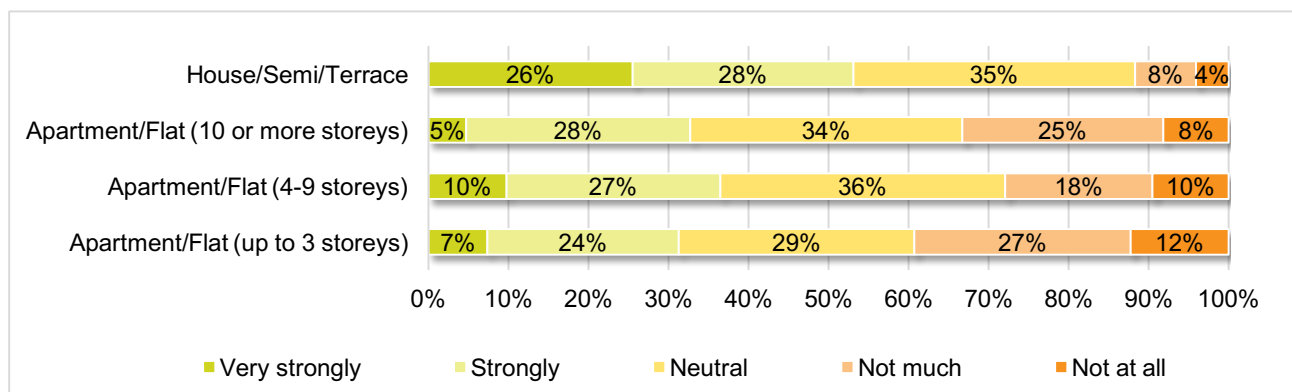
Over a third of respondents (37%) also felt strongly or very strongly that they were part of the community in the building in which they lived, more so than in the street (24%), suburb (33%) and the inner-city and surrounds (41%) (Figure 15). When attachment to the building in which one lives was compared with the dwelling types in which respondents lived, 35% of people living in an apartment were strongly or very strongly attached, compared with 50% 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 (19%) agreed compared to those living in other dwelling types (51%).

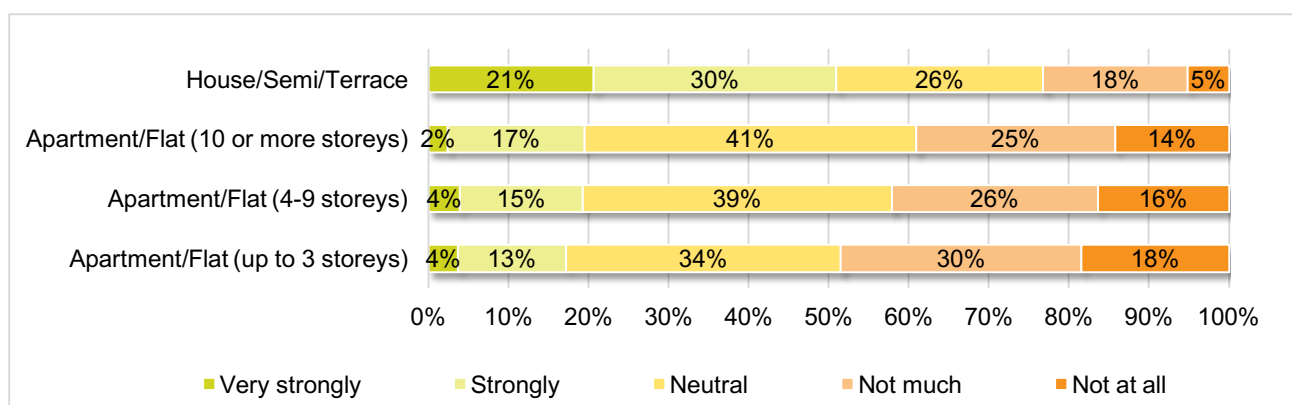
**Figure 15: To what extent do you feel you are part of the community in ...? (n=various, 975-985)**



**Figure 16: To what extent do you feel part of the community in the building in which you live? (N=various, 145-483)**

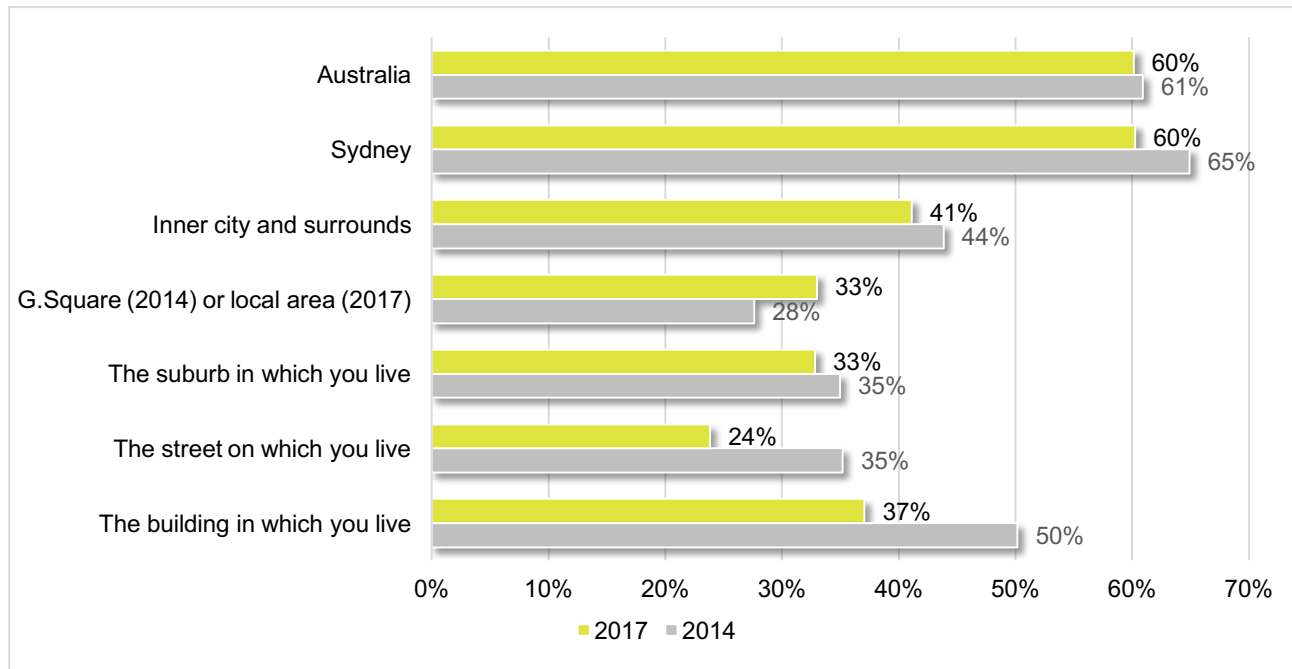


**Figure 17: To what extent do you feel that you are part of the community in the street on which you live? (N= various, 155-482)**



Results regarding attachment at different scales differed somewhat in the 2017 survey from the 2014 survey. Particularly notable differences include a higher proportion of people feeling attached to the street and building in 2014 than in 2017 (Figure 18).

**Figure 18: To what extent do you feel you are part of the community in...? Total strongly/very strongly in 2017 and 2014 (n=975-985 in 2017, 283-285 in 2014)**

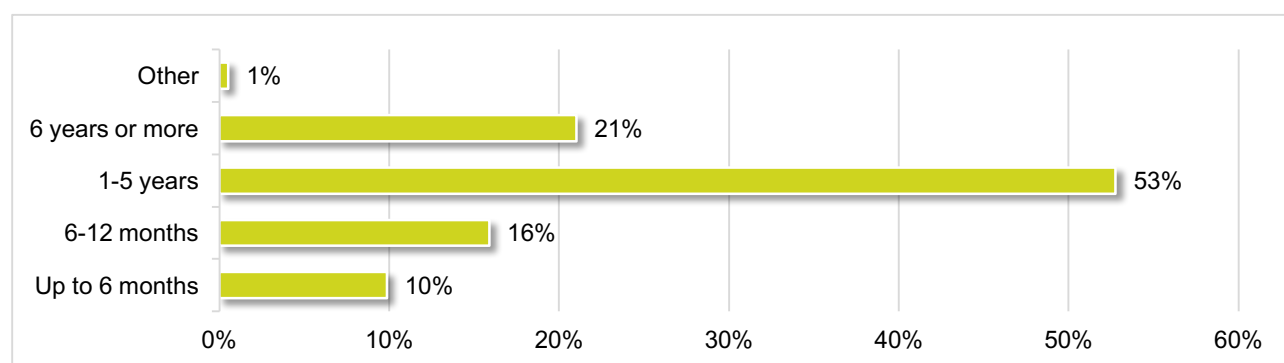


**Key finding:** People felt more strongly connected to Australia, Sydney and the inner city and surrounds than to more local places in 2017. People were less likely to feel attached to the community at any scale in 2017 than in 2014, apart from 'Green Square'/local area, but the change in terminology likely explains this increase. The higher response rate may partly explain this drop (conceivably, the 2014 responders were more attached to the community as a whole). As in 2014, more residents felt strongly connected to the community in their building (37%), than to the community in their street or suburb.

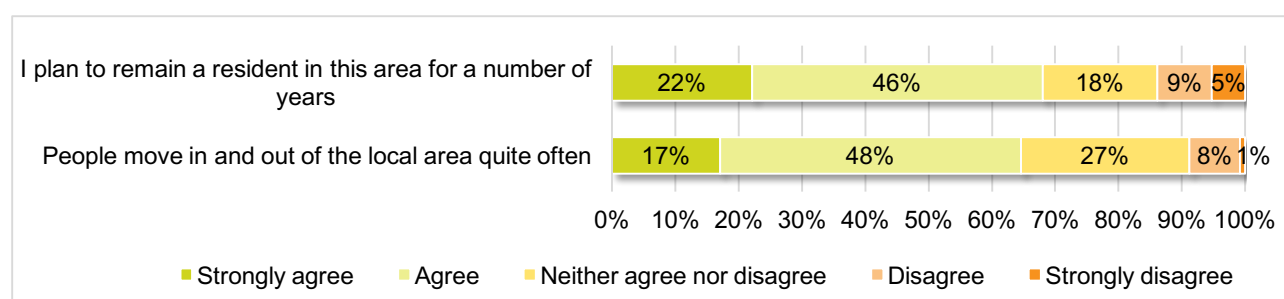
## Plans and desires

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). The majority of residents who completed the survey (78%) had lived in Green Square for less than 6 years (see Figure 19). This is to be expected as many new residential properties have been completed in the area over the past five years. However, one-fifth (21%) of respondents had lived in Green Square for a relatively long period, of six years or more.

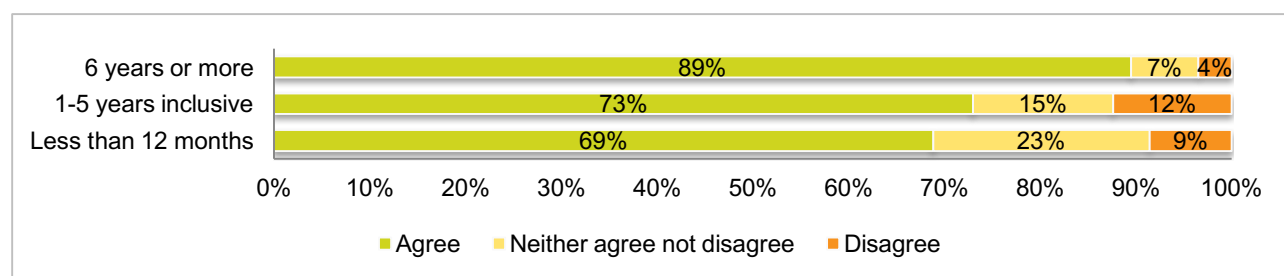
**Figure 19: How long have you lived in Green Square? (n=995)**

The survey asked people about their plans to stay in the area (see Figure 20). Two thirds (68%) of respondents agreed that they planned to remain resident in the area for a number of years.

**Figure 20: To what extent do you agree with the following statements? (n = various, 985, 987)**

**Key finding:** Most (78%) of the residents who completed the survey had lived in Green Square for less than six years and the majority (68%) planned to remain residents in the area for a number of years.

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 21). People aged over 40 were also more likely to agree with this statement<sup>6</sup>, as were home owners<sup>7</sup>.

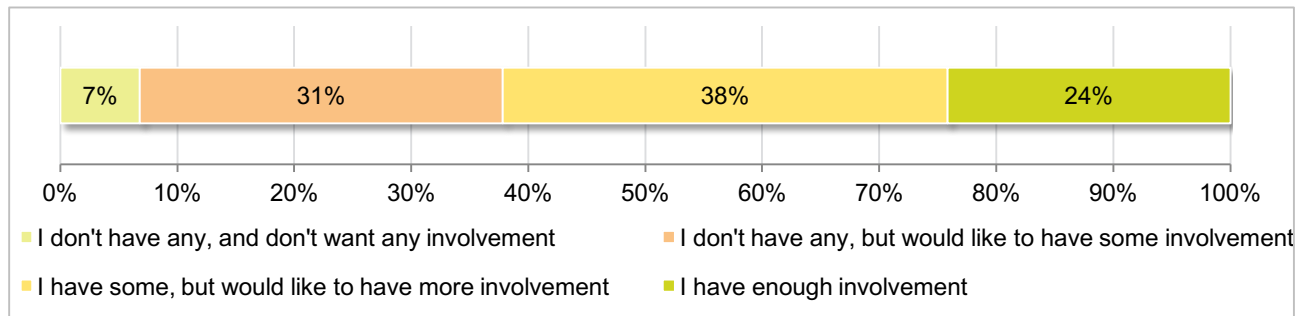
**Figure 21: The extent to which people agree with the statement 'I plan to remain resident in this area' compared to their length of residence in the area (n = 287)**

<sup>6</sup> 89% aged 40-49, 79% aged 50-59 and 90% aged over 60 compared to 68% aged 18-29 and 74% aged 30-39. However, as the respondent numbers in each group are relatively low (with only 20 people in the over 60 category), these findings should be considered with caution.

<sup>7</sup> 85% of home owners and 55% of private renters agreed with this statement.

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 22). Importantly, of those residents who completed the survey, only one-third were satisfied with their level of interaction with other people in Green Square (24% who had enough involvement and 7% who had none, but didn't want any involvement). The remaining 69% all wanted to have more involvement with other people in Green Square, including one third (31%) who currently had no involvement with other people in the area.

**Figure 22: How would you best describe your level of interaction with other people who live or work in the area? (n = 986)**



**Key finding:** Only one third (31%) of residents were satisfied with the level of social interaction they have with other people who live and work in Green Square, with the remaining 69% all wanting more interaction, including 31% who currently had no interaction with other people in the area.

The survey also asked a question about a range of different things that would make Green Square a better place to live or work in order to understand the desires of Green Square residents and workers. Figure 23 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 improved traffic management (49%) and better public transport that connects to more areas of the city (50%), in addition to improved parking (28%) and safer conditions for pedestrians and cyclists (21%).

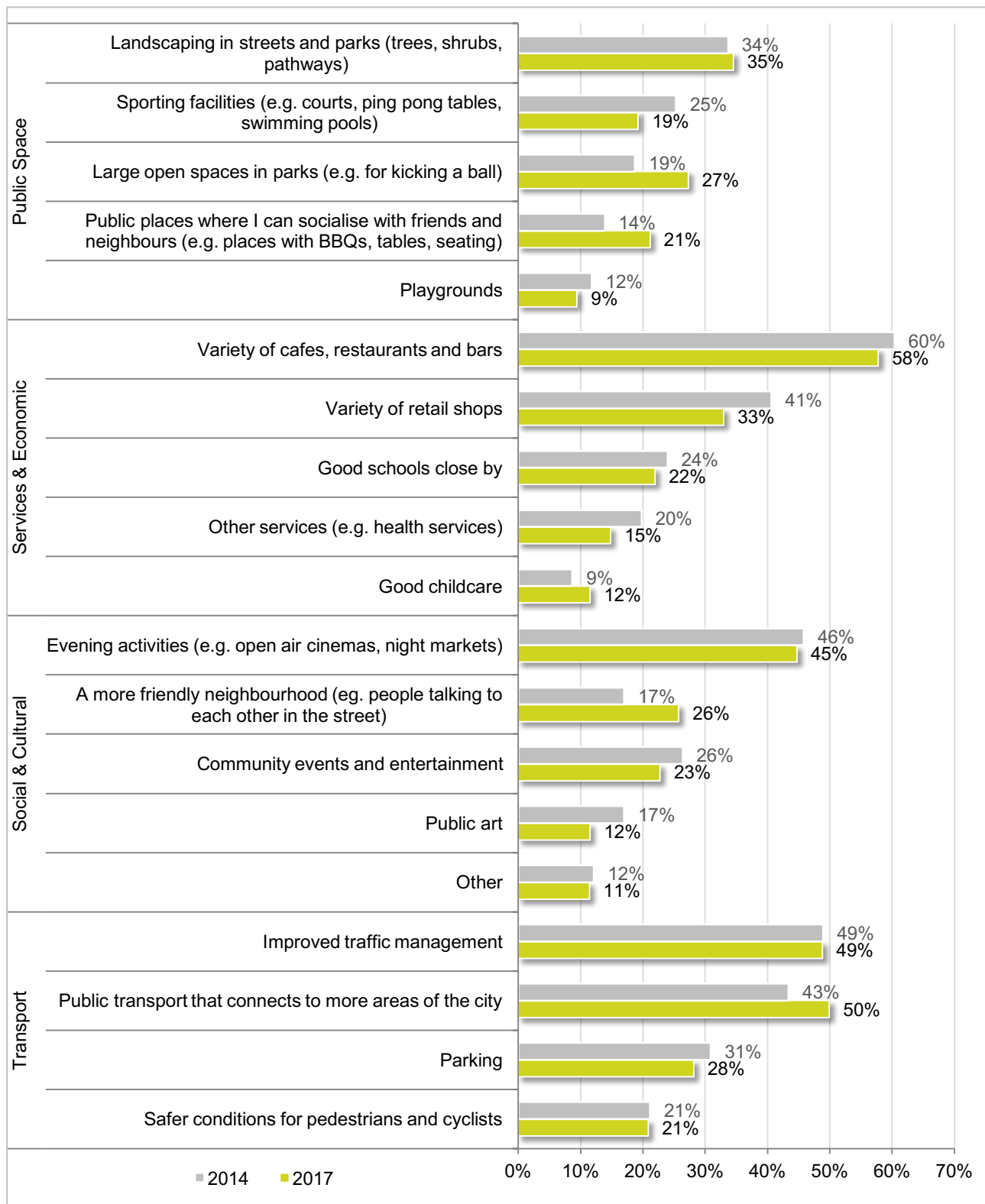
The second most commonly mentioned improvements were in regards to economic improvements, especially a wider variety of cafés, restaurants and bars (58%) and a wider variety of retail shops (33%).

Other commonly chosen responses (with more than 1 in 5 respondents choosing these options) included more evening activities (45%), better landscaping in streets and parks (35%), more community events and entertainment in public spaces (23%), more sporting facilities (19%), and good schools close by (22%).

**Key finding:** The most commonly mentioned group of improvements residents wanted in Green Square related to transport management, especially improved traffic management (49%) and better public transport that connects to more areas of the city (50%), improved parking (28%) and safer conditions for pedestrians and cyclists (21%). The second most commonly desired improvements were economic, especially a wider variety of cafés, restaurants and bars (58%) and retail shops (33%).



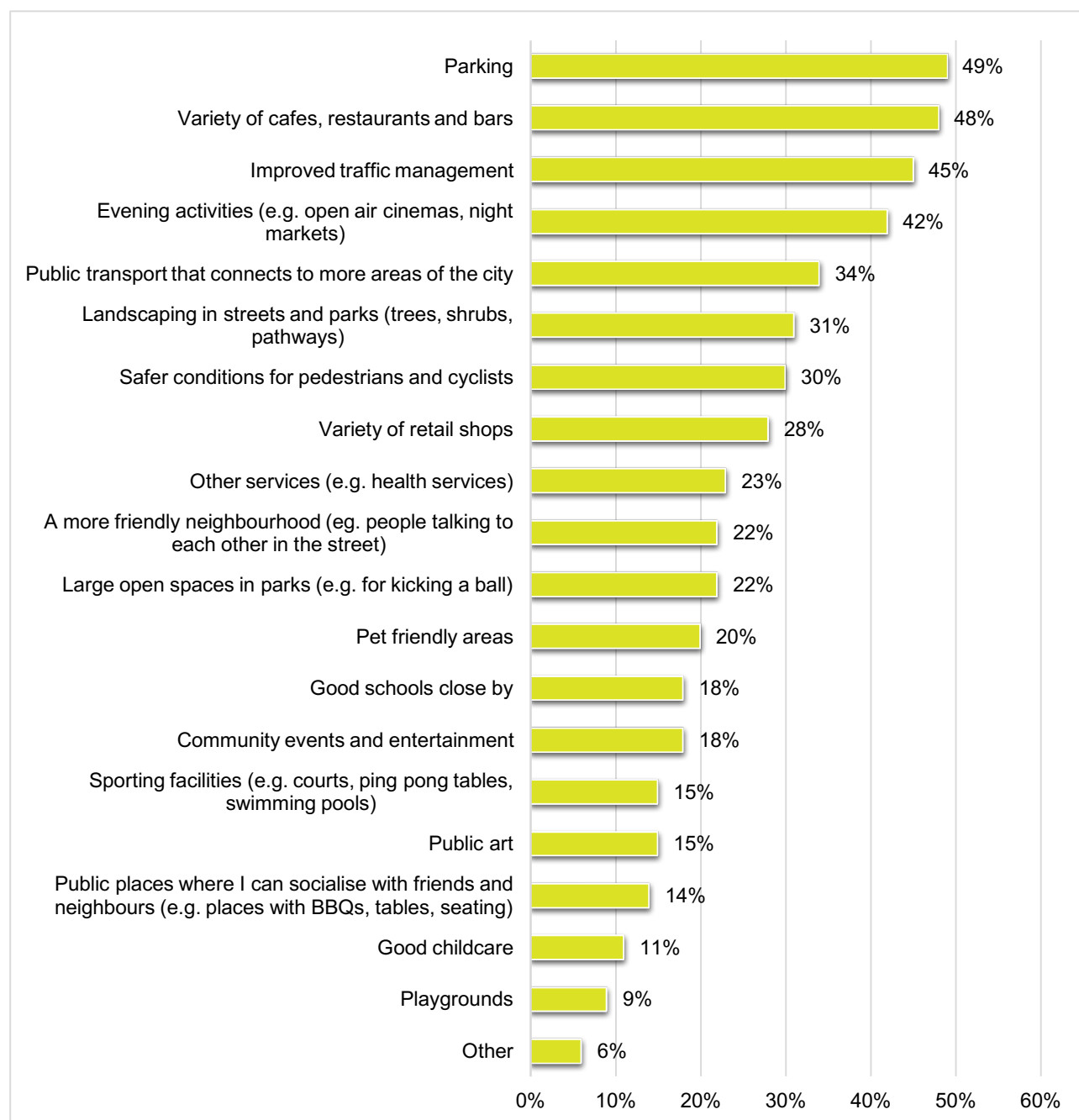
**Figure 23: Comparison of 2014 and 2017 results to: What are the top 5 things that would make the area the kind of place you would like to live and/or work in in the future? (n2014 = 288, n2017 = 997)**

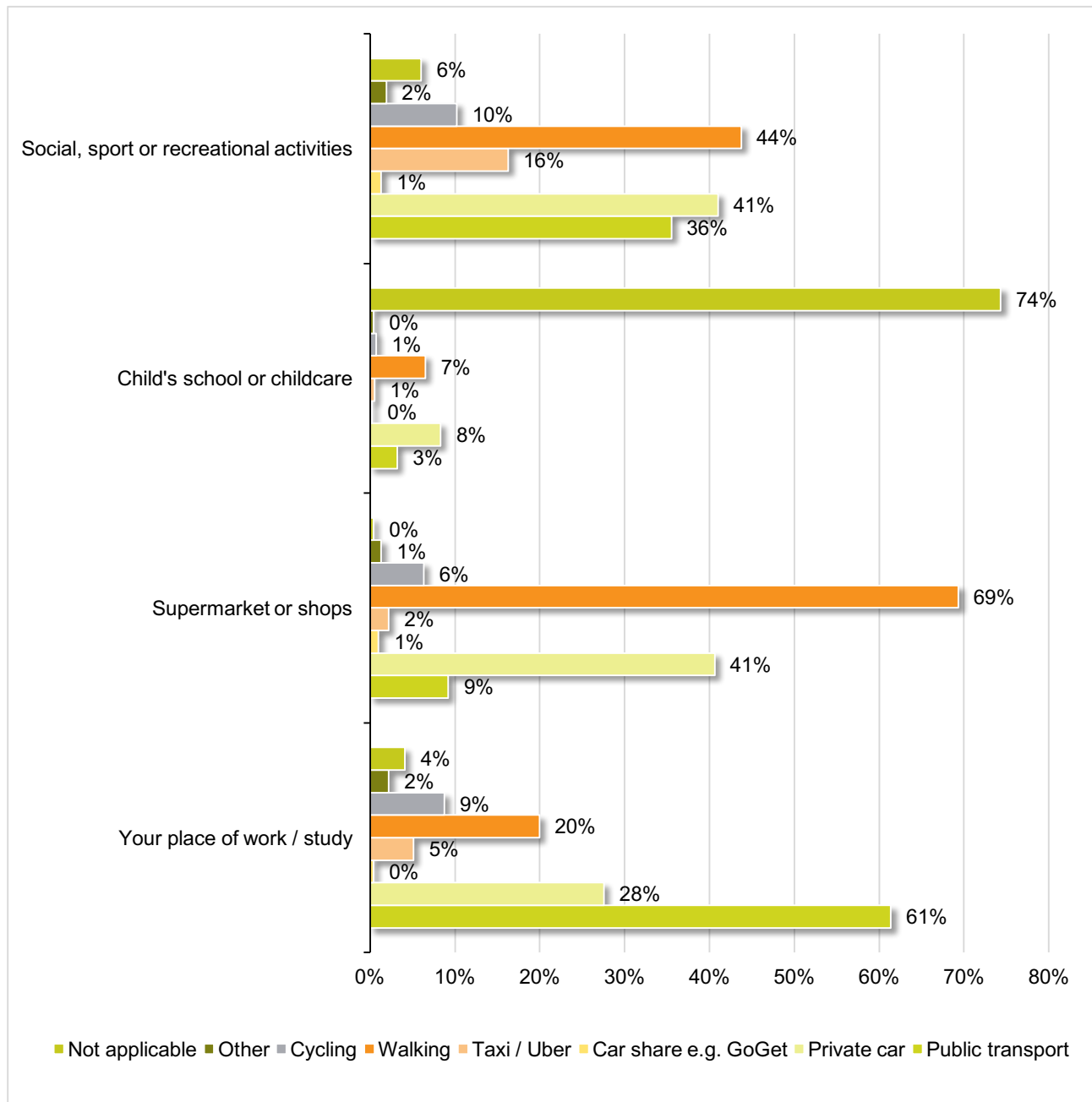


The forms of transport Green Square residents use for various activities is an important consideration, given the respondents' indication of public transport access as a reason to live in Green Square and one of the things they like most in the area (Figure 10 & Figure 11), and that this was also seen as an aspect to improve upon in future (Figure 12 & Figure 23). The survey asked Green Square residents how they travel to certain activities and places on a typical day (Figure 25). Most respondents (61%) travel to their locations of

work or study via public transport, followed by private car (28%) and walking (20%). Most people walked (69%) or drove in a private car (41%) to the supermarket or shops. Many respondents did not need to access child's school or childcare (74%), and this is likely to be because most respondents did not have children (80%). But of the respondents that did travel to school or childcare, most walked (7%) or took a private car (8%). The modes of transport to social, sport or recreational activities were far more varied among respondents, with many people walking (44%), driving a private car (41%), taking public transport (36%) or catching a taxi or uber (16%) to the various activities.

**Figure 24: 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=100, workers who do not live in the area)**



**Figure 25: On a typical day, how do you travel to...? (n = 997)**

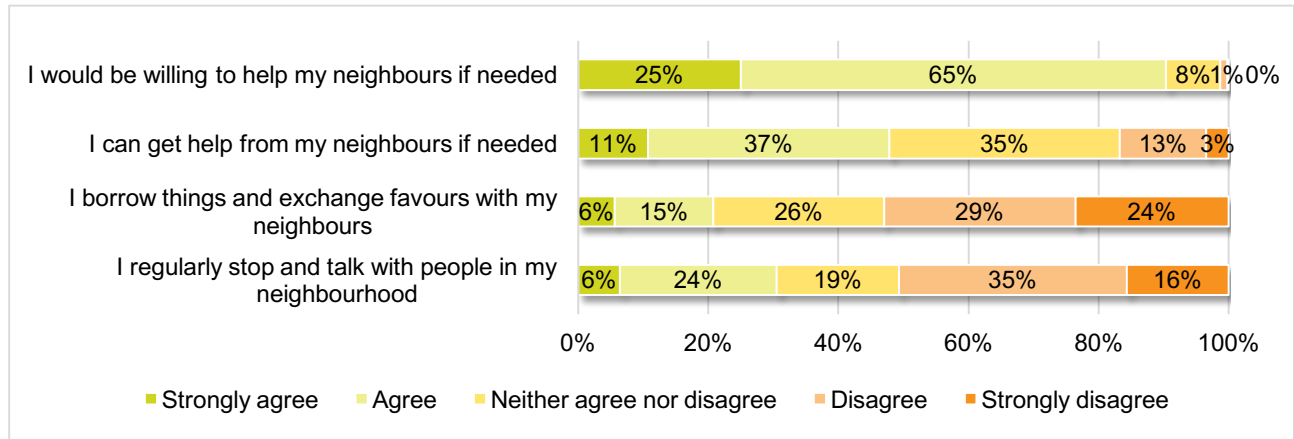
## Nature of social interaction

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 26). Interestingly, while most people (90%) said that they would be willing to help their neighbours, fewer (48%) 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. Notably, the proportion who said that they would be willing to help their neighbours if needed is higher (89%) amongst the survey respondents than for the City of Sydney as a whole (73% in the 2011 CoS Residents Survey). Less people agreed (21%) and disagreed (53%) that they borrowed things and exchanged favours with their neighbours; and less people agreed (31%) and disagreed (51%) that they regularly stopped to talk with people in their neighbourhood.

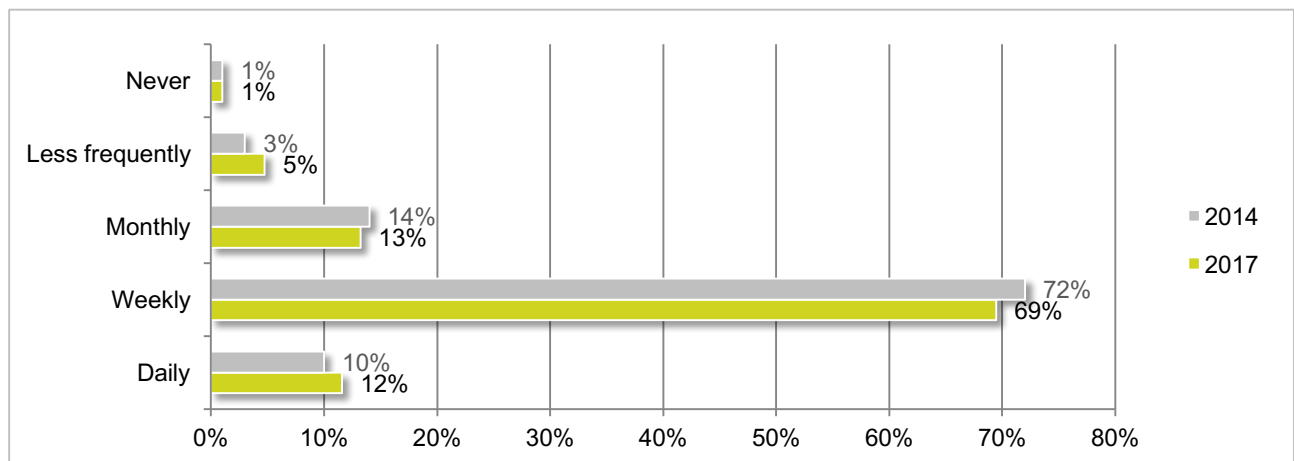
**Figure 26: To what extent do you agree with the following statements? (n = various, 980-990)**



**Key finding:** While most people (90%) said they would help their neighbours, fewer (48%) thought their neighbours would help them. A fifth of residents (21%) borrowed things and exchanged favours with neighbours and 31% regularly stopped to talk with people in their neighbourhood.

In regards to social interactions with friends, relatives or work colleagues, the majority of survey respondents met at least weekly (69% weekly and 12% daily), with the remainder meeting with these people less frequently (19%) and only 2 respondents (1%) never meeting with these people (see Figure 27).

**Figure 27: Comparison of 2014 and 2017 results to: How often do you meet with friends, relatives or work colleagues? (n2014 = 287, n2017 = 992)**



**Key finding:** Most (81%) 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 28). Of particular note when examining these findings is that socialising in cafés, restaurants and/or pubs (53% of respondents)

socialising in one's own home or others' homes (47% of respondents) and were the most common ways people socialised with others in their local area. This was followed by chatting to people on the street (41%), while shopping (36%), and socialising in parks (33%).

**Key finding:** *The most common ways in which people have contact with other people while in Green Square were socialising in cafés, restaurants and/or pubs (53%) and in their own or others' homes (47%). Chatting on the street, chatting to people while shopping and socialising in parks were also important.*

When analysed by age, similar proportions of people socialised in their own or others' homes in Green Square across all age groups (with a range of 42% - 67%). Similar proportions of people also socialised in cafés, restaurants and/or bars in Green Square across most age groups (with a range of 38% - 55%)<sup>8</sup>.

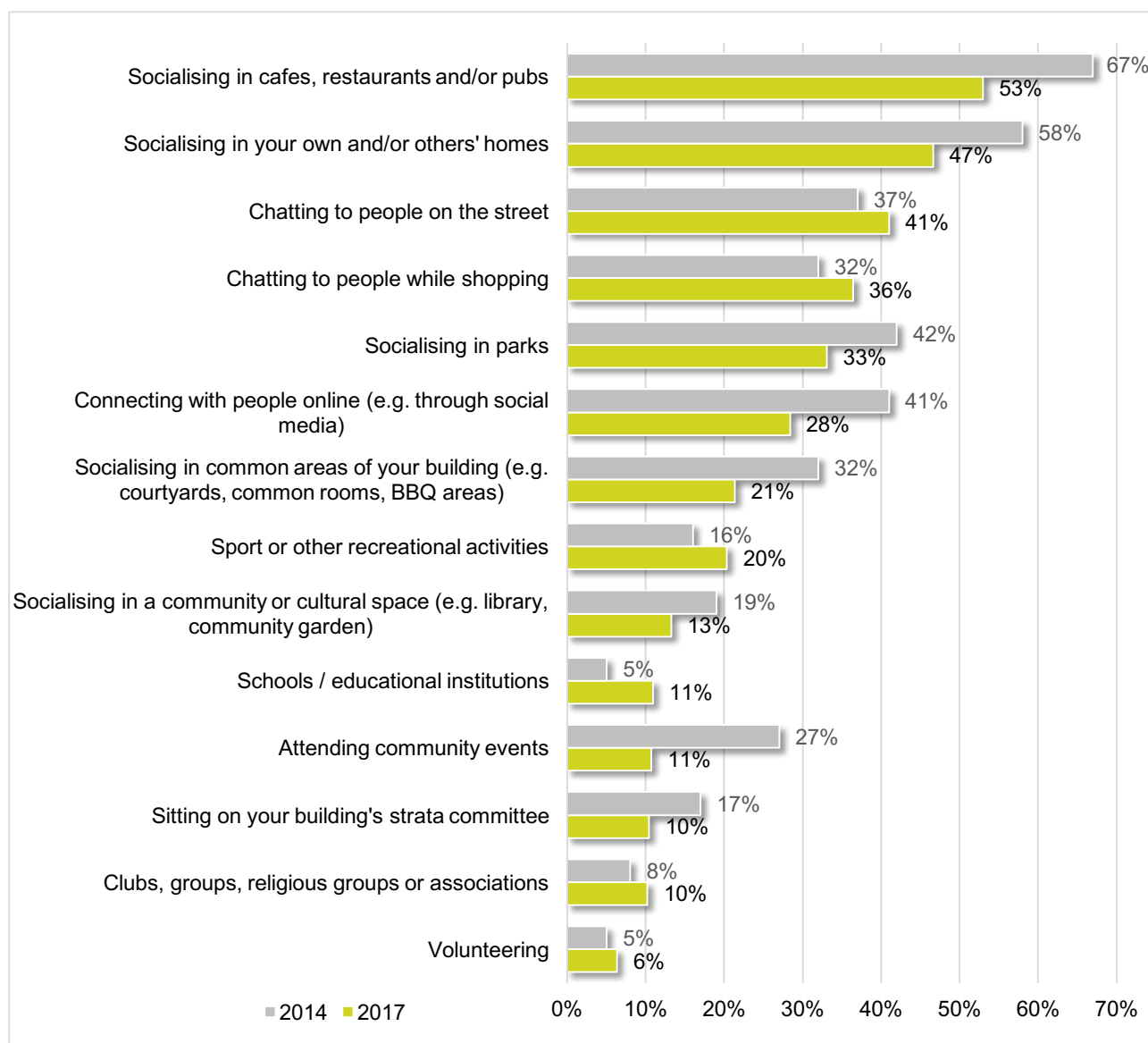
Outside of Green Square, cafés, restaurants and/or pubs were also important (59%), as was online connection (50%) and socialising in others homes (42%). However, socialising in parks (25%) and chatting to people on the street (26%) was much less common outside of Green Square than in Green Square. Also, attending community events (58%) and involvement in sport or recreational activities (47%) were more important for social interaction outside of Green Square than within the area (27% and 16% respectively). This suggests that while some places are important locations for social interaction both inside and outside of the Green Square area, others are more specific to the local area (parks and streets).

In terms of the activities that people were least likely to have contact with people, few people had contact with others through volunteering (6%), in clubs, groups, religious groups or associations (10%) or through sitting on their building's strata committee (10%).

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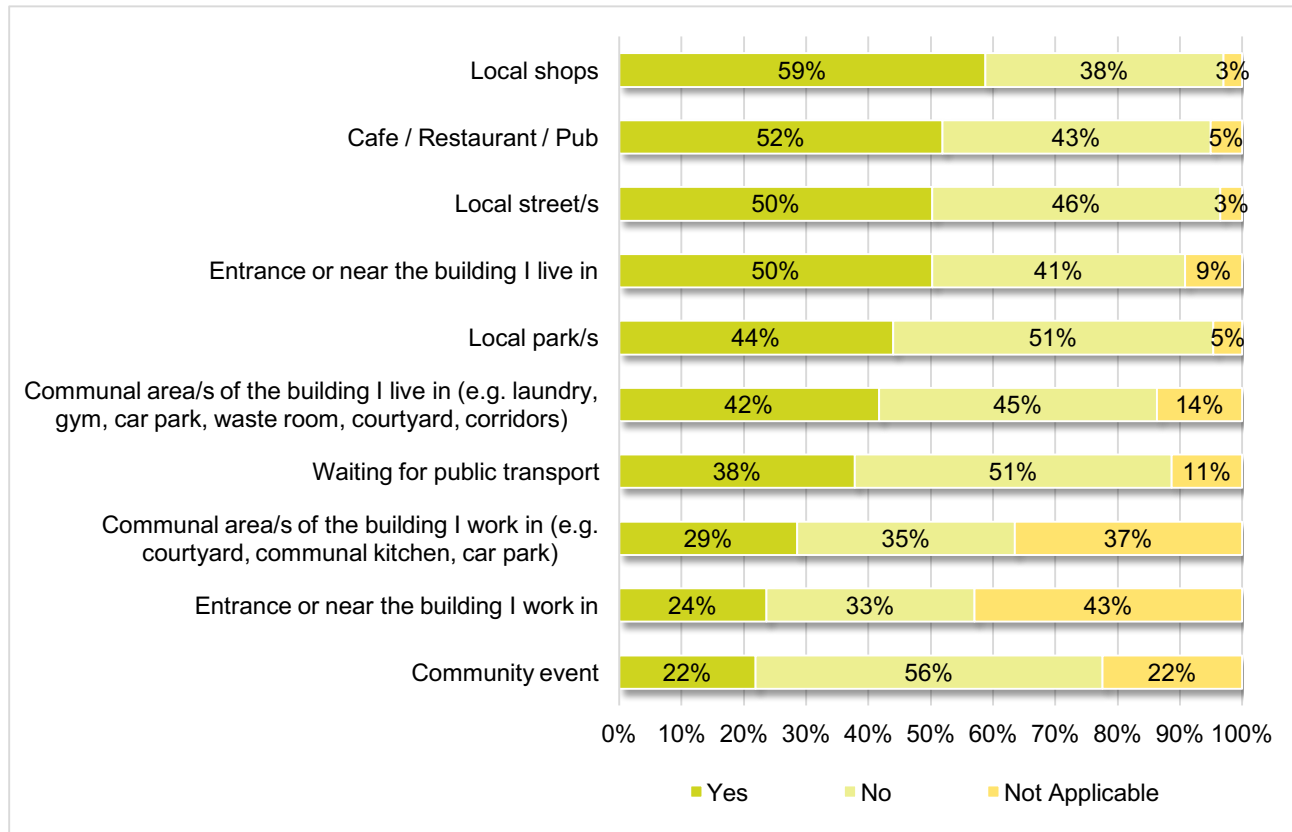
<sup>8</sup> Because of the relatively small numbers of respondents in each age bracket (e.g. while there are 120 people aged 18-29 there are only 19 aged 60+), these differences should not be considered significant. Larger sample sizes in each age bracket may produce different results.

**Figure 28: Comparison of 2014 and 2017 results to: In the past month, have you had contact with people in any of the following ways? (n2014 = 288, n2017 = 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 29). Importantly, these findings suggest that the building in which one lives is a very important location in which incidental social interaction occurs, with 50% of residents bumping into people they know at the entrance or near the building that they live in. Also important, with more than half of resident survey respondents bumping into people in these places, were café's, restaurants and pubs (52%) local streets (50%) and shops (59%).

**Figure 29: Do you run into people you know in the following places in your area? (n = various, 871-968)**



**Key finding:** Incidental interaction (running into people you know) was most likely to occur at local shops (59%) or in a café, restaurant or pub (52%), on local streets (50%) or in the entrance or near the building in which people live (50%).

