UNSW SYDNEY | Australia's Global University

City Futures Research Centre

MyPlace Ashmore Community Survey 2020

Final Report

CITYFUTURES

MyPlace Ashmore Community Survey 2020

By Hazel Easthope, Edgar Liu and Sian Thompson

City Futures Research Centre
Faculty of Built Environment
UNSW Australia

www.cityfutures.net.au

Published by: City Futures Research Centre, UNSW Sydney, July 2020

© City Futures Research Centre 2020

Photograph provided by Edgar Liu

This report is based on research undertaken with funding from the City of Sydney Council.

The report has been peer reviewed and approved by staff at the City of Sydney Council.

This report may be reproduced in part or whole by non-profit organisations and individuals for educational purposes, so long as the City Futures Research Centre, Faculty of Built Environment, UNSW Sydney, is acknowledged.

Any opinions expressed in this report are those of the authors and do not necessarily reflect the views of UNSW Sydney or the City of Sydney Council.

Contents

Executive Summary ..... **vi**

Research aims vi

Background vi

Survey development vii

Key findings vii

Implications for practice x

Introduction **1**

Research aims 2

Background **3**

Urban consolidation through mixed-use development in brownfields 4

Social sustainability 5

The neighbourhood as a site of social interaction and social cohesion 5

Social interaction and cohesion 7

Survey development **9**

Survey design 9

The impact of the Covid-19 pandemic 9

Key findings **14**

Resident wellbeing 14

Nature of social interaction 42

Nature of social cohesion 47

Opportunities and barriers to social interaction and social cohesion 52

Implications for practice **61**

References **64**

Appendices **67**

Appendix 1 Boundaries of SA1s used to determine area population 67

Appendix 2 Blank survey tool (English version) 68

Appendix 3 Demographic characteristics of resident survey respondents 80

Appendix 4 Full survey results for worker respondents (unweighted) 86

Appendix 5 Full survey results for resident respondents (weighted) 96

Appendix 6 Comparative survey results for benchmarking 112

Appendix 7 Selected 2017 survey results compared with 2020 survey results for Ashmore Area residents 135

© City Futures 2020

List of Figures

Figure 1: The survey area, comprising the Ashmore Precinct (1a) and surrounding area (1b) 1

Figure 2: Survey promotion at Green Square Library (Credit: Deirdre Coffey) 10

Figure 3: Survey promotion in residential building lobby (credit: Victor Lin) 10

Figure 4: Age of 2020 survey respondents compared to age of total adult population from 2016 Census and 2018 ERP population estimate 12

Figure 5: To what extent do you agree with the following statements? (n = various, 1179-1185) 14

Figure 6: 'This is a good place to live' responses by age group (n18-29 = 322, n30-49 = 600, n50+ = 263) 15

Figure 7: 'This area is a good place to raise children' responses by household type (with children nWith children = 269, nNo children = 907) 15

Figure 8: 'This is a good place to retire' responses by age group (n18-29 = 323, n30-49 = 601, n50+ = 262) 16

Figure 9: Why did you move to the area? Responses from 2017 and 2020 Ashmore survey (n2017 = 616, n2020 = 1192) 17

Figure 10: What do you like the most about living in the area? (n = 1192) 18

Figure 11: What do you like the most about living in the area? (nSingle person = 220, nParent(s) with children = 268, nCouple = 494, nOther = 206) 19

Figure 12: What do you like the most about living in the area? (n18-29 = 322, n30-49 = 603, n50+ = 266) 20

Figure 13: What do you like the least about living in the area? (n = 1192) 21

Figure 14: What do you like the least about living in the area? (n18-29 = 322, n30-49 = 603, n50+ = 266) 23

Figure 15: What do you like the most about working in the area? (n=125) 24

Figure 16: What do you like the least about working in the area? (n=125) 24

Figure 17: To what extent do you feel you are part of the community in …? (n=various, 1141-1184) 25

Figure 18: Percentage feeling they are strongly/very strongly part of the community in... By length of residence (various, n<1 yr = 213-216, n1-5 yrs = 496-514, 6+ yrs = 424-446) 25

Figure 19: Percentage feeling they are strongly/very strongly part of the community in... (various, nSingle person = 208-216, nParent(s) with children = 253-267, nCouple = 474-492, nOther = 200-205) 26

Figure 20: Percentage feeling they are strongly/very strongly part of the community in... (various, nOwners = 631-669, nPrivate renters = 482-493, nSocial renters = 9-11) 27

Figure 21: Percentage feeling they are strongly/very strongly part of the community in... (various, n18-29 = 317-323, n30-49 = 577-599, n50+ = 247-262) 28

© City Futures 2020

Figure 22: Percentage feeling they are strongly/very strongly part of the community in... (various, Before Covid-19 = 750-781, nDuring Covid-19 = 391-403) 29

Figure 23: To what extent do you feel part of the community in the building in which you live? (nHouse/Semi/Terrace = 552, nApartment 4+ storeys = 334, nApartment up to 3 storeys = 238) 29

Figure 24: Percentage feeling they are strongly/very strongly part of the community in... the building in which you live? By property type *and* length of residence (nApt <1 yr = 110, nApt 1-5 yrs = 183, nApt 6+ yrs = 136, nHouse/Terrace etc <1 yr = 105, nHouse/Terrace etc 1-5 yrs = 168, nHouse/Terrace 6+ yrs = 284) 30

Figure 25: To what extent do you feel you are part of the community in…? *Total strongly/very strongly in 2017 and 2020* (n = 1141-1184 in 2020, n = 593-612 in 2017) 30

Figure 26: How long have you lived in Ashmore Area? (n = 1188) 31

Figure 27: How long have you lived in Ashmore Area? (nArea 1a = 348, nArea 1b = 840) 31

Figure 28: Responses from Ashmore Area residents to: To what extent do you agree with the following statements? (n = 1179-1180) 32

Figure 29: 2017 responses from Ashmore Area residents to: To what extent do you agree with the following statements? (n = 612) 32

Figure 30: Responses from Ashmore Area 1a and Area 1b residents to: To what extent do you agree with the following statements? I plan to remain resident in this area for a number of years (nArea 1a = 346, nArea 1b = 835) 33

Figure 31: 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 (n6 years + = 445, n1-5 years = 513, n6-12 months = 109, nUp to 6 months = 106) 33

Figure 32: Responses from Ashmore Area residents to: How would you best describe your level of interaction with other people who live or work in the area? (n = 1175) 34

Figure 33: 2017 responses from Ashmore Area residents to: How would you best describe your level of interaction with other people who live or work in the area? (n = 605) 34

Figure 34: How would you best describe your level of interaction with other people who live or work in the area? By length of residence (n<1 yr = 210, n1-5 yrs = 511, n6+ yrs = 445) 35

Figure 35: How would you best describe your level of interaction with other people who live or work in the area? (nSingle person = 219, nParent(s) with children = 266, nCouple = 481, nOther = 206) 35

Figure 36: How would you best describe your level of interaction with other people who live or work in the area? (nOwners = 666, nPrivate renters = 487, nSocial renters = 10) 36

Figure 37: Responses from Ashmore Area residents to: How would you best describe your level of interaction with other people who live or work in the area?, split by Area (nArea 1a = 345, nArea 1b = 830) 37

Figure 38: What are the top 5 things that would make the area the kind of place you would like to live and/or work in in the future? (n = 1192) 38

Figure 39: What are the top five things that would make the area a place you would want to live and/or work in the future? (n18-29 = 322, n30-49 = 603, n50+ = 266) 39

© City Futures 2020

Figure 40: On a typical day, how do you travel to…? (n = 1192) 41

Figure 41: To what extent do you agree with the following statements? (n = various, 1179-1185) 43

Figure 42: Comparison between 2017 and 2020 Ashmore Area responses to: In the past month, have you had contact with people in any of the following ways? (n2017 = 616, n2020 = 1192) 44

Figure 43: Do you run into people you know in the following places in your area? (n = various, 863-1159) ... 45

Figure 44: Comparison between Ashmore Area 1a and Area 1b responses to: In the past month, have you had contact with people in any of the following ways? (nArea 1a = 351, nArea 1b = 841) 46

Figure 45: Comparison of 2017 and 2020 responses to: How often do you meet with friends, relatives or work colleagues? (n2017 = 611, n2020 = 1189) 47

Figure 46: Of your friends, how many …? (n = various, 1171-1173) 48

Figure 47: Comparison of 2017 and 2020 Ashmore Area responses to: In the past 12 months, have you …? (n2017 = 616, n2020 = 1192) 49

Figure 48: In the past 12 months, have you …? By language spoken at home (nEnglish = 1123, nOther = 62) 50

Figure 49: To what extent do you agree with the following statements? (n = various, 1157-1167) 51

Figure 50: How safe do you feel …? (n = various, 1187-1190) 51

Figure 51: How safe do you feel walking in Ashmore Area alone after dark? by gender (nMale = 467, nFemale = 711) 52

Figure 52: Agreement with ‘Most people can be trusted’ (n2017 = 612, n2020 = 1181) 52

Figure 53: Which services and facilities have you used within the Ashmore Area over the past six months? (n = 1192) 53

Figure 54: Which services and facilities have you used within the Ashmore Area over the past six months? By age (n18-29 = 322, n30-49 = 603, n50+ = 266) 54

Figure 55: Which services and facilities have you used within the Ashmore Area over the past six months? By employment status (nFull-time = 809, nPart-time = 224, nUnemployed = 47, nNot in labour force = 105) 55

Figure 56: Do any of the following limit you from socialising or participating in organised social activities in the area? (n = various, 1098-1120) 56

Figure 57: Do any of the following limit you from socialising or participating in organised social activities in the area? By language spoken at home (various, nEnglish = 1036-1074, nOther = 49-57) 57

Figure 58: How would you like to get information about opportunities to participate in social activities in your local area? (n = 1192) 58

Figure 59: How would you like to get information about opportunities to participate in social activities in your local area? By age (n18-29 = 322, n30-49 = 603, n50+ = 266) 59

© City Futures 2020

Figure 60: How would you like to get information about opportunities to participate in social activities in your local area? By language spoken at home (nEnglish = 1123, nOther = 62) 60

List of Tables

Table 1: Promotion of the Community Survey.....11

Table 2: Total resident and working population in Ashmore Area.....11

Executive Summary

The Ashmore Precinct is one of the City of Sydney's largest urban development projects. The 17-hectare site is being developed over the next 10 years into a mixed-use precinct which will eventually house around 6,000 residents (COS 2020). A retail area with cafes and a small supermarket are planned, as is a new 7,400sqm park and a green walking and cycling link between Harry Noble Park in the north and Sydney Park in the south (COS 2020). The City of Sydney's Community Strategic Plan (COS 2017) recognises that urban renewal sites such as the Ashmore Precinct provide the opportunity to make significant improvements to the improve the social, economic and environmental performance of the City and Sydney region.

The City of Sydney's vision for a socially sustainable city is a socially just and resilient city – a city for all (COS 2016a). One of the major pillars of this vision is that "our city is a place where people are welcomed, included and connected" (objective 6.2 in COS 2020). So that the City can identify how it might best support communities' social wellbeing associated with environmental, economic and social changes, it is essential to collect information about the experiences and desires of residents and workers. This includes their satisfaction with, and feelings of attachment and belonging to, the places they live and work, the nature of their social interactions and social cohesion, and their plans and desires regarding their local areas. To this end, this report presents the results of a community survey of residents and workers in the Ashmore Precinct and the surrounding established area (henceforth the 'Ashmore Area'). The City intends for the survey to be undertaken on a recurring basis over coming years, to monitor changes to the social fabric over time as the urban renewal area develops.

Research aims

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

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

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

Background

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

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

© City Futures 2020

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

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

Survey development

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

The survey tool was developed from a comprehensive research process, which included a pilot survey. A full survey for the Green Square renewal area was run in 2014, and another (expanded to include the Ashmore Precinct) in 2017. The survey was amended between 2014 and 2017 in response to consultations undertaken with a wide range of City of Sydney staff, with the main change being a reduction in the number of questions asked. The 2017 and 2020 surveys are identical except for a change to allow different areas within the Ashmore Precinct (results from this precinct are presented in a separate report) to be identified.

In total, 1,206 people completed the survey in the Ashmore Area in 2020, an area including the Ashmore Precinct and surrounding streets in the nearby established areas of Erskineville. The Ashmore survey therefore provides interesting insight into a new redevelopment area located within an established residential area. The survey respondents included 1,191 residents and 125 workers (110 people both lived and worked in the Ashmore Area). The body of this report presents the findings for residents. With a weighting for age applied, *the results for residents of Ashmore presented in this report can be understood as broadly representative of the total resident population of Ashmore, with a margin of error of less than 3%.* The survey somewhat underrepresents men and people living alone and significantly underrepresents people speaking a language other than English at home (6% of survey respondents compared to 18% of residents at the last census).