## 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

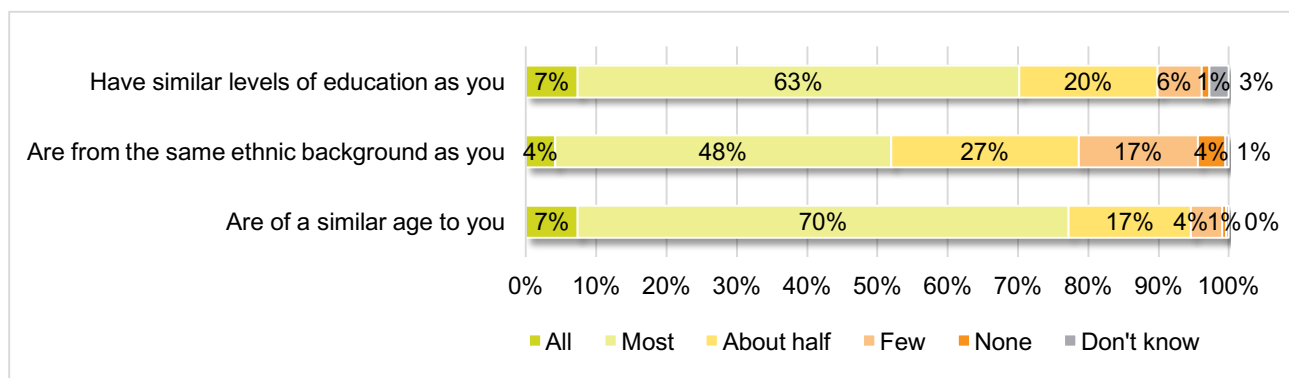
The survey asked people to describe how diverse their friendship groups were as an indication of social mix and social networks in the area. Many (77%) residents said that most or all of their friends were of a similar age to them, just over half (52%) said that many or most of their friends were of a similar ethnic background to them and 70% said that many or most of their friends had a similar educational background to them (see Figure 30). The same question was asked in the Australian General Social Survey (2010) (see Appendix 7).

Interestingly, a slightly higher percentage of Green Square survey respondents said that their friends were of a similar age (the Australia-wide figure from the General Social Survey was 64.9%) and a similar educational background (the Australia-wide figure was 56.2%). However, much fewer respondents to the Green Square survey said that most of their friends were of the same ethnic background as them (the Australia-wide figure was 72.7%), suggesting that friendship groups amongst Green Square 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 (70%) and just over half (52%) that they were of a similar ethnic background.

When comparing responses to whether their friends are from the same ethnic background as themselves by country of birth, there was no observable difference, with 53% of people born in Australia and 52% of people born overseas saying that most or all of their friends were of the same ethnic background as them. Residents who speak a non-English language at home were slightly more likely to have all/most friends who were of the same ethnic background (60%) than those who speak English at home (49%).

**Figure 30: Of your friends, how many ...? (n = various, 977-988)**



### Civic culture and participation

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

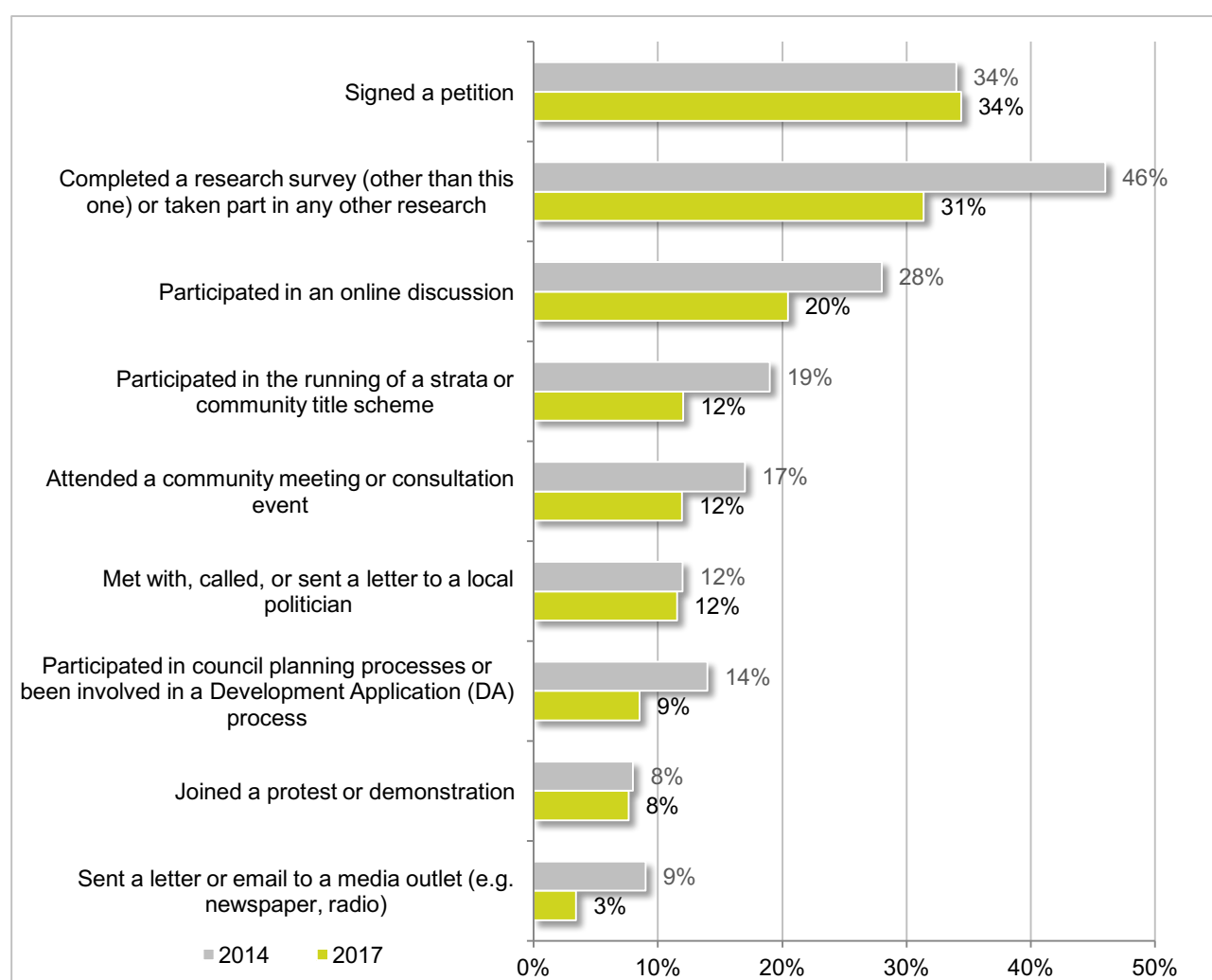
As demonstrated below, the majority of residents in Green Square are not involved in formal civic activities (see Figure 31). Around a third (34%) of the respondents had signed a petition, and a third of respondents had previously taken part in another research project in the past year (31%), and 20% had participated in an online discussion. A smaller, but still significant, proportion of people had participated in the running of a



strata or community title scheme (12%) or been involved in civic engagement activities related to the local council, with 12% having attended a community meeting or consultation event, 12% having met with, called, or sent a letter to a local politician, and 8.5% had participated in council planning processes or been involved in a Development Application (DA) process. These figures are similar to those recorded in the 2014 survey.

**Key finding:** Most Green Square residents are not involved in formal civic activities such as volunteering, or participating in clubs and associations. However 31% had previously taken part in another research project in the past year, 34% had signed a petition and 20% had participated in an online discussion.

**Figure 31: Comparison of 2014 and 2017 results to: In the past 12 months, have you ...? (n2014 = 288, n2017 = 997)**

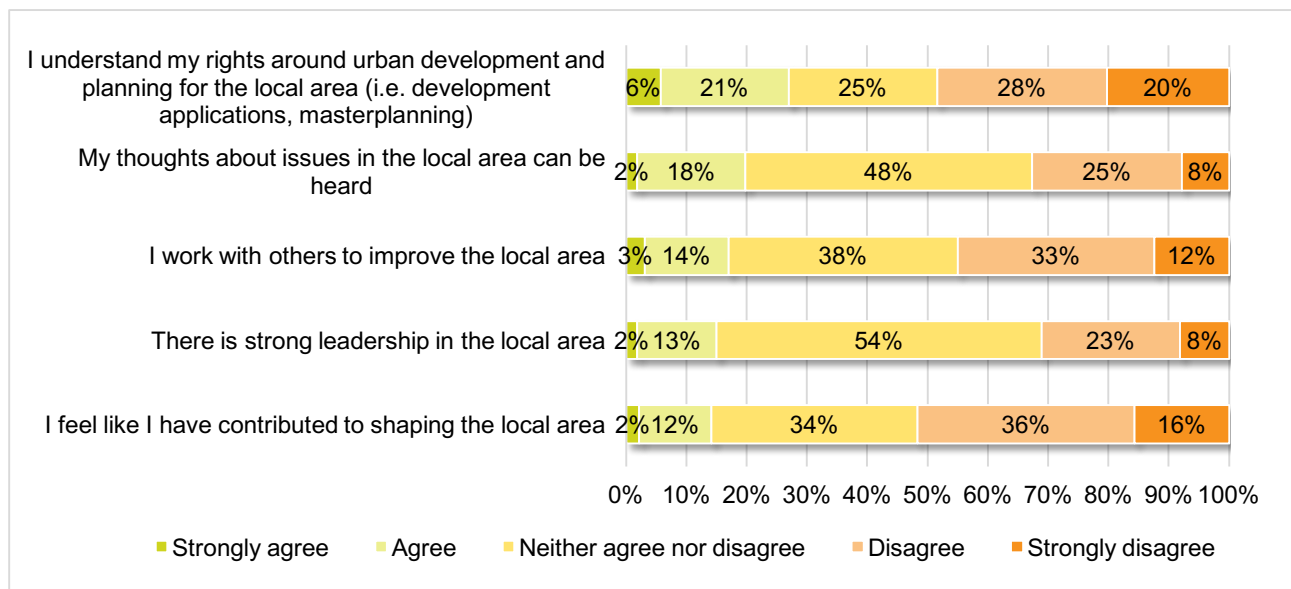


As well as asking people what they had done in regards to civic engagement, the survey also asked people questions about their knowledge about how to get involved in civic engagement, and whether they thought they had made, or could make, a civic contribution to the local community (see Figure 32). The results of this question suggest that while a quarter of people think that they understand the rights around urban development and planning for the local area (27% agree or strongly agree), a much smaller percentage feel that they have made a civic contribution in the area. Indeed, only 17% of people said that they had worked with others to improve the area and only 14% said that they had contributed to shaping Green Square. Related to this, only 15% of people agreed that there was strong local leadership in the community and only 20% felt that their thoughts about local issues in Green Square could be heard by people who make a difference. This paints a picture of a community of people who are reasonably well-informed of their civic

rights, but many of whom do not feel that they have contributed to the development of the area, or that there is strong leadership in the community.

**Key finding:** Around a quarter of the residents thought that they understand the rights around urban development and planning for the local area (27%). However, a much smaller percentage felt that they had made a civic contribution by working with others to improve the area (17%) or contributing to shaping Green Square (14%). Related to this, only 20% felt that their thoughts about local issues in Green Square could be heard by people who make a difference and only 15% agreed that there was strong local leadership in the area.

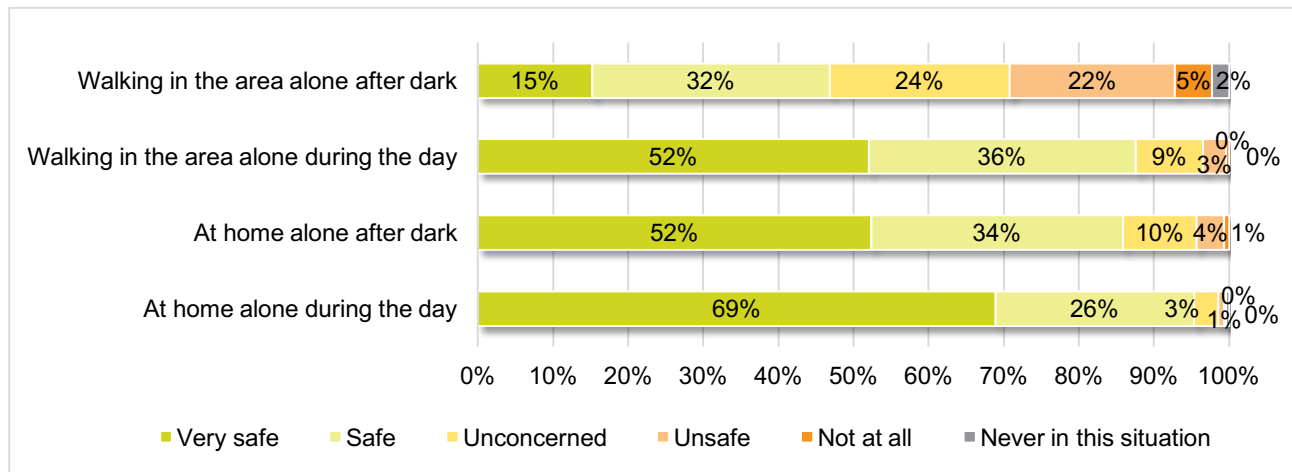
**Figure 32: To what extent do you agree with the following statements? (n = various, 978-1068)**



### Social order and control

The survey included a question to gauge how safe people feel in the Green Square area under different circumstances. Due to an error in this question in the online survey, only hard-copy responses to the question are reported here. As can be seen in Figure 33, the vast majority of people felt safe or unconcerned in all situations except for walking in Green Square alone after dark, in which circumstance 27% of people felt unsafe or very unsafe. There was little difference between respondents of different ages, but women were much more likely to feel unsafe walking in Green Square alone after dark (32%) than men (18%) and likewise older people (70+ years) feeling less safe generally than all other age groups.

**Figure 33: Mailed responses only to: How safe do you feel ...? (n = various, 487- 492)**



**Key finding:** The majority of residents felt safe or unconcerned in all situations except for walking in Green Square alone after dark, in which circumstance 27% 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.

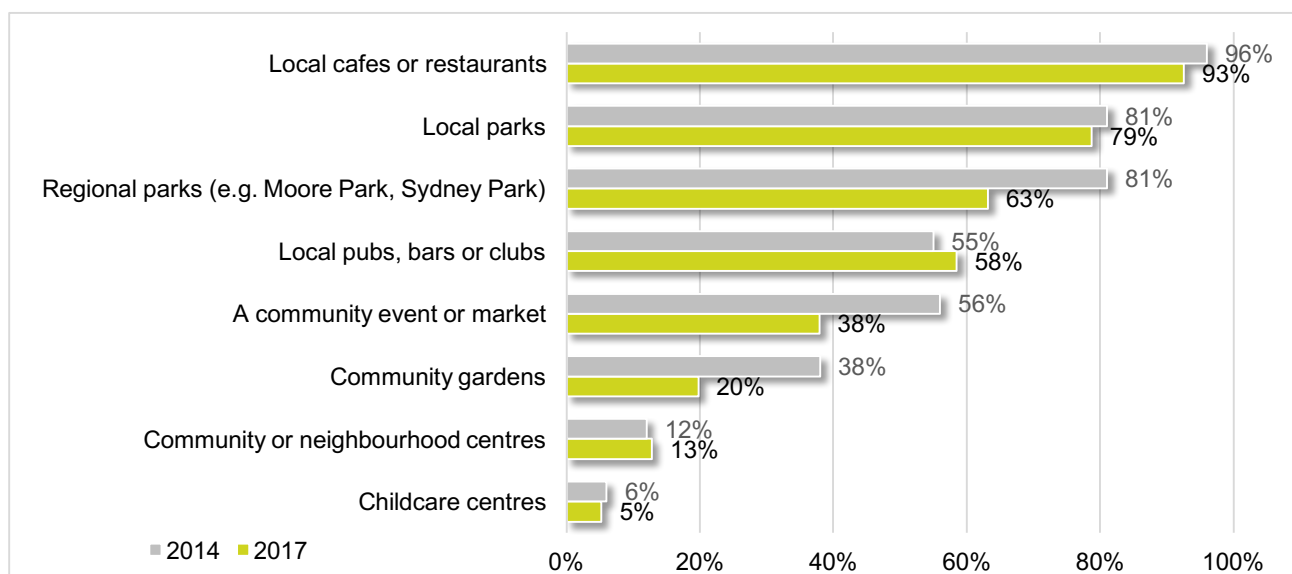
In regards to people's use of facilities, survey respondents were asked whether they had used a range of services and facilities in the area. Of the services and facilities listed (see Figure 34), almost all residents had used local cafés and restaurants (93%) and most had used local parks (79%). Approximately half had been to local pubs, bars or clubs (60%), and over a third to community events or markets (38%).

Of the formal community infrastructure provided by council in the area, much fewer people had used community or neighbourhood centres (13%). Community gardens, however, had been used by a fifth (20%) of residents.

As can be seen in Figure 34, the results to this question in 2017 were similar to the results in 2014, with some exceptions. A higher proportion of people who completed the survey in 2014 used regional parks, community events and community gardens. This difference can be explained by the different recruitment processes taken for each survey. In particular, the 2014 survey was actively promoted to users of Sydney Park, attendees at a community event, and through the Green Square Growers webpage. In terms of changes in the availability of services and facilities in the area, notably six new parks have opened in the area since 2014 (Sweetacres Park, MaryO'Brien Reserve, Woolwash Park Extension, Rope Walk stages 1 and 2, Wulaba Park and Buming Park).

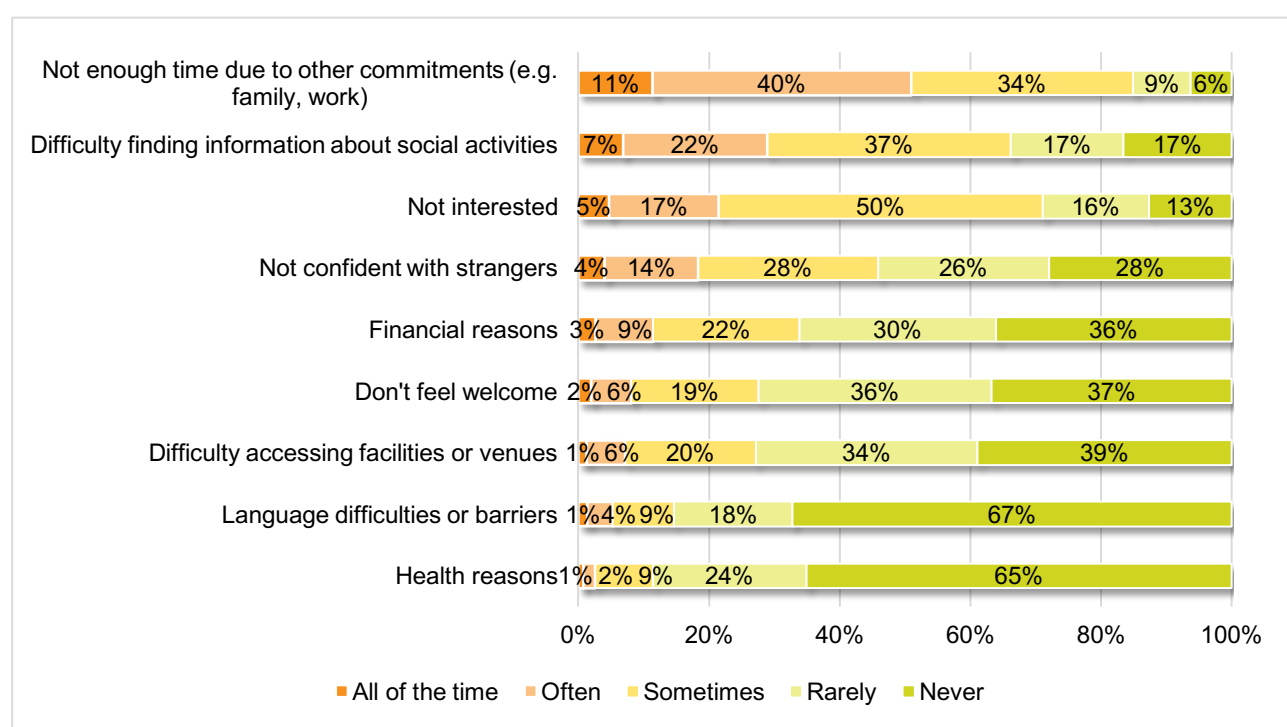
**Key finding:** The services and facilities in the Green Square area most commonly used by residents were local cafés and restaurants (93%) and local parks (79%). Of formal community facilities community or neighbourhood centres were only used by 13% of respondents.

**Figure 34: Comparison of 2014 and 2017 results to: Which services and facilities have you used within Green Square over the past six months? (n2014 = various, 282-288, n2017 = 997)**



In addition to questions asking about the use of, and knowledge of, different facilities in the Green Square 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 Green Square. As can be seen in Figure 35, the most common limitation people experience to socialising with other people in the area is time constraints, which impact on many people often (40%) or all of the time (11%). Other important reasons are difficulty in finding information about social activities (29% often or all of the time), not being confident with strangers (18% often or all of the time) and not being interested (22% often or all of the time). While other barriers to social interaction were mentioned less often by survey respondents, almost a third said that financial reasons (32%) and not feeling welcome (32%) limited their social interactions at least some of the time. Difficulty accessing facilities or venues (23%), language difficulties (20%) and health reasons (11%) also limited some people's social interactions at least some of the time.

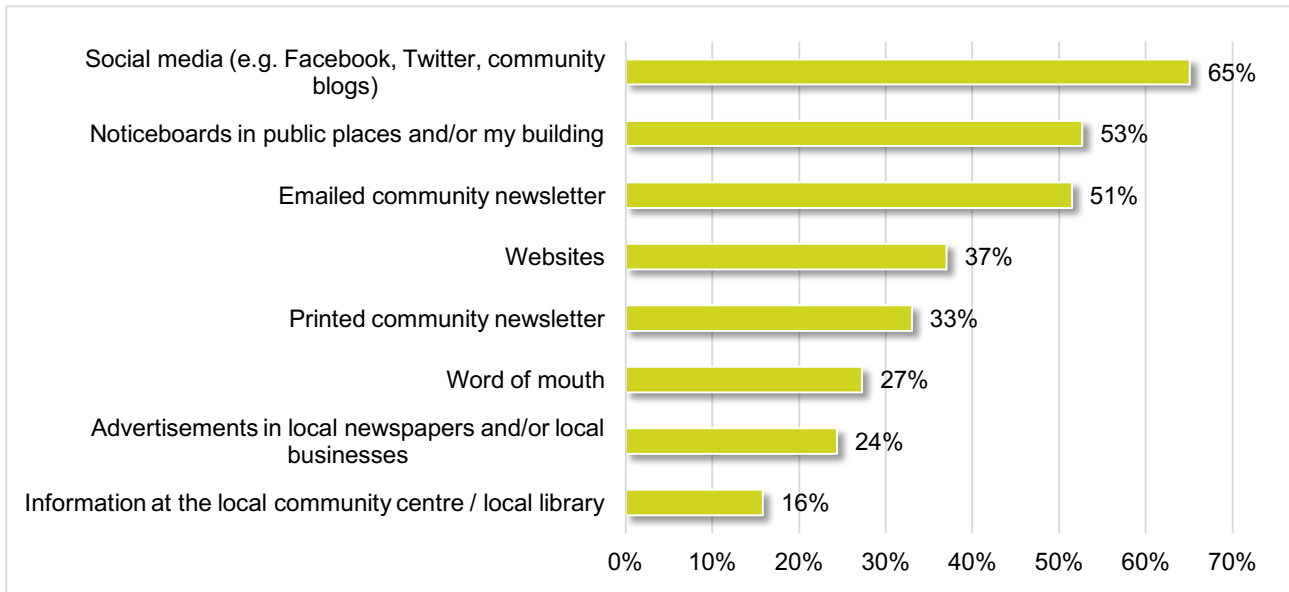
**Figure 35: Do any of the following limit you from socialising or participating in organised social activities in the area? (n = various, 920-952)**



**Key finding:** 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 difficulty in finding information about social activities (29% often or all of the time), not being confident with strangers (18% often or all of the time) and not being interested (22% often or all of the time).

These results suggest that some people in Green Square are 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 their local area (Figure 36). A large proportion of residents (two-thirds) who would like to receive information through social media.

**Figure 36: How would you like to get information about opportunities to participate in social activities in your local area? (n = 997)**



**Key finding:** People would like to get information about opportunities to participate in social activities in their local area from social media (65%), noticeboards (53%), e-mails (51%) and websites (37%).

## 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, placemaking, 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

Green Square is an area with a large proportion of new residents (78% were living elsewhere 6 years ago) and the majority of residents (69%) want more interaction with others in the local area. Interventions to encourage social interaction will be needed that engage residents who 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

A minority of residents (27%) understand their rights around planning and urban development in the local area and an even smaller percentage (17%) felt they had made a civic contribution by working with others to improve the area. A minority felt that their thoughts about local issues could be heard by people who make a difference (20%) and that there was strong local leadership in the area (15%). There is potential for improved engagement amongst residents in the area as demonstrated by their willingness to be engaged in political discussions, with higher proportions of residents having participated in other research (31%), signed petitions (34%) or participated in online discussions (20%).

### Implications for communications

Aside from time constraints, difficulty in finding information about social activities (29%) was the second most common limitation given by residents to socialising with others in the area. Residents would most like to receive this type of information through social media (65%), noticeboards (53%) and e-mails (51%). 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 placemaking

People felt more strongly connected to Australia, Sydney and the inner city and surrounds than to their local area, street or building. Respondents to the 2017 survey were less connected to the communities at different scales in 2017 than in 2014. This may in part reflect the high proportion of residents who have lived in the area for less than six years, but nevertheless suggests that there is potential for further community development at the local scale in the Green Square area.

### Implications for land use planning

The things people most commonly said they disliked about the area included heavy traffic and concerns about parking and the most commonly mentioned improvements residents wanted related to traffic management, better public transport that connects to more parts of the city, improved parking and safer conditions for pedestrians and cyclists. Many people were also concerned about the danger of overdevelopment in the area. 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 and public domain planning**

Parks and public spaces are significant locations for social interaction in Green Square and heavily used by residents. This could influence local land use planning and infrastructure development in Green Square and in future urban renewal areas, as it suggests that parks are more important than formal community spaces in facilitating local social interaction.

### **Implications for local business**

The most common places where people socialise with others in Green Square is cafes, restaurants and/or pubs (53%) and incidental interaction is also most likely to occur in these places (52%) and at local shops (59%). Cafes and restaurants are also the most commonly used services and facilities (93% of residents), followed by local parks (79%). Such businesses are therefore playing an important social role in the area, and more than half of residents (58%) 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 has implications for development application (DA) planners who are making decisions about new businesses in the area.



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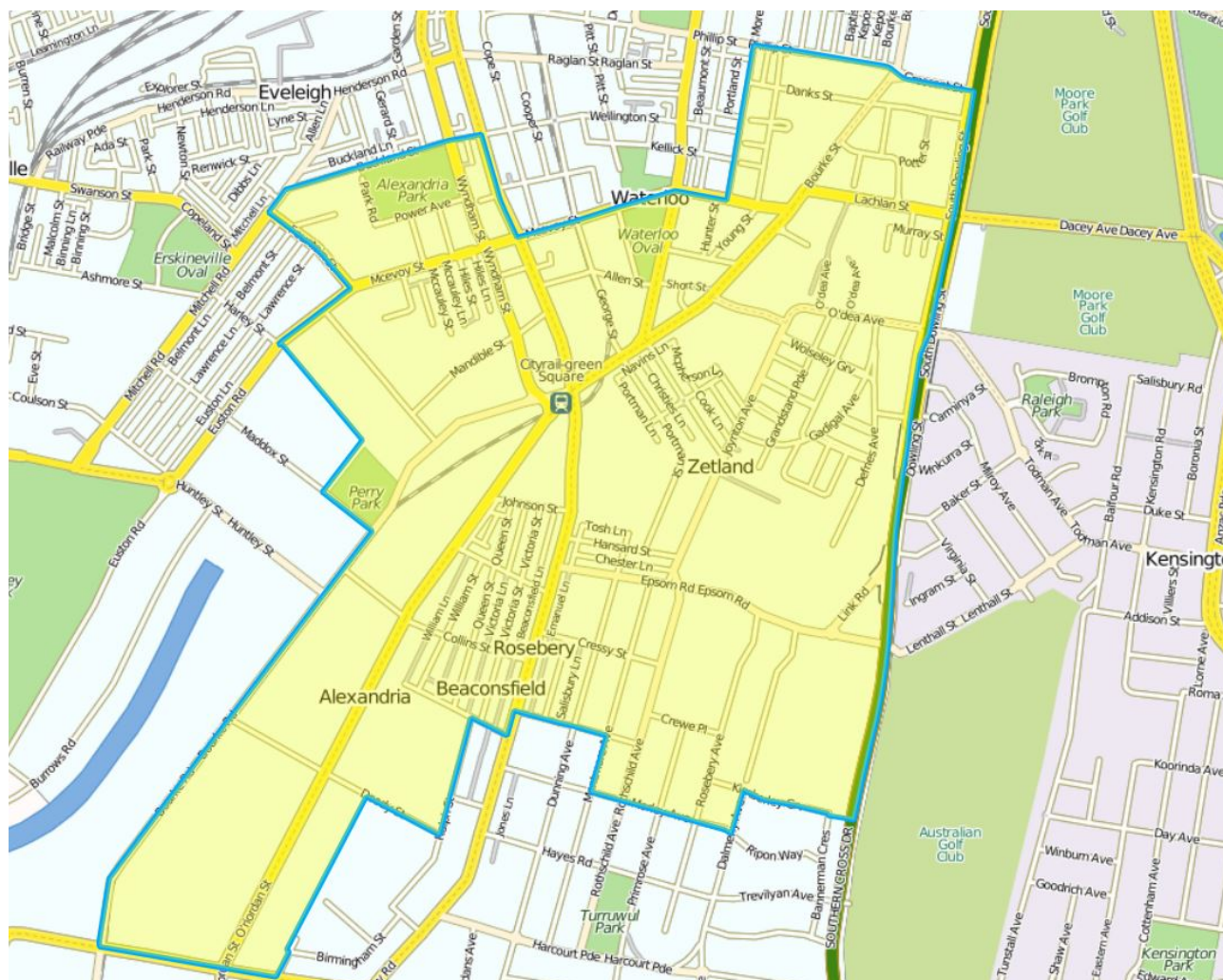
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# Appendices


## 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 29 Statistical Area Ones (SA1s). There are some areas included in this map that are not in the Green Square urban renewal area. These are the areas protruding to the south west along O'Riordan Street, and Perry Park to the west. However, no residents live in these additional areas and so their inclusion will have no bearing on the population figures presented.



## 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](http://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.

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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](https://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](mailto: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)

- ☐ Up to 6 months
- ☐ 6 years or more
- ☐ 6 - 12 months
- ☐ I am visiting
- ☐ 1 - 5 years
- ☐ Other (Please specify):

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

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

- ☐ Female ☐ Male ☐ 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)

- ☐ Yes, they attend a **primary** school in the local area
- ☐ Yes, they attend a **secondary** school in the local area
- ☐ No, they attend a **primary** school outside the local area
- ☐ No, they attend a **secondary** school outside the local area
- ☐ The children in my household are not school-aged
- ☐ There are no children living in my household

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

- ☐ Yes, I have a dog
- ☐ Yes, I have a cat
- ☐ Yes, I have another type of animal
- ☐ 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.**

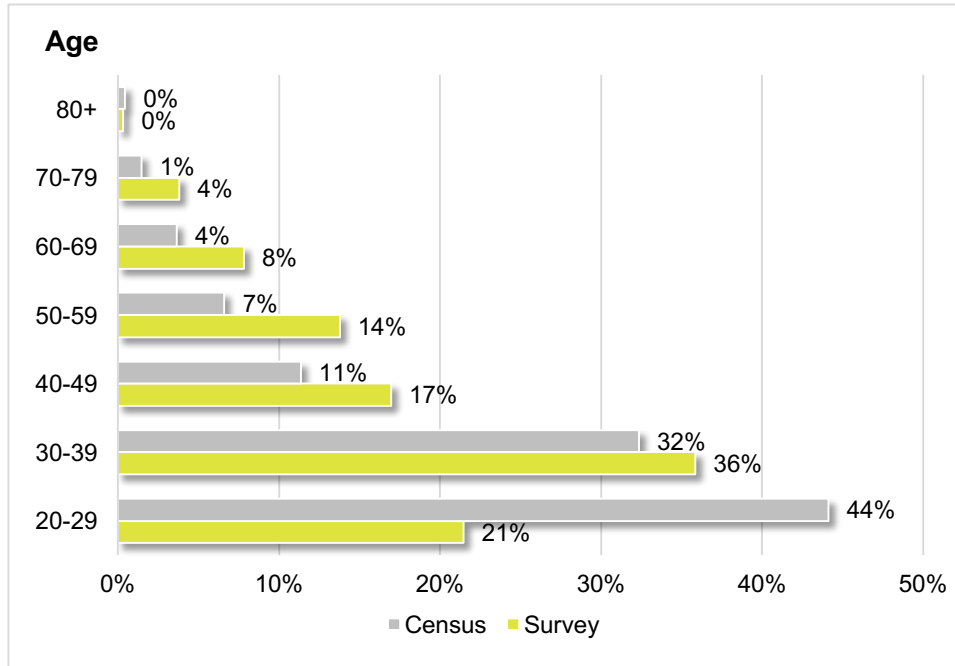
[These details will only be used to contact you for the purposes you have selected above.]

**THANK YOU for participating in our survey!!**

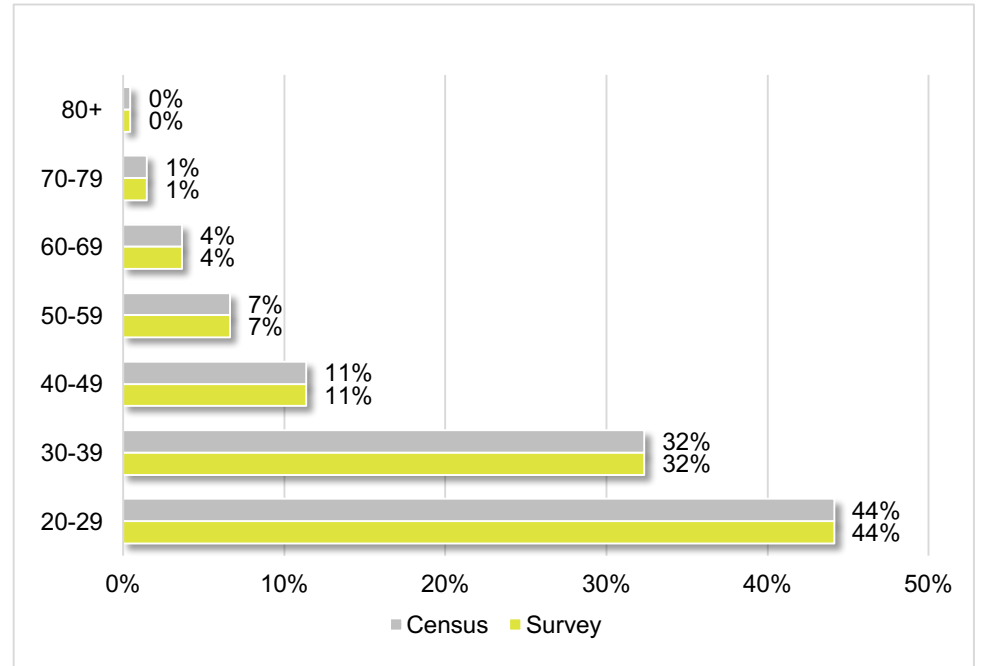


## Appendix 3 Demographic characteristics of resident survey respondents

Un-weighted survey results

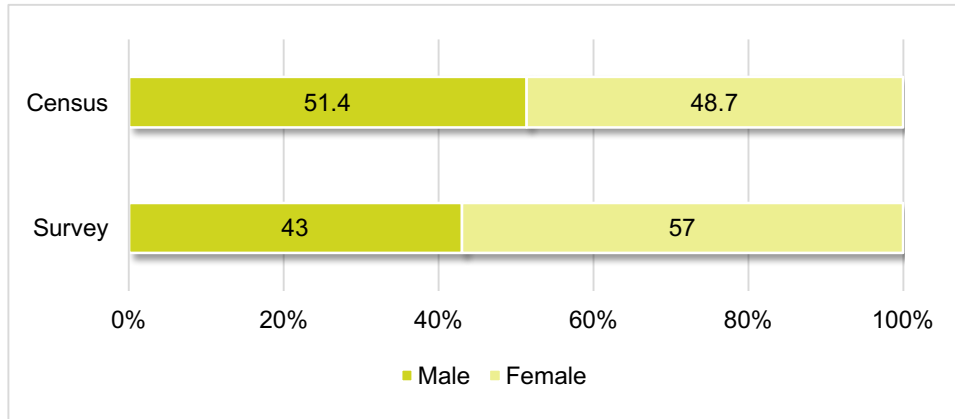


Weighted survey results

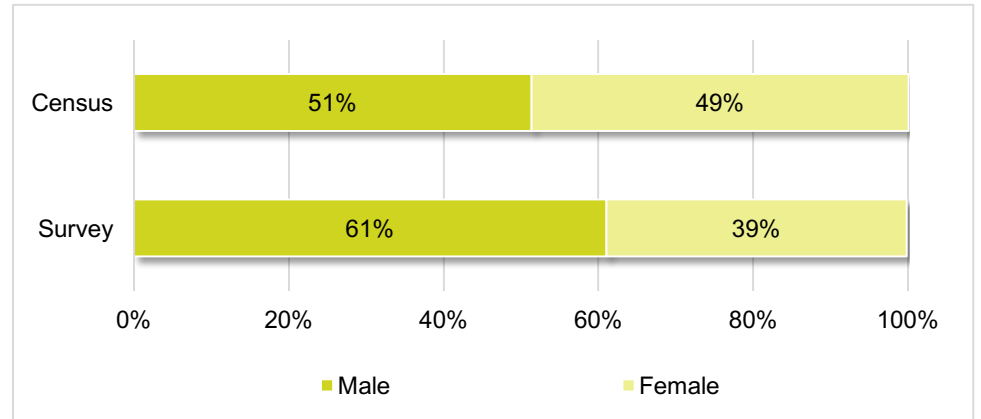


Survey: 982 people    Census: 21,531 people

### Un-weighted survey results

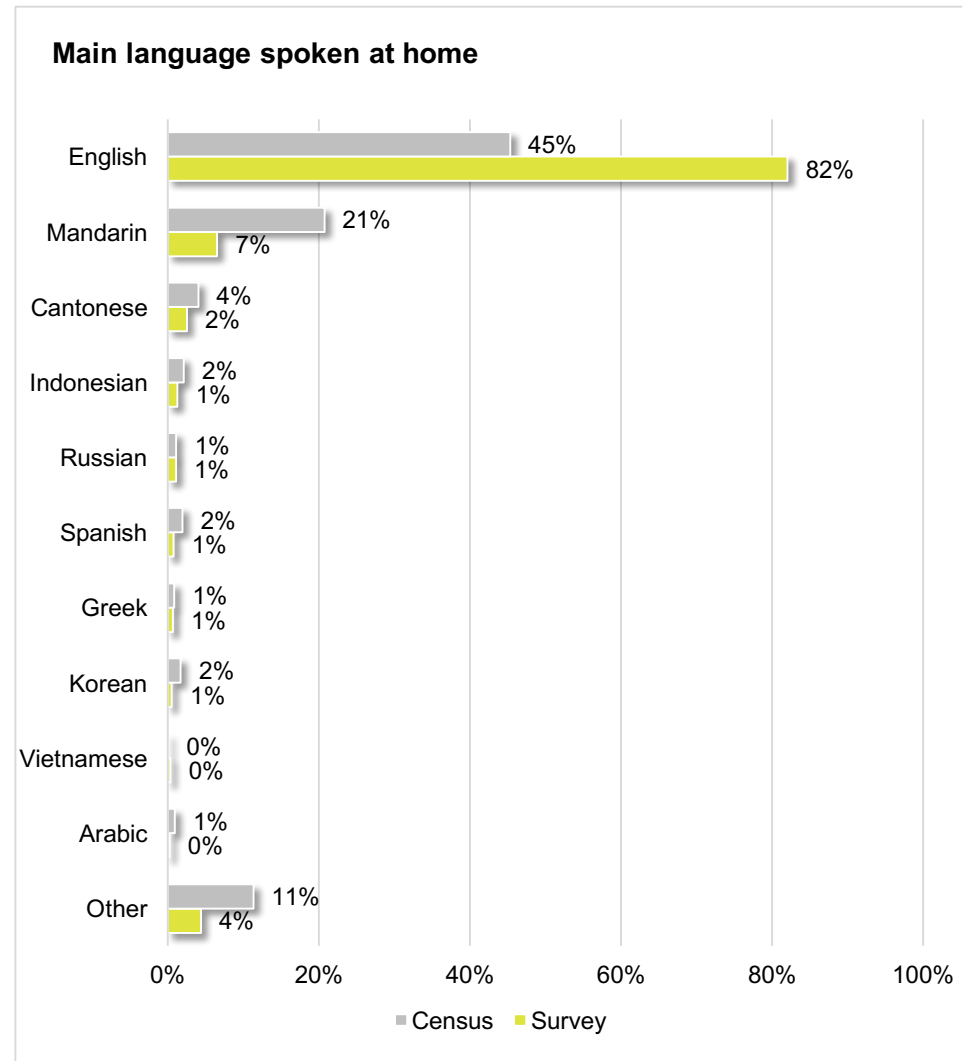


### Weighted survey results

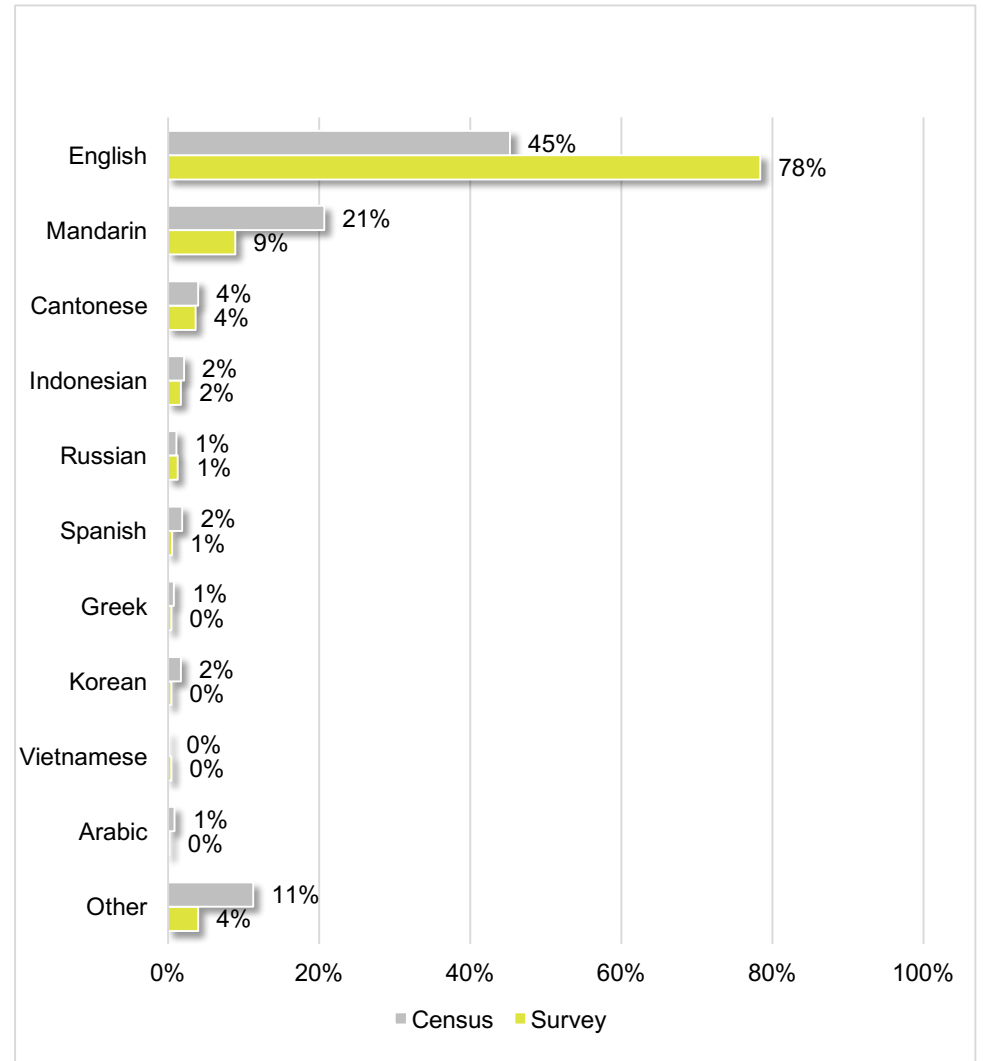


Survey: 976 people    Census: 24,953 people

### Un-weighted survey results

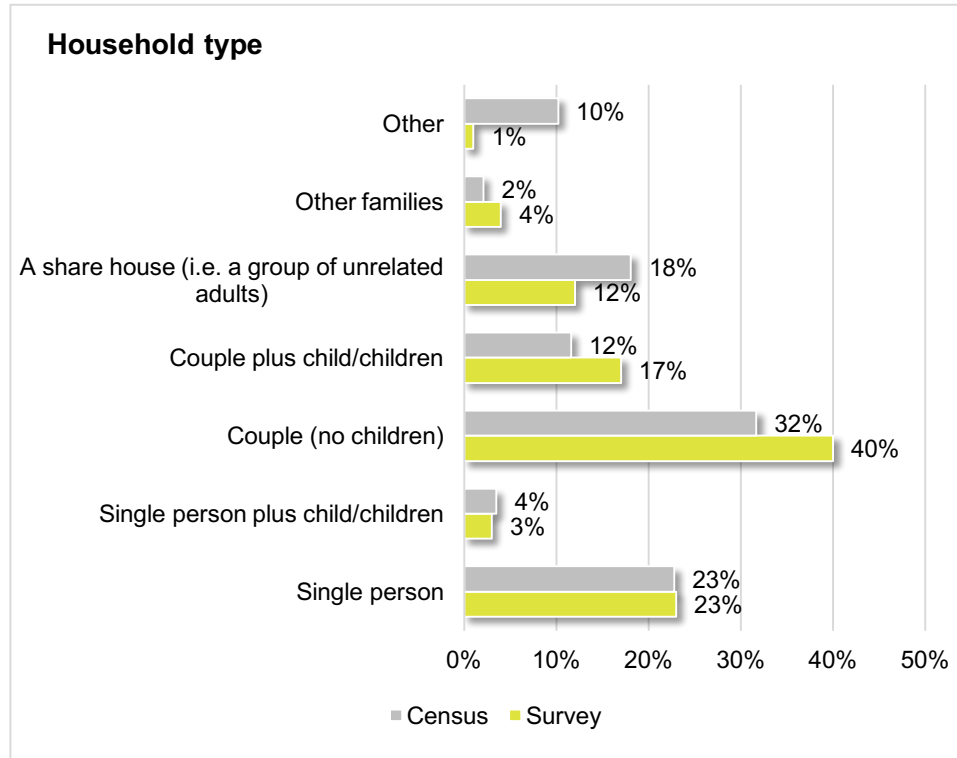


### Weighted survey results

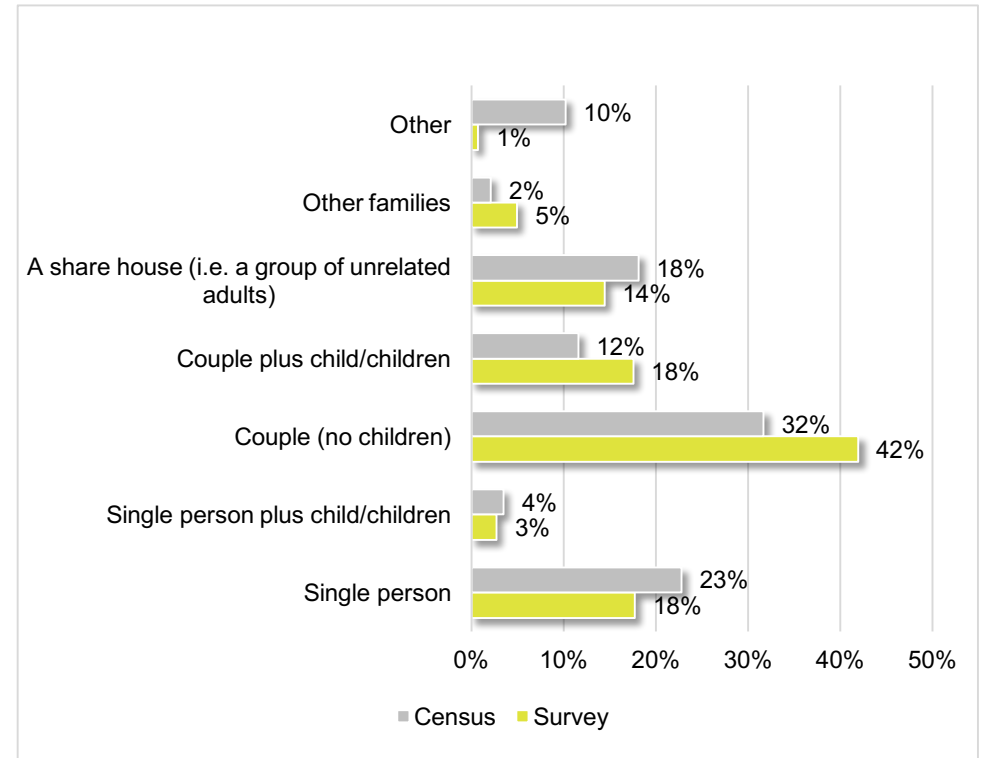


Survey: 968 people    Census: 24,672 people

## Un-weighted survey results

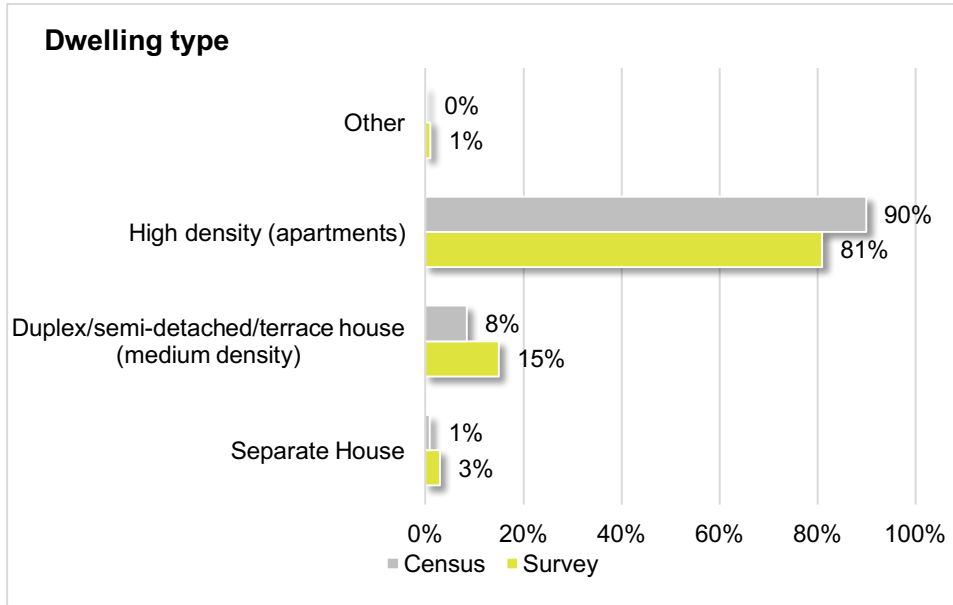


## Weighted survey results

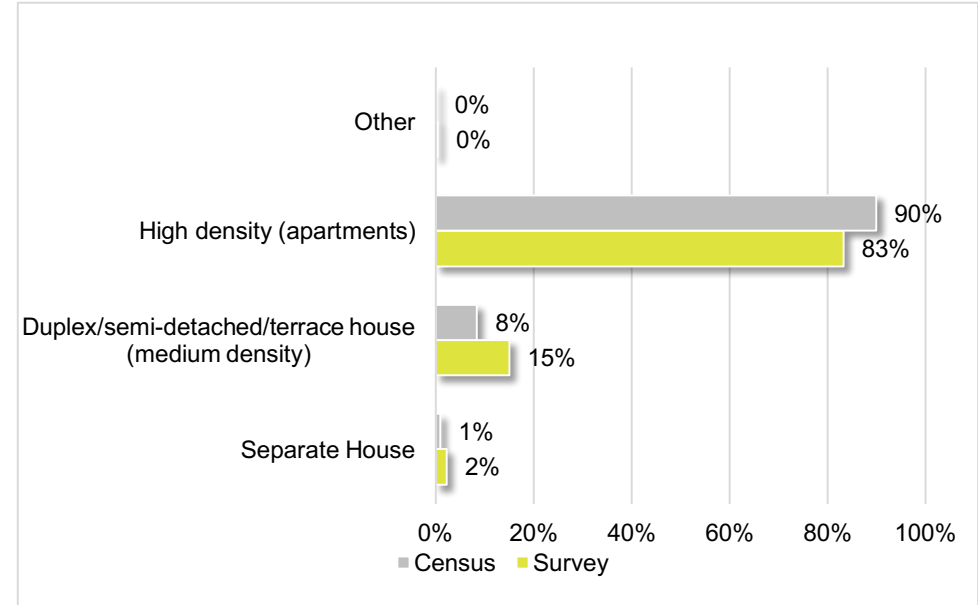


Survey: 983 people    Census: 11,506 households

### Un-weighted survey results

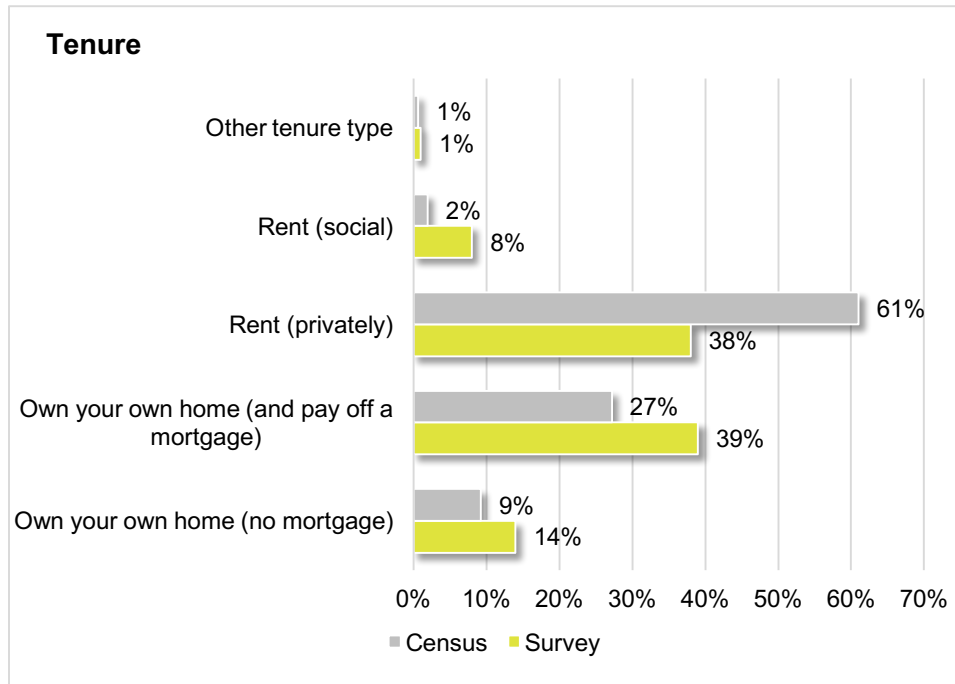


### Weighted survey results

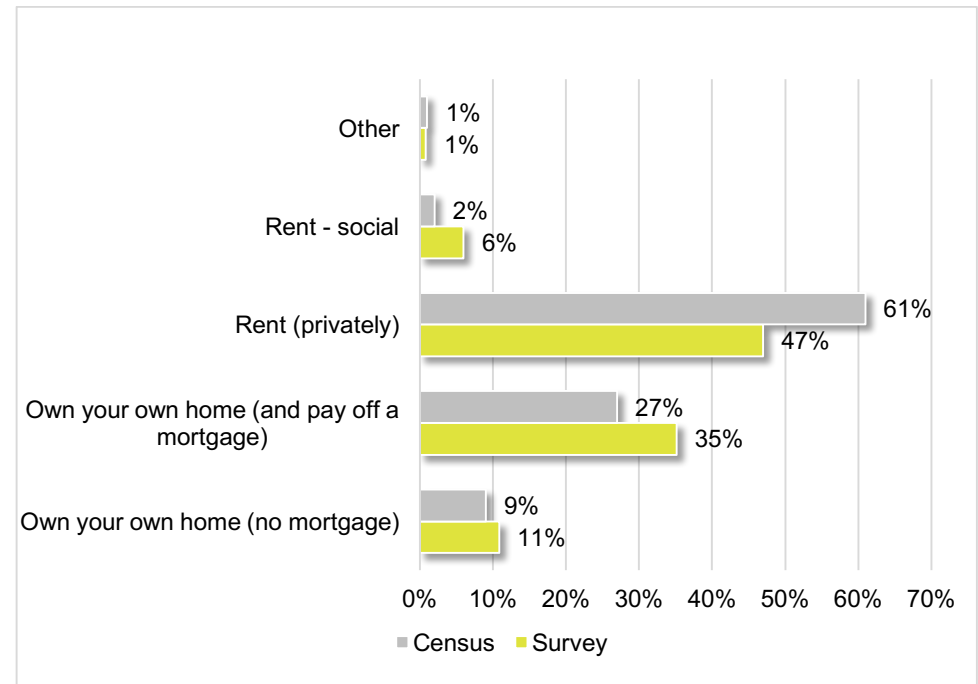


Survey: 981 people    Census: 12,490 households

### Un-weighted survey results

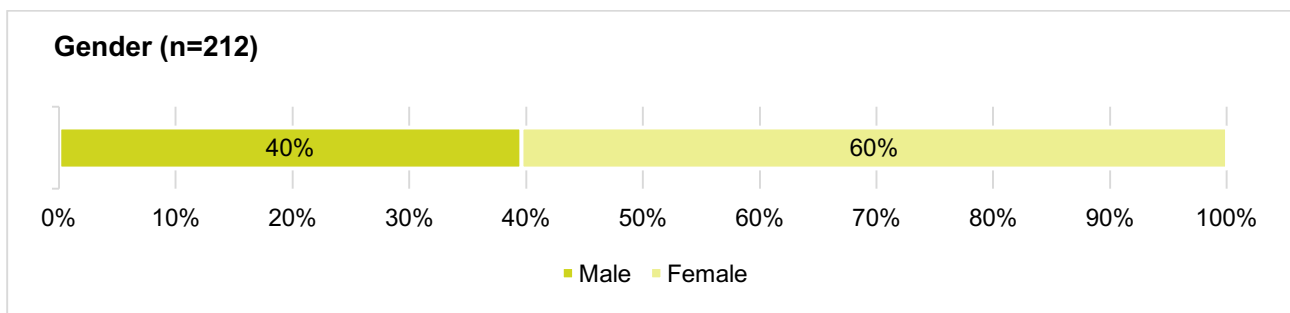
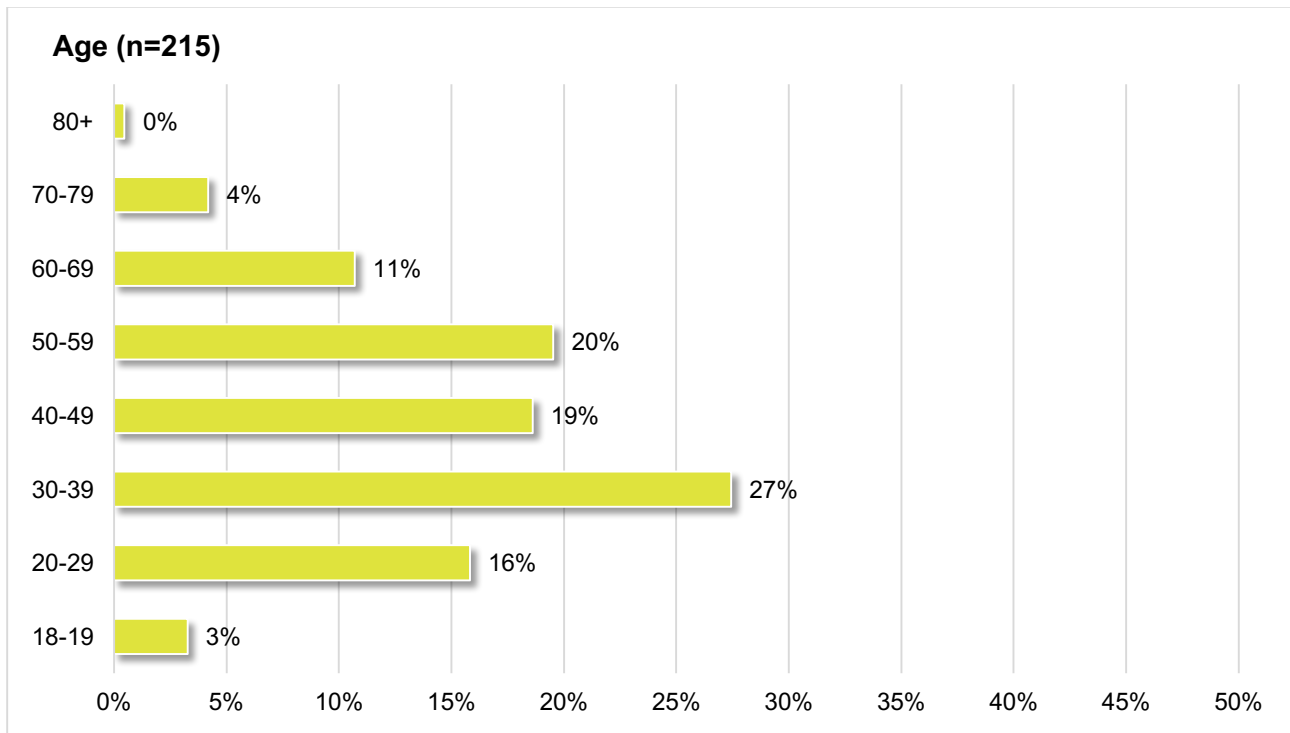


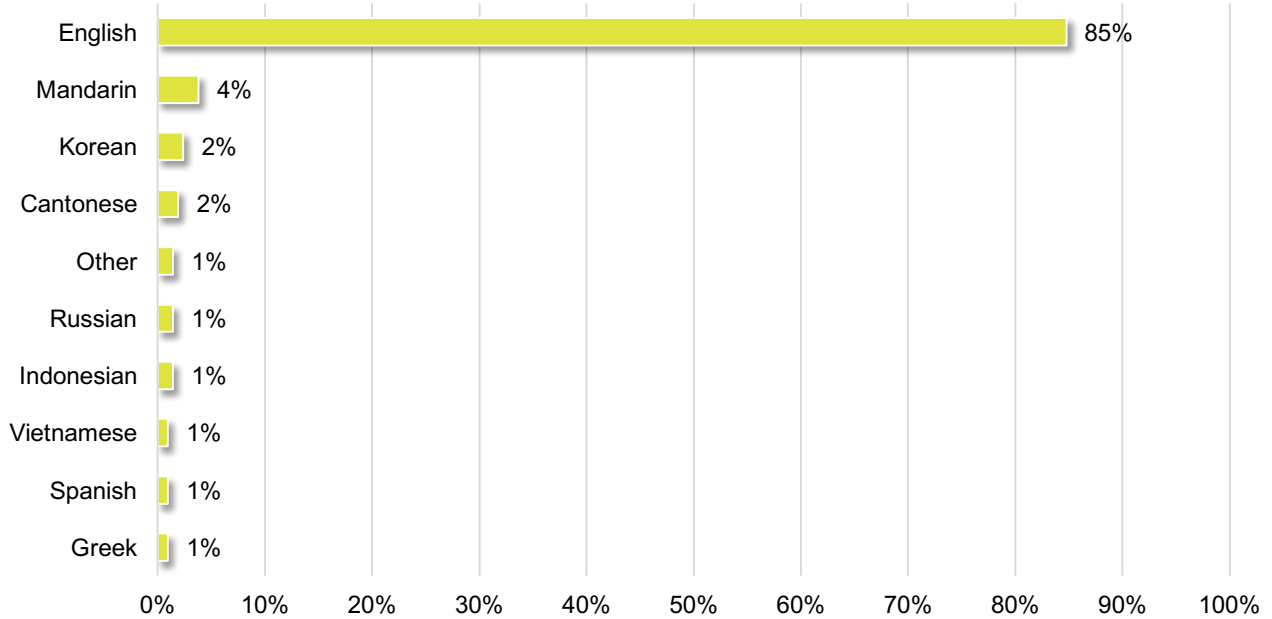
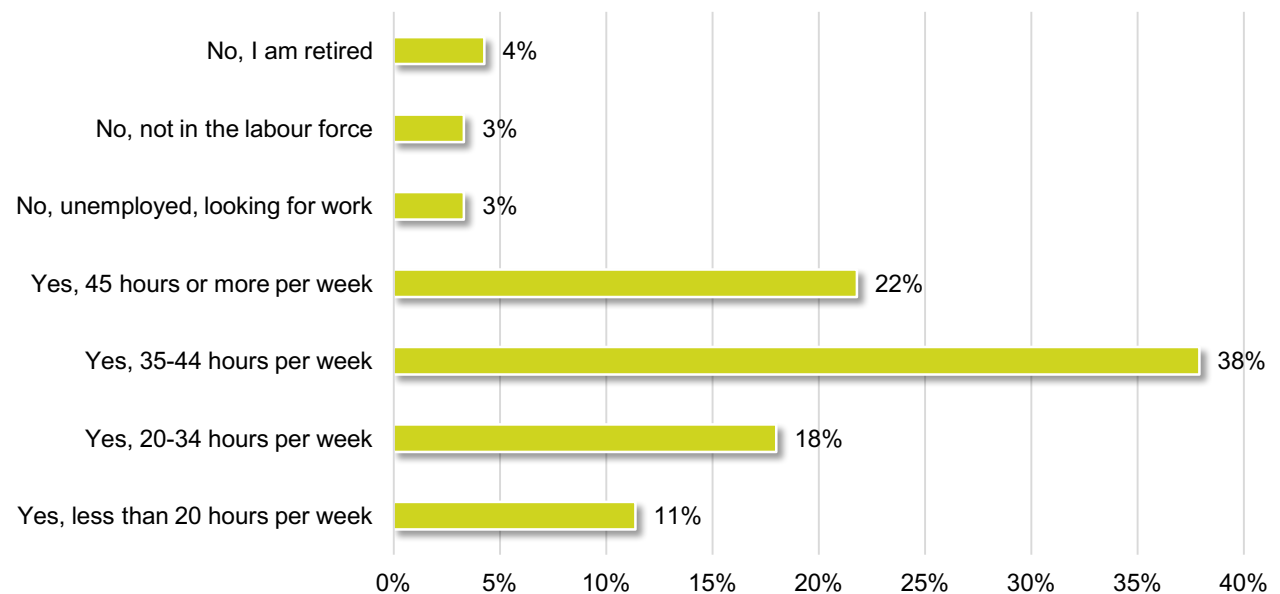
### Weighted survey results



Survey: 979 people    Census: 10,217 households, excluding 'not stated'

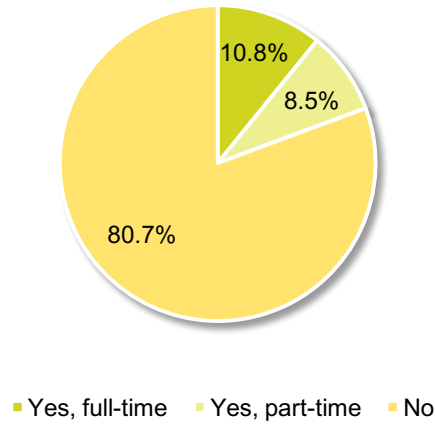
## Appendix 4 Demographic characteristics of worker survey respondents (unweighted)



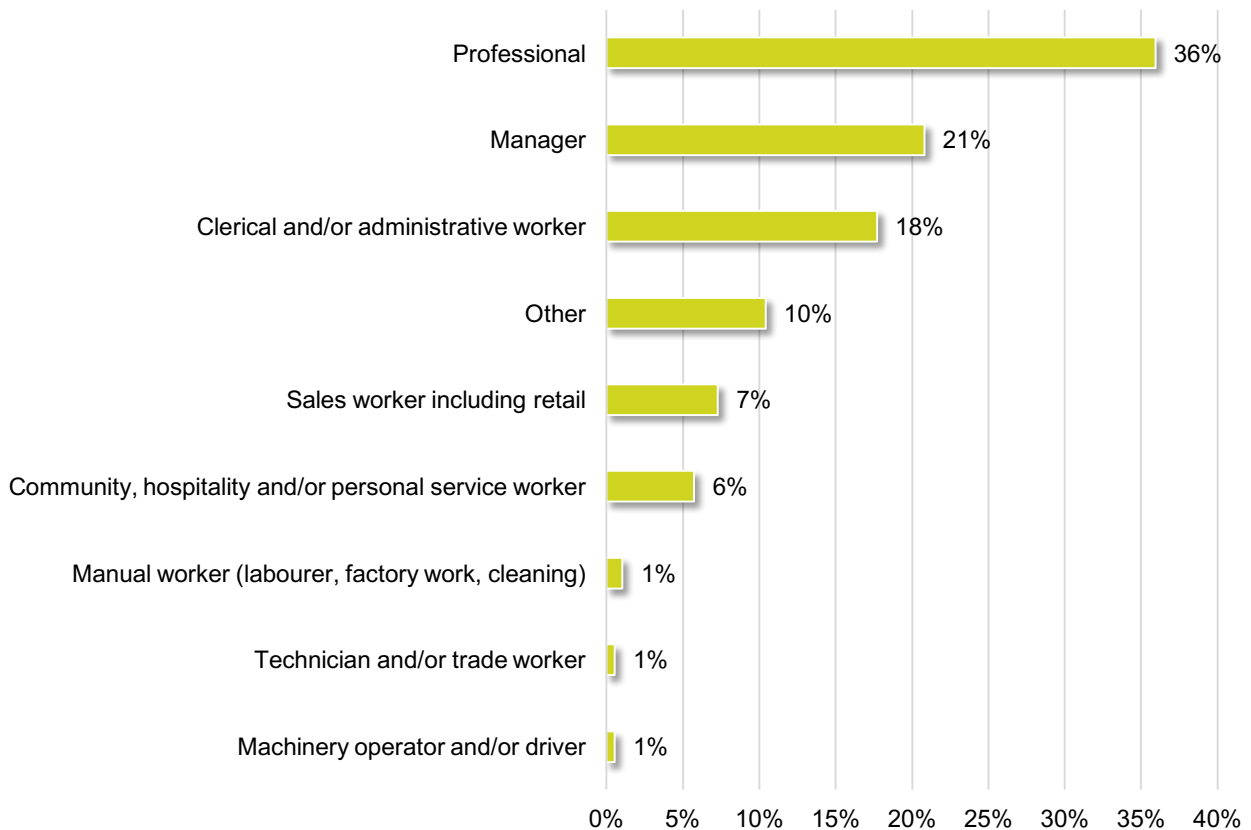
**Main language spoken at home? (n=210)****Employment status (n=211)**



### Studying (n=212)



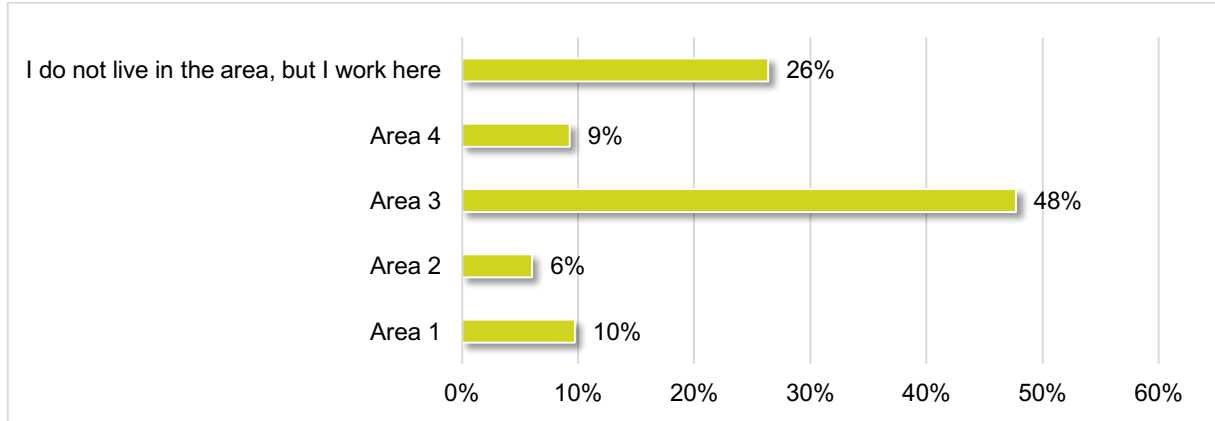
### Occupation (n=192)



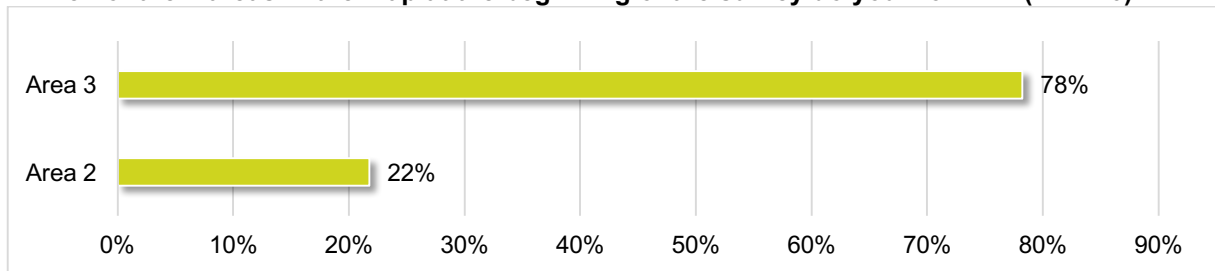
## Appendix 5 Full survey results for worker respondents (unweighted)

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

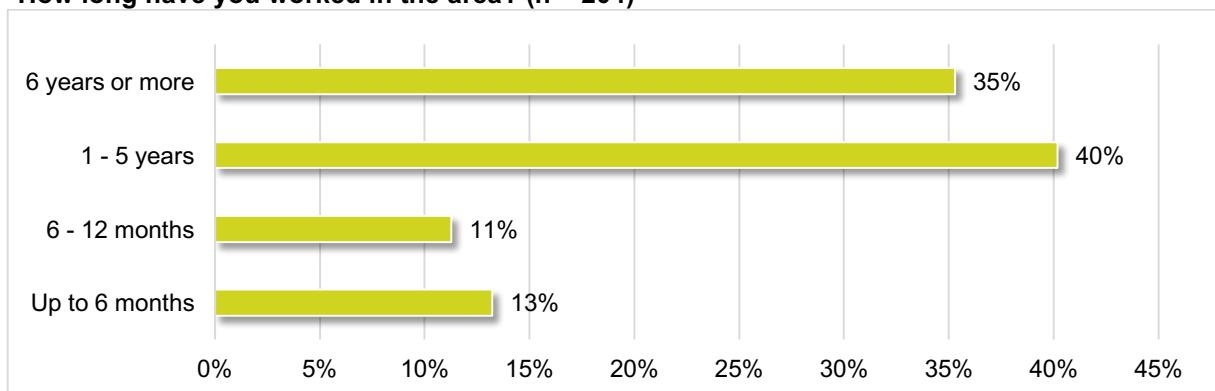
#### 1. Which area do you live in? (n = 214)



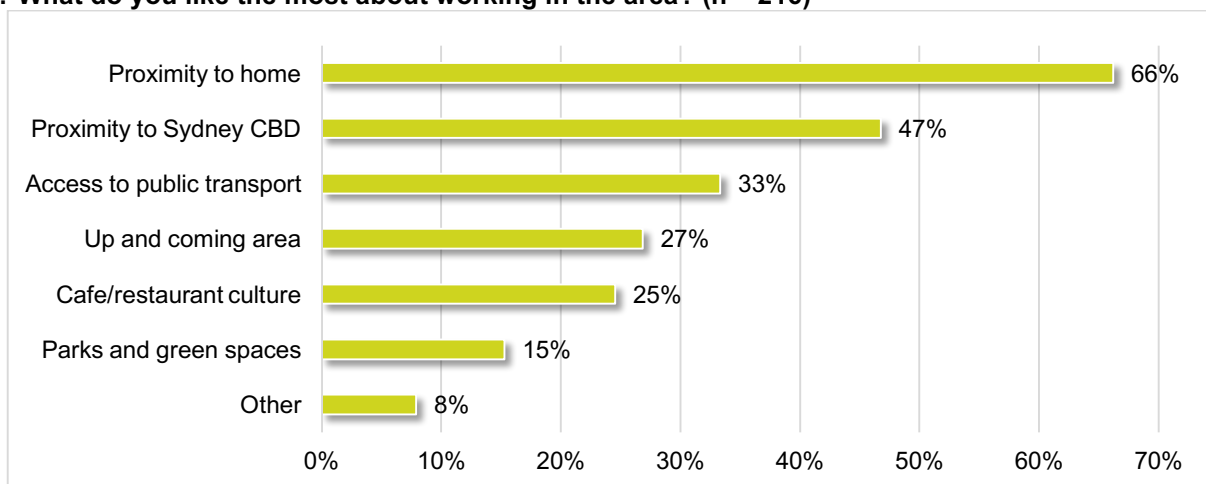
#### 8. Which of the 4 areas in the map at the beginning of the survey do you work in? (n = 216)



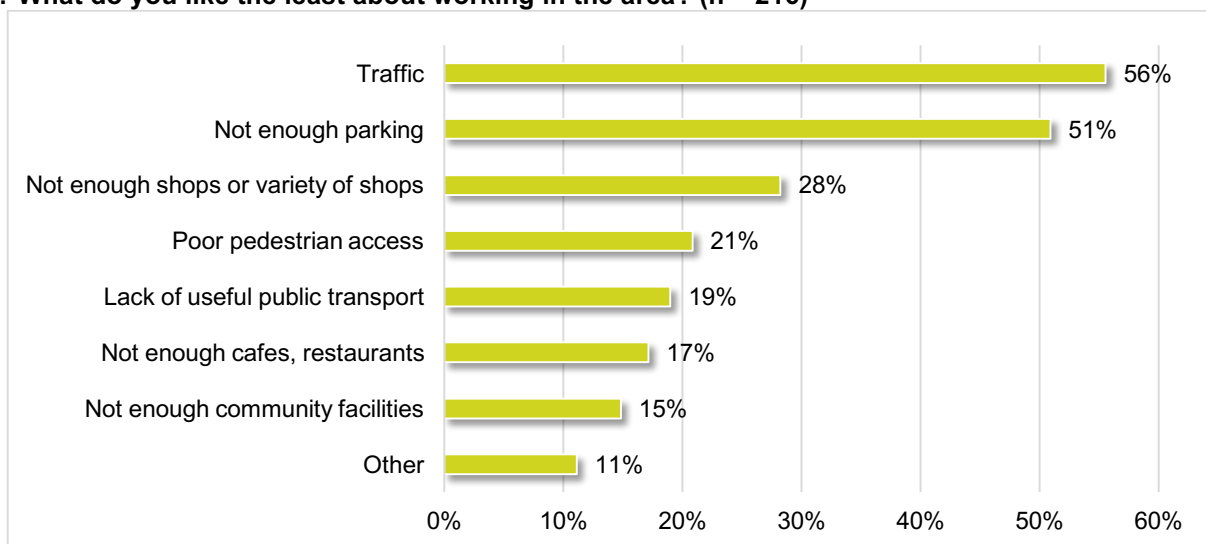
#### 9. How long have you worked in the area? (n = 204)



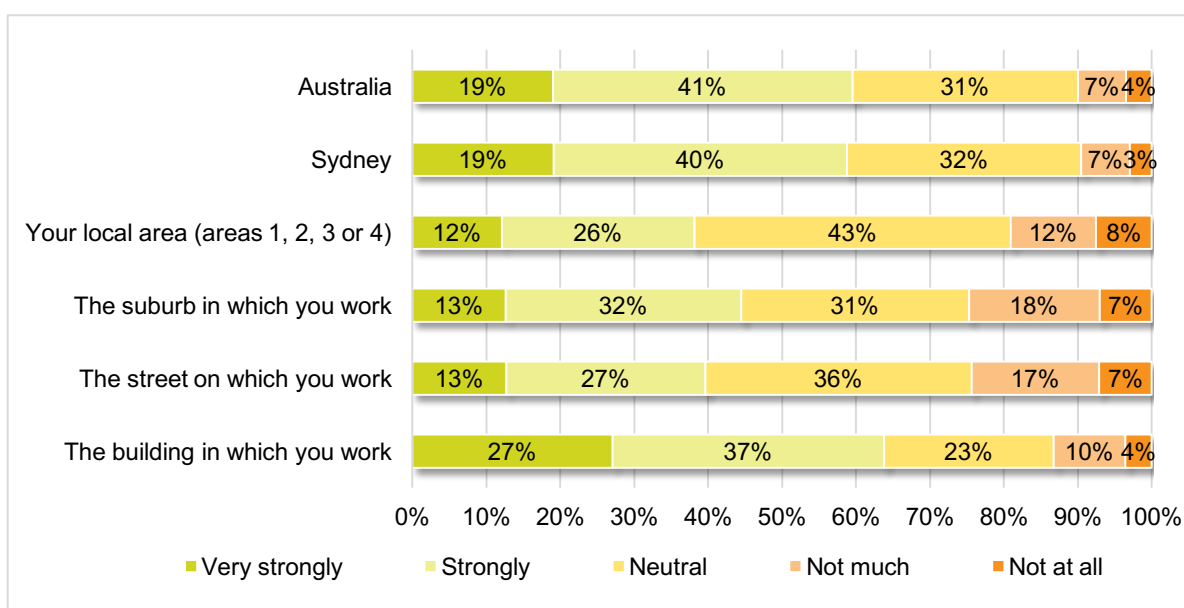
### 10. What do you like the most about working in the area? (n = 216)



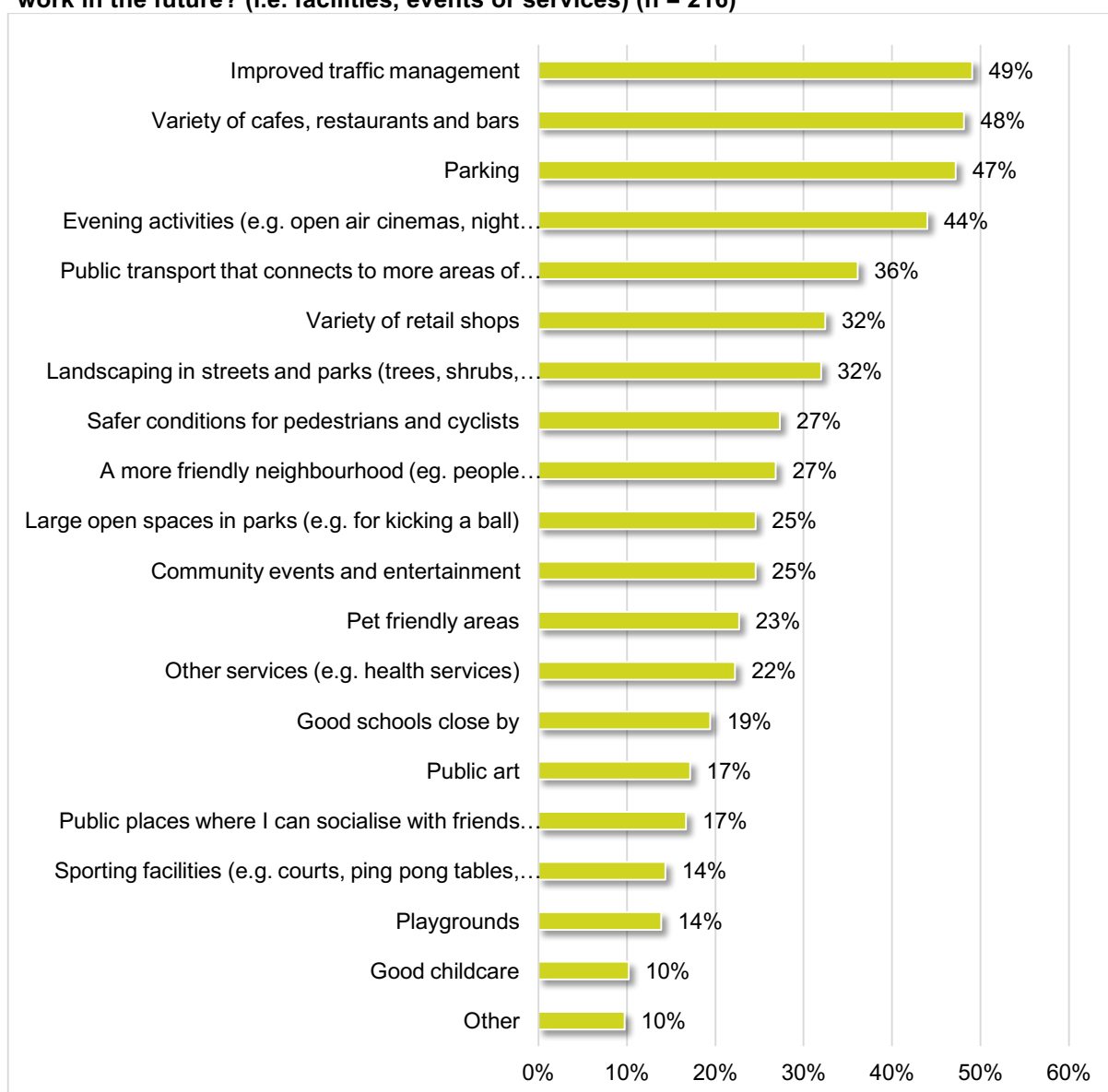
### 11. What do you like the least about working in the area? (n = 216)



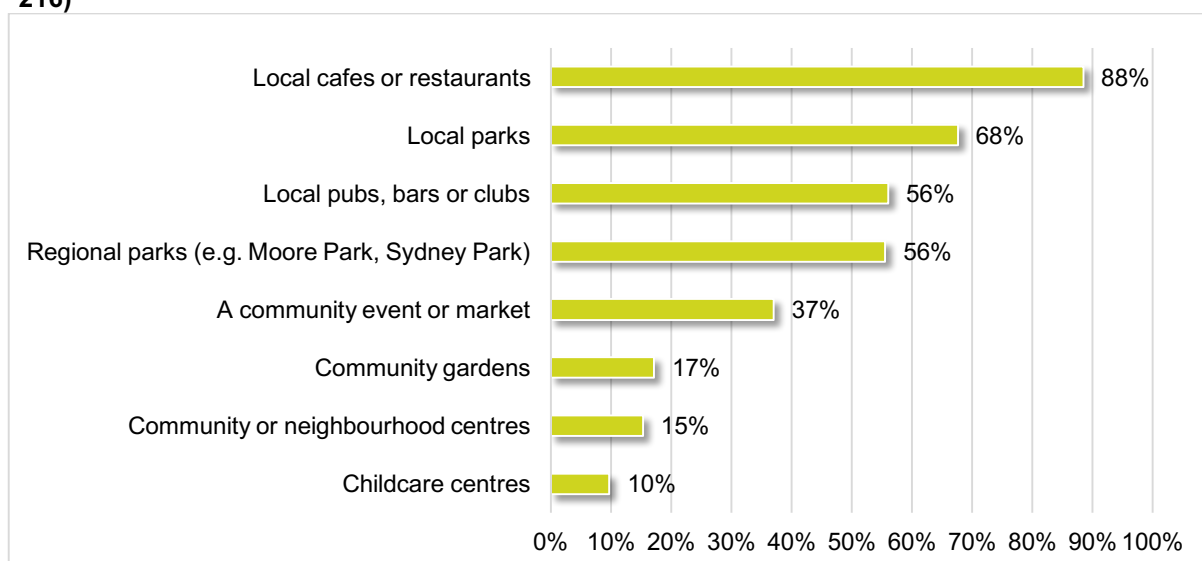
### 12. To what extent do you feel that you are part of the community in...? (n = various, 196-200)