Key findings

The results of the survey demonstrate the following:

Wellbeing of residents

- Almost all residents (97%) agreed that the area was a good place to live. Almost all people (91%) in households with children agreed the area is a good place to raise children and the majority of people aged over 50 (71%) think the area is a good place to retire.

© City Futures 2020

- The most commonly selected reasons for moving to the area were proximity to the Sydney CBD (68%), lifestyle factors (67%) and proximity to public transport (65%), repeating the findings of the 2017 survey.

- The things people most commonly said that they liked about living in the Ashmore Area were the convenient location (74%) and proximity to the Sydney CBD (72%) and access to public transport (72%). They also liked the café/restaurant culture (74%) and parks and green spaces (68%).

- The things people most commonly said that they disliked about living in the Ashmore Area related to the danger of overdevelopment, with concerns over the impacts of construction (55%), especially in densifying the neighbourhood (47%). Many people were also concerned about heavy traffic (53%) and the lack of parking (44%).

- Around half of Ashmore Area residents felt part of the community at different geographical scales from the building to the country. Feelings of attachment were slightly greater at the scale of the suburb (57%) than at other scales. This is above the average for the City of Sydney as a whole (44% of people were satisfied with feeling part of their community in their local area in the 2018 City of Sydney Wellbeing Survey). Attachment at all scales, apart from attachment to Australia, declined slightly between the 2017 and 2020 surveys.

- As expected, a large proportion (70%) of residents in the newer Ashmore Precinct area have lived there for 5 or less years. However, in the more established area surrounding the precinct more than half of residents (58%) had lived there for 5 years or less. The majority (80%) of residents in the Ashmore area planned to remain resident in the area for a number of years, with the proportion slightly higher amongst residents in the newer Ashmore Precinct (83%) than in the surrounding established areas.

- Two-fifths (42%) of residents were satisfied with the level of social interaction they have with other people who live and work in the Ashmore Area, with the remaining 59% all wanting more interaction, including 17% who currently had no interaction with other people in the area. Private renters and people aged under 29 are much more likely to desire more involvement with others in the local area, with one-third of private renters (37%) and people aged under 29 (33%) having no involvement with others in the area but wanting some.

- The most commonly mentioned group of improvements residents wanted in the Ashmore Area related to socialising opportunities, including the variety of cafes, restaurants and bars (58%) and the availability of evening activities (42%). The types of improvements people prioritised differed between age groups, with people aged under 29 much more likely (71%) to mention the importance of a variety of cafes, restaurants and bars and evening activities than older age groups.

- Most Ashmore residents travel to work or study using public transport (61%), and most walk (63%) and/or drive (51%) to the supermarket or shops. Many people also walk (60%) to other social, sport or recreational activities.

The nature of social interaction and social cohesion in the area

The results of the survey demonstrate the following:

- While most people (97%) said they would help their neighbours, fewer (69%) thought their neighbours would help them, reflecting the findings of the 2017 survey. This is slightly higher than the figures for the city as a whole, where 95% of people said they would help their neighbours and 50% said they could get help from their neighbours when needed (City of Sydney Wellbeing Survey

2018). Two-fifths of residents (42%) borrowed things and exchanged favours with neighbours and 54% regularly stopped to talk with people in their neighbourhood.

- Most (82%) resident survey respondents meet with friends, relatives or work colleagues at least weekly. A small proportion (5%) meet with friends, relatives or work colleagues less than once per month.

- The most common ways in which people have contact with other people while in the Ashmore Area were socialising in cafés, restaurants and/or pubs (74%) and chatting to people on the street (66%).

- Incidental interaction (running into people you know) was most likely to occur in a café, restaurant or pub (73%), on local streets (71%) or at local shops (65%) and parks (57%) or in the entrance or near the building they live in (56%).

- Many residents said most of that their friends were of a similar age (77%) and educational background (72%) and just over half (53%) that they were of a similar ethnic background.

- Many Ashmore Area residents were involved in civic activities in the past 12 months such as signing a petition (52%), joining a protest or demonstration (31%), participating in an online discussion (26%), and completing a research survey (26%). One in six Ashmore Area residents attended a community meeting or consultation event (17%), and less participated in council planning processes or been involved in a Development Application process (14%). The proportion of people who had participated in all types of activities decreased between the 2017 and 2020 surveys, with the notable exception of an increase in the proportion of people who had joined a protest or demonstration and a slight increase in the proportion of people involved in running a strata scheme. The proportion of people who had joined a protest or demonstration also increased across the City to 28% in 2017 (City Wellbeing Survey 2018). This may be explained by the widely attended climate change protests that occurred in 2019.

- One-third of the residents thought that they understand the rights around urban development and planning for the local area (34%). Related to this, just over a third (34%) felt that their thoughts about local issues in Ashmore Area could be heard by people who make a difference and agreed that there was strong local leadership in the area (30%). Smaller percentages felt that they had made a civic contribution by working with others to improve the area (20%) or contributing to shaping the area (20%).

- The majority of residents felt safe or unconcerned in all situations except for walking in Ashmore Area alone after dark, in which circumstance 14% of people felt unsafe or very unsafe, reflecting the findings of the 2017 survey.

- The majority (70%) of residents agree that most people can be trusted.

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

The results of the survey demonstrate the following:

- The services and facilities in the Ashmore Area most commonly used by residents were local cafés and restaurants (97%) and local parks (88%). Neighbourhood and community centres were only used by 13% of respondents overall, however one fifth of part-time employed (19%) and people not in the labour force (21%) used these facilities.

© City Futures 2020

- The most common limitation people experience to socialising with others in the area is time constraints (48% often or all of the time). Another important limitation is difficulty in finding information about social activities (19% often or all of the time).

- People would like to get information about opportunities to participate in social activities in their local area electronically, such as via social media (67%), e-mails (53%), and websites (47%). Preferences differ by age and language spoken at home.

Implications for practice

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

Implications for community development

Most Ashmore area residents who completed the survey had lived in the area for 5 years or less (61% overall, 70% in the Ashmore Precinct and 58% in the surrounding areas) and 80% plan to remain resident in the area for a number of years (slightly higher in the Ashmore Precinct at 83%). The majority (59%) of residents want more social connections with people who live and work in the area, including almost one in five (17%) who currently have no interactions with people in the area. Interventions to encourage social interaction will be needed that engage residents who have a desire for more social interaction but are constrained because of time constraints (48%), finding information about opportunities available to them (19%) and confidence speaking with strangers (11%). Private renters and people aged under 29 are much more likely to desire more interaction with people in the area suggesting that programs that target these groups may be beneficial.

Implications for civic engagement

Around a third (34%) of residents felt they understood their rights around planning and urban development in the local area (a slight reduction from 2017 when the figure was 40%), and a fifth (20%) felt they had made a civic contribution by working with others to improve the area or contributing to shaping the area. A similar proportion of residents had attended a community meeting or consultation event (17%) or participated in council planning processes of Development Application processes (14%). Participation in such activities decreased between 2017 and 2020, with the notable exception of participation in a protest or demonstration and a slight increase in the proportion of people involved in running a strata scheme. There is potential for further increased civic engagement amongst residents in the area as demonstrated by the high proportion of residents who had signed petitions (52%) and participated in a protest or demonstration (31%).

Implications for communications

Aside from time constraints (48%), difficulty in finding information about social activities was also a limitation given by some residents (19%) to socialising with others in the area. People who spoke a language other than English at home were much more likely to be limited in participating in social activities by time constraints (70%), difficulty finding information about social activities (45%), not feeling welcome and having difficulty accessing facilities and venues than residents who speak English at home. However, only a small proportion (6%) said that language difficulties limited them from socialising with others. The sample of people

© City Futures 2020

who speak a language other than English at home was quite small, however (n=62), so these results should be treated with caution.

Residents would like to receive information about social activities through social media (67%), e-mail (53%), websites (47%) and noticeboards (41%). The City can provide such information through City-specific social media and through partnering with other social media platforms known to be actively used in the area, as well as collaborating with building managers. These approaches were effective in promoting the survey to residents. However, the ways in which people would like to receive information differ between different groups. People who speak a language other than English at home are much more likely to want to receive information by word of mouth (71%), websites (62%), at the local community centre or library (31%) and through advertisements in local newsletter or local businesses. They were less likely than people who speak English at home to want to receive information via social media (53%), noticeboards (27%) and e-mailed community newsletters (29%). Responses also differ by age. Notably, people aged over 50 were much less likely to want to receive information via social media (42%) and more likely to want information in printed community newsletters (39%) compared to younger age groups. However, e-mailed community newsletters were a more popular option amongst this older age group (57%). These results indicate that a variety of communication methods will be needed to reach all groups. However social media, e-mailed community newsletters and websites are important sources of information.

Implications for placemaking

Almost all (97%) residents agreed that the area is a good place to live and there was little change before and after the covid-19 restrictions were introduced. This represents an improvement from 2017 when 94% of residents agreed with this statement. This suggests a very high satisfaction with the area. However, only around half of all residents felt connected to the community at all scales from the building to the country and attachment at all scales (aside from Australia) declined between 2017 and 2020. Attachment at the level of the suburb is slightly higher (57%) than at other scales, pointing to the importance of acknowledging and supporting existing place attachments of local residents as the area continues to change. There is a complicated relationship between attachment to the building in which one lives, building type and length of residence. The highest level of attachment at the building scale was amongst apartment residents who had lived in the area for more than 6 years (66%), suggesting potential for further community development at the apartment building scale to engage more recent apartment residents.

Implications for land use planning

The things people most commonly said they disliked about the area related to the danger of overdevelopment and the impacts of construction (55%) on the area and its overall density (47%). Many people were also concerned about heavy traffic (53%) and the lack of parking (44%). While improvements to public transport and traffic management were the most important improvements noted by residents in 2017 (mentioned by 44% and 42% of resident respectively), in 2020 they remained important (mentioned by 42% and 35% of residents respectively) but were no longer the most commonly mentioned improvements (which were a greater variety of cafes restaurants and bars and more evening activities). Almost two-thirds (51%) of Ashmore Area residents travel to work or study by public transport and 65% said that public transport was one of the reasons they moved to the area, demonstrating the important role that public transport plays in the attractiveness of the area.

Notably, improvements that residents wanted to see in the area differed between age groups with younger people more likely to desire a greater variety of cafes, restaurants and bars and evening activities, while older people were more likely to desire landscaping in streets and parks and improved traffic management.

© City Futures 2020

Implications for open space, public domain and community facility planning

Parks and public spaces are significant locations for social interaction in the Ashmore Area and heavily used by residents. After cafes and restaurants (97%), local parks (88%) were the most commonly used facilities and 57% of people said that they experienced incidental interaction in parks. This could influence local land use planning and infrastructure development in the Ashmore Area and in future urban renewal areas, as it indicates that parks are important in facilitating local social interaction. However, there remains an important role for more formal community facilities, especially for particular groups. While only one in ten (13%) people used community and neighbourhood centres, a higher proportion of part-time employed (19%) and people not in the labour force (21%) made use of these facilities.

Implications for local business

The most common places where people socialise with others in the Ashmore Area is cafes, restaurants and/or pubs (74%), and incidental interaction is also common in these places (73%) and at local shops (65%). Cafes and restaurants are also commonly used services and facilities (97%). Such businesses are therefore playing an important social role in the area, and more than half (58%) 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 this has implications for development application planners who are making decisions about new businesses in the area. A supermarket and associated retail (including cafes) is planned as part of the Greenland development in the Ashmore Precinct.

© City Futures 2020

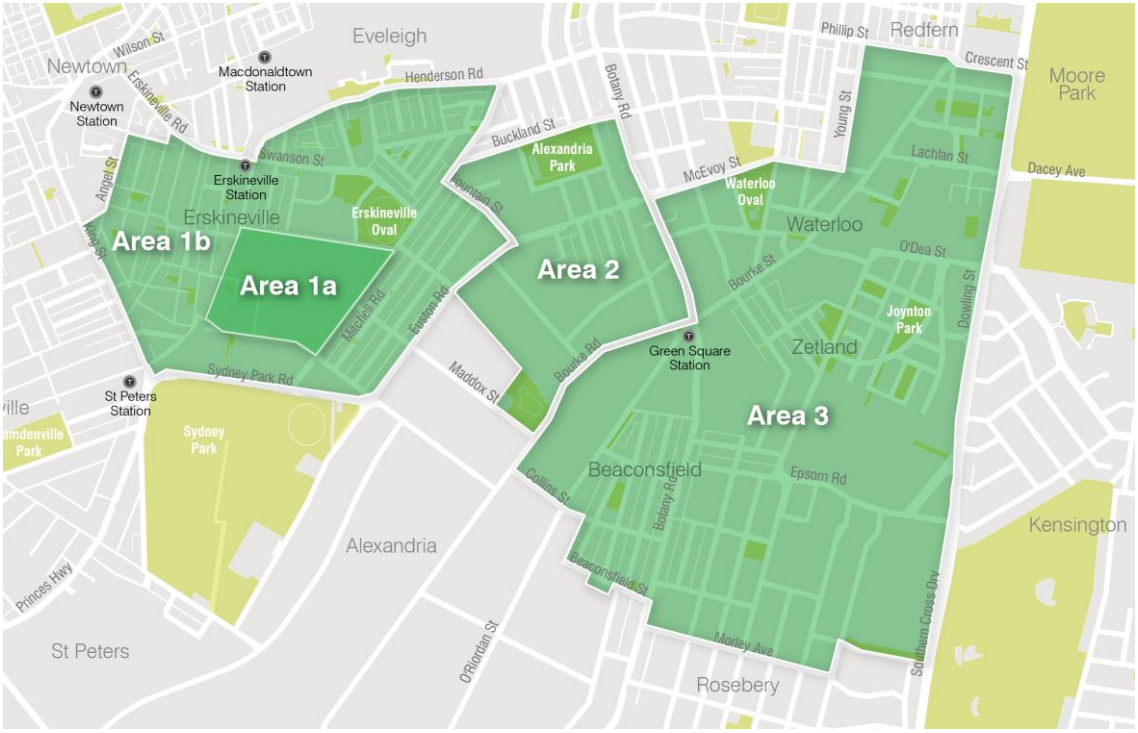
Introduction

The Ashmore Precinct is one of the City of Sydney's urban development projects. The 17-hectare site is being developed over 10 years into a mixed-use precinct which will eventually house around 6,000 residents (COS 2020). Most of the buildings in the Precinct have been built since 2016 and around 10,000 people currently live in the area (id n.d.). A retail area with cafes and a small supermarket are planned, as is a new 7,400sqm park and a green walking and cycling link between Harry Noble Park in the north and Sydney Park in the south (COS 2020). The Ashmore Precinct is surrounded by the established neighbourhoods of Erskineville. The City of Sydney's Community Strategic Plan (COS 2017) recognises that urban renewal sites such as the Ashmore Precinct provide the opportunity to make significant improvements to the improve the social, economic and environmental performance of the City and Sydney region.

The City of Sydney's vision for a socially sustainable city is a socially just and resilient city – a city for all (COS 2016a). One of the major pillars of this vision is that "our city is a place where people are welcomed, included and connected" (Objective 6.2, COS 2017). So that the City can identify how it might best support communities' social wellbeing associated with environmental, economic and social changes, it is essential to collect information about the experiences and desires of residents and workers. This includes their satisfaction with, and feelings of attachment and belonging to, the places they live and work, the nature of their social interactions and social cohesion, and their plans and desires regarding their local areas. To this end, this report presents the results of a community survey of residents and workers in the Ashmore Precinct as well as the surrounding streets, henceforth the 'Ashmore Area' (see Figure 1). The Ashmore survey therefore provides interesting insight into the impacts of a new redevelopment area (the Ashmore Precinct) located within an established residential area. The wider area covered by the survey is home to just over 10,000 people (id n.d.)

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

Figure 1: The survey area, comprising the Ashmore Precinct (1a) and surrounding area (1b)



Research aims

The aim of this research was to develop a survey tool for on-going assessment of social interactions and social cohesion[1] 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.

[1] These terms are defined in the next section of the report.

© City Futures 2020

Background

Key points

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

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

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

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

© City Futures 2020

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

Urban consolidation through mixed-use development in brownfields

More than 15 million Australians, two-thirds of Australia's urban population, are concentrated in five large cities (ABS, 2016). The metropolitan development strategies of these cities all promote urban consolidation as the best approach to housing a growing urban population and catering for increasing numbers of small households (Greater Sydney Commission 2017; Qld DILGP 2017; SA DPTI 2017; Vic DELWP 2017; WA DOP 2015). Together, these development strategies require[2] the provision of over 4 million new dwellings in metropolitan areas over the next 20 to 36 years.

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

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

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

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

[2] 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)

© City Futures 2020

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

Social sustainability

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

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

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

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

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

The neighbourhood as a site of social interaction and social cohesion

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

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

Discussing the nearby Green Square urban renewal area, Ziller (2004) similarly argues that the common practice of planners treating the community as place-based is problematic. The focus on place-based communities, she argues, is in contrast to the findings of sociological neighbourhood studies that have demonstrated that many social and economic networks are not place-based and that "what matters in terms

© City Futures 2020

of the health and social wellbeing of a society or city is relatives … the comparative status between neighbourhoods, the effects of relative deprivation, the impacts of relative inequality." Ziller (2004:465) argues that planning should "proceed on the basis that communities of interest and attachment are more important than communities of place and that relative equality is the key to health and social wellbeing."

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

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

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

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

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

© City Futures 2020

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*

© City Futures 2020

> *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.*

© City Futures 2020

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.

The 2020 MyPlace community survey is the result of many years of development. The survey was first developed for the neighbouring Urban Renewal area of Green square, before being expanded to include the Ashmore area in 2017. The 2020 survey is the second survey of the Ashmore area.

Figure 1 shows the wider survey area. This report reports on the data only for residents within the Ashmore Precinct and surrounding areas (areas 1a and 1b on Figure 1). A separate report on the survey findings for the Green Square urban renewal area (areas 2 and 3) is available at unsw.to/MyPlace2020 (Easthope et al. 2020).

Survey design

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

The survey focuses on the attitudes and behaviours of residents and workers. Information collected can be used to assess existing usage of services and facilities and plan for new services and facilities provided by local councils in regard 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 in previous report (Easthope et al. 2017).

The impact of the Covid-19 pandemic

The survey took place over gradually increasing social distancing regulations and closed when Sydney was in a full lockdown. While this had an impact on the planned promotion of the survey (explained in the next section), but also provided a unique opportunity to explore the impact of the restrictions relating to the pandemic on social interaction and social cohesion in the area.

While it is difficult to split respondents into two clear groups of before/during Covid-19 due to the gradual nature of restrictions, workplaces' differing start dates for working from home, and the possibility of surveys being started before Covid-19 and returned during Covid-19, we chose to class all paper surveys received by 20th March and all online survey responses received before 18th March as 'Before Covid-19'. This date coincides with the Australian Federal Government's Biosecurity (Human Biosecurity Emergency) (Human Coronavirus with Pandemic Potential) Declaration 2020 and allows time for paper surveys to move through the postal system. In total for the Ashmore Area, 789 resident responses were classed 'Before Covid-19' and 402 were classed 'During Covid-19'. Survey responses received before and after the introduction of restrictions are presented for selected questions in the body of the report.

© City Futures 2020

Survey promotion

Figure 2: Survey promotion at Green Square Library (Credit: Deirdre Coffey)

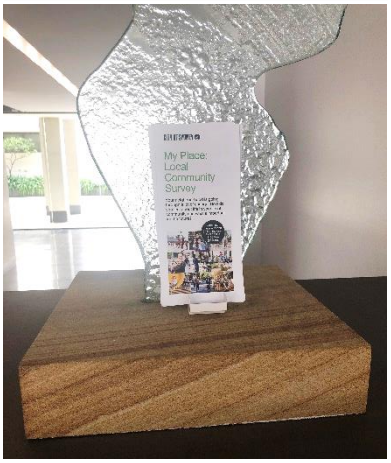
Promotion for the 2020 survey commenced on 24 January when the online survey went live, while hard copies of the survey in English were delivered as unaddressed mail to all residential and business addresses within the survey area between 28 February and 3 March (as detailed in Table 1). Residents were directed to collect hard copies of the survey in Simplified Chinese from their local libraries (see Figure 2) or to complete the survey online.

The online survey was promoted across City Futures' social media platforms on 29 and 30 January as well as in several of the City of Sydney's online forums and e-newsletters. City of Sydney staff also distributed posters and flyers to building managers of specific residential and mixed-use buildings in the survey area to encourage participation (see Figure 3), and asked for a survey link to be emailed to residents in any email databases.

The survey was distributed before the Covid-19 lockdowns, but the lockdowns meant that neither UNSW nor city staff were able to promote the survey in person at community events, in local businesses or at train and bus stations as had been planned. The closure of libraries during this period also made it impossible for people to continue to collect hard copy surveys from their local libraries. Despite this, we received 1,191 responses from residents and 125 from workers in the Ashmore area.

Promotion of the survey continued throughout the life of the survey, including in the week after the advertised close of 8 April. The date of each promotion was recorded, as well as the number of completions received over time. Survey completions continued to increase steadily over the period that the survey was open. There was a noticeable spike after the 'Friends of Erskineville' Facebook page (2000+ followers) advertised the survey on 11 February, and another from paid/boosted City of Sydney Facebook posts between 22 and 24 March.

Figure 3: Survey promotion in residential building lobby (credit: Victor Lin)



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, 651 people clicked through to the English version of the survey and 23 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 suggests that approximately 78% of all of those people who showed some interest in the survey then went on to complete the survey in full.

© City Futures 2020

Table 1: Promotion of the Community Survey

Promotion type	Details
Posters, flyers, digital message boards, printed surveys and submission box	Posters, flyers distributed in residential and mixed-use buildings, and content shown on digital message boards in East Village shopping centre. 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.
Email databases	Managers of selected residential and mixed-use buildings and a shopping centre were asked to distribute survey links to residents and workers through their email databases.
Green Square community newsletter	Content article within the monthly electronic e-newsletter distributed to approximately 2,300 local residents.
City of Sydney websites	'Sydney Your Say' and 'What's On' websites and City of Sydney corporate site's 'Green Square Community Development' pages between 14 February and 14 April.
City Futures website	Project page with survey link.
City of Sydney Facebook, Google Display Network and City Futures Twitter accounts	Multiple promotions of the survey through these media. On 22-24 March paid/boosted posts specifically targeted local audiences through Facebook (160 clicks, 8,468 impressions), Google Display Network (212 clicks). However, Covid-19 communications were prioritised after this date and online promotion was unable to continue.

Survey sample and response

During the period that the survey was available, 2,340 complete and valid responses to the survey were received. 524 were completed online and 1,816 in print form. Of those who completed the survey, 1,191 people lived in Ashmore Area, and 125 worked in Ashmore Area at the time of the survey. While 125 workers represents 10% of the working population in the area, as most of these respondents (110) both lived and worked in the area, it is likely that many of them were people working from home (Table 2).

The 2020 Ashmore resident sample (1,191) compares to a sample size of 612 Ashmore residents in the 2017 survey.