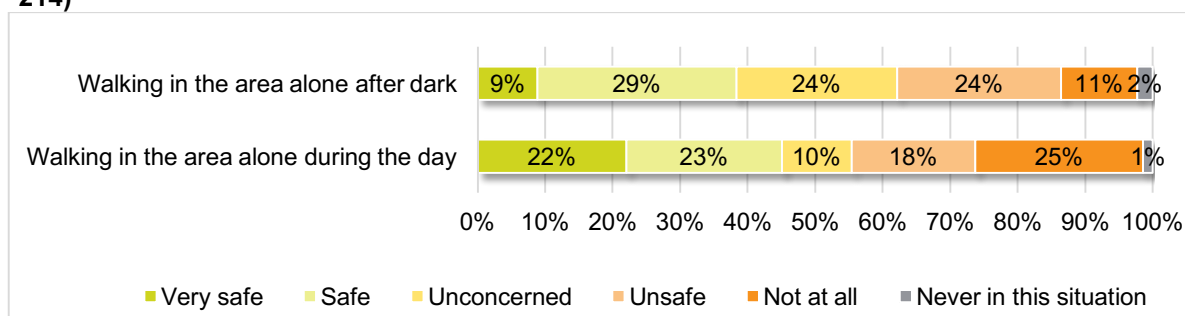
**13. What are the top five things that would make the area a place you would want to live and/or work in the future? (i.e. facilities, events or services) (n = 216)**



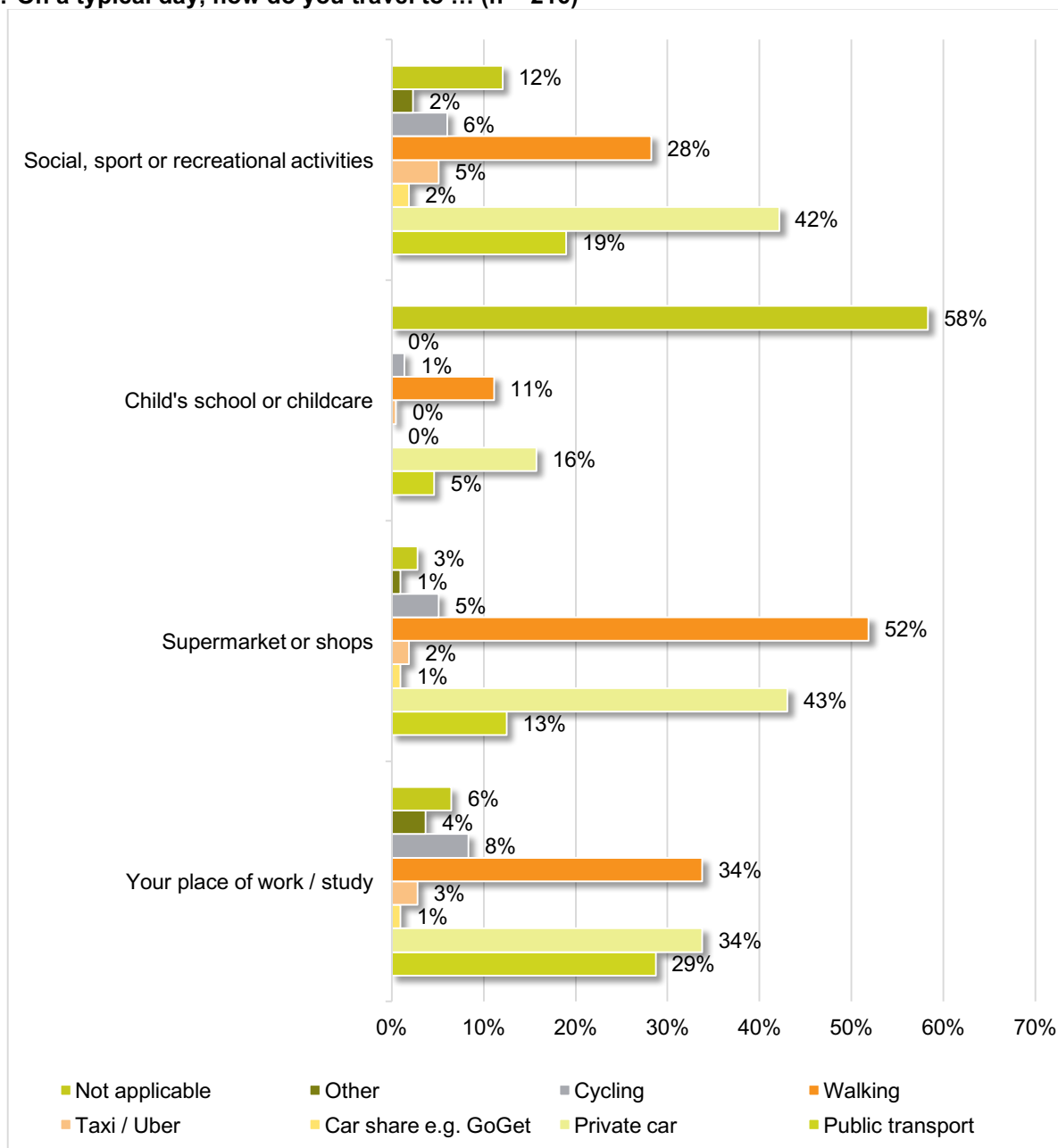
**14. Which services and facilities have you used within the area over the past six months? (n = 216)**



**15. How safe or unsafe do you feel when you are in the following situations? (n = various, 213-214)**

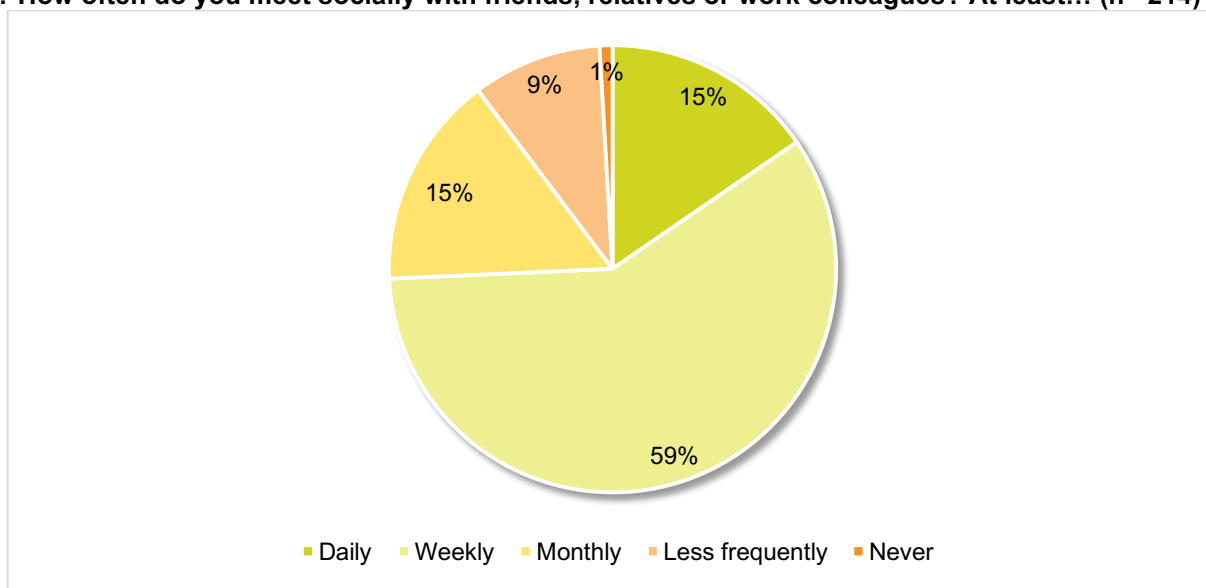


**16. On a typical day, how do you travel to ... (n = 216)**

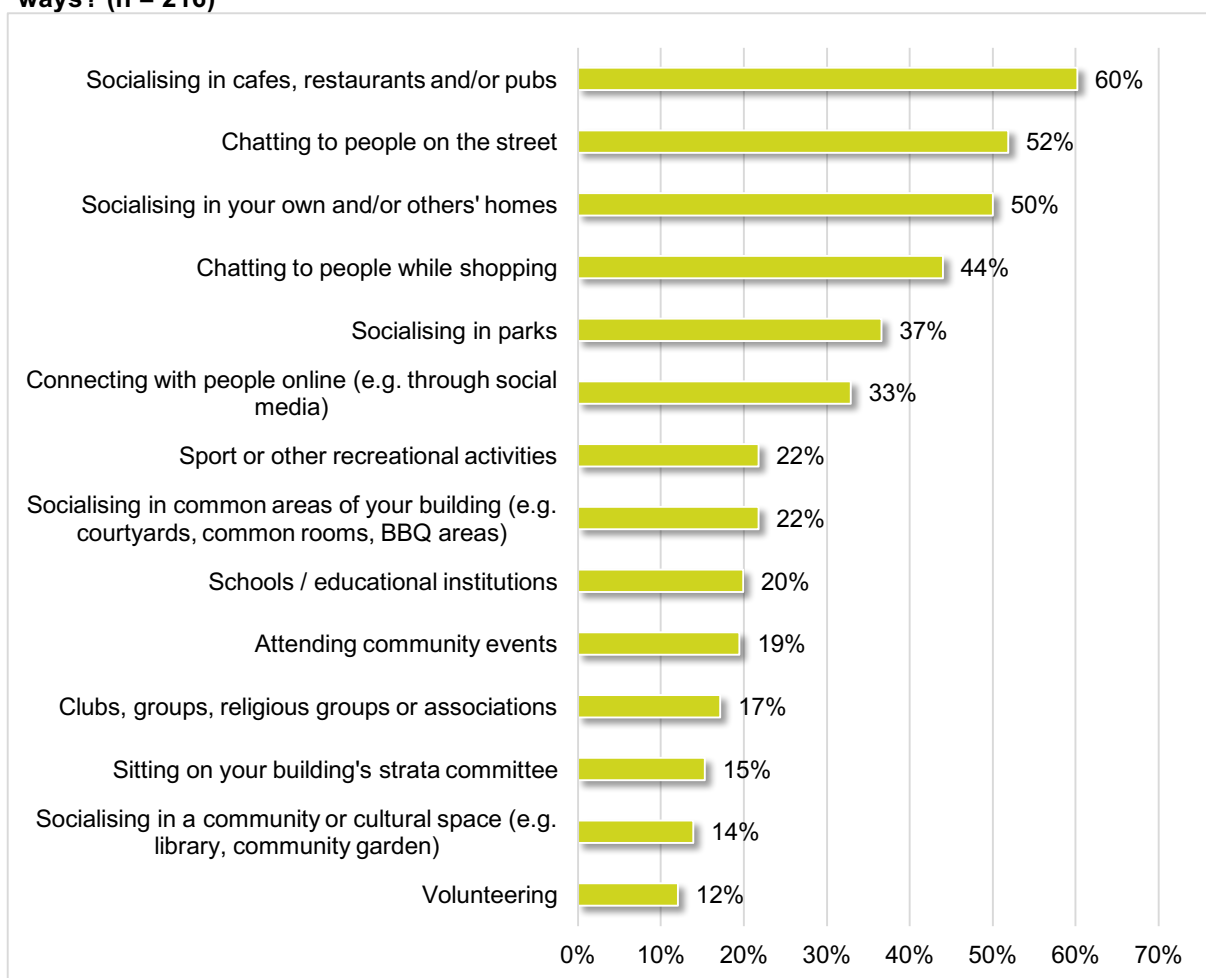


## Section 2 – Community in your local area

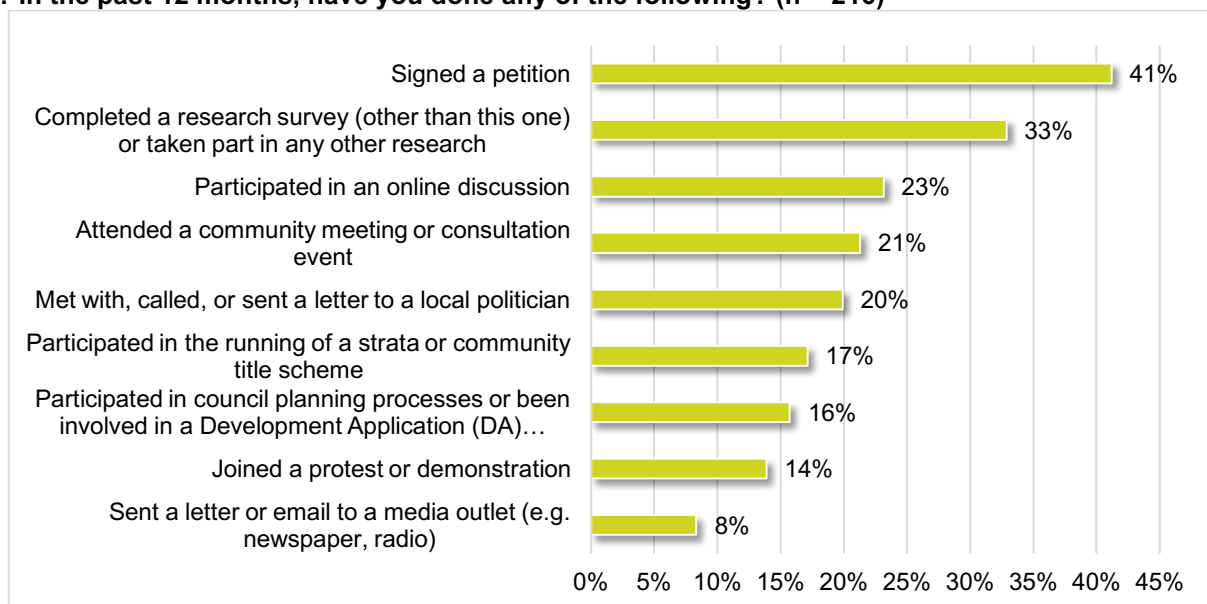
## 17. How often do you meet socially with friends, relatives or work colleagues? At least... (n =214)



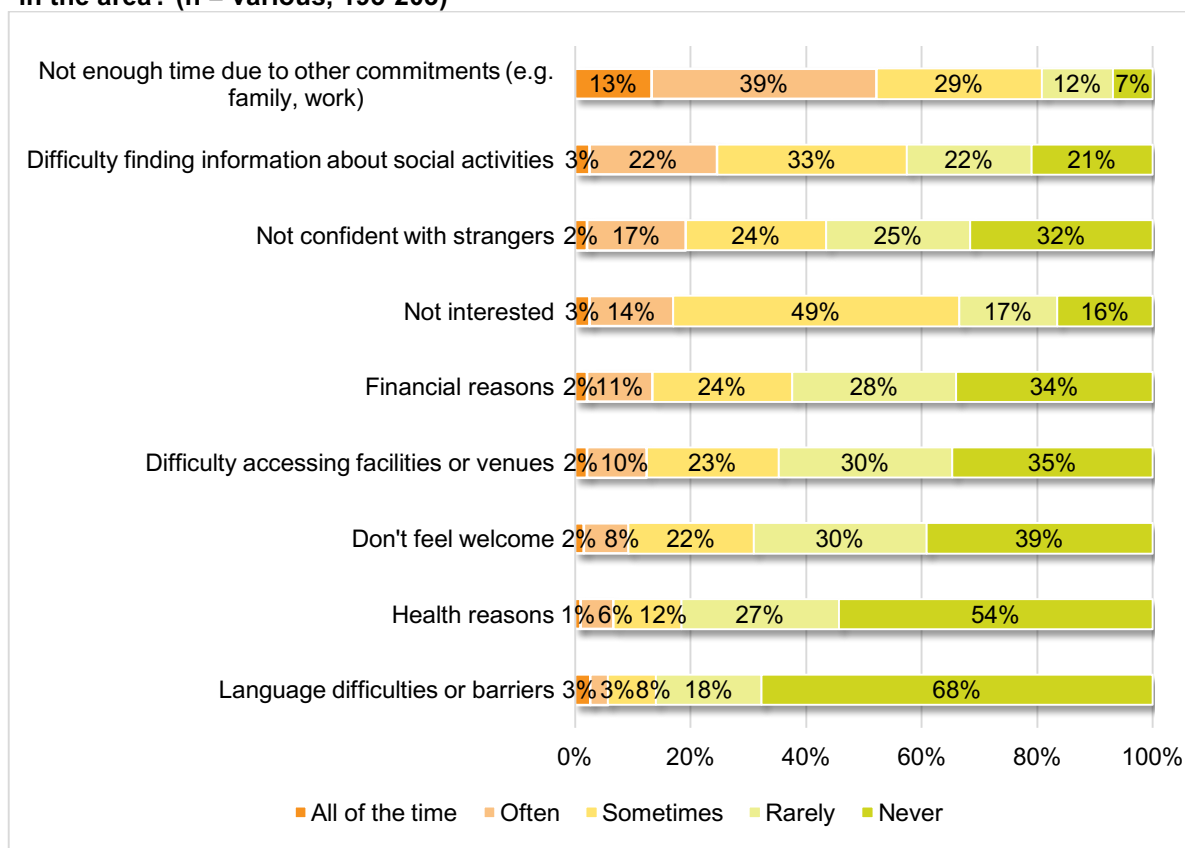
## 18. In the past month, have you had contact with people in your local area in any of the following ways? (n = 216)



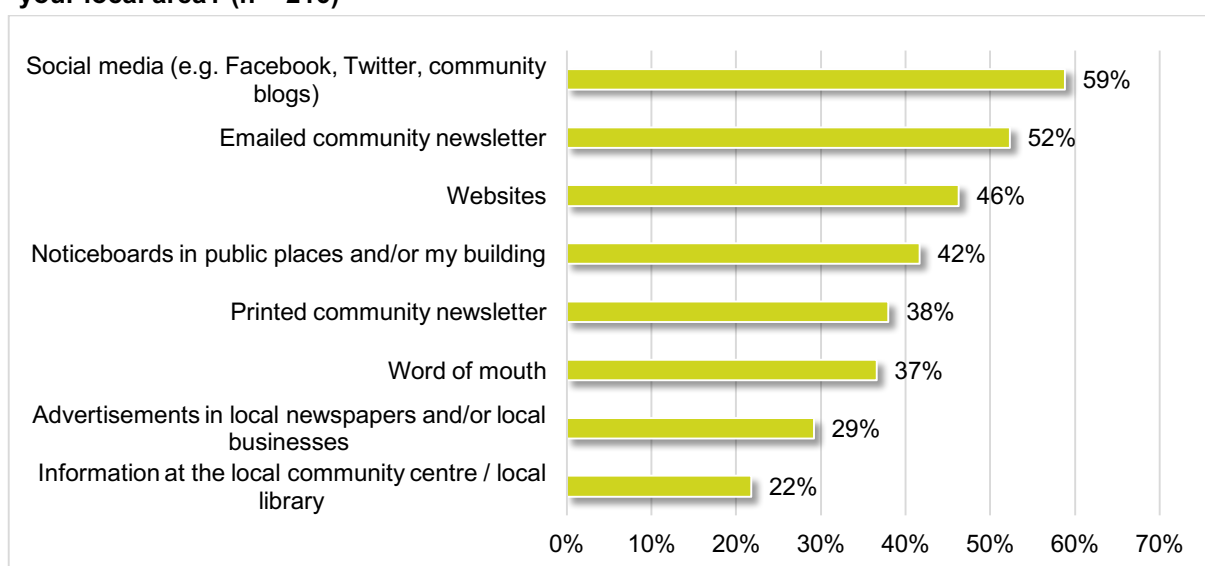
### 19. In the past 12 months, have you done any of the following? (n = 216)



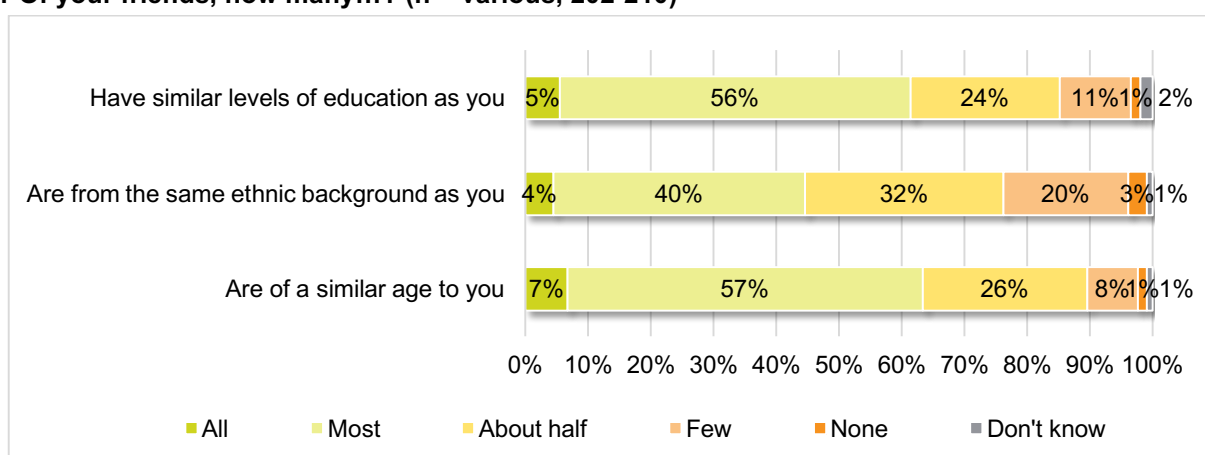
### 20. Do any of the following limit you from socialising or participating in organised social activities in the area? (n = various, 193-203)



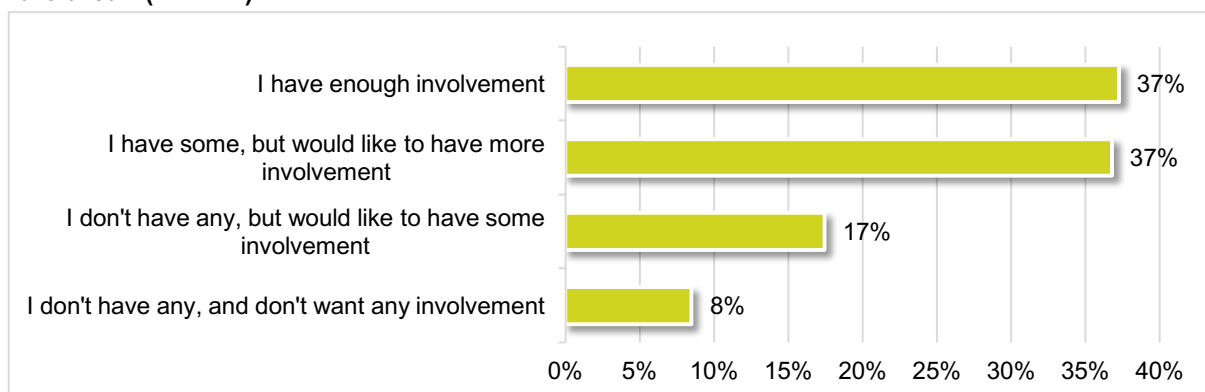
**21. How would you like to get information about opportunities to participate in social activities in your local area? (n = 216)**



**22. Of your friends, how many...? (n = various, 202-210)**

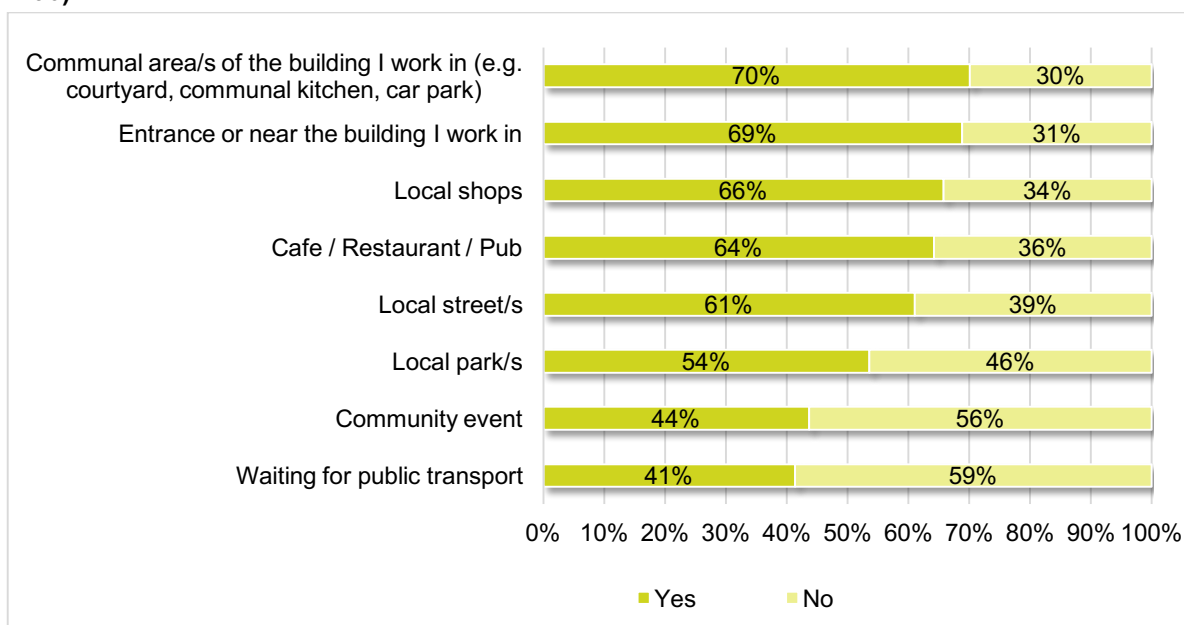


**23. How would you best describe your level of interaction with other people who live or work in the area? (n = 212)**

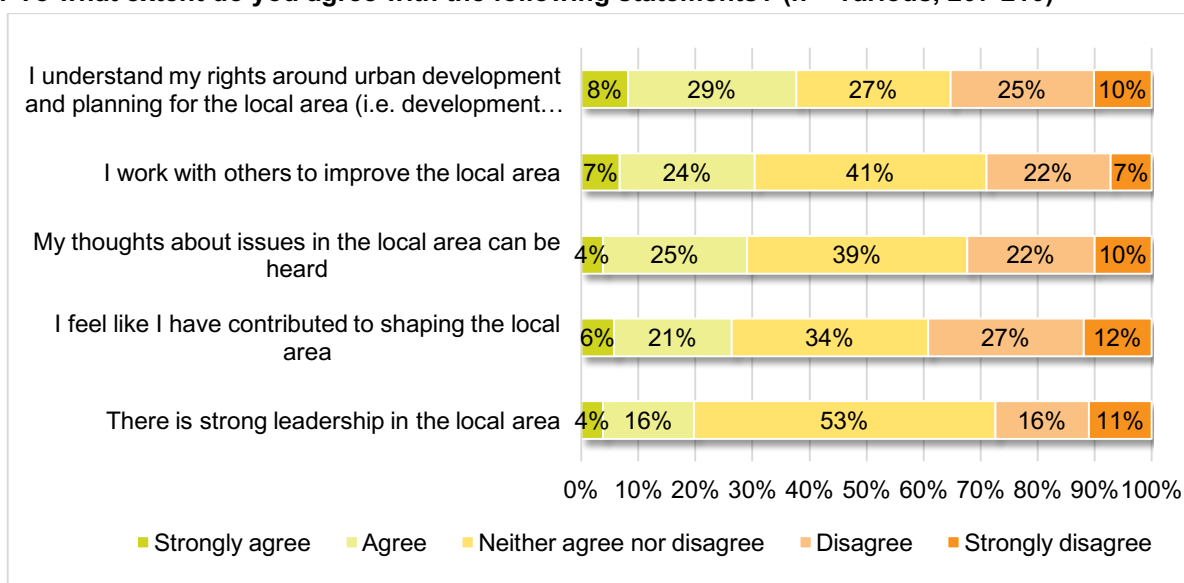




## 24. Do you often run into people you know in the following places in the area? (n = various, 150-190)

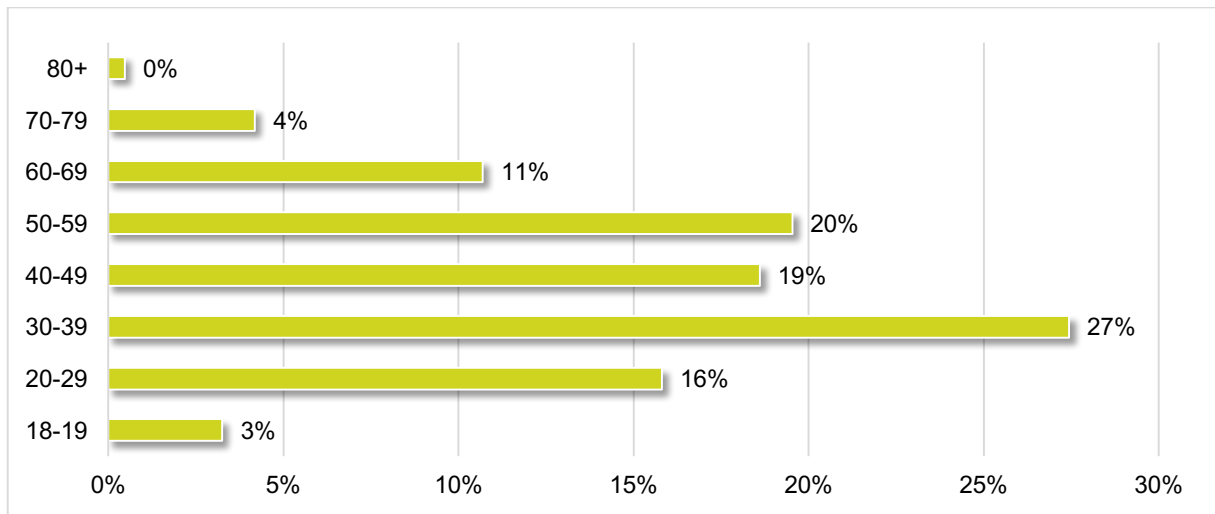


## 25. To what extent do you agree with the following statements? (n = various, 207-210)

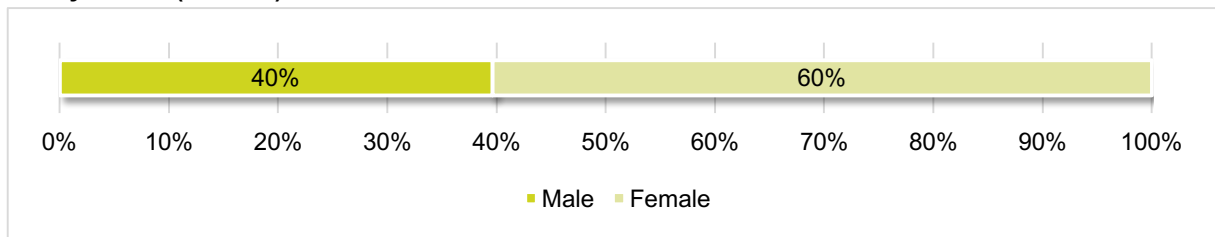


### Section 3 – A few questions about you

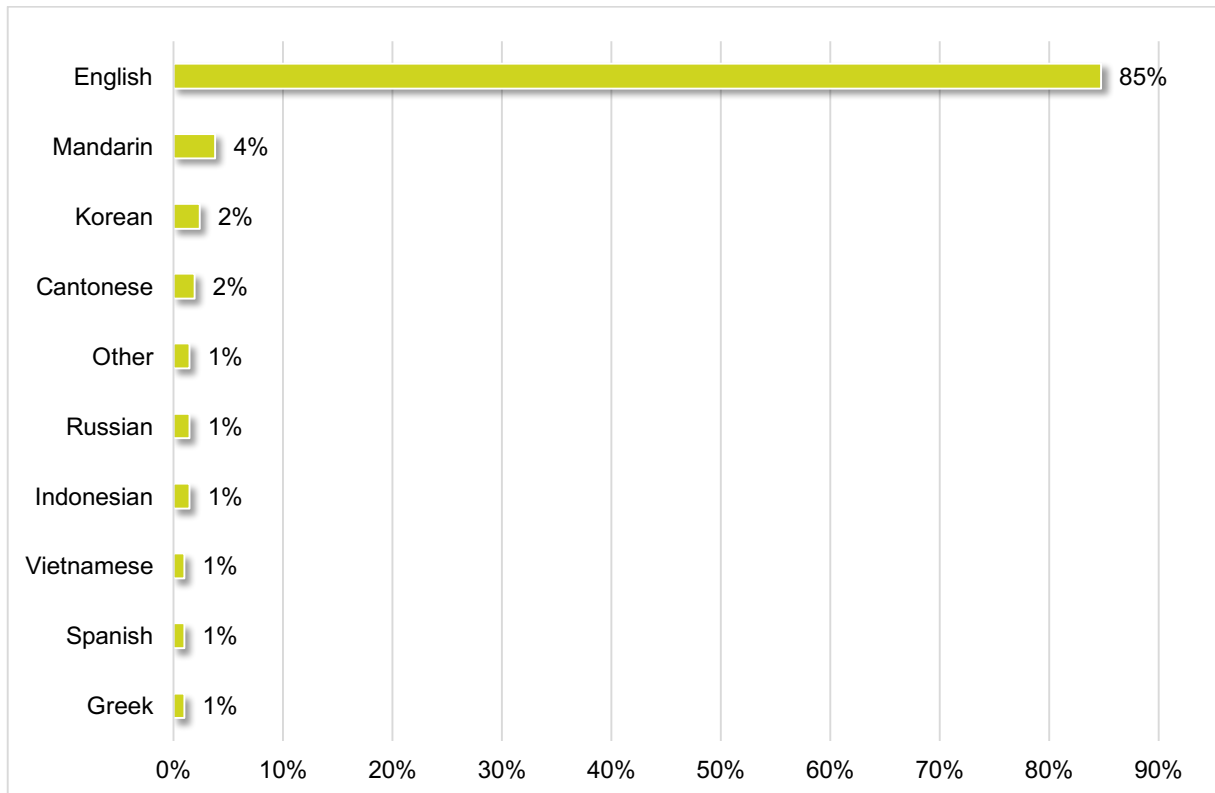
#### 26. What is your age group? (n = 215)



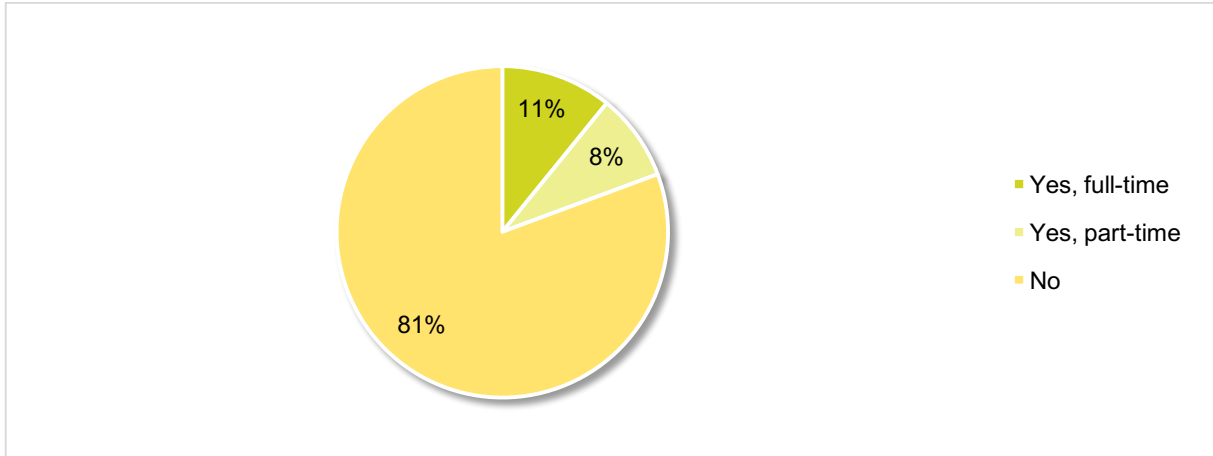
#### 27. Are you ...? (n = 212)



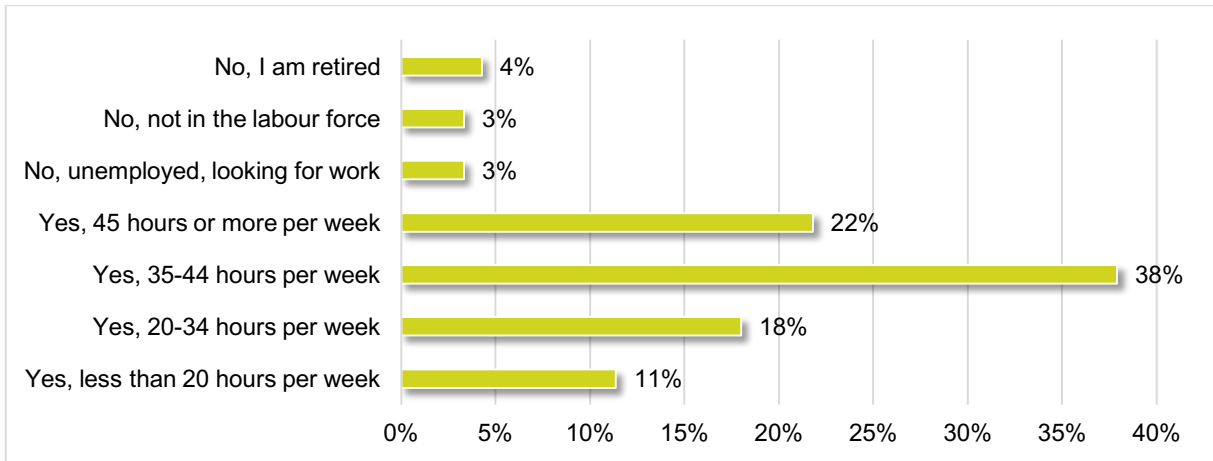
#### 28. What is the main language spoken in your home? (n = 210)



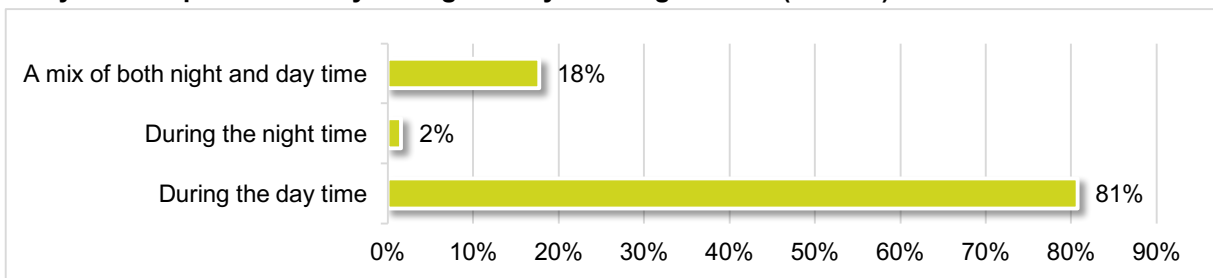
**34. Are you currently studying? (n = 212)**



**35. Are you currently in paid employment? (n = 211)**



**36. Do you work predominantly during the day or at night time? (n = 192)**



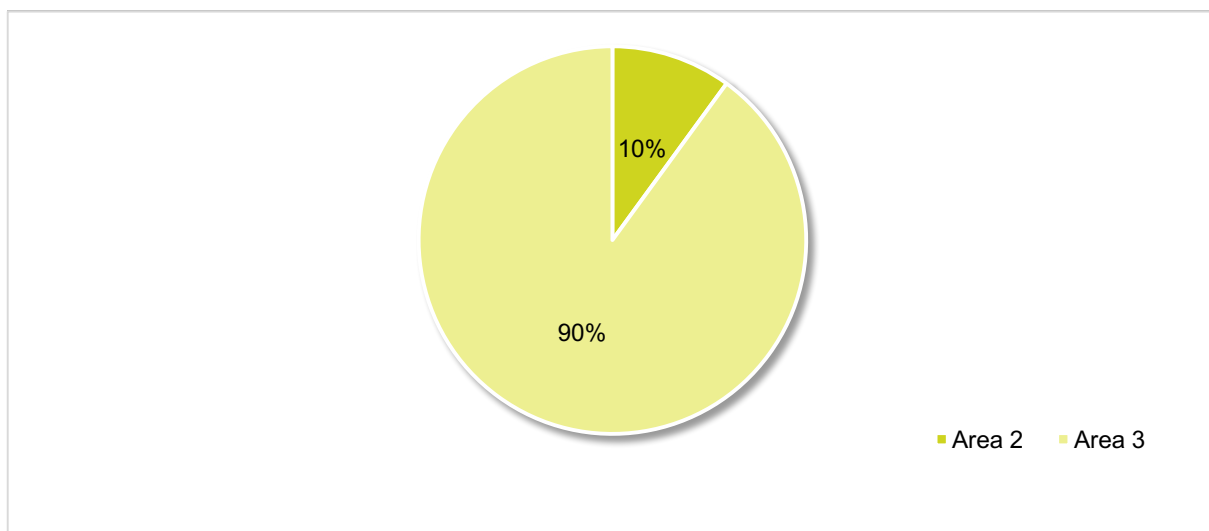
**37. Which of the following best describes your current occupation? (n = 192)**



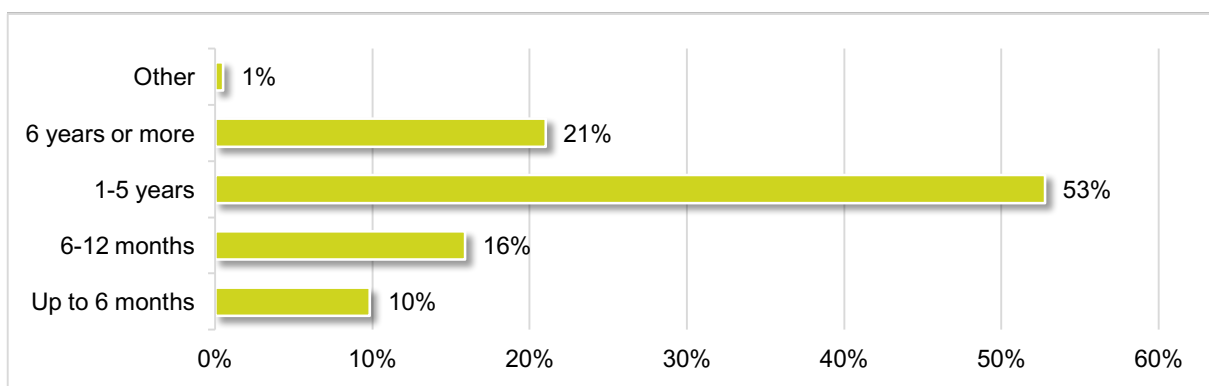
## Appendix 6 Full survey results for resident respondents (weighted, excluding demographic data)