Table 2: Total resident and working population in Ashmore Area

	Population	Survey response	Survey response as a proportion of total population	Confidence interval at 95% confidence
Total resident population	18,519	1,191	6%	2.75
Total working population	1,230	125	10%	8.31

Sources: resident data: ABS (n.d.), worker data: City of Sydney Floor Space and Employment Survey (2017)

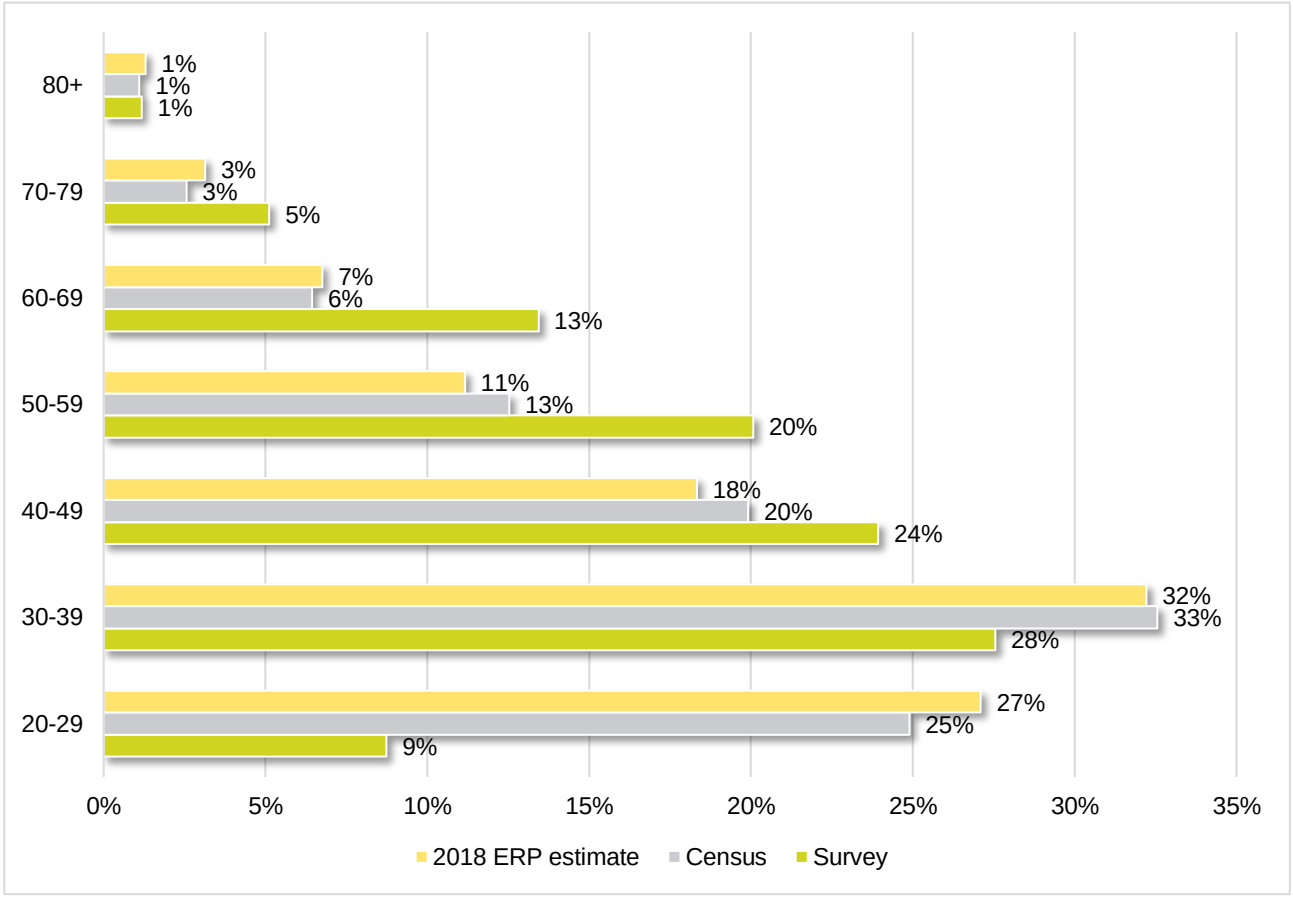
Residents

Appendix 3 contains detailed information comparing the resident survey sample with the total resident population of the area. The profiles of the resident respondents were broadly representative of the total population of the area, with some exceptions, most notably the age of respondents (see Figure 4). In order to correct for this bias in the survey sample when compared to the total population, a weighting was applied to

© City Futures 2020

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. Compared to the population at the time of the last census (2016), the weighted survey results for residents are broadly representative in terms of dwelling type, tenure and household type (with the exception of an under-representation of people living in lone person households). There was an under-representation of men (40% in the survey compared to 51% I the census) and people speaking a language other than English at home (6% in the survey and 18% in the census). The full survey results, including all information collected about survey participants, are presented in Appendix 5.

Figure 4: Age of 2020 survey respondents compared to age of total adult population from 2016 Census and 2018 ERP population estimate



When reporting on residents' responses to the survey, confidence intervals for the survey are 2.75 at 95% confidence at 50% based on a total adult population of 18,519 (ABS n.d.). 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 47.25% and 52.75% of all residents in the Ashmore Area would have responded in that way. Confidence intervals improve when the percentage response is greater than 50%. For example, if 75% of residents who completed the survey answered the question in a particular way, then we can be 95% sure that between 72.62% and 77.38% of the total residential population of the area would have responded in this way (i.e. the confidence interval is 2.38 at 95% confidence at 75%).

© City Futures 2020

Thus, with the weighting for age applied, the results for residents of Ashmore Area can be understood as broadly representative of the total resident population of Ashmore Area, with a margin of error in responses of less than 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 2), 10% of the working population in the Ashmore Area completed the survey. However, as a large proportion of the worker respondents also lived in the area, we assume that many of these respondents were working from home.

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

When reporting on workers, confidence intervals for the survey are 8.31 at 95% confidence at 50% based on a total population of 1,230.

Because of the response rate for workers and associated confidence intervals*, the results for workers should not be considered representative of the total population of workers in the Ashmore Area*. However, the findings from workers are still of interest and provide an indication of some of the experiences of workers in Ashmore Area. Appendix 4 Full survey results for worker respondents (unweighted) provides a summary of all the survey findings for workers.

Summary

In summary, 1,191 residents and 125 workers completed the survey in Ashmore Area (110 respondents both lived and worked in Ashmore Area). The survey results reasonably reflect the total residential population (with a margin of error of around 2.75%) 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 8%) and also likely include many people working from home. As such they should not be considered representative of the total working population of the area.

© City Futures 2020

Key findings

This section presents selected findings of the survey and discusses their relevance in regard to the aims of the survey. A report of the full survey findings for residents is available in Appendix 6.

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.

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.

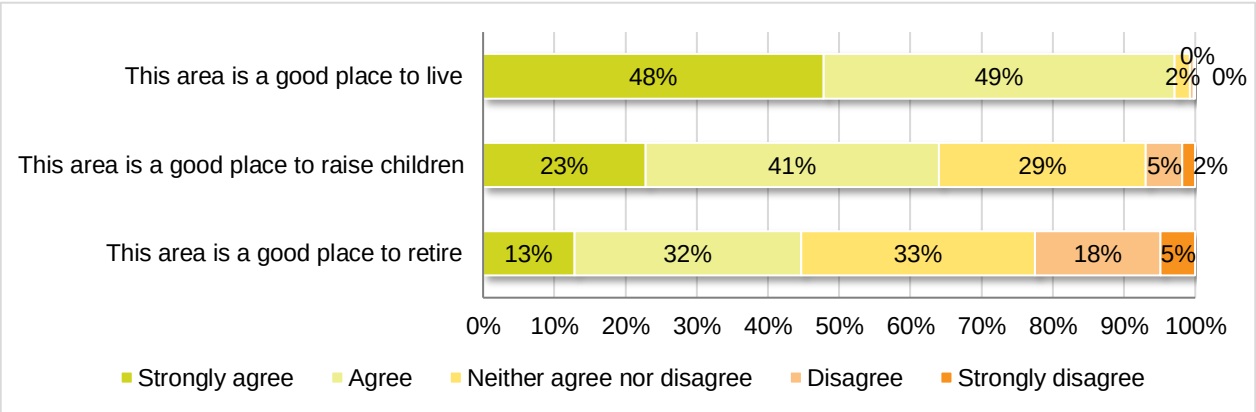
Resident wellbeing

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

Satisfaction with area

Survey respondents were asked three direct questions about their satisfaction with the Ashmore Area. As can be seen in Figure 5, the vast majority of residents (97%) agreed that the area was a good place to live. This represents a slight increase from the 2017 survey, when 95% agreed that the area was a good place to live.

Figure 5: To what extent do you agree with the following statements? (n = various, 1179-1185)

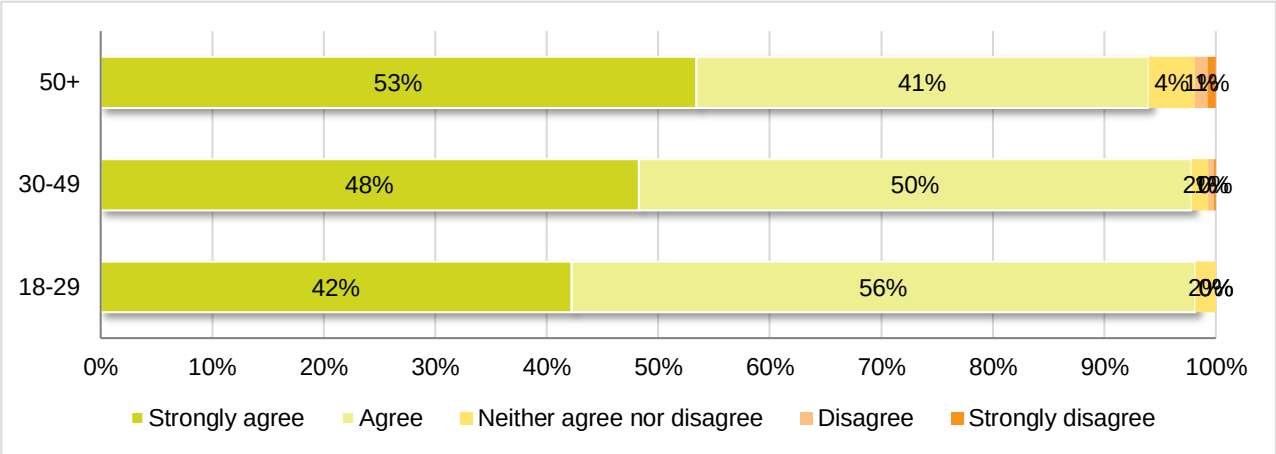


Responses were very similar across household types, ranging from 96% of 'other' households to 99% of households with children agreeing that the area was a good place to live. Responses were also similar across age groups, with 98% of people aged 18-29 and 30-49 and 94% of people aged over 50 agreeing (see Figure 6) . Fewer private renters (80%) agreed with this statement than owner occupiers (97%) or social renters (98%)[3].

[3] $\chi^2(2, N = 1174) = 13.12$, p=.001. The very small sample size for social renters mean that these results have a high margin of error and should be treated cautiously.

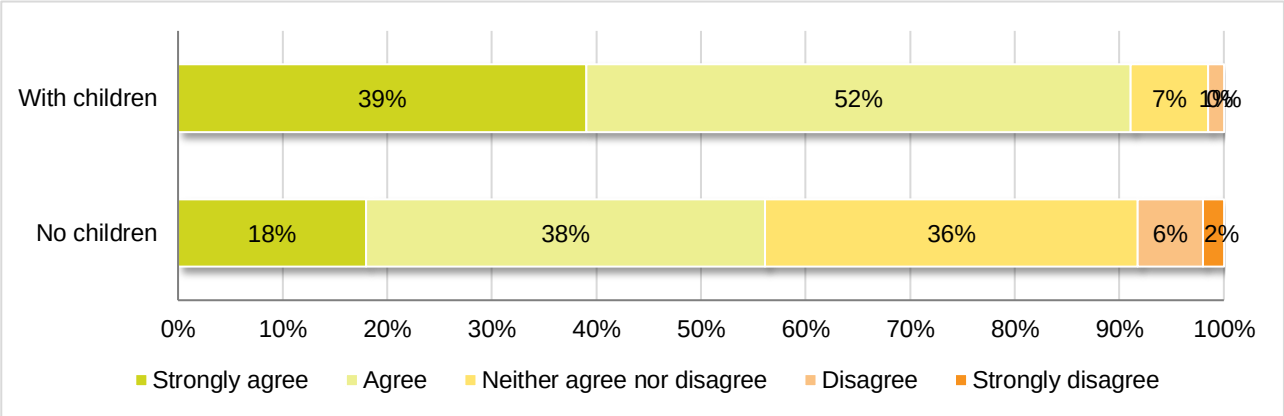
© City Futures 2020

Figure 6: 'This is a good place to live' responses by age group (n18-29 = 322, n30-49 = 600, n50+ = 263)



When asked about whether Ashmore Area was a good place for children and retirees, fewer respondents agreed overall (64% regarding children and 45% regarding retirees) (Figure 5). These figures have improved slightly since 2017. Notably, households with children were significantly more likely to agree (91%) that the area is a good place to raise children[4] (Figure 7)[5]. People aged over 50 were significantly more likely to agree (71%) that the area is a good place to retire than younger people[6], with 71% of people aged over 50 agreeing that the area is a good place to retire (Figure 8)

Figure 7: 'This area is a good place to raise children' responses by household type (with children nWith children = 269, nNo children = 907)



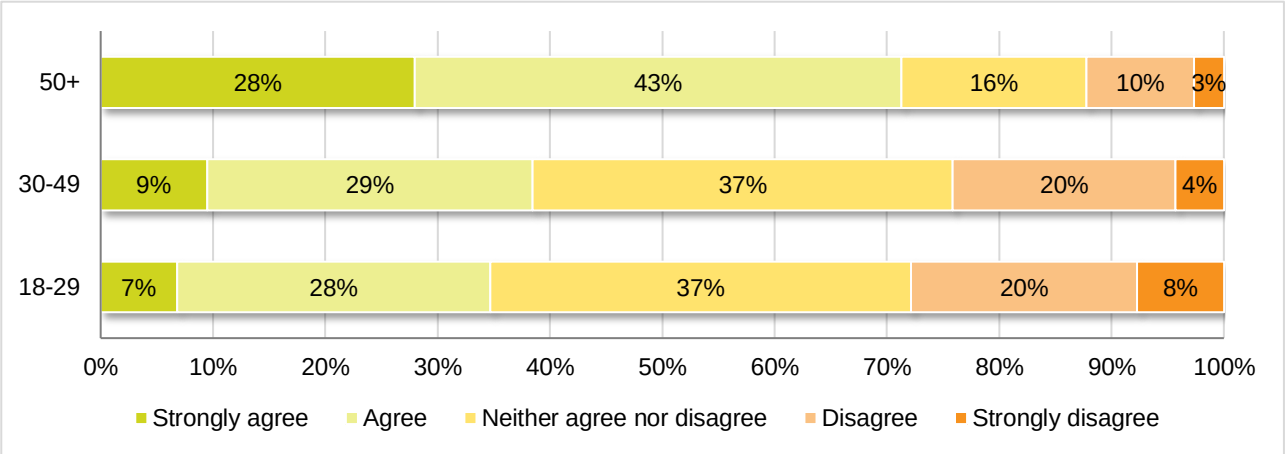
[4] $\chi^2(2, N = 1086) = 98.09$, p=.000

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

[6] $\chi^2(3, N = 1176) = 130.68$, p=.000

© City Futures 2020

Figure 8: 'This is a good place to retire' responses by age group (n18-29 = 323, n30-49 = 601, n50+ = 262)



There was little difference in responses to this question before and after the Covid-19 restrictions were introduced.

Key finding: *Almost all residents (97%) agreed that the area was a good place to live. Almost all people (91%) in households with children agreed the area is a good place to raise children and the majority of people aged over 50 (71%) think the area is a good place to retire.*

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 9). The most commonly selected reasons for moving to the area were proximity to the Sydney CBD (68% of residents), lifestyle factors (67%) (and, relatedly, the attractive environment, 54%) and proximity to public transport (65%).

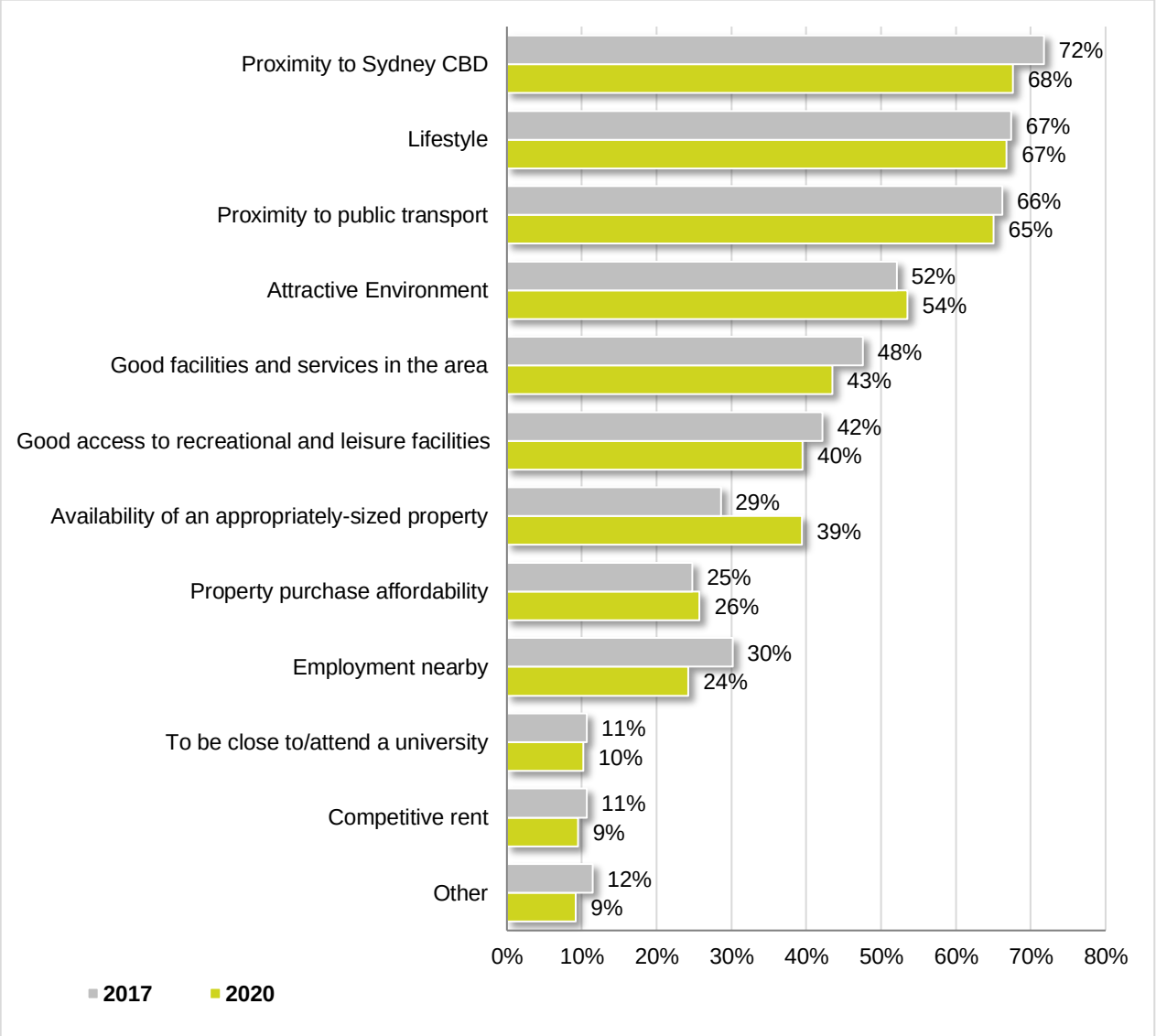
Key finding: *The most commonly selected reasons for moving to the area were proximity to the Sydney CBD (68%), lifestyle factors (67%) and proximity to public transport (65%), repeating the findings of the 2017 survey.*

In addition to the convenient location of the area, a number of other conveniences were noted as important by some respondents, including good facilities and services in the area (43%) and good access to recreational and leisure facilities (40%). Some residents also moved into the area because of employment nearby (24%) and to be close to/attend university (10%).

Less frequently stated were property-related factors, such as property purchase affordability (26%), and competitive rent (9%). Fewer respondents mentioned the availability of an appropriately size property (29%) than in the 2017 survey (39%). Otherwise responses to this question were similar between 2017 and 2020 (see Figure 9).

© City Futures 2020

Figure 9: Why did you move to the area? Responses from 2017 and 2020 Ashmore survey (n2017 = 616, n2020 = 1192)



Directly addressing the question of satisfaction with the area, people were asked what they liked the most and the least about living in Ashmore Area. As indicated in Figure 10, the things that people most commonly mentioned liking about living in Ashmore Area was its convenient location (74%), its proximity to the CBD (72%), and its good access to public transport (72%). Notably, while private renters were just as likely (74%) and owner occupiers (75%) to say that they liked the convenience of the location, they were less likely to note the importance of proximity to the CBD (66% or renters and 77% of owners), suggesting that a greater proportion of renters may be working or studying in other locations in Sydney.

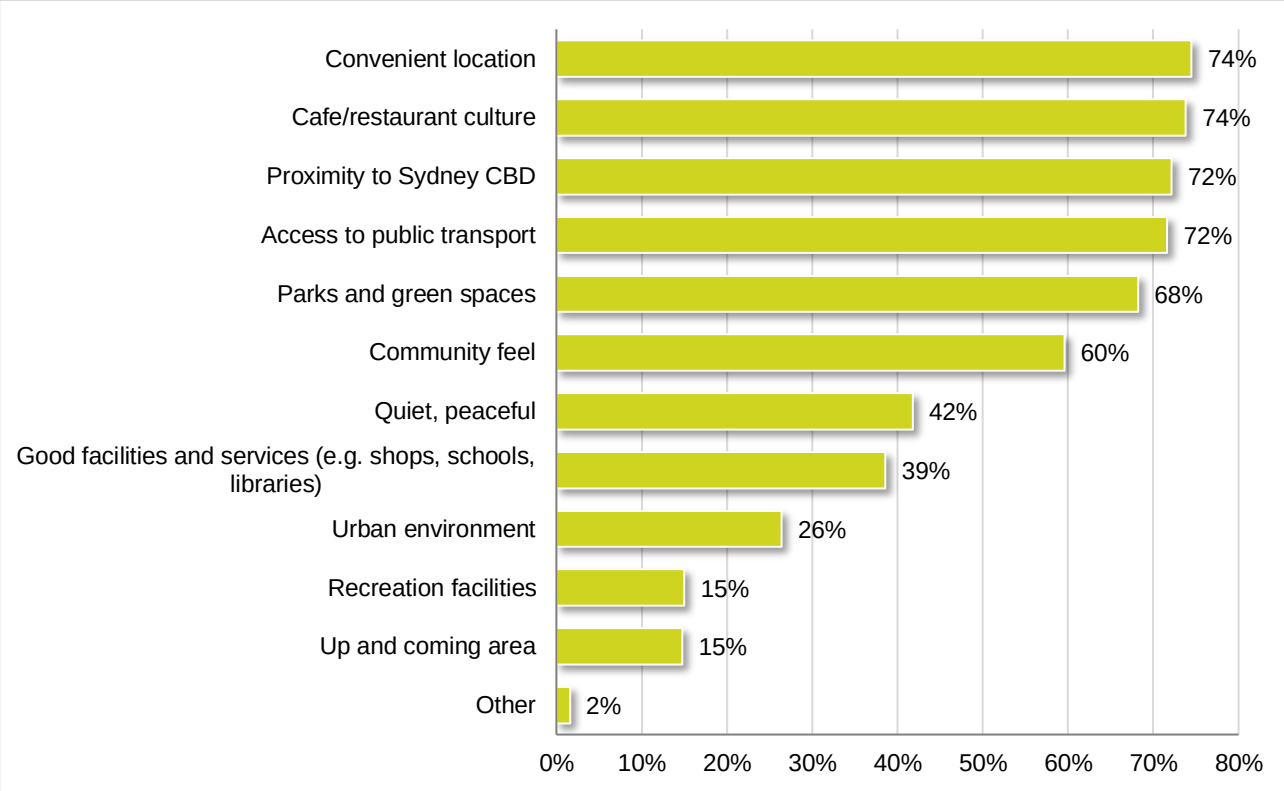
The second largest group of responses related to lifestyle, with residents liking the café and restaurant culture (74%) and parks and green spaces (68%). People also indicated the positive atmosphere or feel of the area, with some indicating that it had a community feel (60%) and is quiet and peaceful (42%). Owner

© City Futures 2020

occupiers (66%) were more likely to note the community feel than private (52%) or social (32%) renters[7]. In open responses to this question, respondents wrote about liking the people (culture, welcoming), the fact the area is pet-friendly, its pedestrian and cycling infrastructure, and that it felt safe.

Responses to this question remained largely unchanged between those responses received before and after the Covid-19 restrictions were introduced.