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

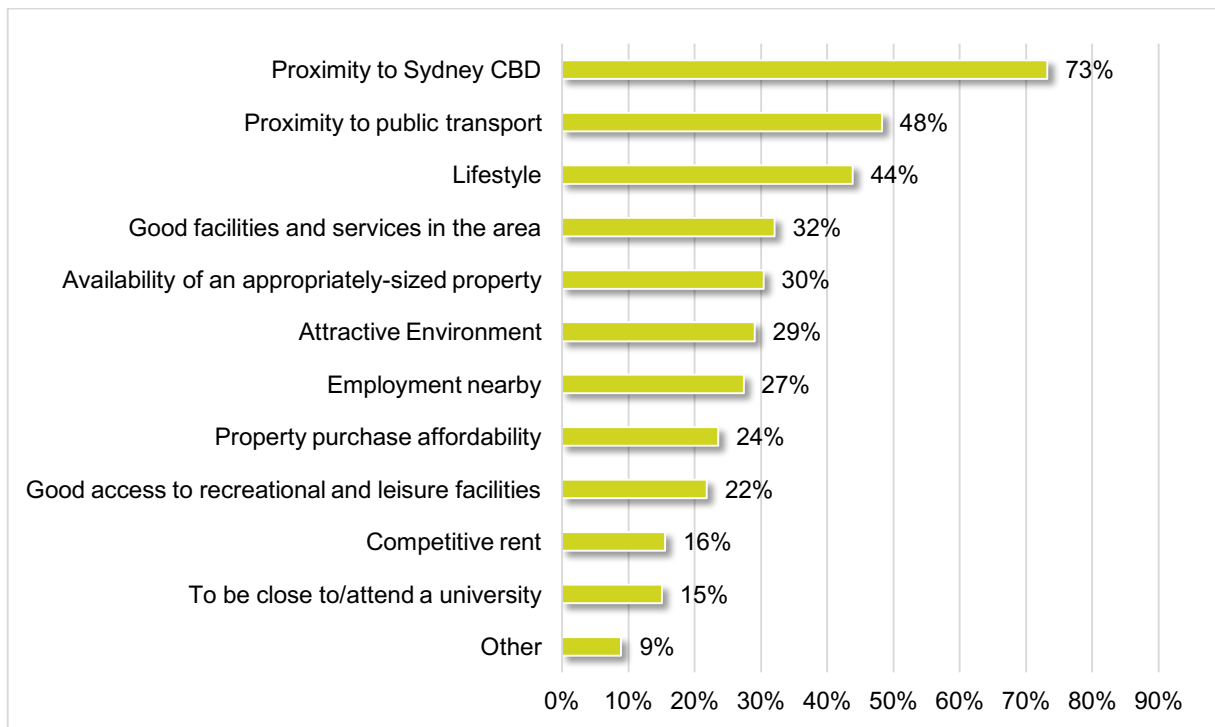
#### 1. Which area do you live in? (n = 997)



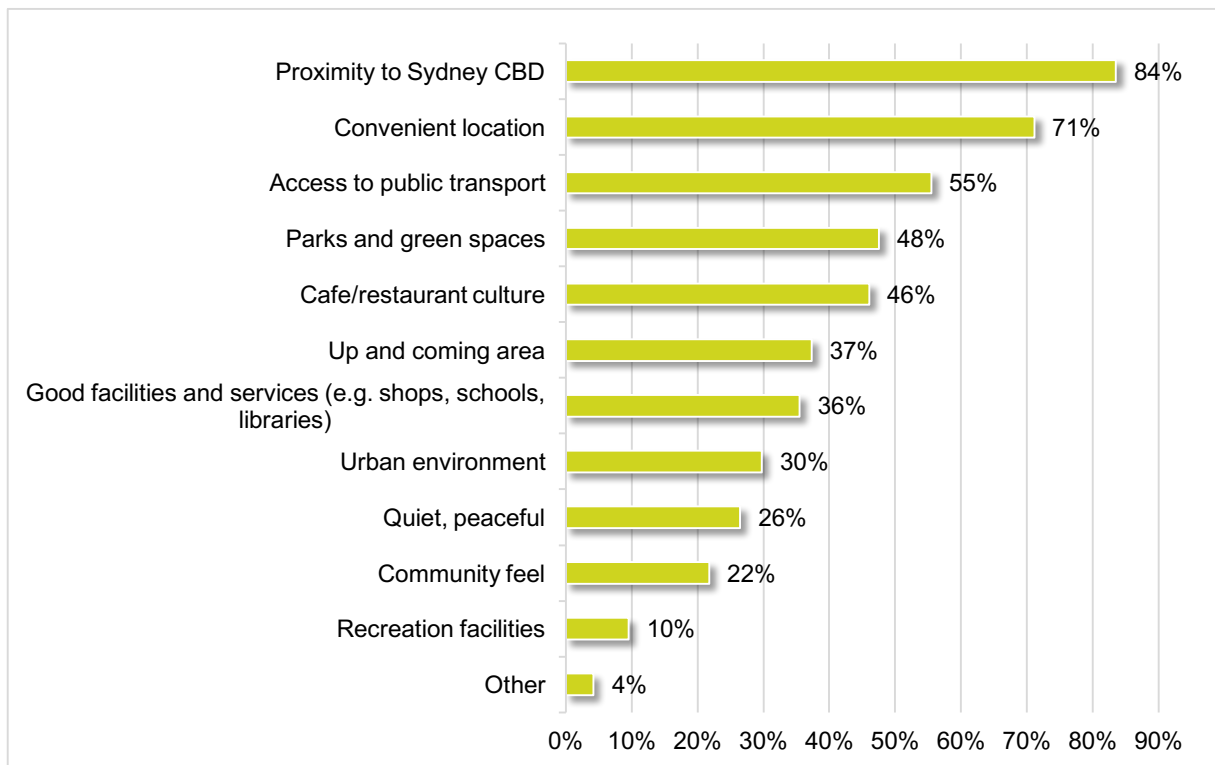
#### 2. How long have you lived in the area? (n = 995)



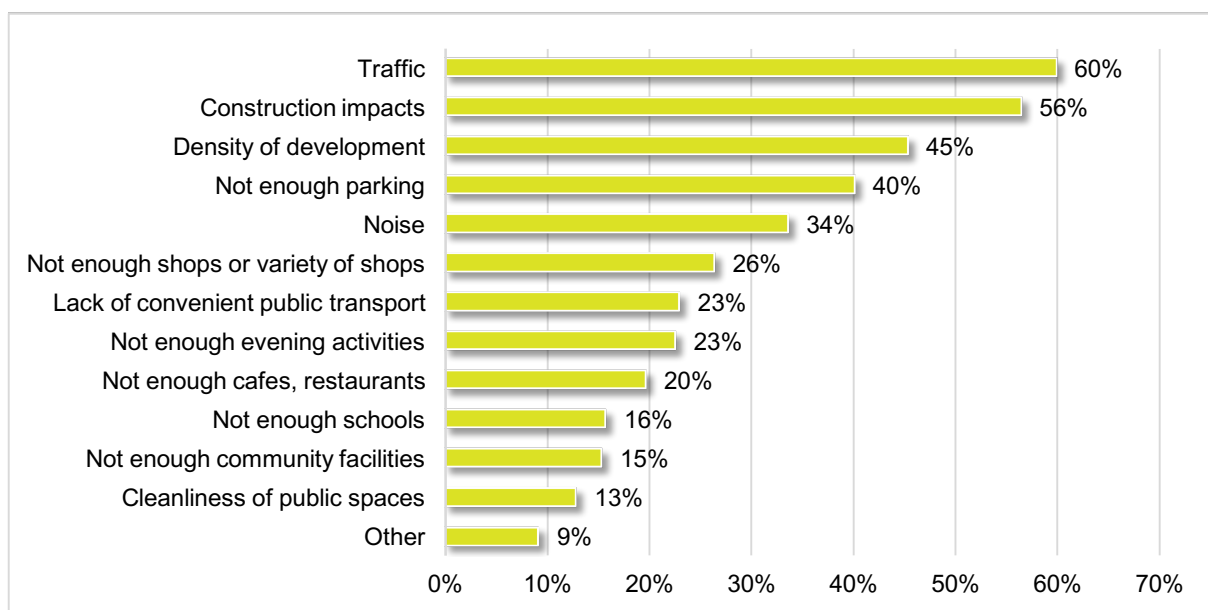
### 3. Why did you move to the area? (n = 997)



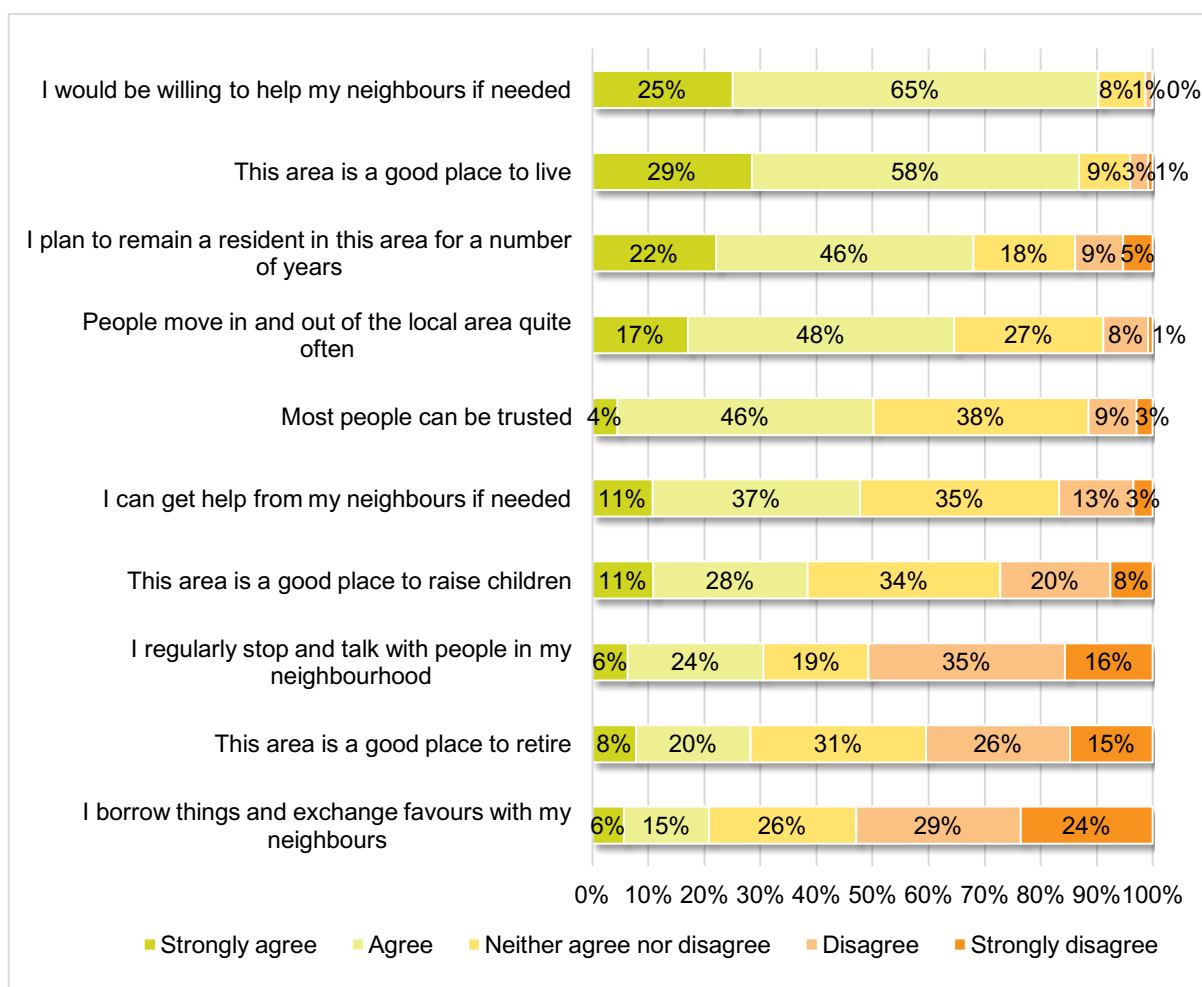
### 4. What do you like the most about living in the area? (n = 997)



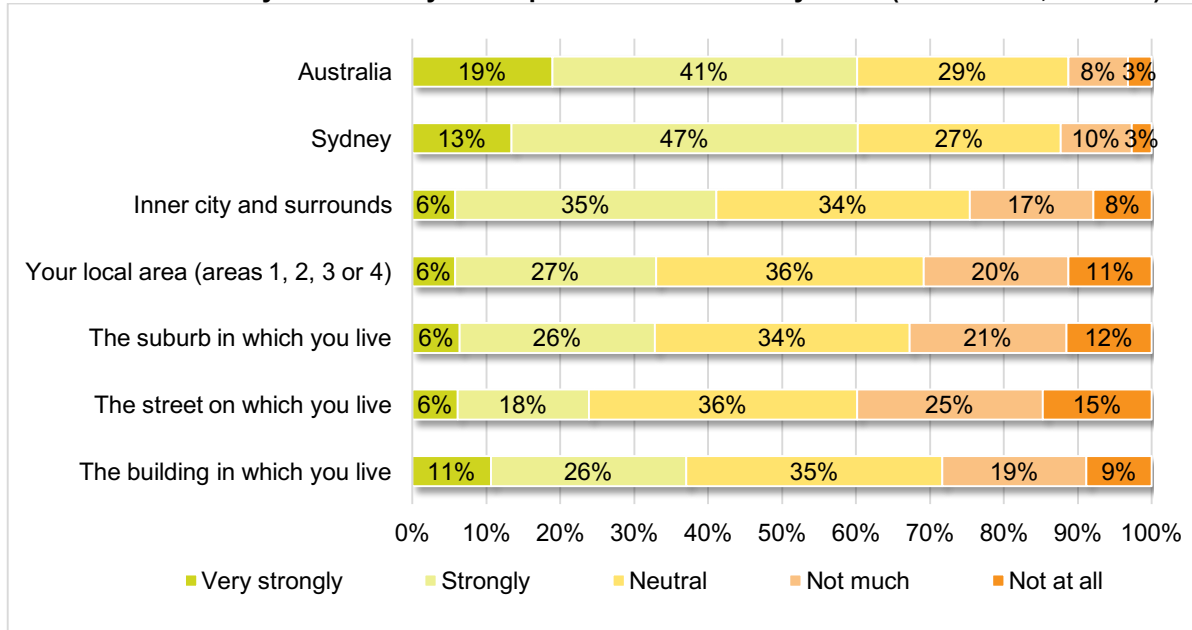
## 5. What do you like the least about living in the area? (n = 997)



## 6. To what extent do you agree with the following statements about where you live? (n = various, 980-990)



### 7. To what extent do you feel that you are part of the community in...? (n = various, 975-985)

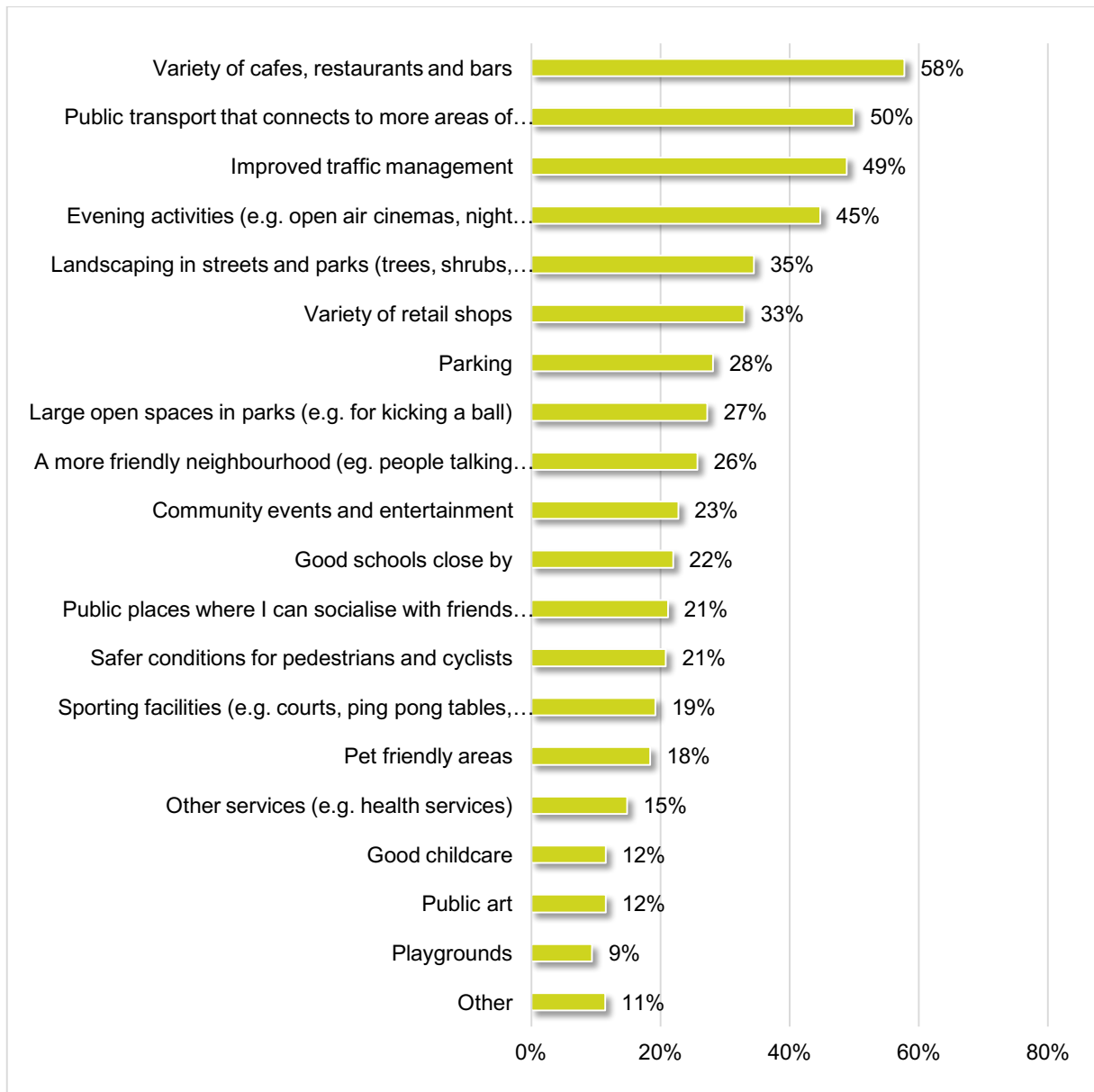


### 8. Which of the 4 areas in the map at the beginning of the survey do you work in? (n = 989)

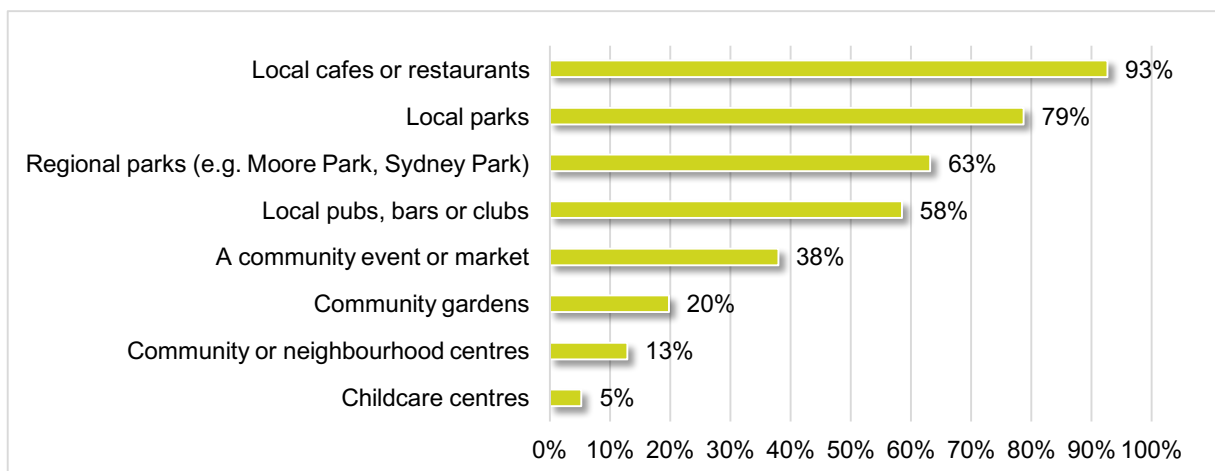
98 of the resident respondents also worked in Areas 2 and 3 (Green Square).



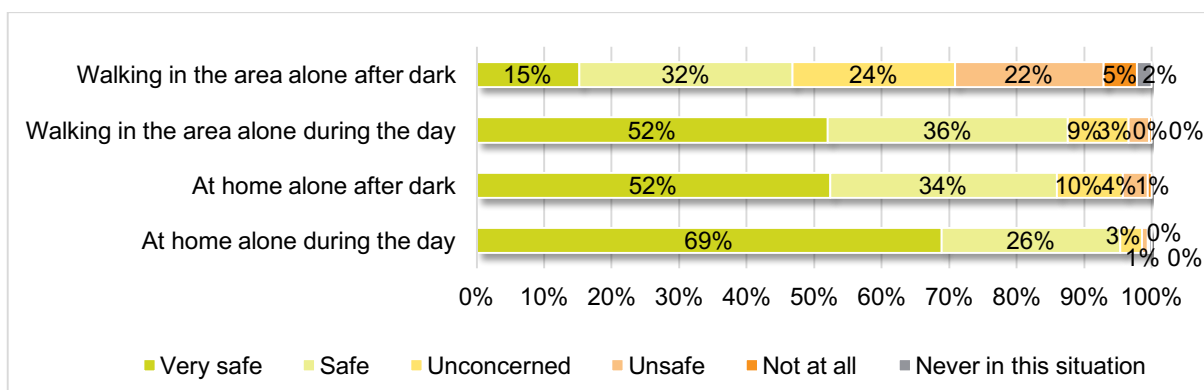
**13. What are the top five things that would make the area a place you would want to live and/or work in the future? (n = 997)**



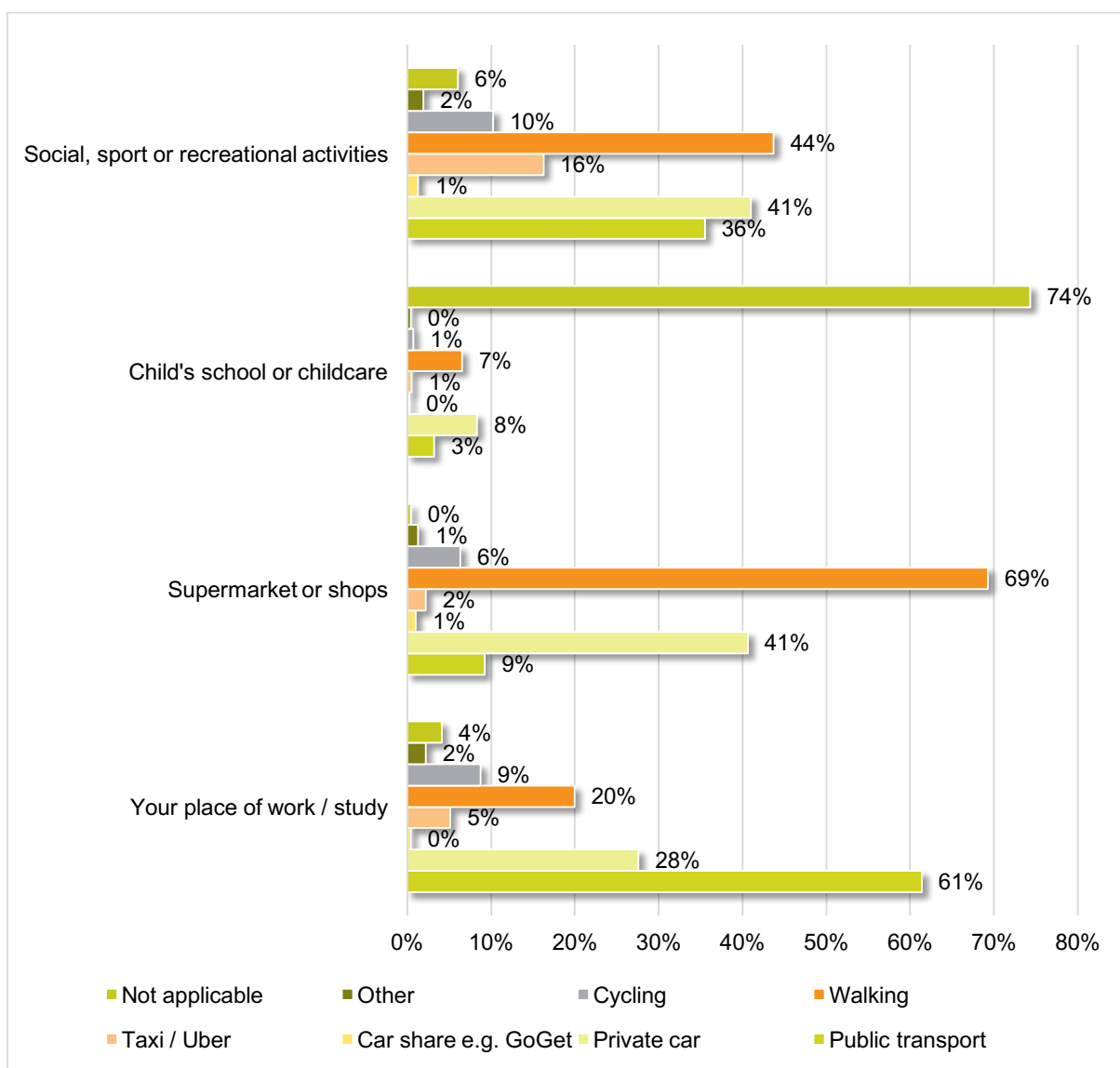
**14. Which services and facilities have you used within the area over the past six months? (n = 997)**



**15. How safe or unsafe do you feel when you are in the following situations? (n = various, 976-495)**

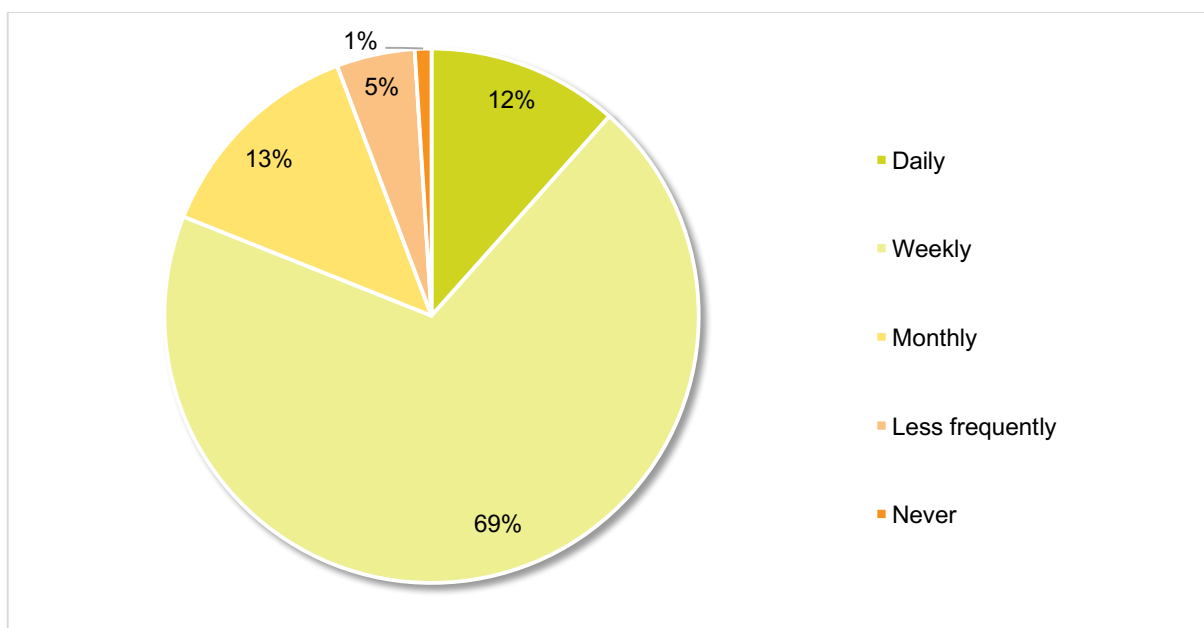


**16. On a typical day, how do you travel to ... (n = 997) [Results presented are the percentage of people who use each mode for each purpose, with 'not applicable' responses removed. Figures do not sum to 100% as multiple responses allowed]**



## Section 2 – Community in your local area

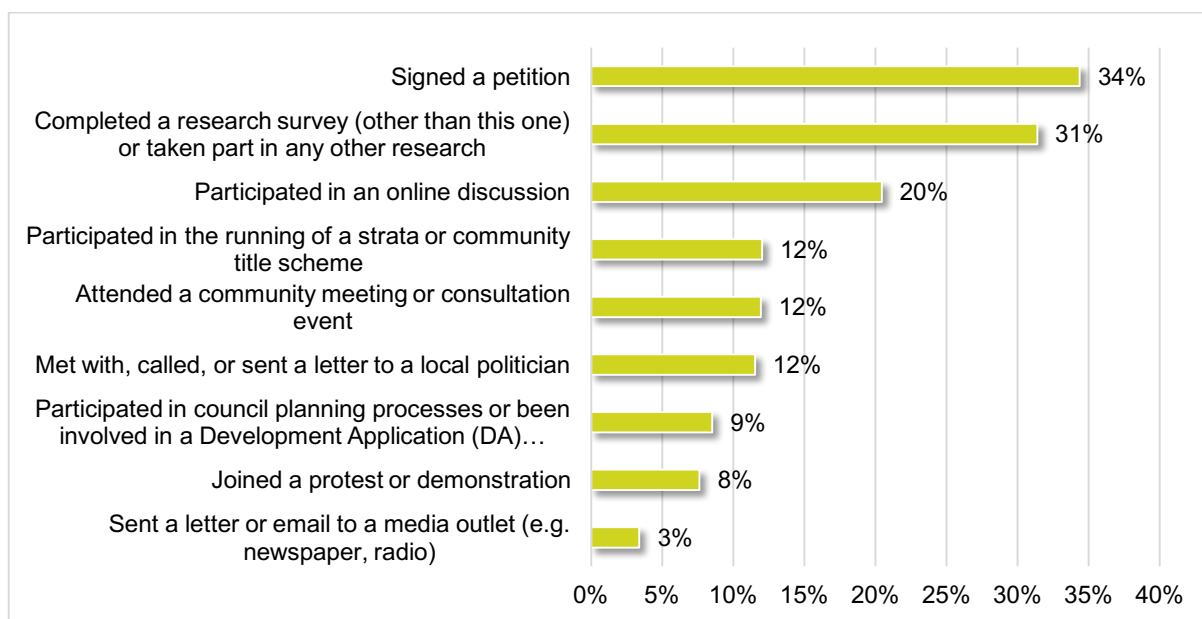
17. How often do you meet socially with friends, relatives or work colleagues? At least... (n = 992)



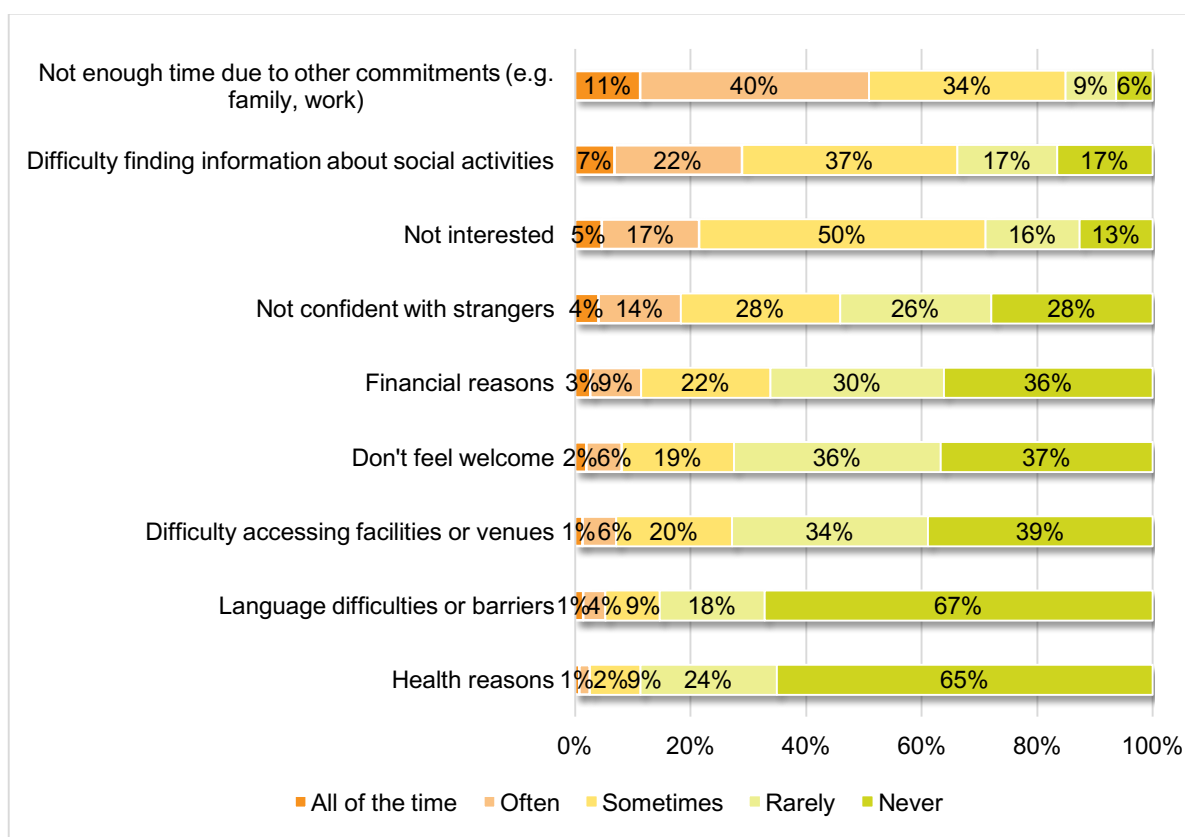
18. In the past month, have you had contact with people in your local area in any of the following ways? (n = 997)



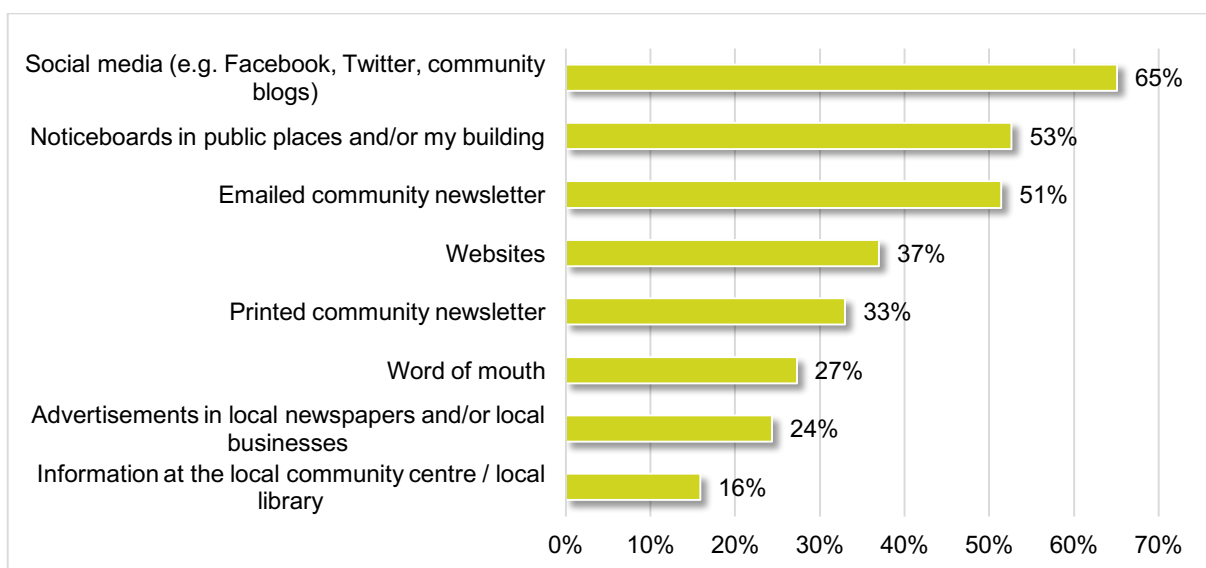
### 19. In the past 12 months, have you done any of the following? (n = 997)



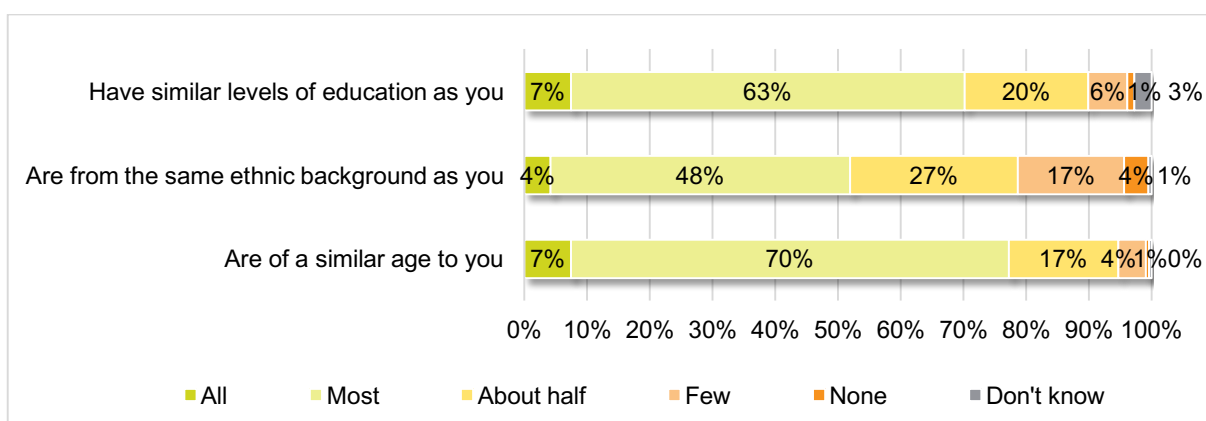
### 20. Do any of the following limit you from socialising or participating in organised social activities in the area? (n = various, 920-952)



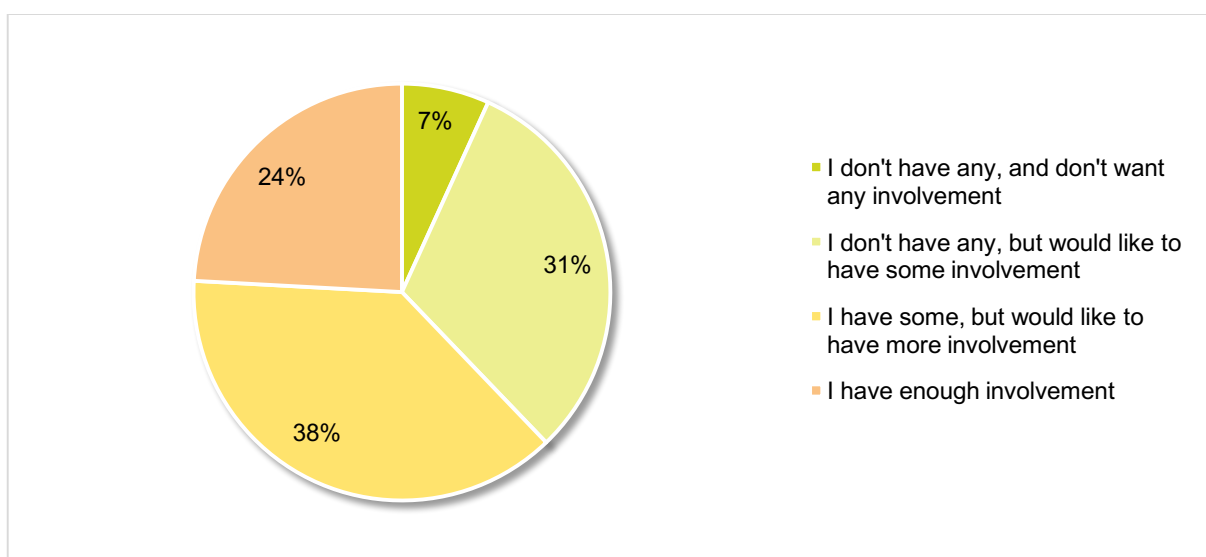
## 21. How would you like to get information about opportunities to participate in social activities in your local area? (n = 997)



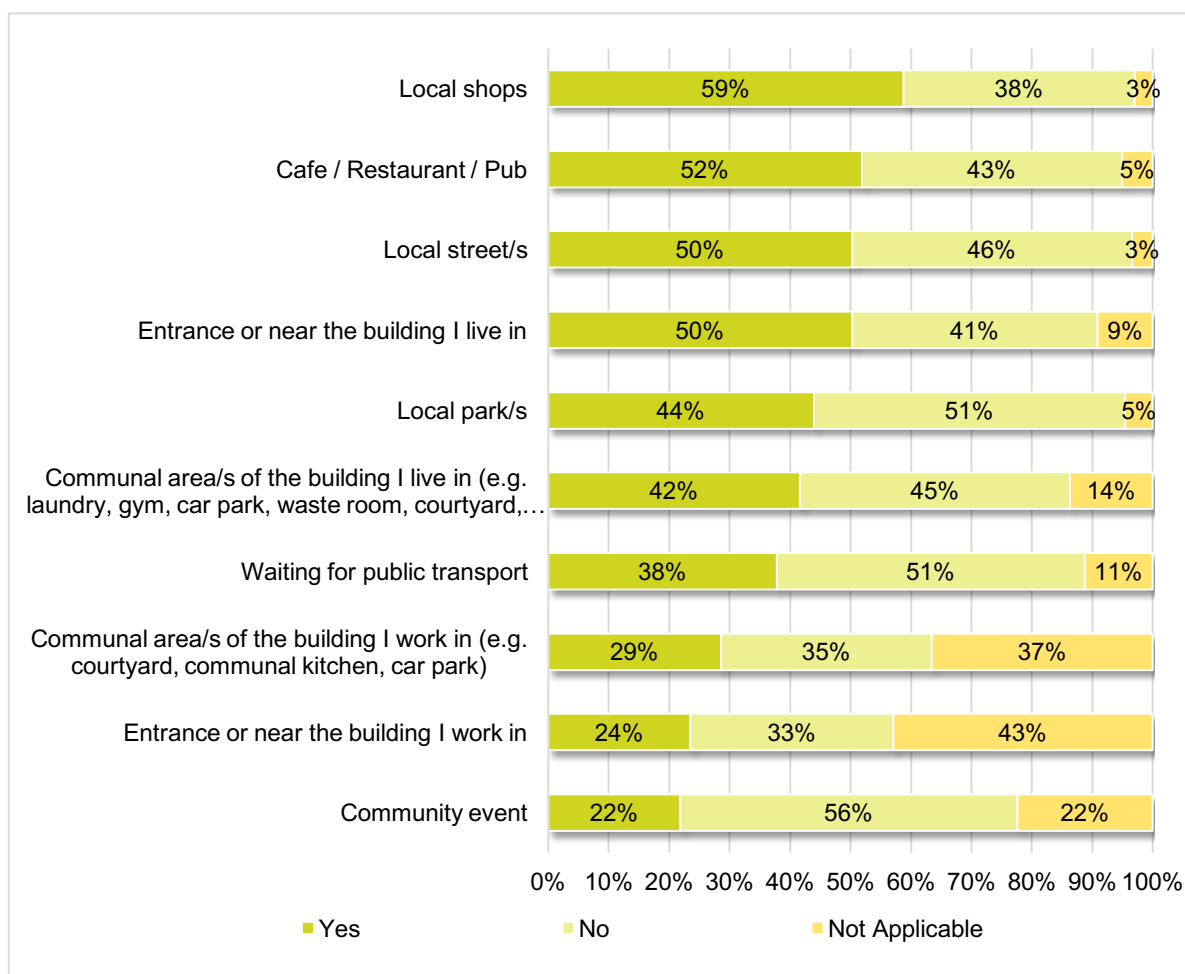
## 22. Of your friends, how many...? (n = various, 977-988)