Figure 10: What do you like the most about living in the area? (n = 1192)



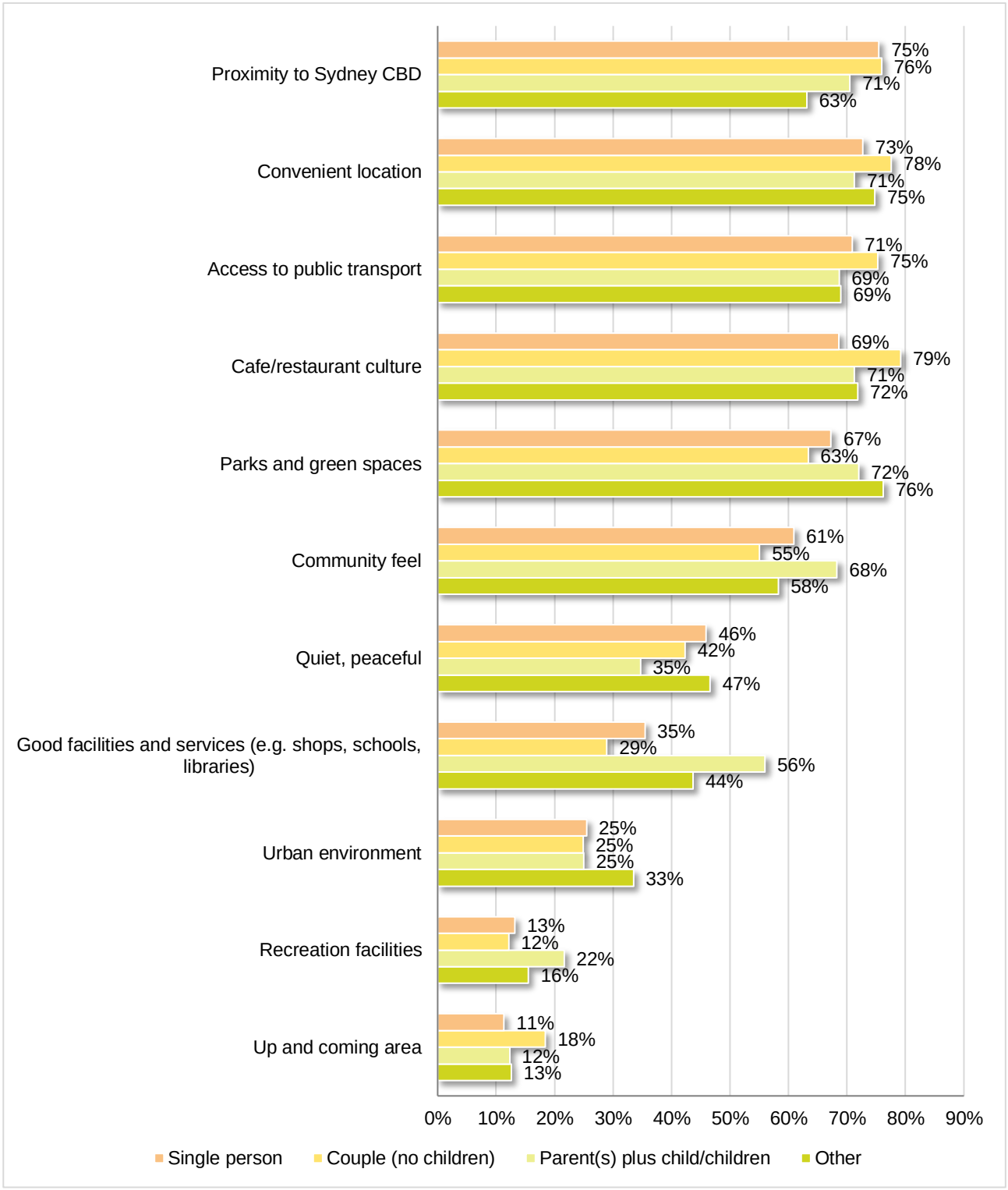
Key finding: *The things people most commonly said that they liked about living in the Ashmore Area were the convenient location (74%) and proximity to the Sydney CBD (72%) and access to public transport (72%). They also liked the café/restaurant culture (74%) and parks and green spaces (68%).*

[7] These figures are based on only 10 social renters (compared to 494 private renters and 6767 owners who answered the question). The very small sample size for social renters mean that these results have a high margin of error and should be treated cautiously.

© City Futures 2020

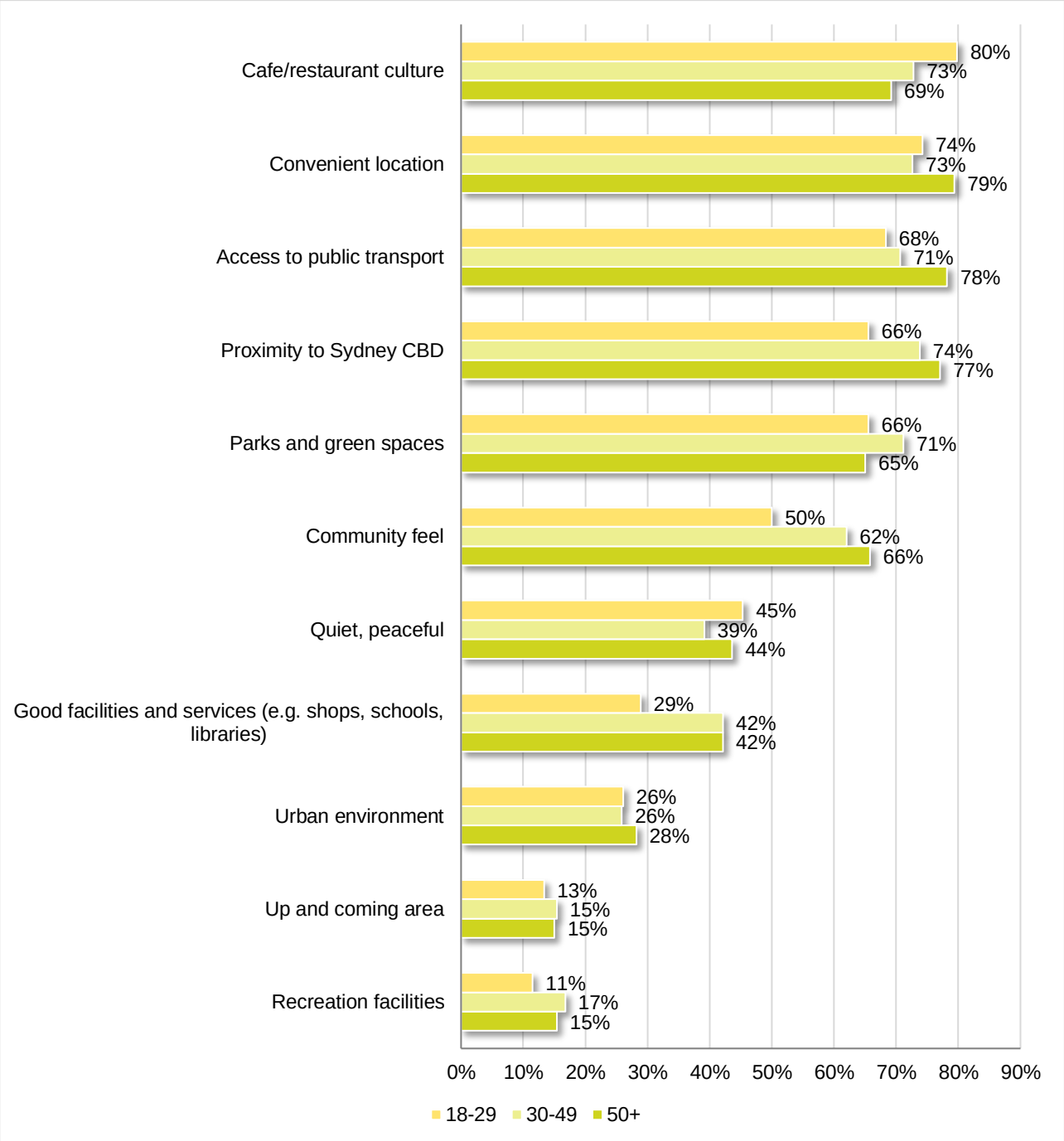
There were differences in responses between people living in different household types (Figure 11). Notably, people in couple households were more likely to mention the cafe and restaurant culture, households with children were more likely to mention good facilities and services and recreation facilities and 'other' households were more likely to mention the urban environment.

Figure 11: What do you like the most about living in the area? (nSingle person = 220, nParent(s) with children = 268, nCouple = 494, nOther = 206)



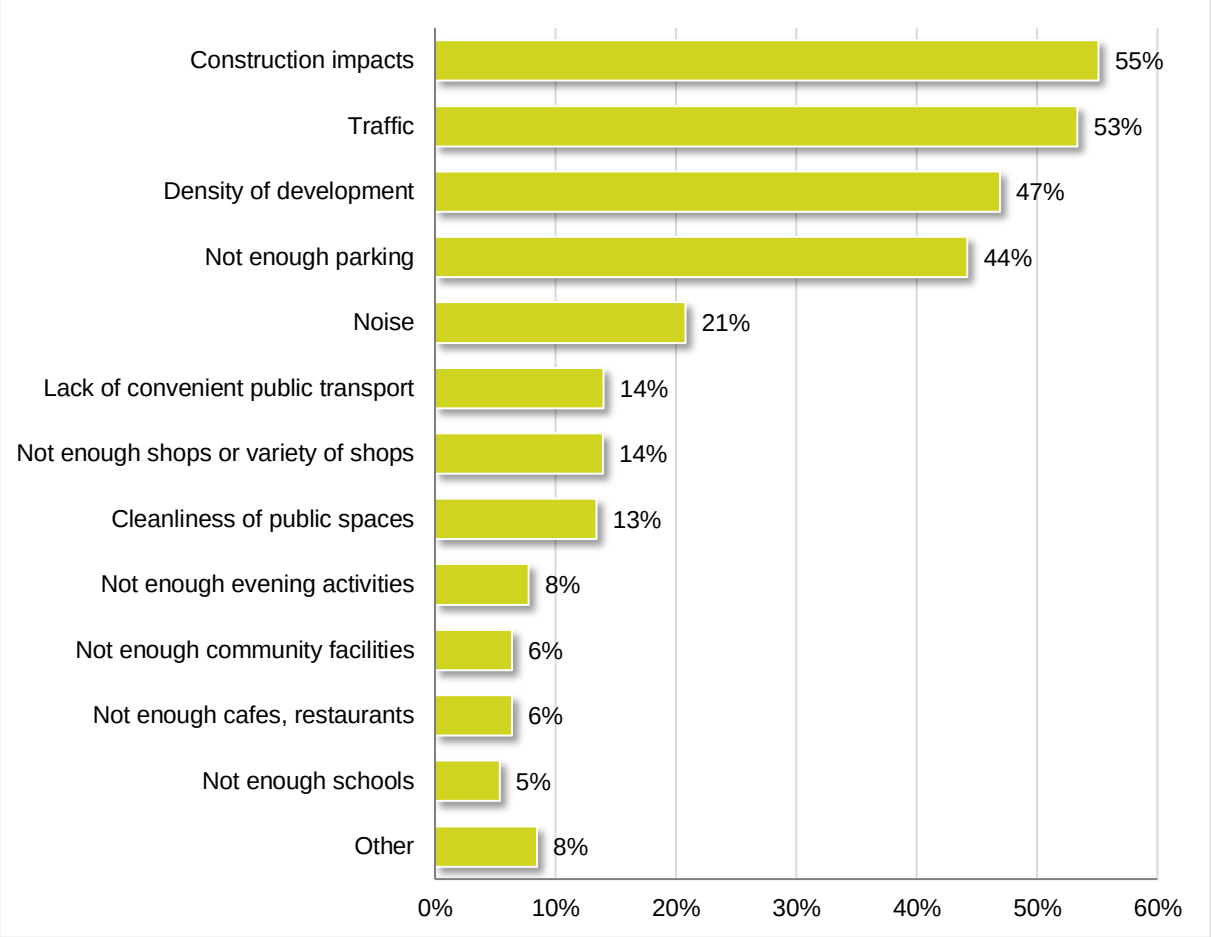
There were also some differences in responses by age (Figure 12). Notably, those under 29 were more likely to mention the café and restaurant cultures, while those over 50 were more likely to mention locational benefits, access to public transport and the community feel of the area.

Figure 12: What do you like the most about living in the area? (n18-29 = 322, n30-49 = 603, n50+ = 266)



The most common group of responses that people indicated when asked what they liked the least about living in the Ashmore Area related to development in the area, especially the impacts of construction (55%) and the increasing density of the neighbourhood (47%). Other main concerns related to roads and transport (see Figure 13), with common complaints regarding heavy traffic (53%), concerns about parking (44%) and lack of convenient public transport (14%). Some people provided written responses to this question under 'other' that picked up on many of the same issues. This included comments about road planning, poor conditions for pedestrians and cyclists and insufficient accessibility infrastructure.

Figure 13: What do you like the least about living in the area? (n = 1192)



Concerns about services and facilities included not enough shops or variety of shops (14%), not enough community facilities (6%) and not enough schools (5%). People were also concerned about the cleanliness of public spaces (13%).

In written responses to the question, 2% of respondents disliked unaffordable housing and/or services, and a further 2% disliked particular groups of people (gentrification, renters, public housing residents). Other comments included disruption caused by many dogs (safety, noise, mess), road planning decisions, lack of parks and green space, concern about public safety and crime, poor conditions for pedestrians and cyclists, and insufficient accessibility infrastructure (including calls for lifts at train stations).

Key finding: *The things people most commonly said that they disliked about living in the Ashmore Area related to the danger of overdevelopment, with concerns over the impacts of construction (55%), especially in densifying the neighbourhood (47%). Many people were also concerned about heavy traffic (53%) and the lack of parking (44%).*

© City Futures 2020

Responses to this question were similar across household groups, with the notable exception that families with children were more concerned about there being not enough schools (18%) and 'other' households, were less concerned about traffic (38%), construction impacts (43%) and noise (13%).

Responses to this question were also similar across tenures, except that private renters were less likely (37%) than owner occupiers (54%) or social renters[8] (74%) to be concerned about the density if the development. Social renters were more likely to note construction impacts (68%), insufficient parking (62%), noise (41%) and insufficient community facilities (17%) than owner occupiers and private renters.

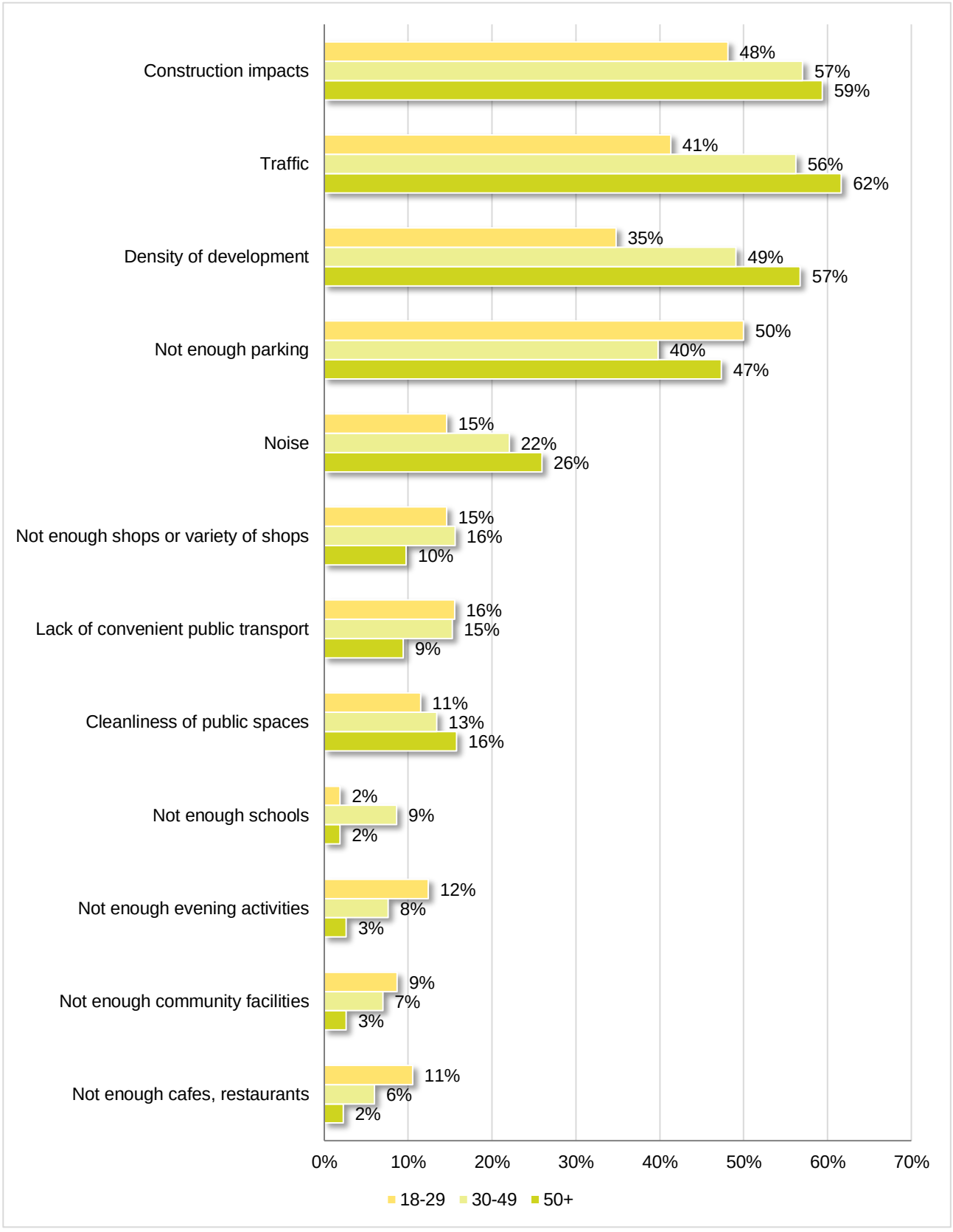
Responses to this question were similar amongst those people who completed the survey before and after the Covid-19 restrictions were introduced, with a notable exception that less people said they were concerned about the cleanliness of public spaces after (9%) than before (15%) the restrictions were introduced. This may simply reflect a reduction on time spent in public spaces during the period of restrictions.

There were notable differences in responses to this question between respondents of different ages (Figure 14). While the top four issues of concern were the same across all age groups, those under 29 were less concerned about construction impacts, traffic, density of development and noise than older age groups, but more concerned about the amount of evening activities, community facilities and the variety of cafes and restaurants.

[8] These figures are based on only 10 social renters, 494 private renters and 676 owner occupiers. The very small sample size for social renters mean that these results have a high margin of error and should be treated cautiously.

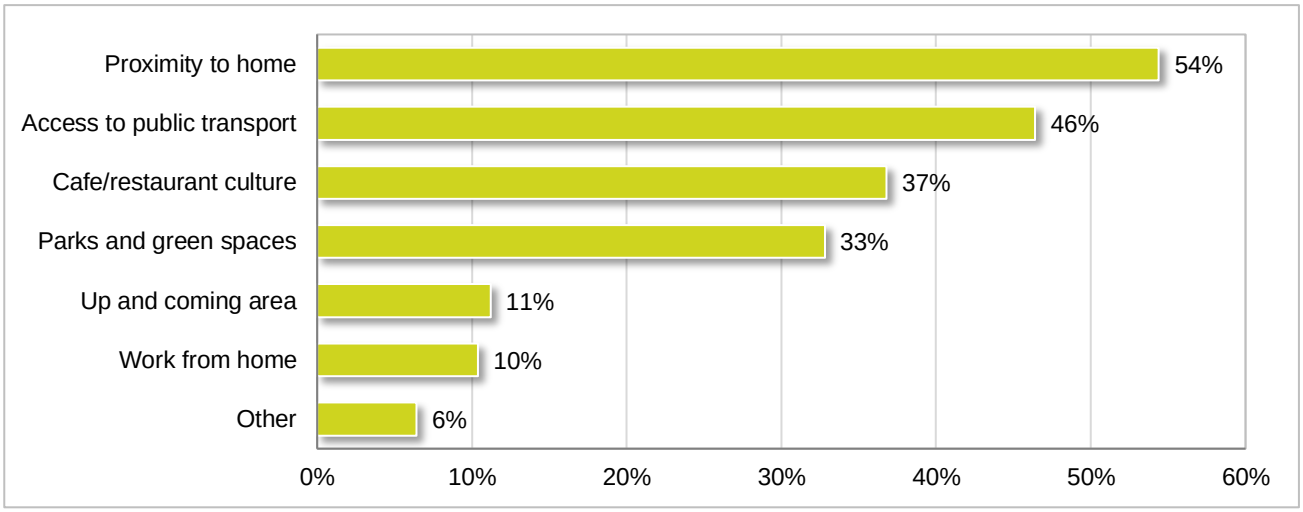
© City Futures 2020

Figure 14: What do you like the least about living in the area? (n18-29 = 322, n30-49 = 603, n50+ = 266)



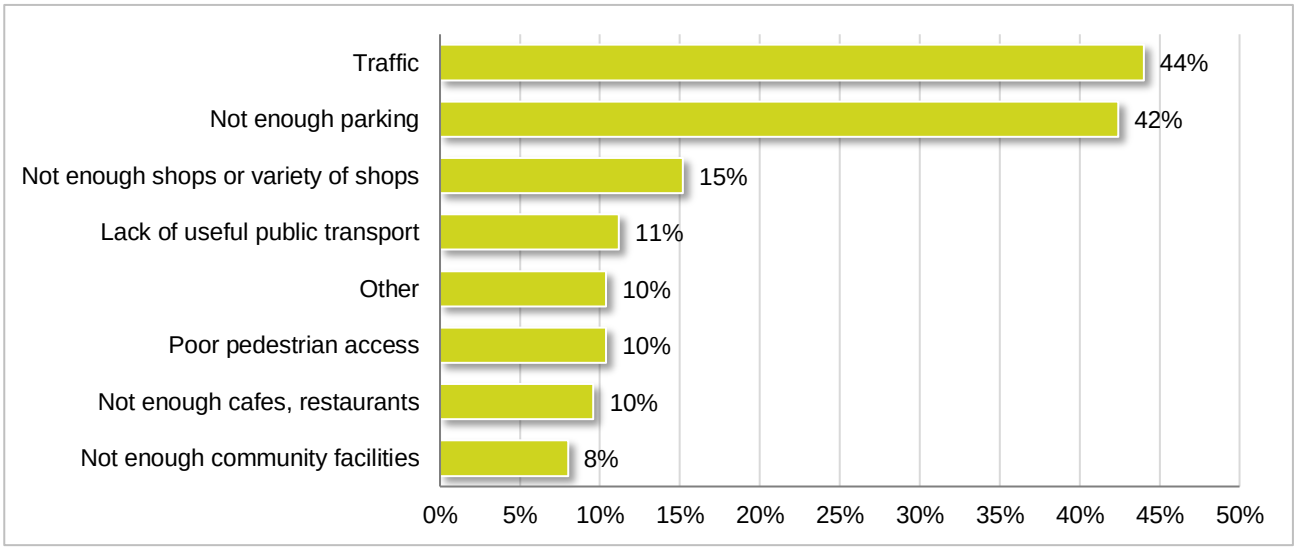
Results from survey respondents who work in the area identified similar likes and dislikes (see Figure 15 and Figure 16). This may be because most of the respondents that work in the area, also live in the area (80%). Notably, workers appreciated the proximity of the area to their own homes and the CBD, access to public transport and the café culture and access to green spaces.

Figure 15: What do you like the most about working in the area? (n=125)



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

Figure 16: What do you like the least about working in the area? (n=125)



Attachment and belonging

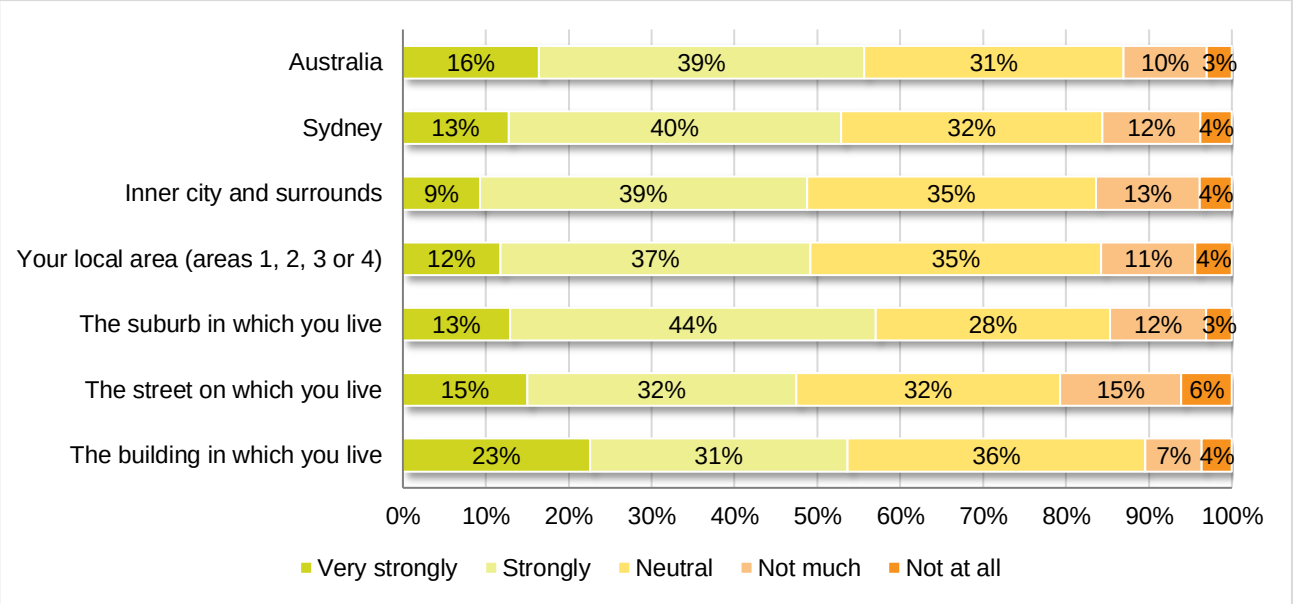
Selected findings from the survey provide information about people's sense of attachment to the area, whether they feel included or isolated, and whether people identify with particular communities in the area. People can identify with multiple communities and many different scales. In the survey, respondents were asked to what extent they felt part of the community in different places, at different scales (see Figure 17).