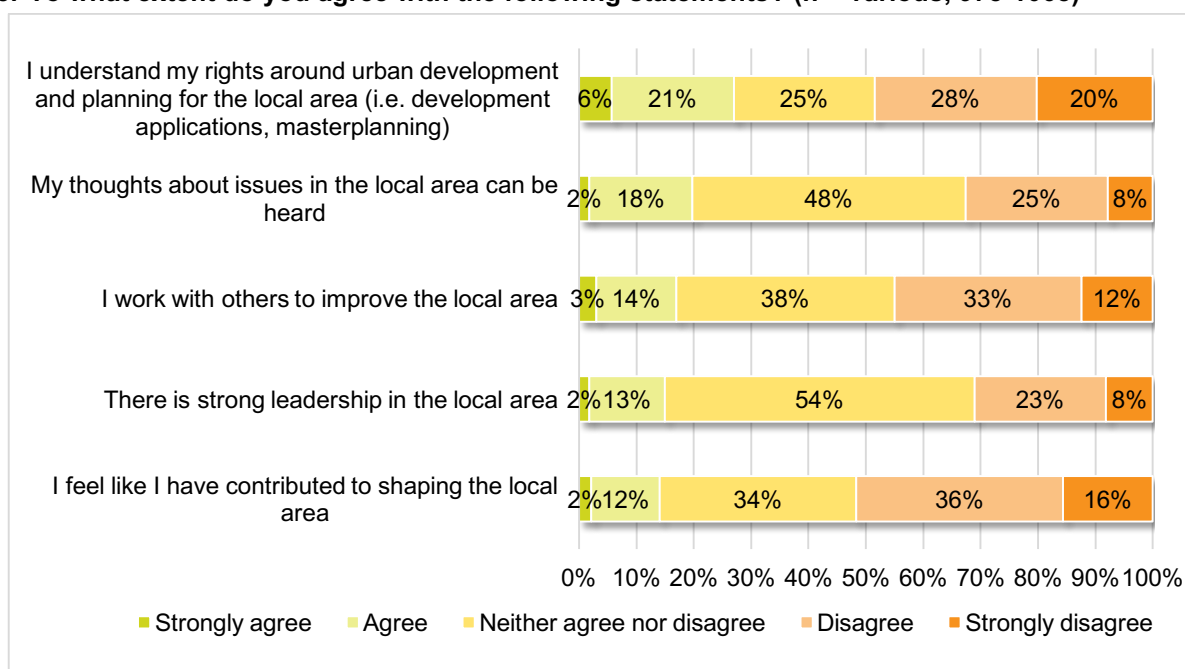
## 23. How would you best describe your level of interaction with other people who live or work in the area? (n = 986)



**24. Do you often run into people you know in the following places in the area? (n = various, 871-968)**

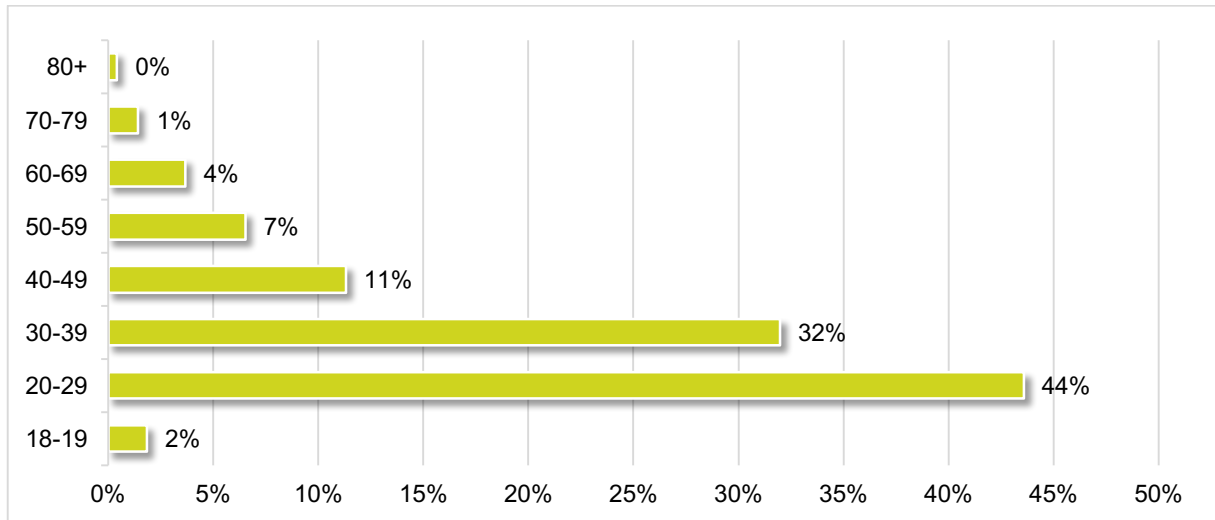


**25. To what extent do you agree with the following statements? (n = various, 978-1068)**

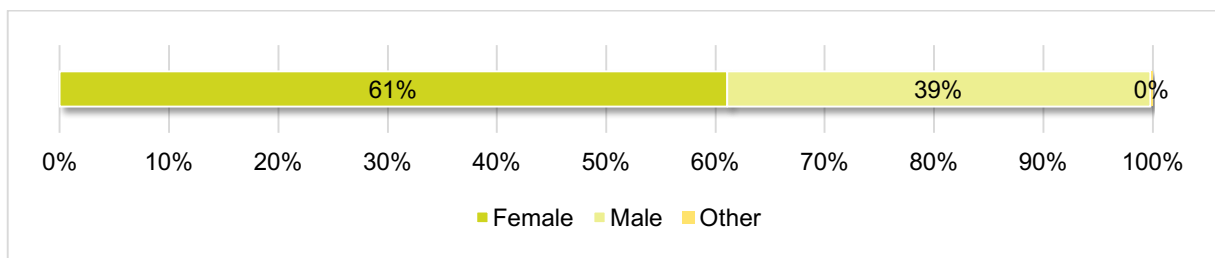


### Section 3 – A few questions about you

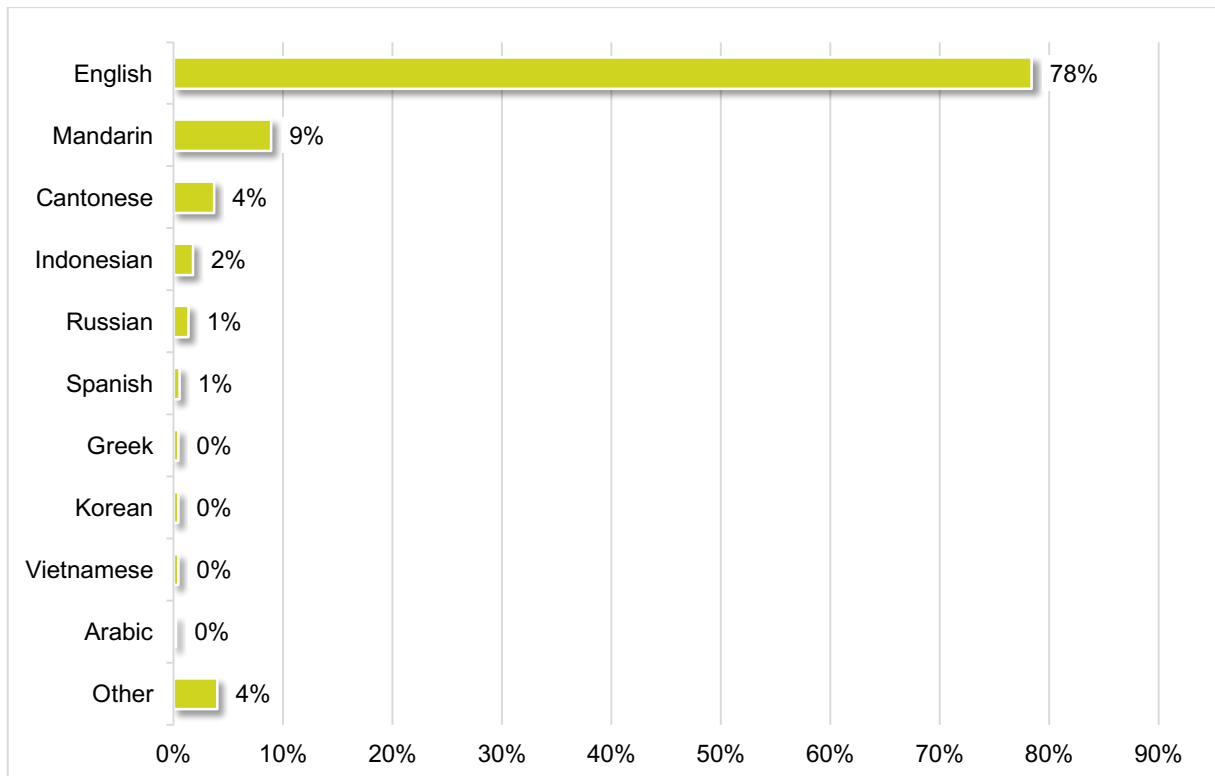
#### 26. What is your age group? (n = 989)



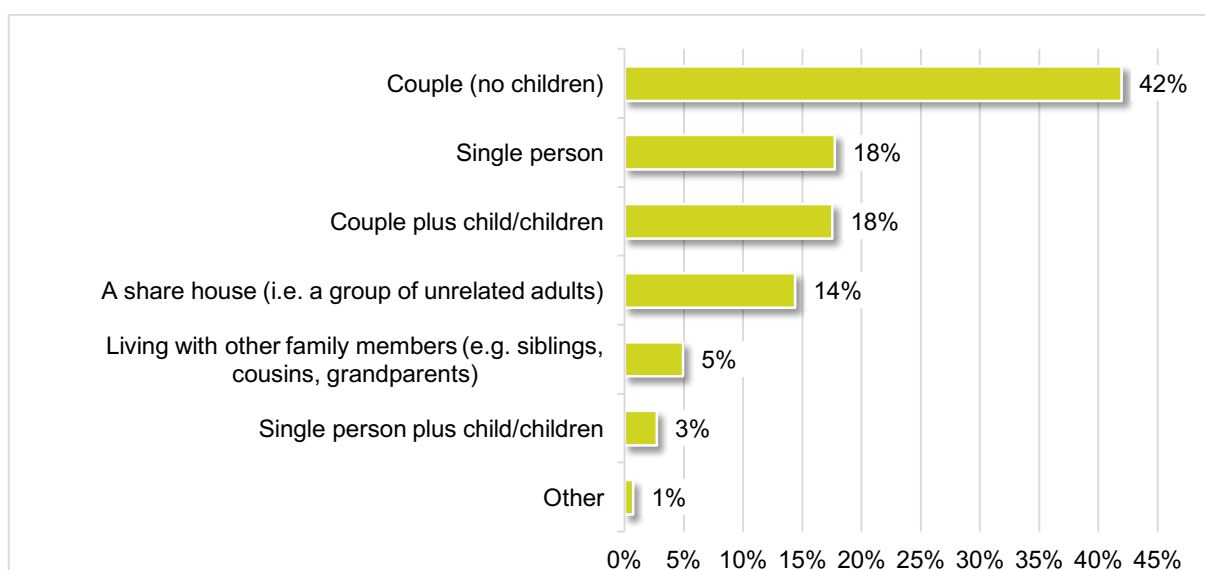
#### 27. Are you ...? (n = 986)



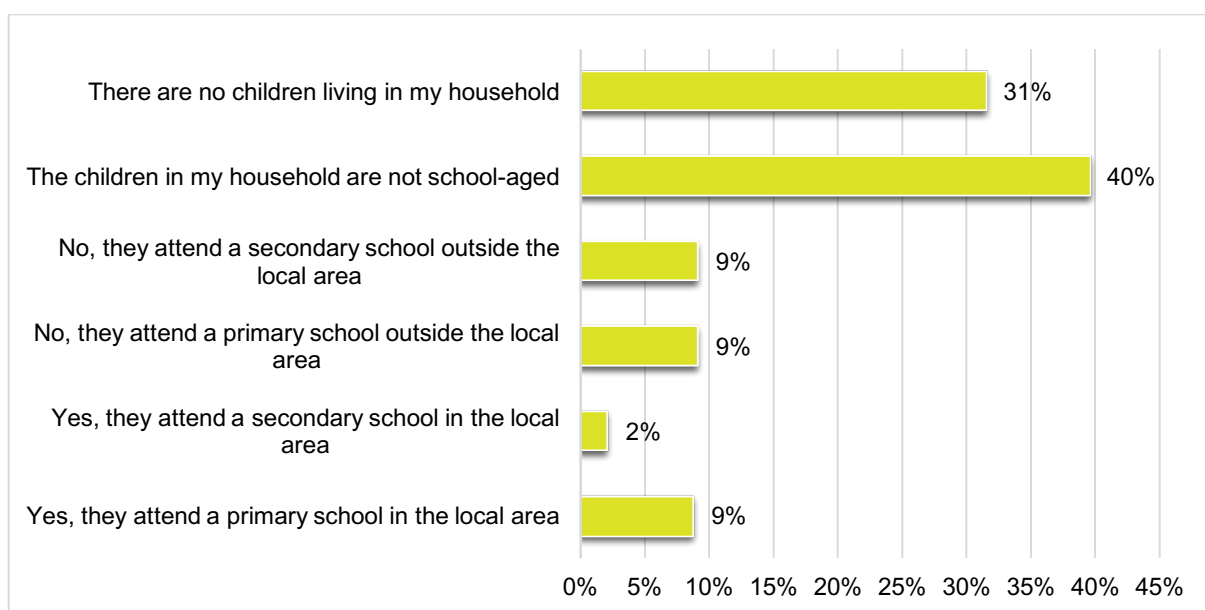
#### 28. What is the main language spoken in your home? (n = 978)



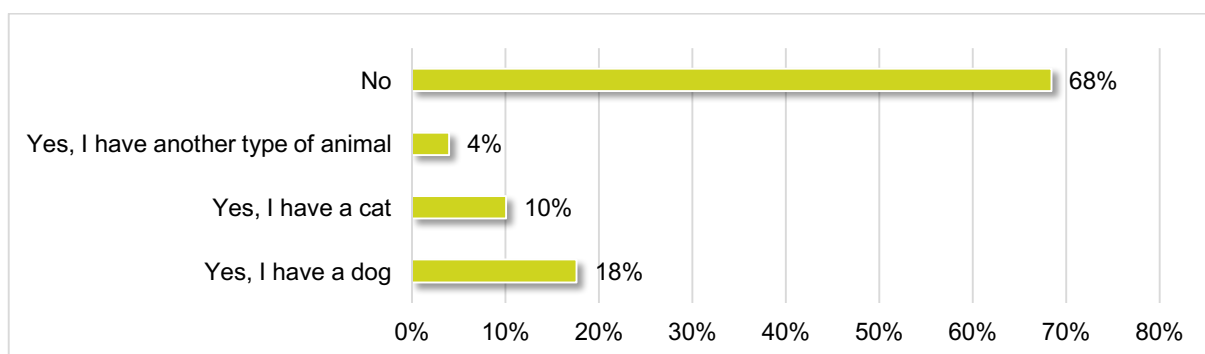
### 29. How would you best describe your household? (n = 992)



### 30. If there are children in your household, do you send them to a school in the local area? (n=286)

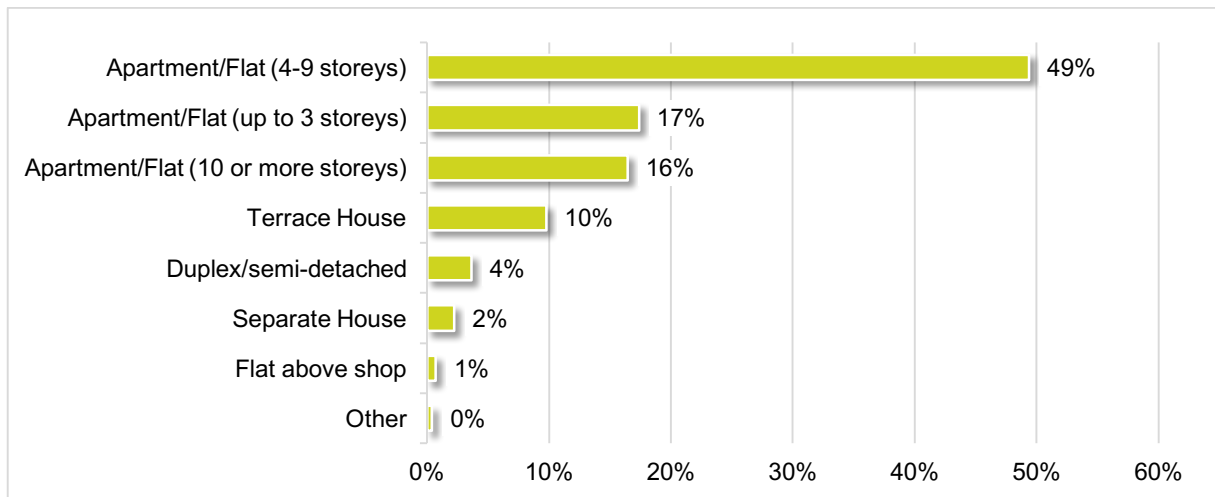


### 31. Do you own a pet? (n = 1016)

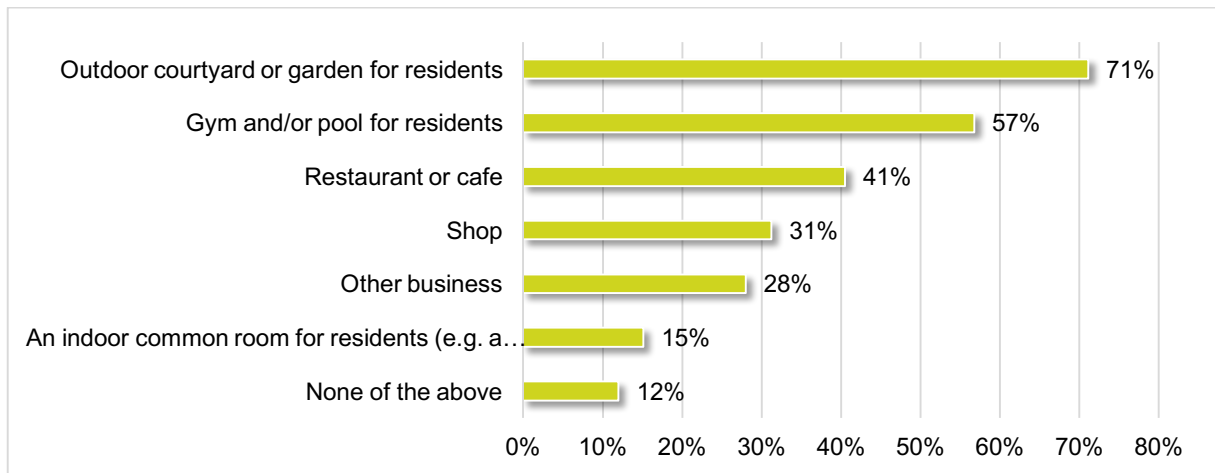




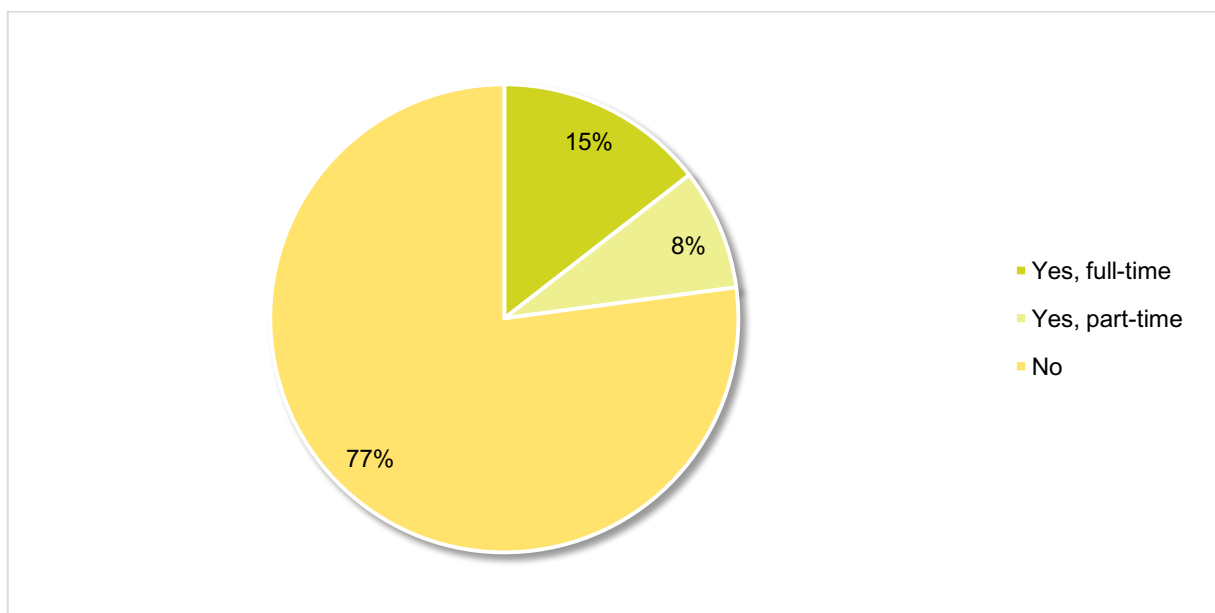
**32. Which of these best describes the property you currently live in? (n = 990)**



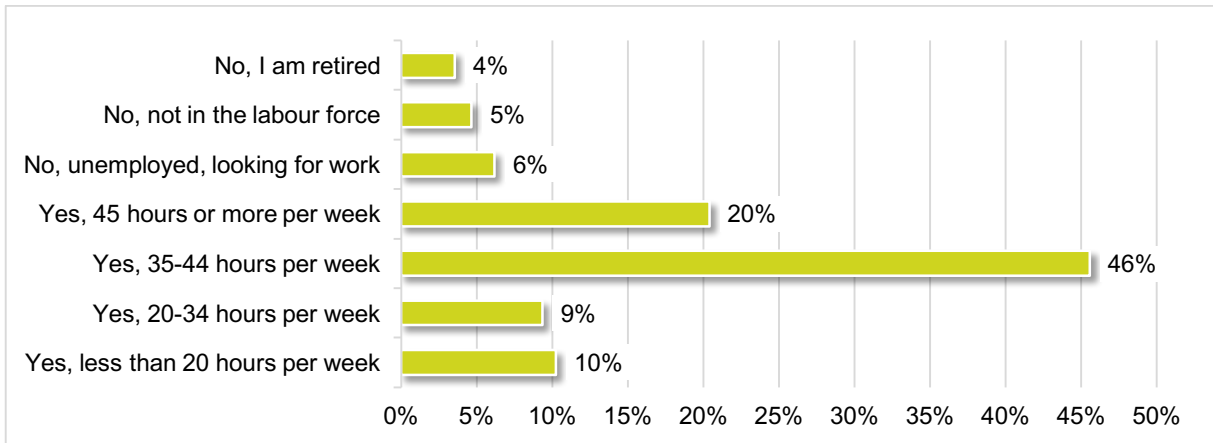
**33. Are there any of the following in your building? (n = 997)**



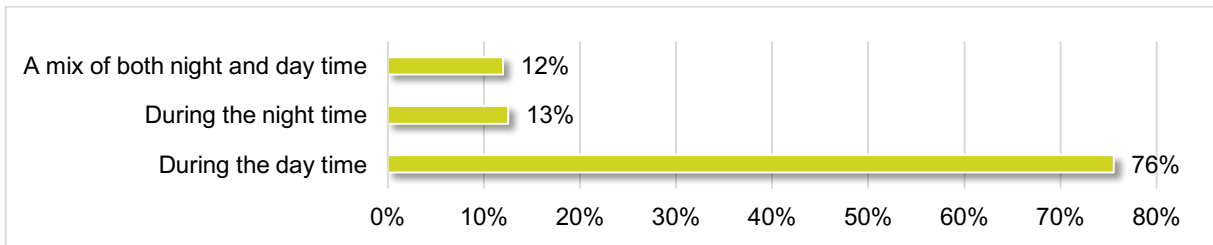
**34. Are you currently studying? (n = 979)**



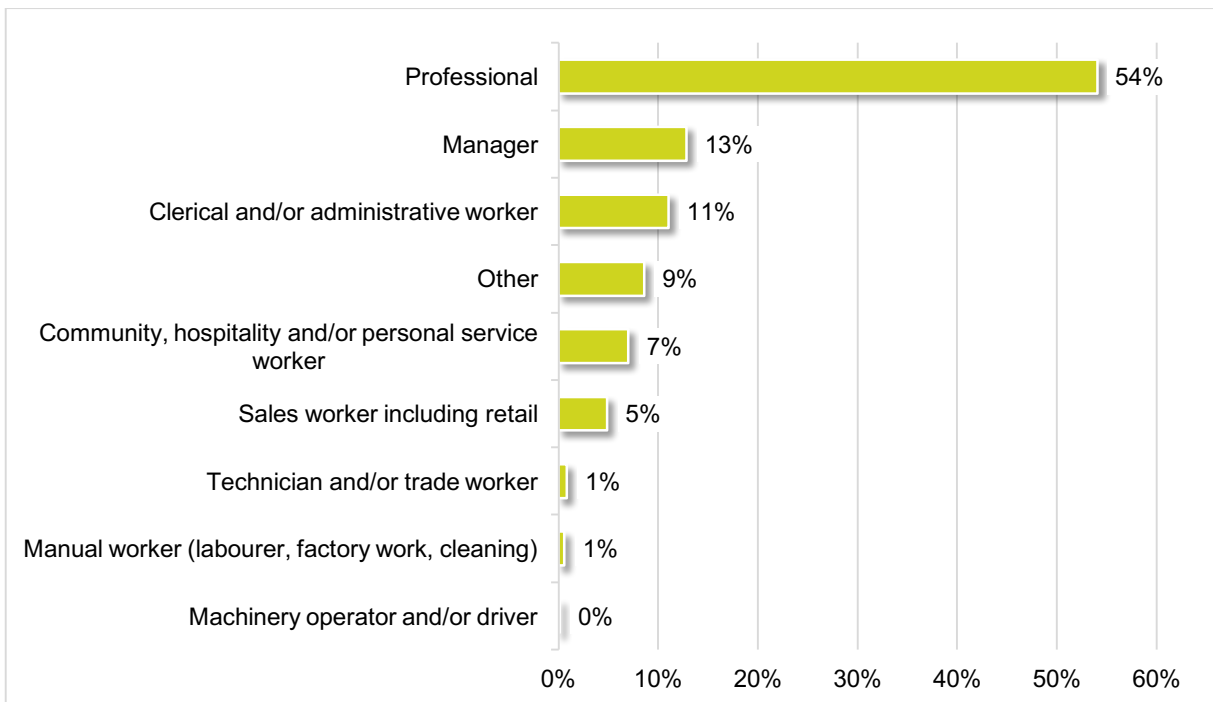
**35. Are you currently in paid employment? (n = 985)**



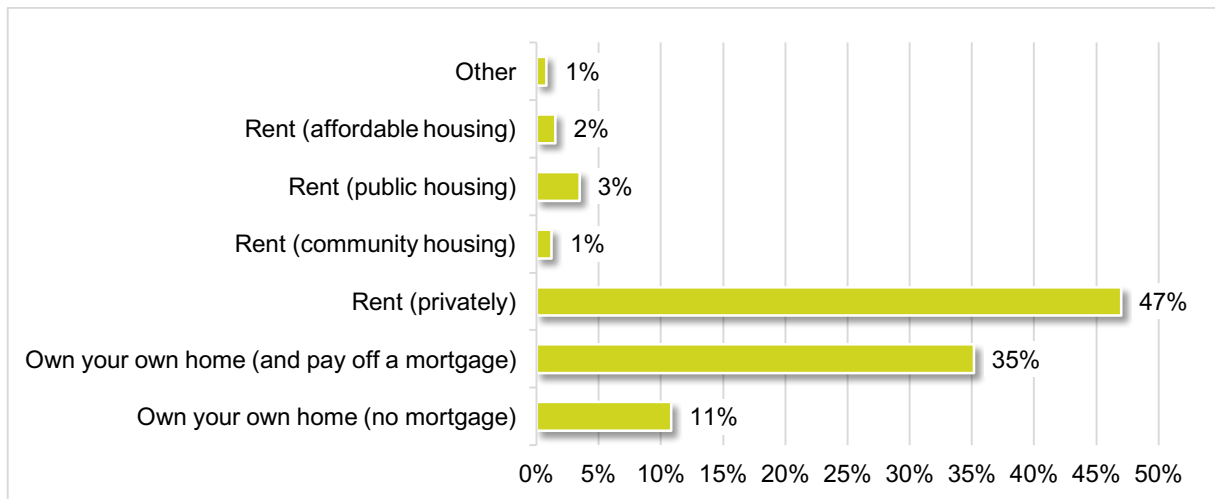
**36. Do you work predominantly during the day or at night time? (n = 944)**



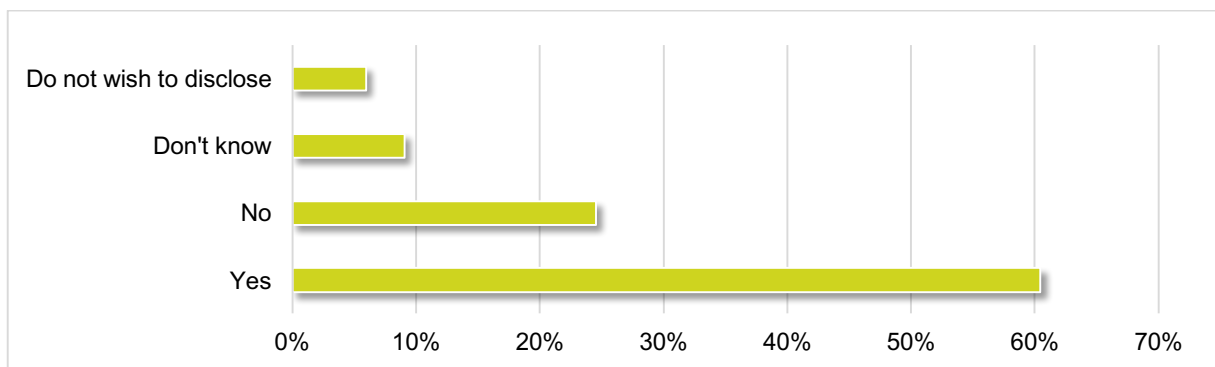
**37. Which of the following best describes your current occupation? (n = 840)**



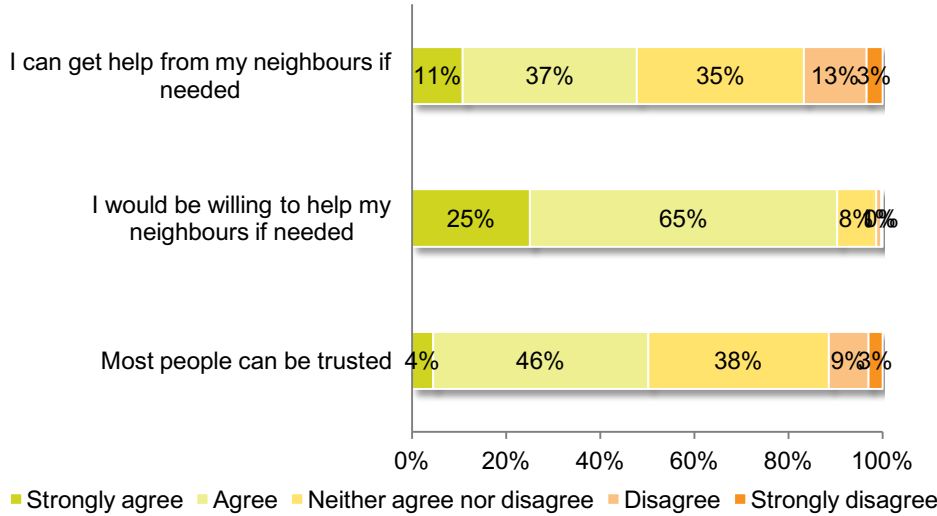


**38. Does your household...? (n = 987)**


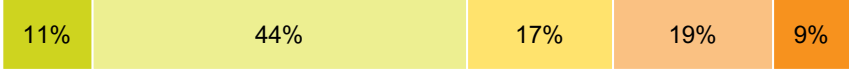


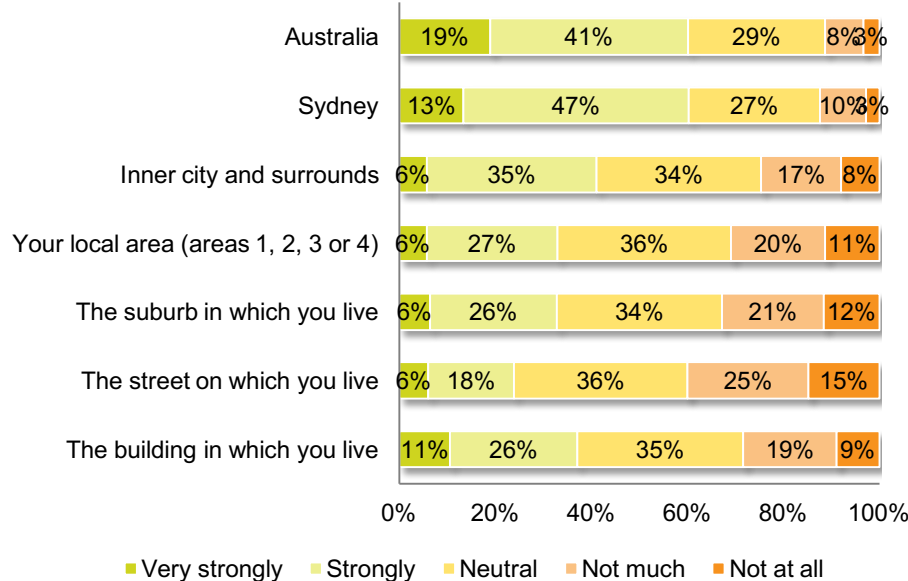
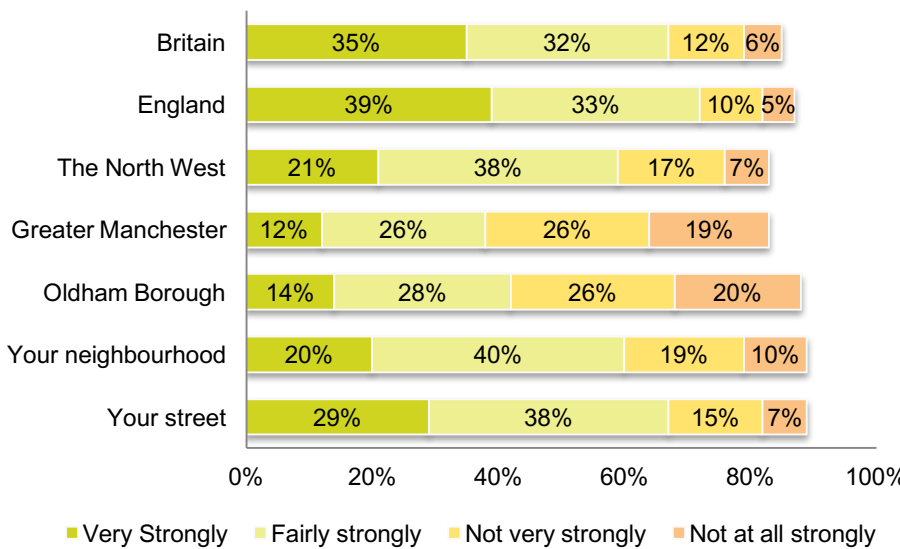
**39. Does your household usually spend more than 30% of the combined household income on housing costs (rent or mortgage and/or strata levies)? (n = 1256)**



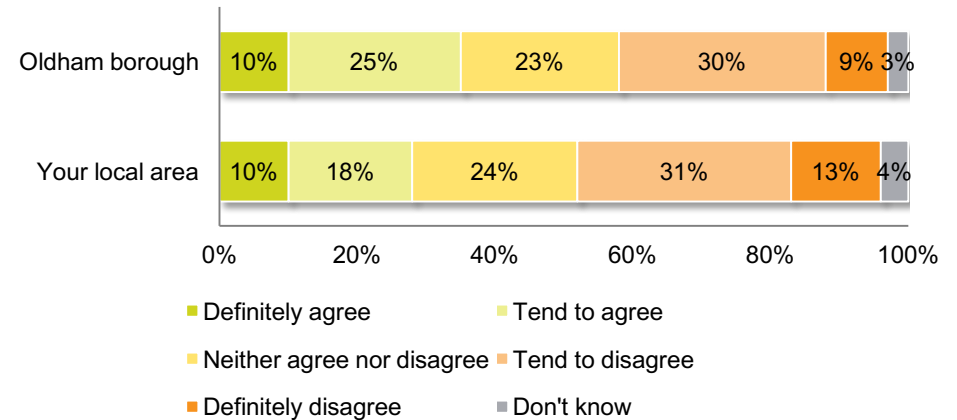
## Appendix 7 Comparative survey results for benchmarking

Question 6 – Green Square 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, 987-990)</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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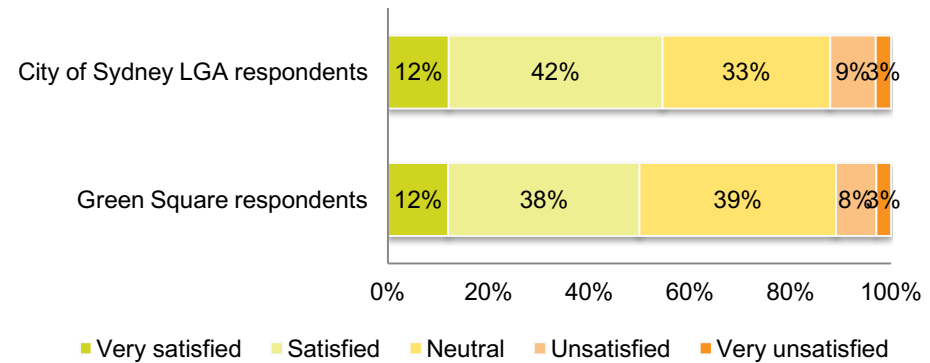
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Question 7 – Green Square Survey 2017	Various studies (most recent equivalent survey response reported)																																																																																								
<p>To what extent do you feel that you are part of the community in...? (n = various, 975-985)</p>	<p>How strongly do you feel that you belong in...? (MORI North, 2006)</p> <p>For each area listed below, please say how strongly or not you feel you belong to that area? (MORI North, 2013)</p> <p>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)</p> <p>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)</p>																																																																																								
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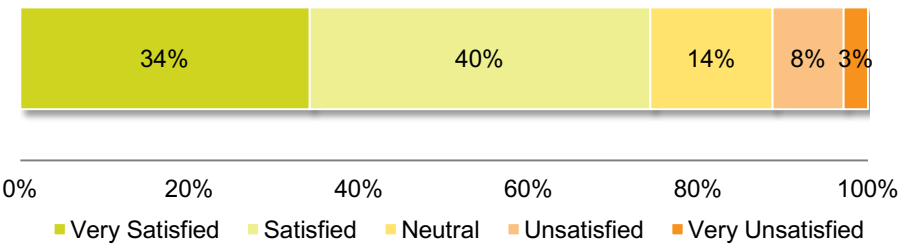
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- Thinking about personal wellbeing, how satisfied are you with feeling part of your community [in your local area] (City of Sydney Residents Survey, 2011)



- **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.

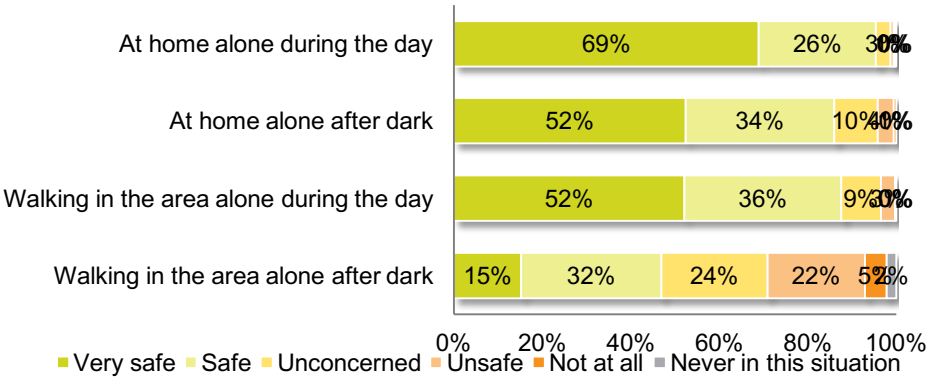
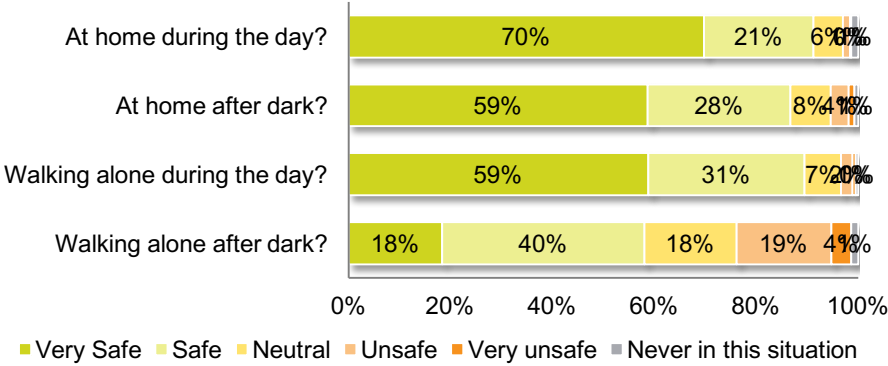
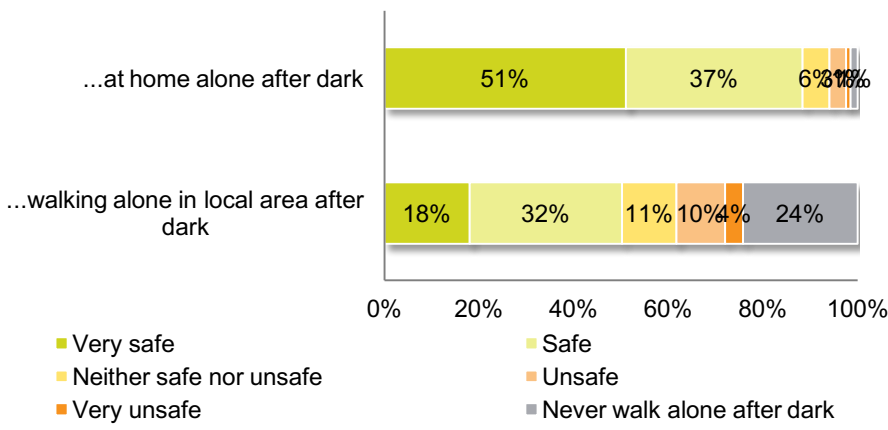
*City of Sydney Residents Survey (2011)*

- 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.

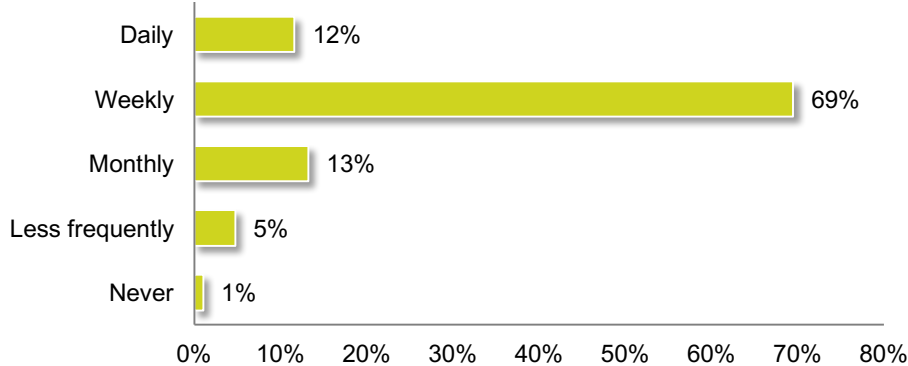
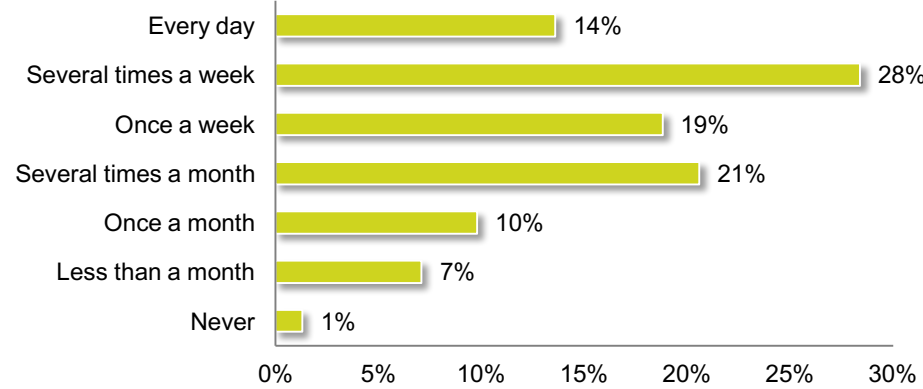
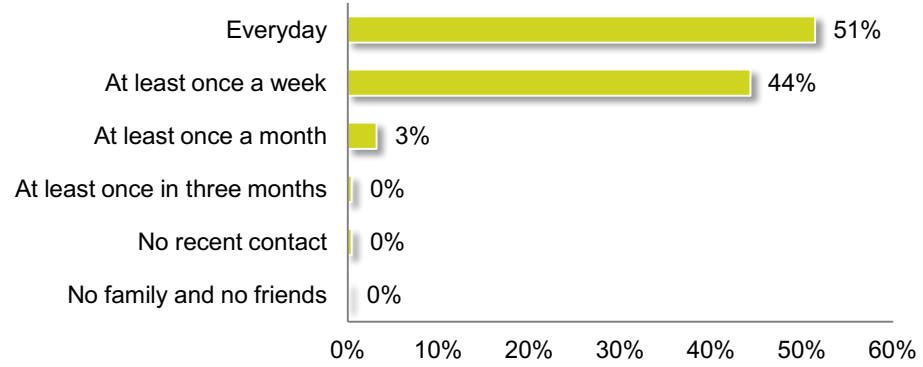
*City of Sydney Wellbeing Survey (2015)*

- 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 – Green Square 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, 976-495) [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)
 <p>At home alone during the day: 69% Very safe, 26% Safe, 3% Unconcerned, 2% Unsafe, 0% Not at all, 0% Never in this situation</p> <p>At home alone after dark: 52% Very safe, 34% Safe, 10% Unconcerned, 4% Unsafe, 0% Not at all, 0% Never in this situation</p> <p>Walking in the area alone during the day: 52% Very safe, 36% Safe, 9% Unconcerned, 3% Unsafe, 0% Not at all, 0% Never in this situation</p> <p>Walking in the area alone after dark: 15% Very safe, 32% Safe, 24% Unconcerned, 22% Unsafe, 5% Not at all, 2% Never in this situation</p> <p>Legend: Very safe, Safe, Unconcerned, Unsafe, Not at all, Never in this situation</p>	<ul style="list-style-type: none"> <li> <p>How safe or unsafe do you feel when you are in the following situations? (City of Sydney 2015)</p>  <p>At home during the day: 70% Very Safe, 21% Safe, 6% Neutral, 3% Unsafe, 0% Very unsafe, 0% Never in this situation</p> <p>At home after dark: 59% Very Safe, 28% Safe, 8% Neutral, 4% Unsafe, 1% Very unsafe, 0% Never in this situation</p> <p>Walking alone during the day: 59% Very Safe, 31% Safe, 7% Neutral, 2% Unsafe, 0% Very unsafe, 0% Never in this situation</p> <p>Walking alone after dark: 18% Very Safe, 40% Safe, 18% Neutral, 19% Unsafe, 4% Very unsafe, 1% Never in this situation</p> <p>Legend: Very Safe, Safe, Neutral, Unsafe, Very unsafe, Never in this situation</p> </li> <li> <p>What are your feelings of safety.. (General Social Survey 2014)</p>  <p>...at home alone after dark: 51% Very safe, 37% Safe, 6% Neither safe nor unsafe, 3% Unsafe, 1% Very unsafe, 0% Never walk alone after dark</p> <p>...walking alone in local area after dark: 18% Very safe, 32% Safe, 11% Neither safe nor unsafe, 10% Unsafe, 4% Very unsafe, 24% Never walk alone after dark</p> <p>Legend: Very safe, Safe, Neither safe nor unsafe, Unsafe, Very unsafe, Never walk alone after dark</p> </li> </ul>

	<p><b>Sample:</b></p> <p><i>City of Sydney Wellbeing Survey (2015)</i></p> <ul style="list-style-type: none"><li>• 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.</li></ul> <p><i>General Social Survey (2014)</i></p> <ul style="list-style-type: none"><li>• 12,932 randomly-selected respondents across Australia (population 22,828,900), response rate 80.1%. Data collected 2014.</li></ul>
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Question 17 – Green Square Survey 2017	Various studies (most recent equivalent survey response reported)																																										
<p><b>How often do you meet socially with friends, relatives or work colleagues? At least... (n = 992)</b></p>	<p><b>European Social Survey (2016) Australian General Social Survey (2014)</b></p>																																										
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	<p><b>Sample:</b></p> <p><i>European Social Survey 2016</i></p> <p>34,837 randomly-selected respondents from 23 countries in Europe, including Russia. Response rate between 30-74%. Data collected 2016.</p> <p><i>Australian General Social Survey (2014)</i></p> <p>12,932 randomly-selected respondents across Australia (population 22,828,900), response rate 80.1%. Data collected 2014.</p>
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Question 18 – Green Square 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 = 997)</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 &amp; 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"> <li>• Clubs, groups, religious groups or associations: 10%</li> </ul>	<ul style="list-style-type: none"> <li>• social club (Baum et al., 2000) 27.3%</li> <li>• hobby group (Baum et al., 2000) 10.1%</li> <li>• self-help/support group (Baum et al., 2000) 4.1%</li> <li>• singing/acting/music group (Baum et al., 2000) 4.1%</li> <li>• service club (Baum et al., 2000) 5.8%</li> <li>• school-related group (Baum et al., 2000) 10.9%</li> <li>• ethnic group (Baum et al., 2000) 6.5%</li> <li>• Clubs, Groups and Associations (Sunshine Coast Council, Community Planning &amp; Strategy, 2010) 27.7%</li> <li>• *Organised arts, crafts, music, performance activities (City of Sydney, 2015) 88.5% (at least one activity) 19.0% (more than 5 types of activities)***</li> <li>• Church (Sunshine Coast Council, Community Planning &amp; Strategy, 2010) 5.2% of respondents</li> <li>• Attended church (Baum et al., 2000) 23.0%</li> <li>• Community support group (Australian General Social Survey, 2014) 33.4%</li> <li>• Involved in social group (Australian General Social Survey, 2014) 50.6%</li> </ul>
<ul style="list-style-type: none"> <li>• Sitting on the executive committee of your building: 10%</li> </ul>	<ul style="list-style-type: none"> <li>• resident or community action group (Baum et al., 2000) 5.9%</li> </ul>

	<ul style="list-style-type: none"> <li>• 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')</li> </ul>
<ul style="list-style-type: none"> <li>• Volunteering: 6%</li> </ul>	<ul style="list-style-type: none"> <li>• Volunteering (Sunshine Coast Council, Community Planning &amp; Strategy, 2010) 20.6%</li> <li>• Volunteer organization or group (Baum et al., 2000) 14.2%</li> <li>• **Volunteering (in the last 12 months) (City of Sydney, 2015) 50.0% ('once or twice' and 'yes, often')</li> <li>• Unpaid voluntary work (Australian General Social Survey, 2014) 30.8%</li> </ul>
<ul style="list-style-type: none"> <li>• Chatting to people while shopping: 36%</li> </ul>	<ul style="list-style-type: none"> <li>• Shopping Locally (Sunshine Coast Council, Community Planning &amp; Strategy, 2010) 11.9% of respondents</li> </ul>
<ul style="list-style-type: none"> <li>• Through involvement with schools / educational institutions: 11%</li> </ul>	<ul style="list-style-type: none"> <li>• Schools and University (Sunshine Coast Council, Community Planning &amp; Strategy, 2010) 9.3% of respondents</li> <li>• school-related group (Baum et al., 2000) 10.9%</li> <li>• "been to a class" (Baum et al., 2000) 13.9%</li> <li>• ** School related parent activities (P&amp;C, Canteen etc.) (City of Sydney, 2015) 10.39% ('once or twice' and 'yes, often')</li> </ul>
<ul style="list-style-type: none"> <li>• Through involvement in sport or other recreational activities: 20%</li> </ul>	<ul style="list-style-type: none"> <li>• played sport (Baum et al., 2000) 26.2%</li> <li>• hobby group (Baum et al., 2000) 10.1%</li> <li>• singing/acting/music group (Baum et al., 2000) 4.1%</li> <li>• gym or exercise class (Baum et al., 2000) 16.2%</li> <li>• party/dance (Baum et al., 2000) 16.5%</li> <li>• Utilising community facilities and places (Sunshine Coast Council, Community Planning &amp; Strategy, 2010) 5.2% of respondents</li> <li>• Went out with or met a group of friends – outdoor activities (Australian General Social Survey, 2010) 75%</li> <li>• Participated in sport and physical recreation (Australian General Social Survey, 2014) 30.8% (as part of a club or association – 31.4%)</li> <li>• Participated in a sporting event (City of Sydney, 2015) 18.3%***</li> </ul>
<ul style="list-style-type: none"> <li>• Socialising in cafés, restaurants and/or pubs: 53%</li> </ul>	<ul style="list-style-type: none"> <li>• Been to a café or restaurant (Baum et al., 2000) 58.1%</li> <li>• Went out with or met a group of friends – indoor activities (Australian General Social Survey, 2010) 72.5%</li> </ul>

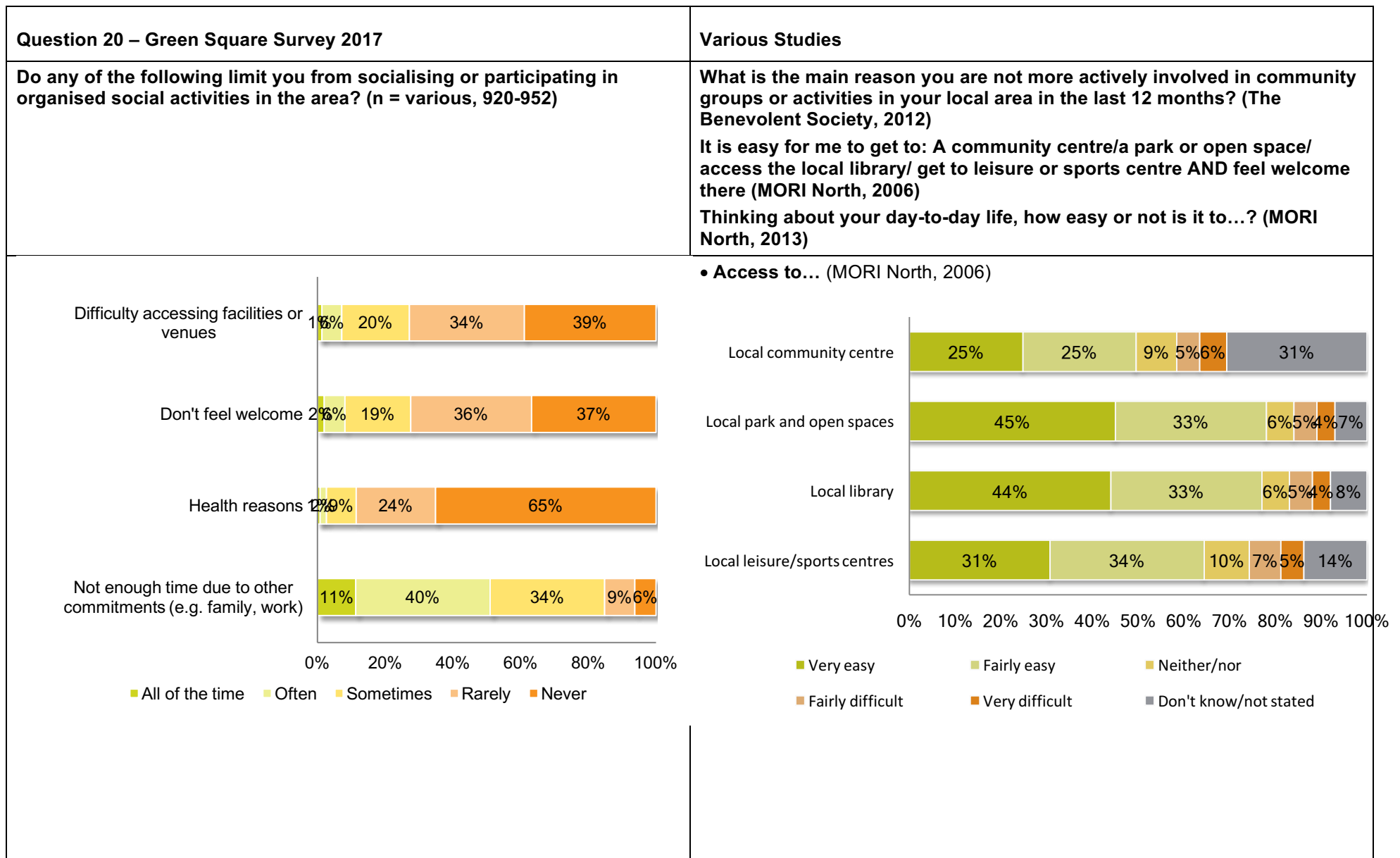
<ul style="list-style-type: none"> <li>• Socialising in parks: 33%</li> </ul>	<ul style="list-style-type: none"> <li>• Utilising community facilities and places (Sunshine Coast Council, Community Planning &amp; Strategy, 2010) 5.2% of respondents</li> <li>• Went out with or met a group of friends – outdoor activities (Australian General Social Survey, 2010) 75%</li> </ul>
<ul style="list-style-type: none"> <li>• Attending community events and activities: 11%</li> </ul>	<ul style="list-style-type: none"> <li>• Attending Local Events and Activities (Sunshine Coast Council, Community Planning &amp; Strategy, 2010) 29.0% of respondents</li> <li>• Utilising community facilities and places (Sunshine Coast Council, Community Planning &amp; Strategy, 2010) 5.2% of respondents</li> </ul>
<ul style="list-style-type: none"> <li>• Socialising in a community or cultural space (e.g. library, museum, community garden): 13%</li> </ul>	<ul style="list-style-type: none"> <li>• Library (Sunshine Coast Council, Community Planning &amp; Strategy, 2010) 6.2% of respondents</li> <li>• Utilising community facilities and places (Sunshine Coast Council, Community Planning &amp; Strategy, 2010) 5.2% of respondents</li> <li>• Went out with or met a group of friends – outdoor activities (Australian General Social Survey, 2010) 75%</li> <li>• Went out with or met a group of friends – indoor activities (Australian General Social Survey, 2010) 72.5%</li> </ul>
<ul style="list-style-type: none"> <li>• Socialising in your own and/or others homes: 47%</li> </ul>	<ul style="list-style-type: none"> <li>• visited family or had family visit (Baum et al., 2000) 83.7%</li> <li>• visited friends or had friends visit (Baum et al., 2000) 81.6%</li> <li>• visited neighbours or had neighbours visit (Baum et al., 2000) 81.6%</li> <li>• Being neighbourly (Sunshine Coast Council, Community Planning &amp; Strategy, 2010) 34.9% of respondents</li> <li>• Visited or was visited by friends (Australian General Social Survey, 2010) 92%</li> </ul>
<ul style="list-style-type: none"> <li>• Connecting with people online (e.g. through social media): 28%</li> </ul>	<ul style="list-style-type: none"> <li>• Spent time in Internet social activity (Australian General Social Survey, 2010) 40%</li> </ul>
	<p><b>Sample</b></p> <p><i>Baum et al. (2000)</i></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul> <p><i>Sunshine Coast Council, Community Planning &amp; Strategy (2010)</i></p>

	<ul style="list-style-type: none"> <li>• 614 respondents on the Sunshine Coast, QLD (population 278,200), collected through surveys available at libraries and community service centres. Data collected 2010.</li> </ul> <p><i>Australian General Social Survey (2010)</i></p> <ul style="list-style-type: none"> <li>• 15,028 randomly-selected respondents across Australia (population 22,342,000), response rate 87.6%. Data collected 2010.</li> </ul> <p><i>Australian General Social Survey (2014)</i></p> <ul style="list-style-type: none"> <li>• 12,932 randomly-selected respondents across Australia (population 22,828,900), response rate 80.1%. Data collected 2014.</li> </ul> <p><i>City of Sydney Wellbeing Survey (2015)</i></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>
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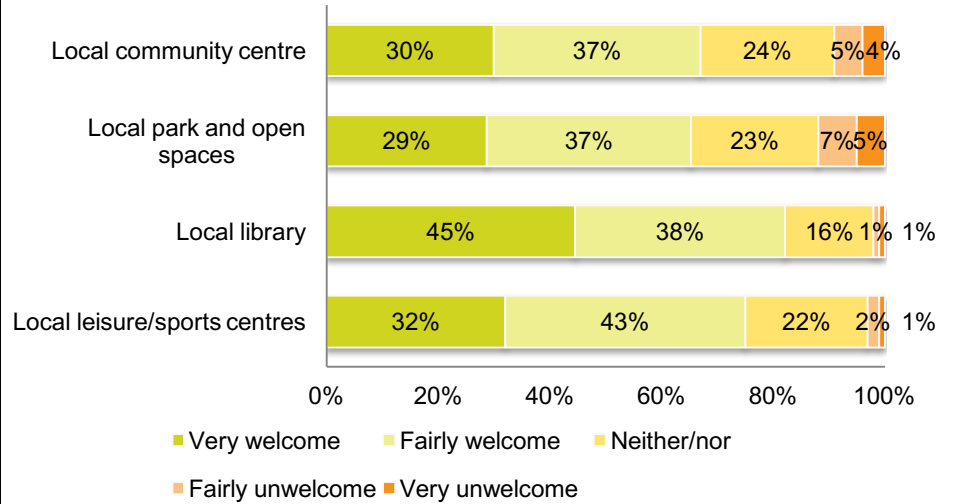


<b>Question 19 – Green Square Survey 2017</b>	<b>City of Sydney Residents Survey (2015); Baum et al. (2000)</b>
<b>In the past 12 months, have you done any of the following? (n = 997)</b>	<b>In the past 12 months have you done any of the following? (City of Sydney, 2015) Have you done any of the following activities monthly or more in the past 12 months? (Baum et al., 2000)</b>
<ul style="list-style-type: none"> <li>• Attended a community meeting or consultation event 17%</li> </ul>	<ul style="list-style-type: none"> <li>• 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')</li> <li>• Attended a council meeting (Baum et al., 2000) 4.1%</li> <li>• Attended a protest meeting (Baum et al., 2000) 7.1%</li> </ul>
<ul style="list-style-type: none"> <li>• Met with, called, or sent a letter to any local politician 12%</li> </ul>	<ul style="list-style-type: none"> <li>• Written to council (Baum et al., 2000) 10.8%</li> <li>• Contact local MP (Baum et al., 2000) 11.2%</li> <li>• Contact local councillor (Baum et al., 2000) 8.2%</li> <li>• Meeting, calling or writing to a local politician (City of Sydney, 2015) 4.6% ('once or twice' and 'yes, often')</li> </ul>
<ul style="list-style-type: none"> <li>• Joined a protest or demonstration 8%</li> </ul>	<ul style="list-style-type: none"> <li>• Attended a protest meeting (Baum et al., 2000) 7.1%</li> <li>• Resident or community action group (Baum et al., 2000) 5.9%</li> <li>• Campaign/action to improve social/environmental conditions (Baum et al., 2000) 5.5%</li> <li>• Participated in a protest or demonstration (City of Sydney, 2015) 2.92% ('once or twice' and 'yes, often')</li> </ul>
<ul style="list-style-type: none"> <li>• Signed a petition 34%</li> </ul>	<ul style="list-style-type: none"> <li>• Signed a petition (Baum et al., 2000) 40.6%</li> </ul>
<ul style="list-style-type: none"> <li>• Participated in an online discussion 20%</li> </ul>	<ul style="list-style-type: none"> <li>• Participated in an online discussion (City of Sydney, 2015) 22.5% ('once or twice' and 'yes, often')</li> </ul>
<ul style="list-style-type: none"> <li>• Participated in the running of a strata or community title scheme 12%</li> </ul>	<ul style="list-style-type: none"> <li>• Resident or community action group (Baum et al., 2000) 5.9%</li> </ul>
<ul style="list-style-type: none"> <li>• Sent a letter or email to a media outlet (e.g. newspaper, radio) 3%</li> </ul>	<ul style="list-style-type: none"> <li>• Written a letter to editor (Baum et al., 2000) 3.8%</li> </ul>

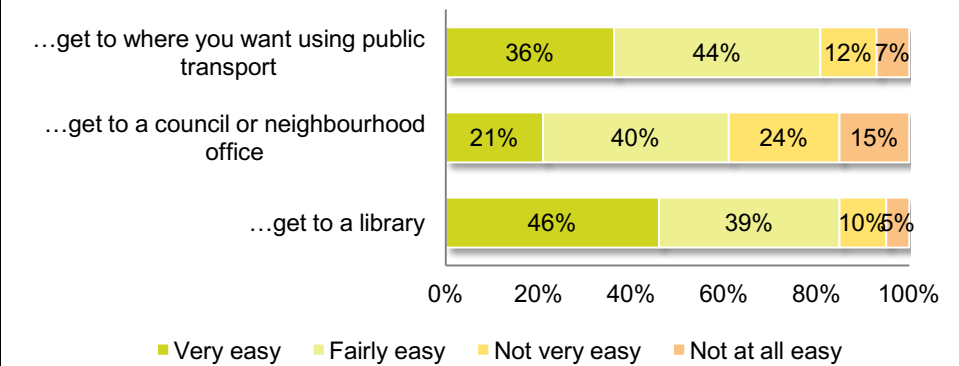
	<p><b>Sample</b></p> <p><i>City of Sydney Wellbeing Survey (2015)</i></p> <ul style="list-style-type: none"><li>• Approximately 8,500 respondents from a mail survey sent to all 100,000 households in the City of Sydney local government area. Data collected 2015.</li></ul> <p><i>Baum et al. (2000)</i></p> <ul style="list-style-type: none"><li>• 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.</li></ul>
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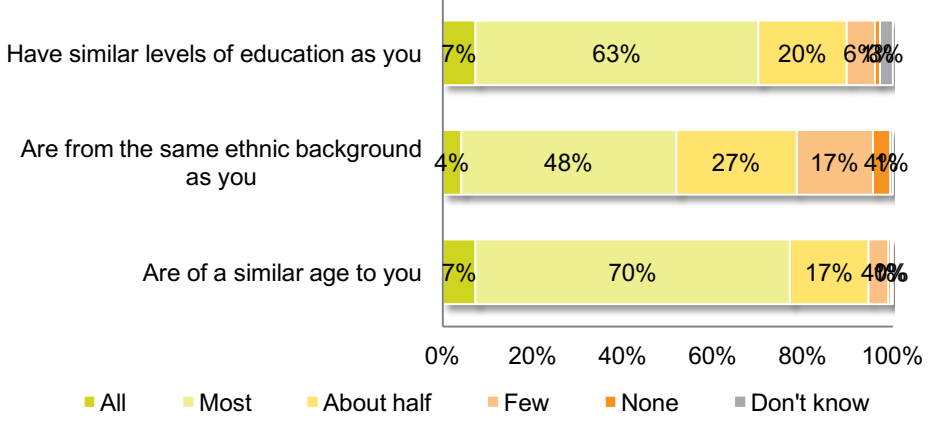
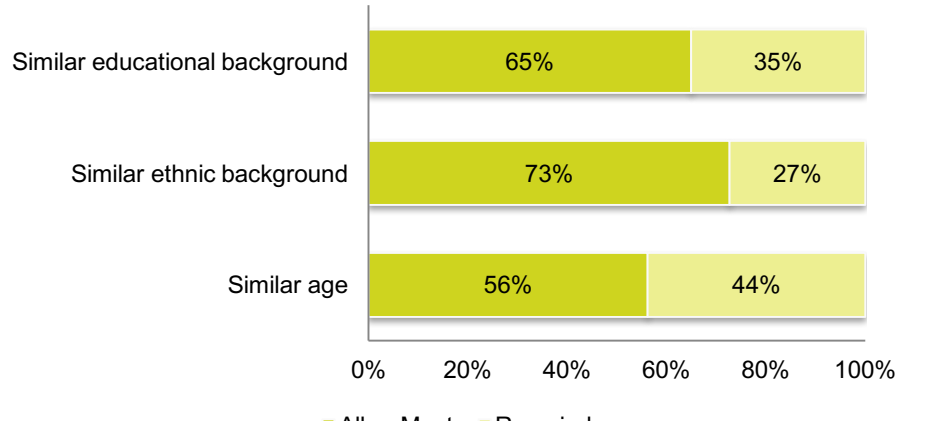
• **Welcome received at...** (MORI North, 2006)

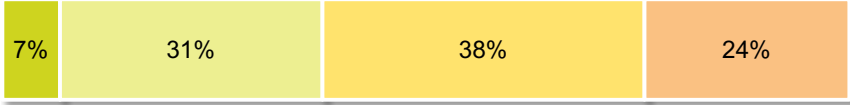
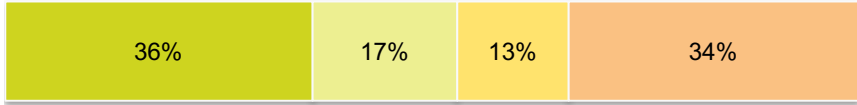


• **Thinking about your day-to-day life, how easy or not is it to...?** (MORI North, 2013)



	<ul style="list-style-type: none"> <li>• “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)</li> </ul>
	<p><b>Sample</b></p> <p><i>The Benevolent Society (2012)</i></p> <ul style="list-style-type: none"> <li>• 157 respondents, a representative sample of residents of Tenterfield Statistical Local Area, NSW (population 6,800), through CATI interviews. Data collected 2011-2012.</li> </ul> <p><i>MORI North (2006)</i></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul> <p><i>MORI North (2013)</i></p> <ul style="list-style-type: none"> <li>• 2,862 stratified random sample of total population of residents in Oldham Borough (total population, UK, response rate 12%. Data collected 2013.</li> </ul>

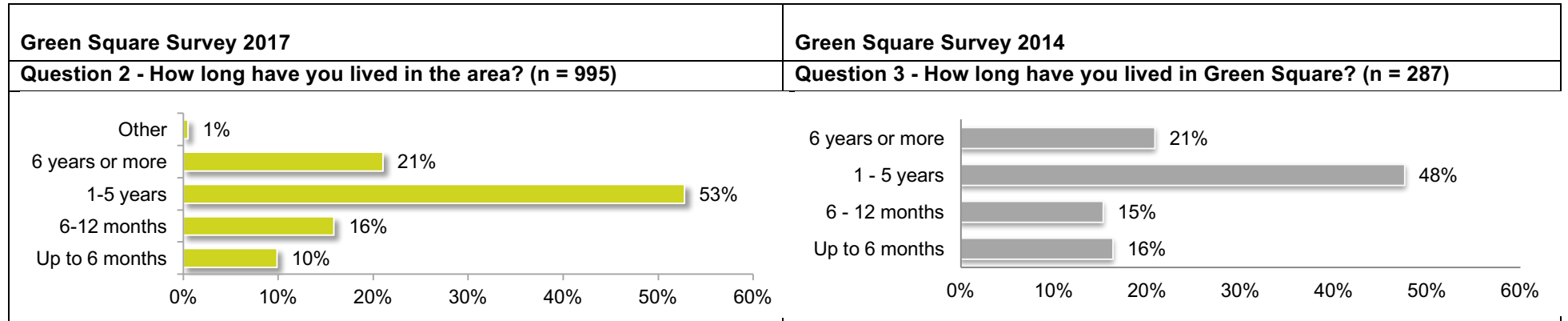
Question 22 – Green Square Survey 2017	General Social Survey (2010)
<p><b>Of your friends, how many...? (n = various, 977-988)</b></p> <ul style="list-style-type: none"> <li>• Are of a similar age to you</li> </ul>  <p>Have similar levels of education as you</p> <p>Are from the same ethnic background as you</p> <p>Are of a similar age to you</p> <p>0% 20% 40% 60% 80% 100%</p> <p>■ All ■ Most ■ About half ■ Few ■ None ■ Don't know</p>	<p><b>How many of your friends... ?</b></p> <ul style="list-style-type: none"> <li>• All or most friends are of similar age</li> </ul>  <p>Similar educational background</p> <p>Similar ethnic background</p> <p>Similar age</p> <p>0% 20% 40% 60% 80% 100%</p> <p>■ All or Most ■ Remainder</p>
	<p><b>Sample:</b> 15,028 randomly-selected respondents across Australia (population 22,342,000), response rate 87.6%. Data collected 2010.</p>

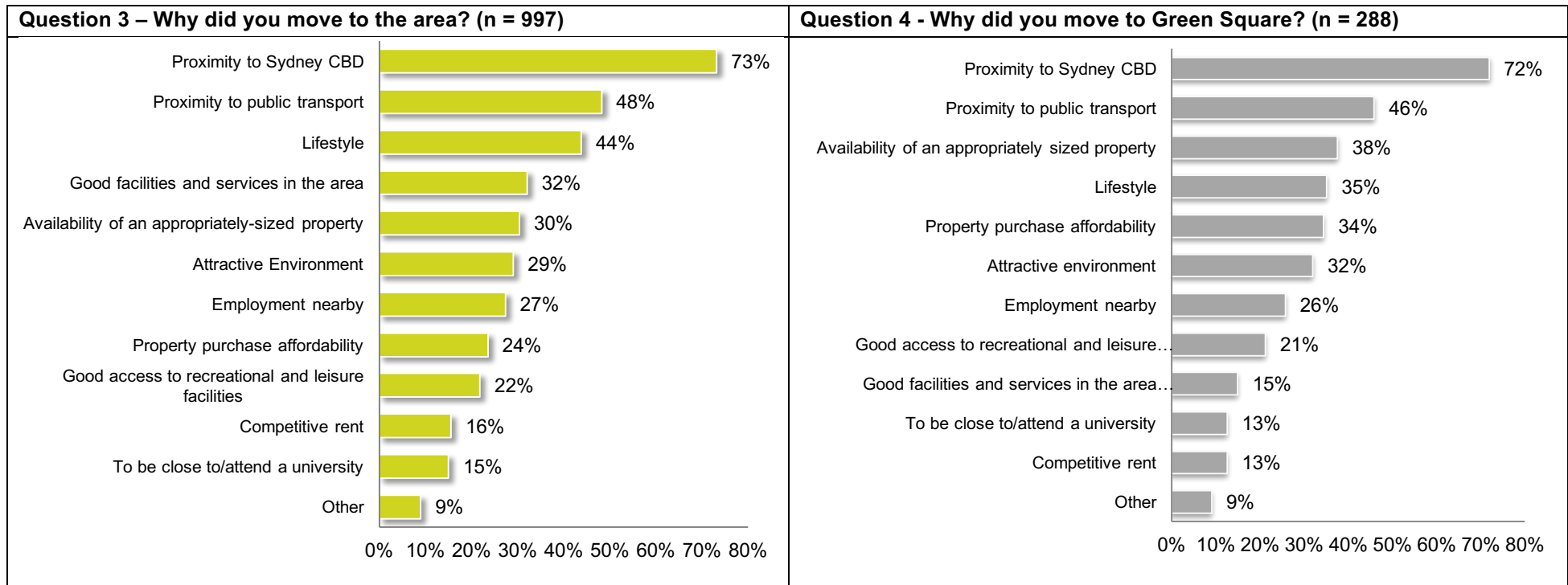
Question 23 – Green Square Survey 2017	Sweeney Research Redfern/Waterloo Benchmarking Survey (2011)
How would you best describe your level of interaction with other people who live or work in the area? (n = 986)	How would you best describe your level of community involvement in the last 12 months in your local area?
 <p>0% 20% 40% 60% 80% 100%</p> <ul style="list-style-type: none"> <li>■ I don't have any, and don't want any involvement</li> <li>■ I don't have any, but would like to have some involvement</li> <li>■ I have some, but would like to have more involvement</li> <li>■ I have enough involvement</li> </ul>	 <p>0% 20% 40% 60% 80% 100%</p> <ul style="list-style-type: none"> <li>■ I don't have and don't want any involvement</li> <li>■ I don't have but would like to have some involvement</li> <li>■ I have some, but would like to have more involvement</li> <li>■ I have enough involvement</li> </ul>
	<p><b>Sample:</b> 752 public housing tenant respondents from Redfern/Waterloo, NSW. Data collected 2010.</p>

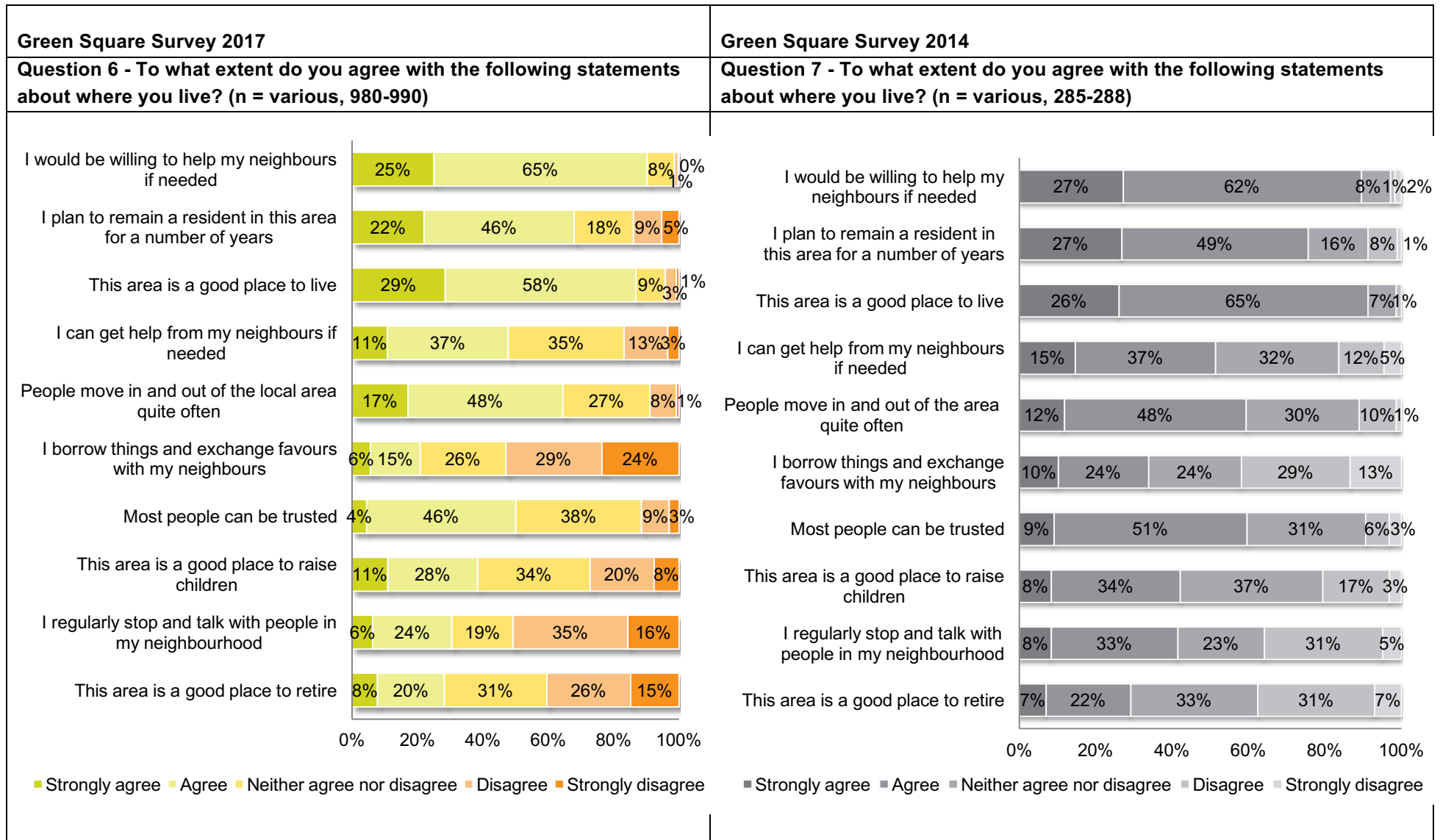
Question 25 – Green Square Survey 2017	Sweeney Research Redfern/Waterloo Benchmarking Survey (2011)
To what extent do you agree with the following statements? (n = various, 978-982)	Agree/Disagree scale to statements
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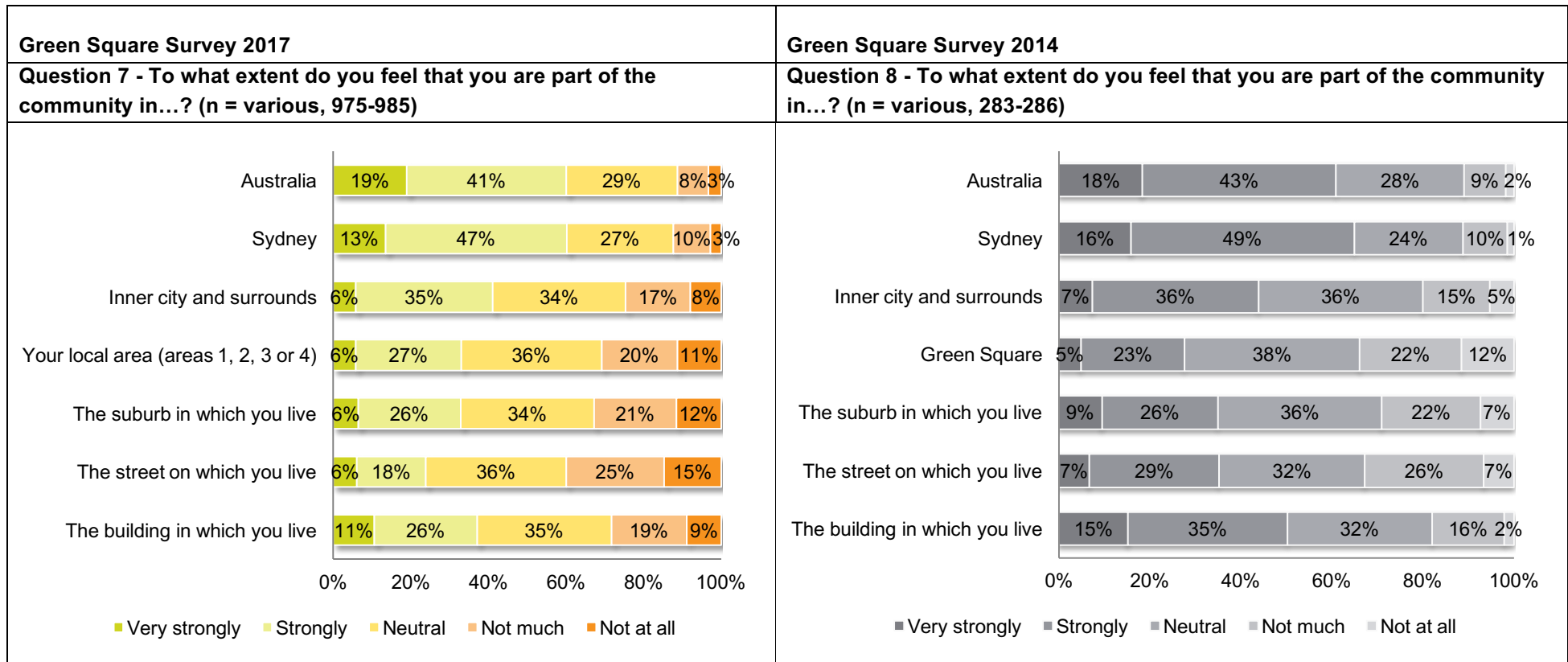


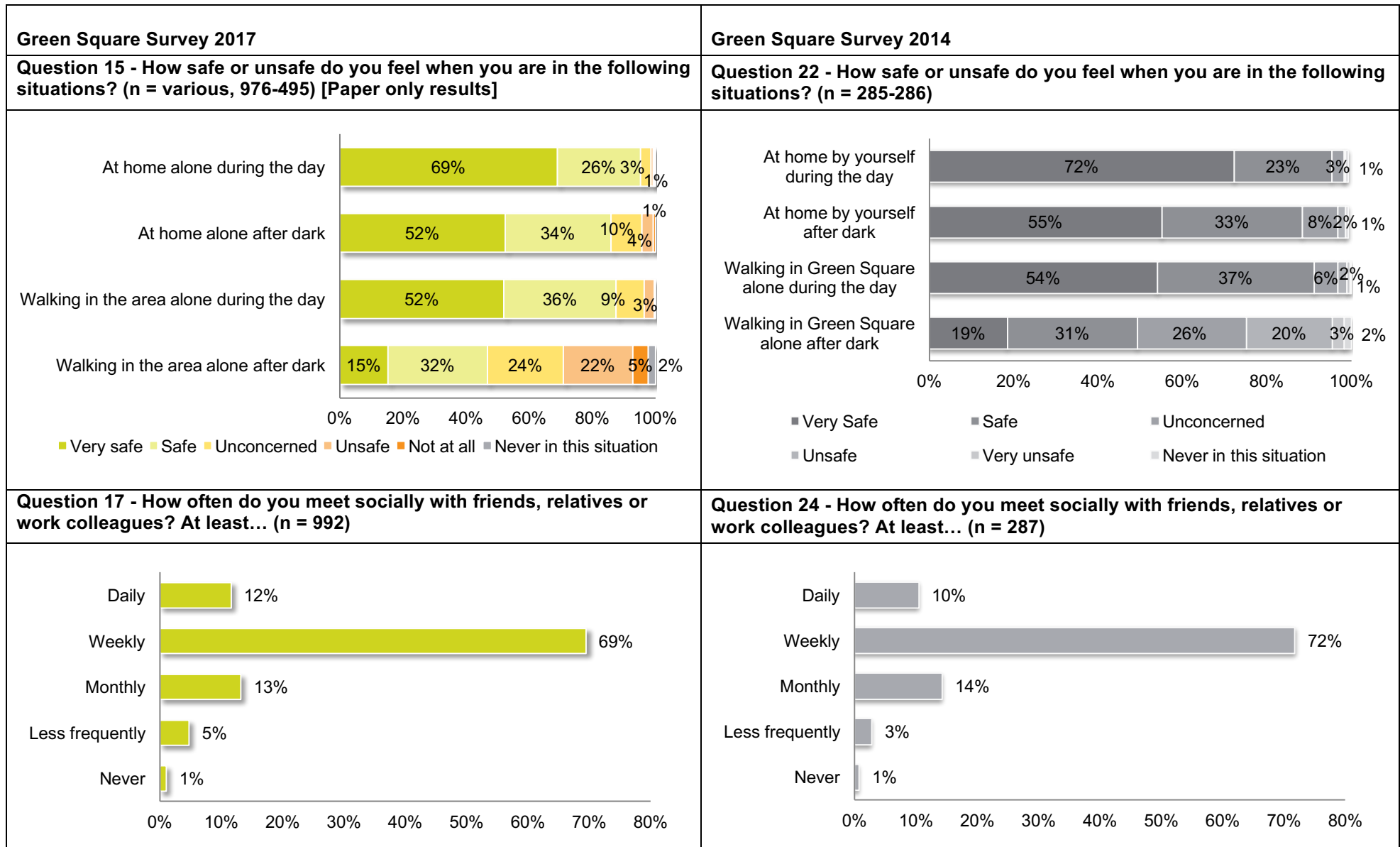
### Appendix 3 Selected 2014 survey results compared with 2017 survey results for Green Square residents

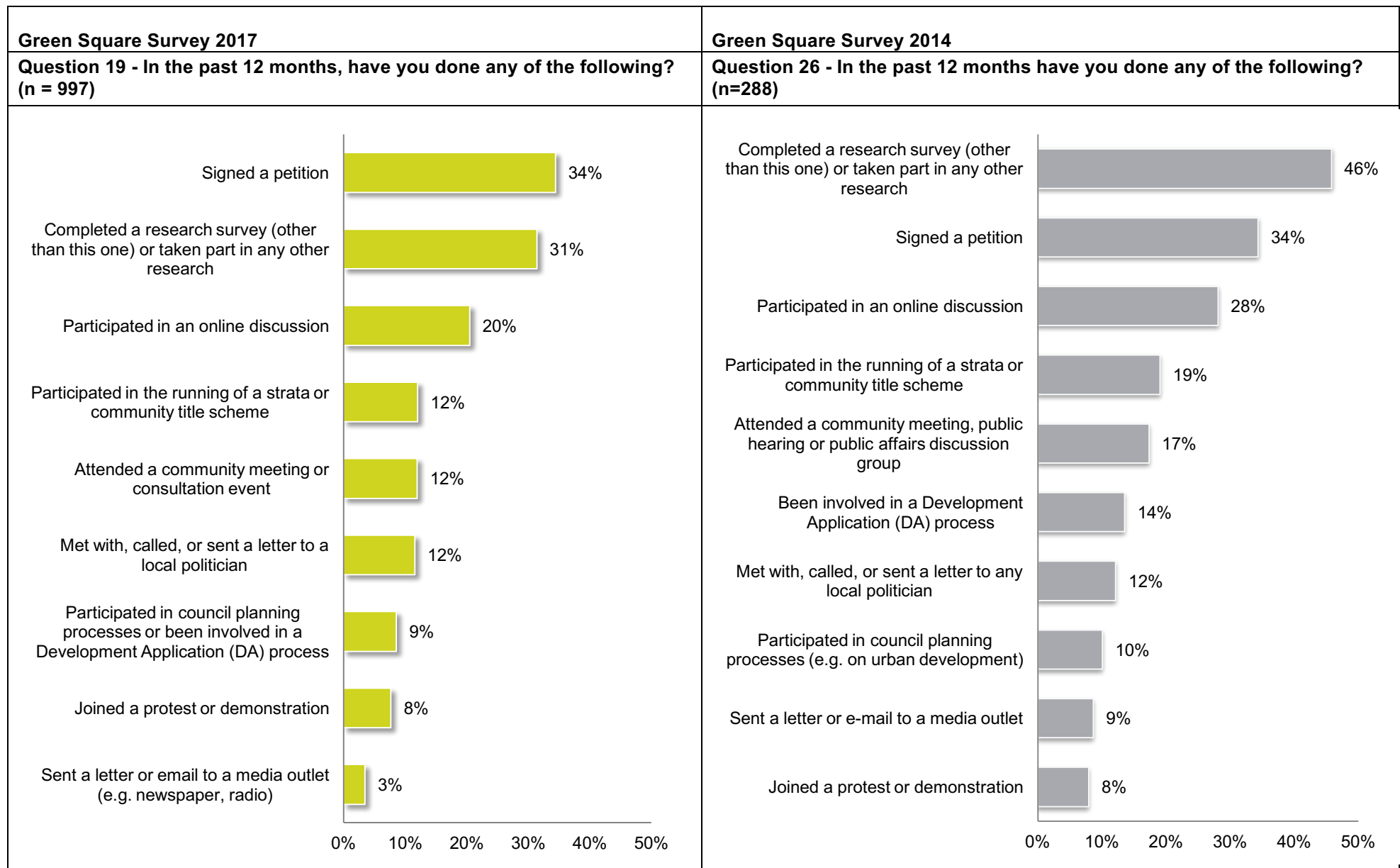


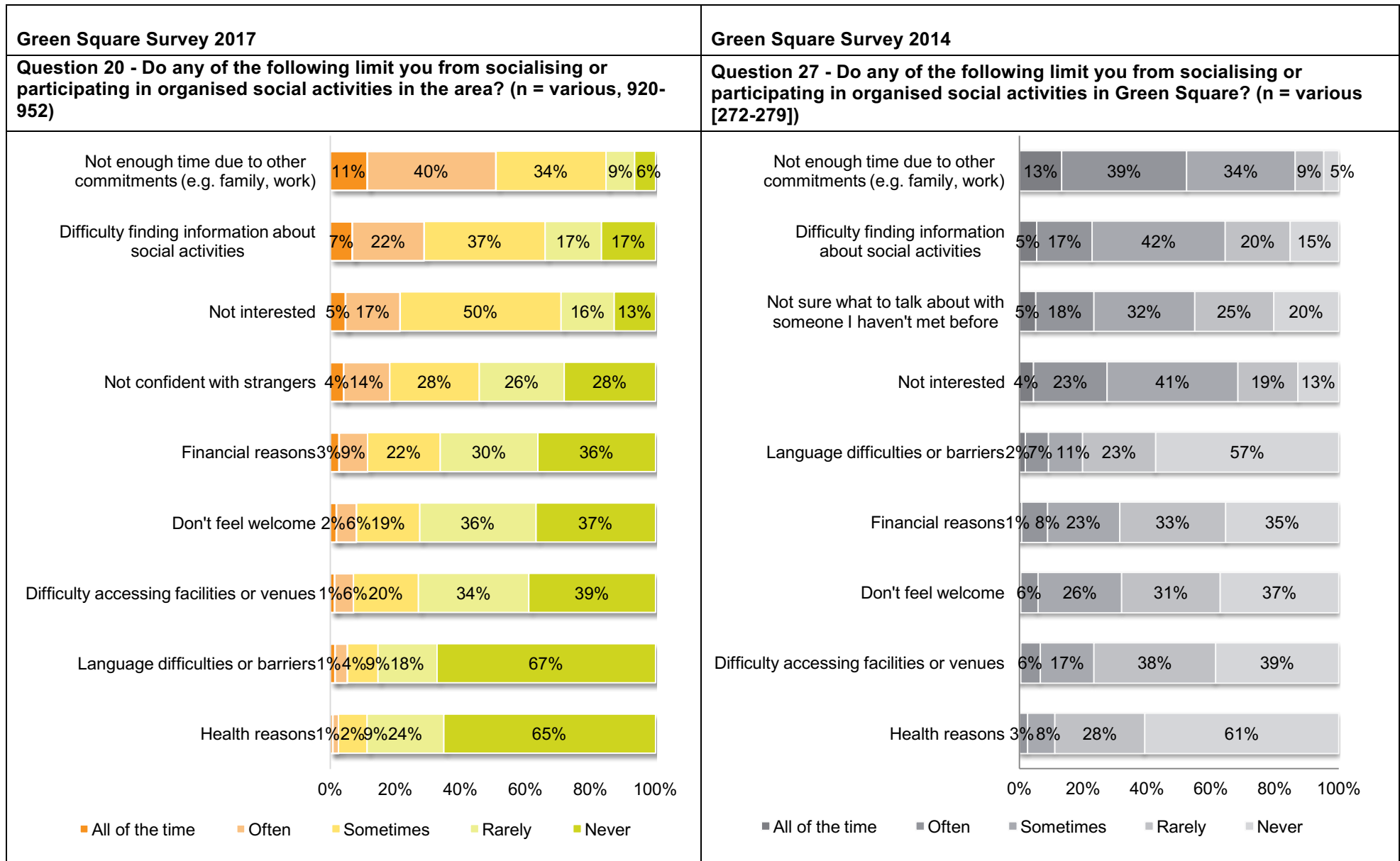


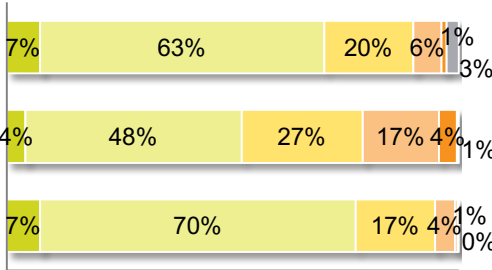
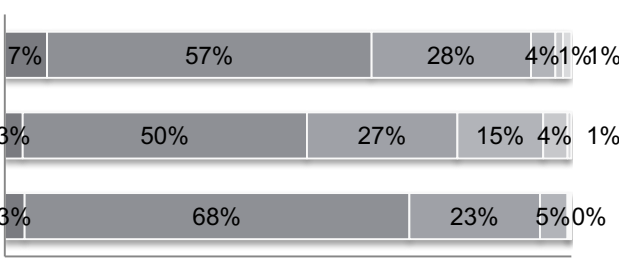
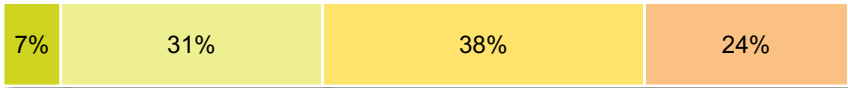
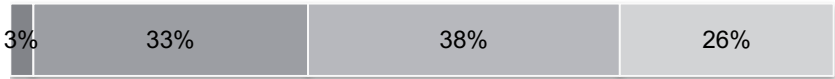




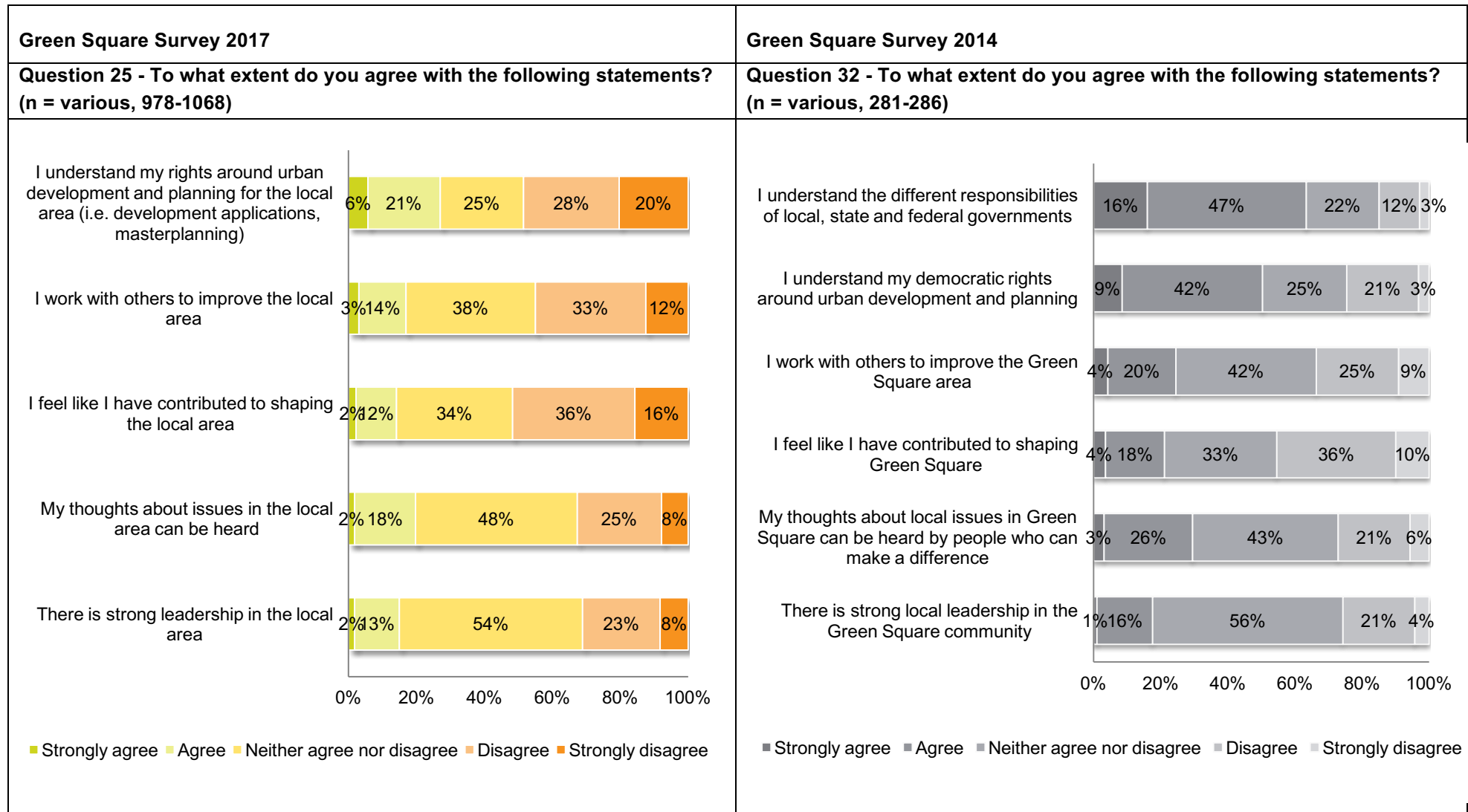


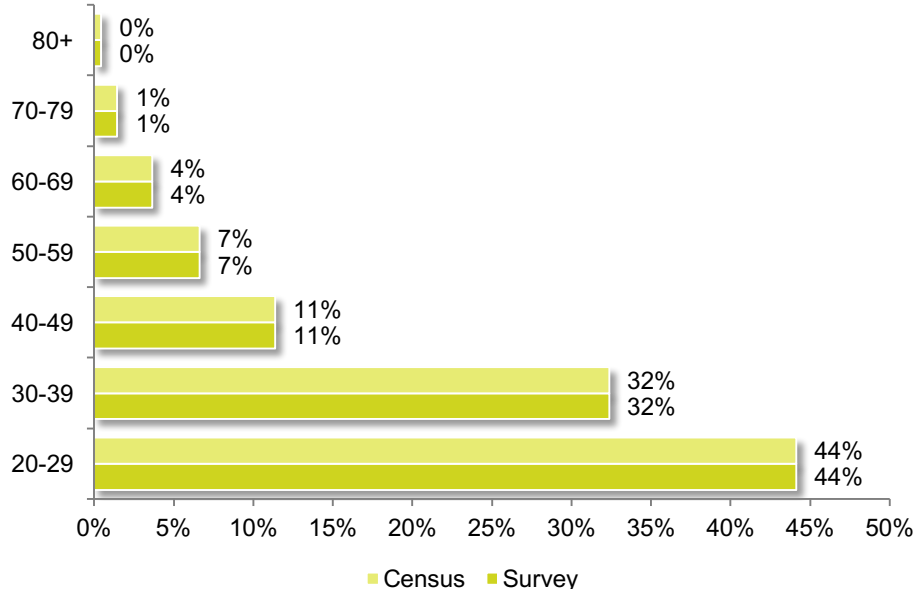
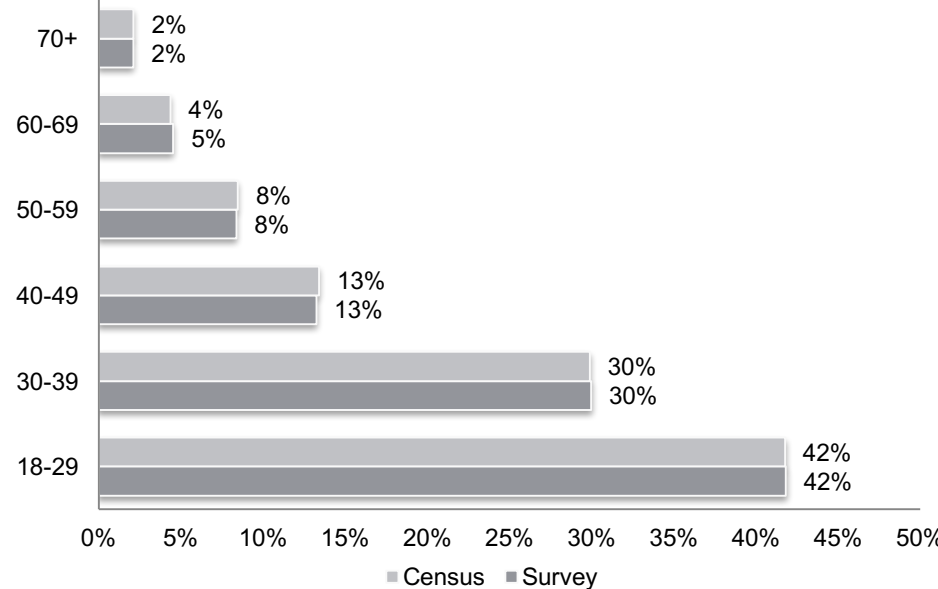
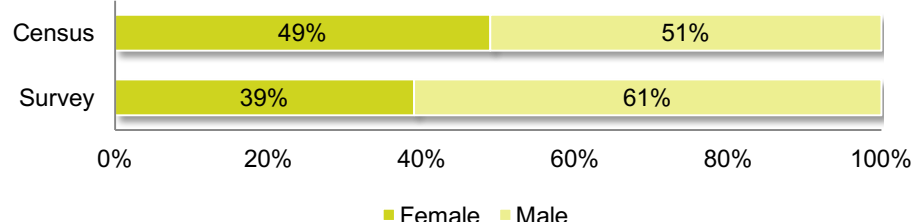
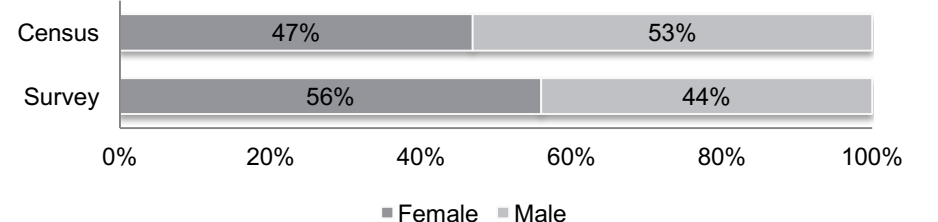


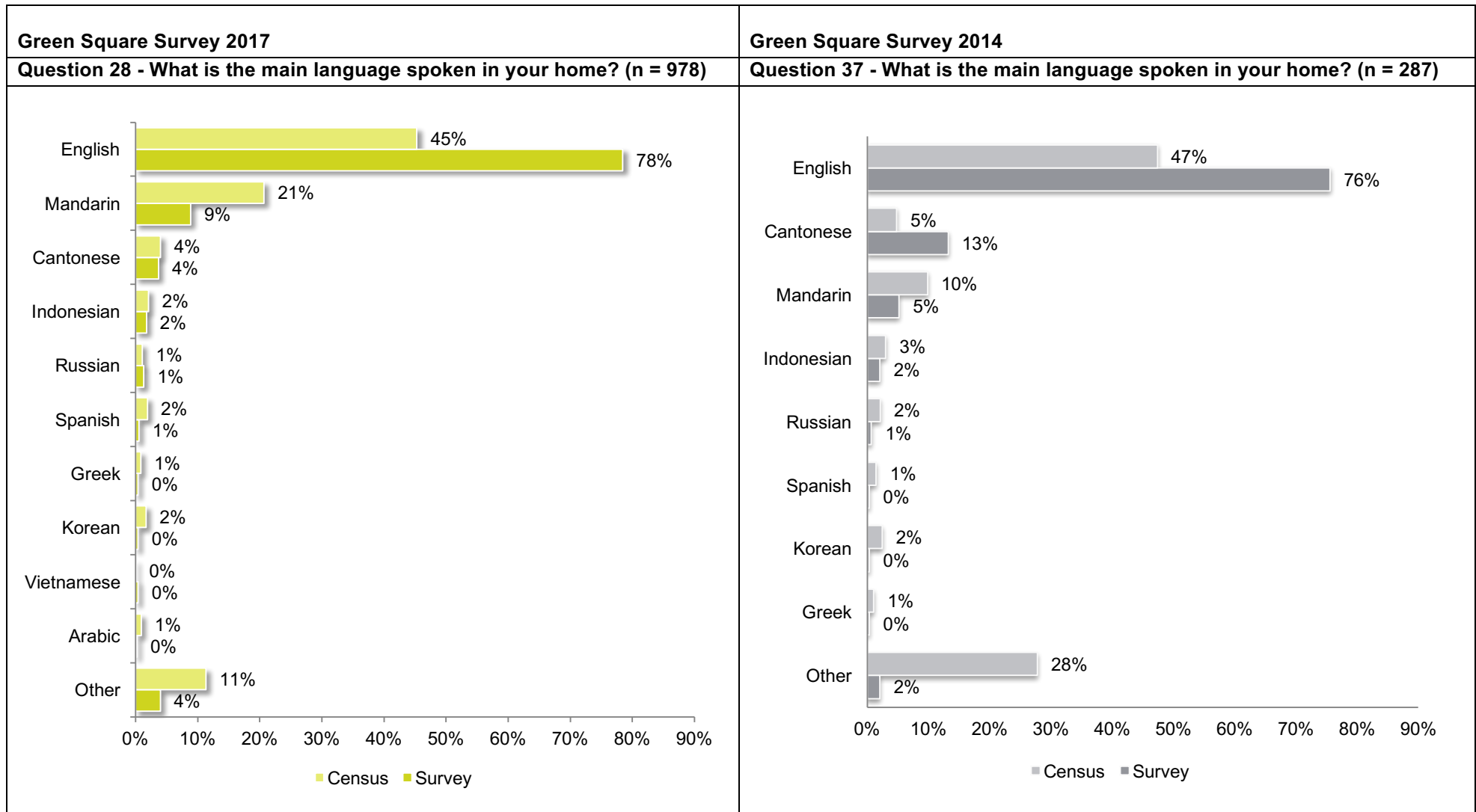


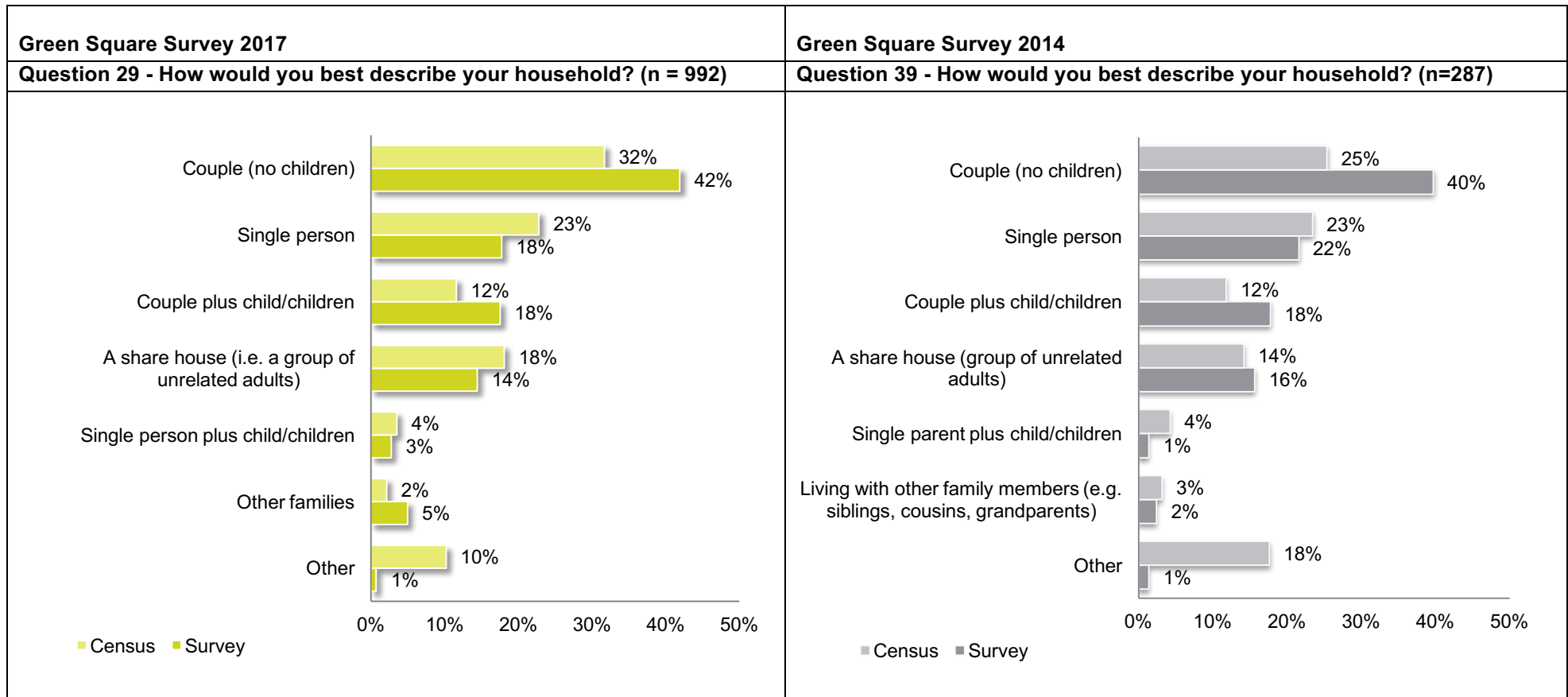
Green Square Survey 2017	Green Square Survey 2014																																																								
Question 22 - Of your friends, how many... ? (n = various, 977-988)	Question 29 – Of your friends, how many... ? (n = 281-287)																																																								
<div><div>Have similar levels of education as you</div><div>Are from the same ethnic background as you</div><div>Are of a similar age to you</div></div>  <table><thead><tr><th>Category</th><th>All</th><th>Most</th><th>About half</th><th>Few</th><th>None</th><th>Don't know</th></tr></thead><tbody><tr><td>Have similar levels of education as you</td><td>7%</td><td>63%</td><td>20%</td><td>6%</td><td>1%</td><td>3%</td></tr><tr><td>Are from the same ethnic background as you</td><td>4%</td><td>48%</td><td>27%</td><td>17%</td><td>4%</td><td>1%</td></tr><tr><td>Are of a similar age to you</td><td>7%</td><td>70%</td><td>17%</td><td>4%</td><td>1%</td><td>0%</td></tr></tbody></table> <p>0% 20% 40% 60% 80% 100%</p> <p>■ All ■ Most ■ About half ■ Few ■ None ■ Don't know</p>	Category	All	Most	About half	Few	None	Don't know	Have similar levels of education as you	7%	63%	20%	6%	1%	3%	Are from the same ethnic background as you	4%	48%	27%	17%	4%	1%	Are of a similar age to you	7%	70%	17%	4%	1%	0%	<div><div>Have similar levels of education as you</div><div>Are from the same ethnic background as you</div><div>Are of a similar age to you</div></div>  <table><thead><tr><th>Category</th><th>All</th><th>Most</th><th>Around half</th><th>Few</th><th>None</th><th>Don't know</th></tr></thead><tbody><tr><td>Have similar levels of education as you</td><td>7%</td><td>57%</td><td>28%</td><td>4%</td><td>1%</td><td>1%</td></tr><tr><td>Are from the same ethnic background as you</td><td>3%</td><td>50%</td><td>27%</td><td>15%</td><td>4%</td><td>1%</td></tr><tr><td>Are of a similar age to you</td><td>3%</td><td>68%</td><td>23%</td><td>5%</td><td>0%</td><td>0%</td></tr></tbody></table> <p>0% 20% 40% 60% 80% 100%</p> <p>■ All ■ Most ■ Around half ■ Few ■ None ■ Don't know</p>	Category	All	Most	Around half	Few	None	Don't know	Have similar levels of education as you	7%	57%	28%	4%	1%	1%	Are from the same ethnic background as you	3%	50%	27%	15%	4%	1%	Are of a similar age to you	3%	68%	23%	5%	0%	0%
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Question 23 - How would you best describe your level of interaction with other people who live or work in the area? (n = 986)	Question 30 – How would you best describe your level of interaction with other people who live or work in Green Square? (n = 285)																																																								
 <table><thead><tr><th>Response Option</th><th>Percentage</th></tr></thead><tbody><tr><td>I don't have any, and don't want any involvement</td><td>7%</td></tr><tr><td>I don't have any, but would like to have some involvement</td><td>31%</td></tr><tr><td>I have some, but would like to have more involvement</td><td>38%</td></tr><tr><td>I have enough involvement</td><td>24%</td></tr></tbody></table> <p>0% 20% 40% 60% 80% 100%</p> <p>■ 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</p>	Response Option	Percentage	I don't have any, and don't want any involvement	7%	I don't have any, but would like to have some involvement	31%	I have some, but would like to have more involvement	38%	I have enough involvement	24%	 <table><thead><tr><th>Response Option</th><th>Percentage</th></tr></thead><tbody><tr><td>I don't have and don't want any involvement</td><td>3%</td></tr><tr><td>I don't have but would like to have some involvement</td><td>33%</td></tr><tr><td>I have some, but would like to have more involvement</td><td>38%</td></tr><tr><td>I have enough involvement</td><td>26%</td></tr></tbody></table> <p>0% 20% 40% 60% 80% 100%</p> <p>■ 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</p>	Response Option	Percentage	I don't have and don't want any involvement	3%	I don't have but would like to have some involvement	33%	I have some, but would like to have more involvement	38%	I have enough involvement	26%																																				
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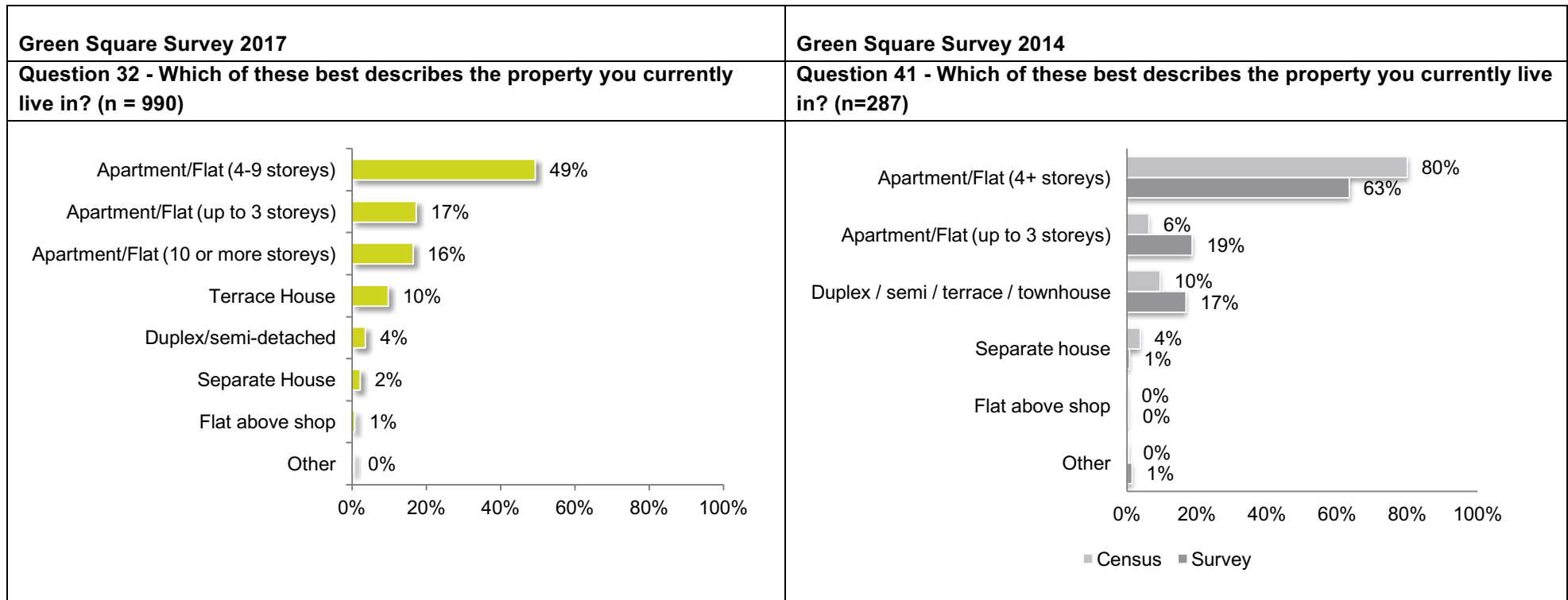


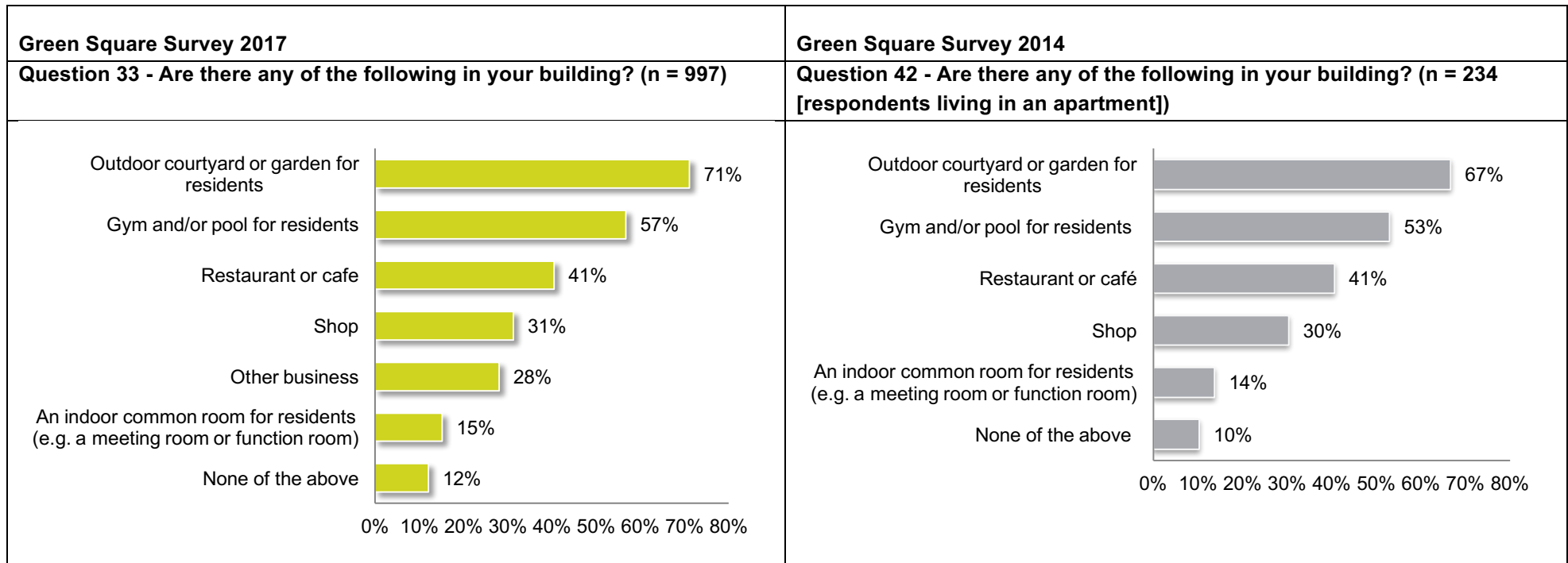


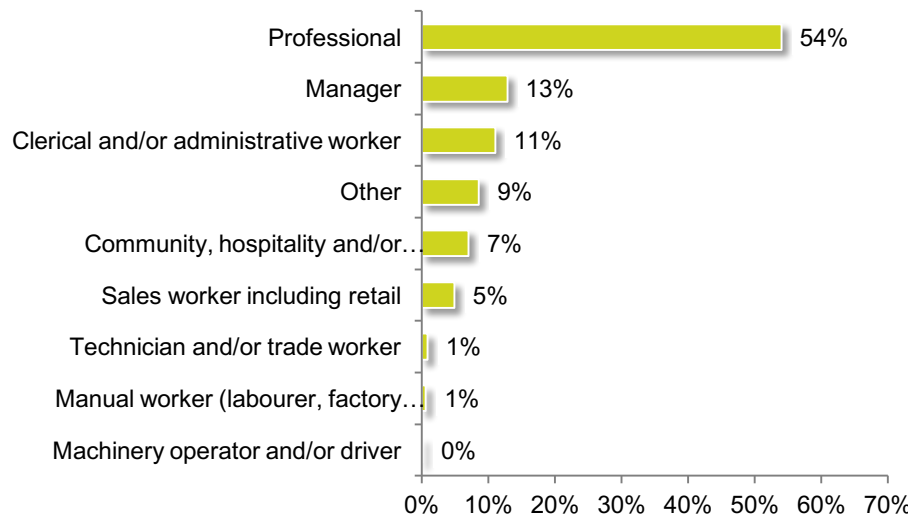

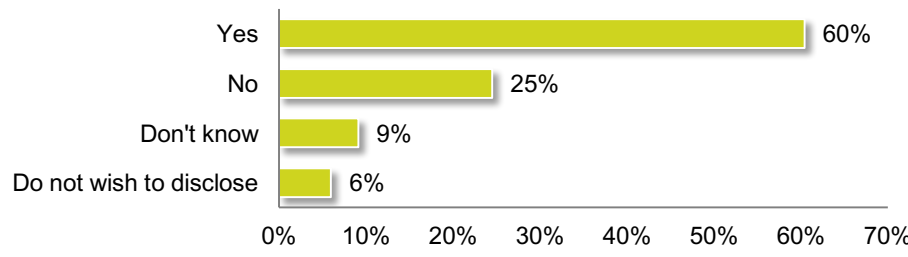
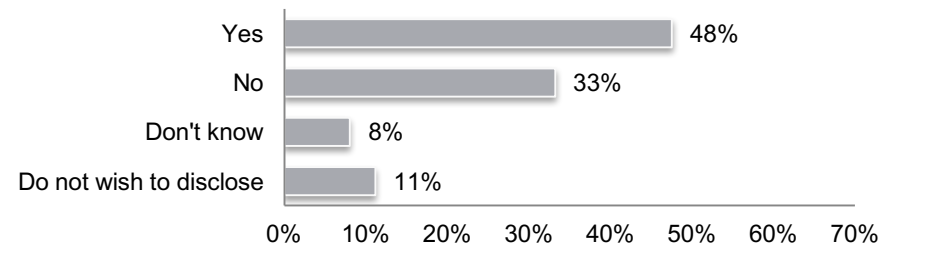
Green Square Survey 2017	Green Square Survey 2014																																													
Question 26 - What is your age group? (n = 989)	Question 33 - What is your age group? (n=287)																																													
 <table><tr><th>Age Group</th><th>Census</th><th>Survey</th></tr><tr><td>80+</td><td>0%</td><td>0%</td></tr><tr><td>70-79</td><td>1%</td><td>1%</td></tr><tr><td>60-69</td><td>4%</td><td>4%</td></tr><tr><td>50-59</td><td>7%</td><td>7%</td></tr><tr><td>40-49</td><td>11%</td><td>11%</td></tr><tr><td>30-39</td><td>32%</td><td>32%</td></tr><tr><td>20-29</td><td>44%</td><td>44%</td></tr></table>	Age Group	Census	Survey	80+	0%	0%	70-79	1%	1%	60-69	4%	4%	50-59	7%	7%	40-49	11%	11%	30-39	32%	32%	20-29	44%	44%	 <table><tr><th>Age Group</th><th>Census</th><th>Survey</th></tr><tr><td>70+</td><td>2%</td><td>2%</td></tr><tr><td>60-69</td><td>4%</td><td>5%</td></tr><tr><td>50-59</td><td>8%</td><td>8%</td></tr><tr><td>40-49</td><td>13%</td><td>13%</td></tr><tr><td>30-39</td><td>30%</td><td>30%</td></tr><tr><td>18-29</td><td>42%</td><td>42%</td></tr></table>	Age Group	Census	Survey	70+	2%	2%	60-69	4%	5%	50-59	8%	8%	40-49	13%	13%	30-39	30%	30%	18-29	42%	42%
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Question 27 - Are you ...? (n = 986)	Question 34 - What is your gender? (n=284)																																													
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Green Square Survey 2017	Green Square Survey 2014																																																		
<b>Question 37 - Which of the following best describes your current occupation? (n = 840)</b>	<b>Question 45 - Which of the following best describes your current occupation? (n = 216)</b>																																																		
 <table><tr><th>Occupation</th><th>Percentage</th></tr><tr><td>Professional</td><td>54%</td></tr><tr><td>Manager</td><td>13%</td></tr><tr><td>Clerical and/or administrative worker</td><td>11%</td></tr><tr><td>Other</td><td>9%</td></tr><tr><td>Community, hospitality and/or...</td><td>7%</td></tr><tr><td>Sales worker including retail</td><td>5%</td></tr><tr><td>Technician and/or trade worker</td><td>1%</td></tr><tr><td>Manual worker (labourer, factory...</td><td>1%</td></tr><tr><td>Machinery operator and/or driver</td><td>0%</td></tr></table>	Occupation	Percentage	Professional	54%	Manager	13%	Clerical and/or administrative worker	11%	Other	9%	Community, hospitality and/or...	7%	Sales worker including retail	5%	Technician and/or trade worker	1%	Manual worker (labourer, factory...	1%	Machinery operator and/or driver	0%	 <table><tr><th>Occupation</th><th>Census (%)</th><th>Survey (%)</th></tr><tr><td>Professional</td><td>35%</td><td>60%</td></tr><tr><td>Manager</td><td>18%</td><td>18%</td></tr><tr><td>Clerical and/or administrative worker</td><td>14%</td><td>14%</td></tr><tr><td>Technician and/or trade worker</td><td>9%</td><td>3%</td></tr><tr><td>Community and/or personal service...</td><td>1%</td><td>10%</td></tr><tr><td>Sales worker</td><td>9%</td><td>2%</td></tr><tr><td>Machinery operator and/or driver</td><td>2%</td><td>1%</td></tr><tr><td>Labourer</td><td>3%</td><td>0%</td></tr><tr><td>Other</td><td>2%</td><td>0%</td></tr></table>	Occupation	Census (%)	Survey (%)	Professional	35%	60%	Manager	18%	18%	Clerical and/or administrative worker	14%	14%	Technician and/or trade worker	9%	3%	Community and/or personal service...	1%	10%	Sales worker	9%	2%	Machinery operator and/or driver	2%	1%	Labourer	3%	0%	Other	2%	0%
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<b>Question 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 = 1256)</b>	<b>Question 48 - Does your household usually spend more than 30% of the combined household income on housing costs (rent or mortgage and/or strata levies)? (n = 286)</b>																																																		
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