For the residents of Ashmore, there were no clear distinctions in the feeling of attachment across the different scales, with small and large geographical scales alike receiving similar levels of agreement. While residents felt most strongly about being a part of their own building (23% strongly agree), there were around

© City Futures 2020

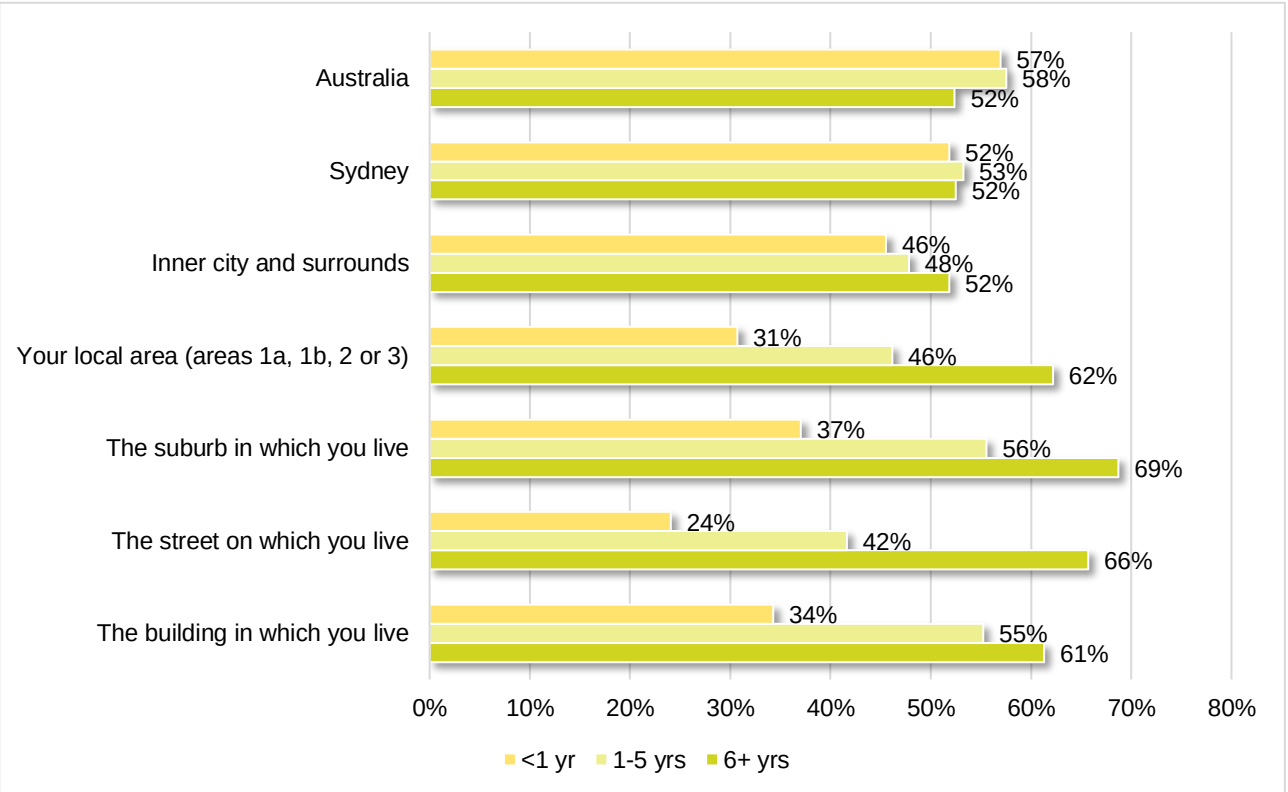
50% of agreement (strongly agree and agree) of attachment across most other geographical scales, with the highest being at the suburb level (57% strongly agree and agree), following by Australia (55%) and their building (54%). In comparison, 44% of people in the wider City of Sydney area were satisfied with feeling part of their community (City of Sydney Wellbeing Survey 2018).

Figure 17: To what extent do you feel you are part of the community in …? (n=various, 1141-1184)



Length of residence in the area had a notable effect at local scales, with feelings of attachment increasing with length of residence at the local area, suburb, street and building scales (Figure 18).

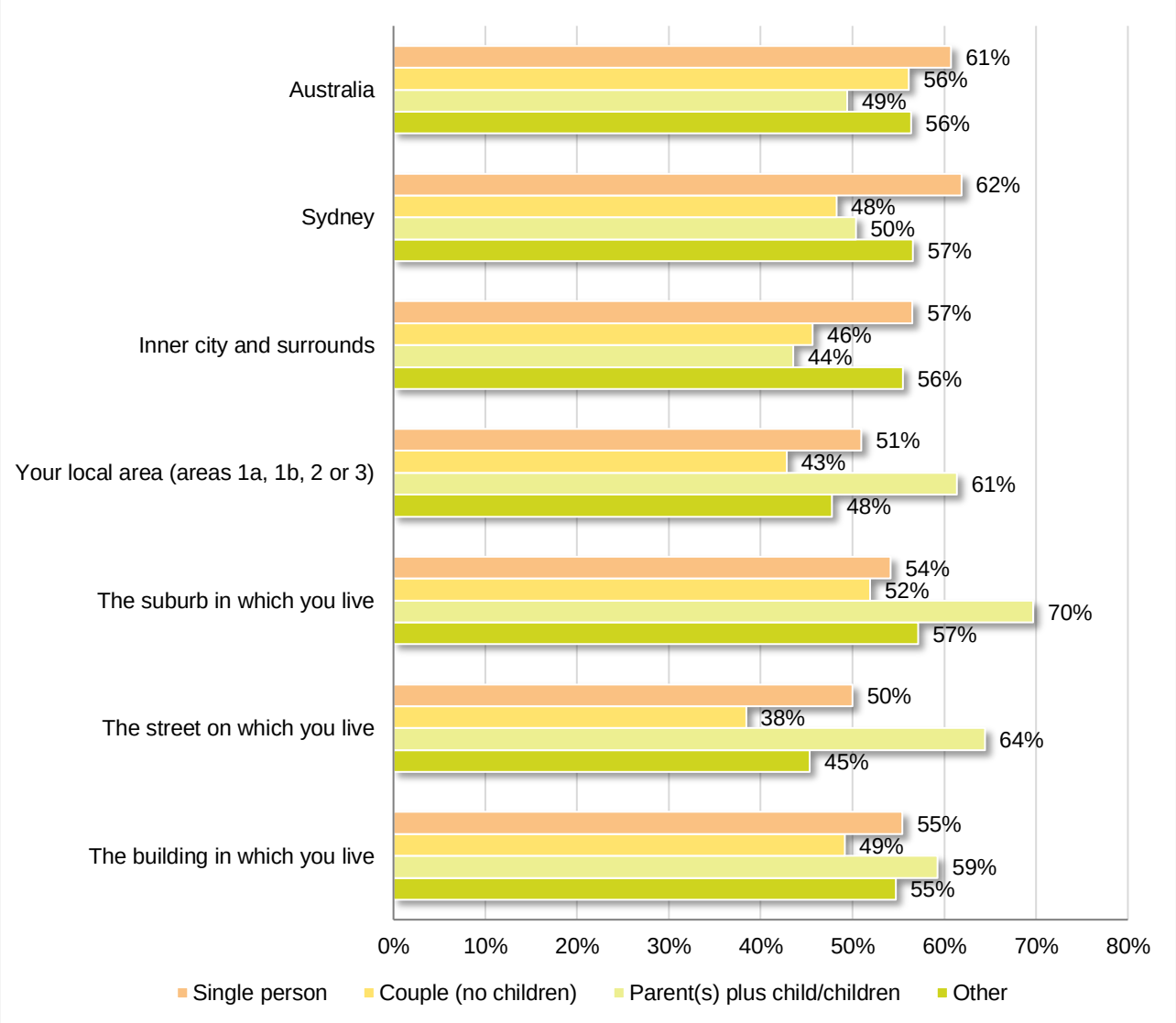
Figure 18: Percentage feeling they are strongly/very strongly part of the community in... By length of residence (various, n<1 yr = 213-216, n1-5 yrs = 496-514, 6+ yrs = 424-446)



© City Futures 2020

There were also significant differences in responses to this question when compared across different household types (Figure 19). Notably, single people and people in other households were more likely to feel connected to Sydney[9] and the inner city and surrounds[10]; while families with children were more likely to feel connected to their local area[11], suburb[12] and street[13].

Figure 19: Percentage feeling they are strongly/very strongly part of the community in... (various, nSingle person = 208-216, nParent(s) with children = 253-267, nCouple = 474-492, nOther = 200-205)

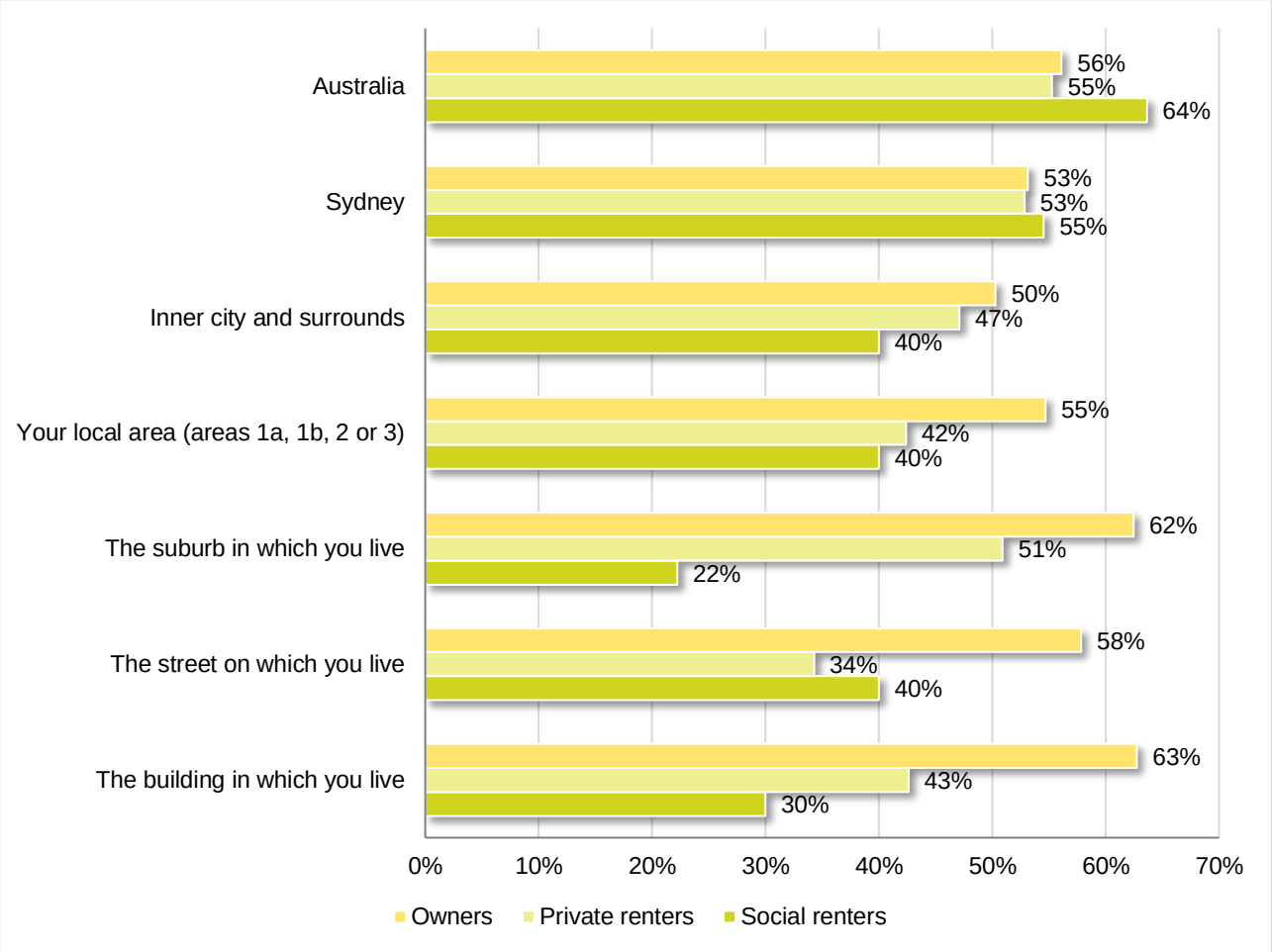


[9] $\chi^2(3, N = 1173) = 12.91, p=.005$
[10] $\chi^2(3, N = 1162) = 13.53, p=.004$
[11] $\chi^2(3, N = 1163) = 23.96, p=.000$
[12] $\chi^2(3, N = 1174) = 23.22, p=.000$
[13] $\chi^2(3, N = 1180) = 47.83, p=.000$

© City Futures 2020

There were also differences between tenure (Figure 20), most notably that owner occupiers felt much more strongly part of the community at the local area, suburb street and building level than renters.

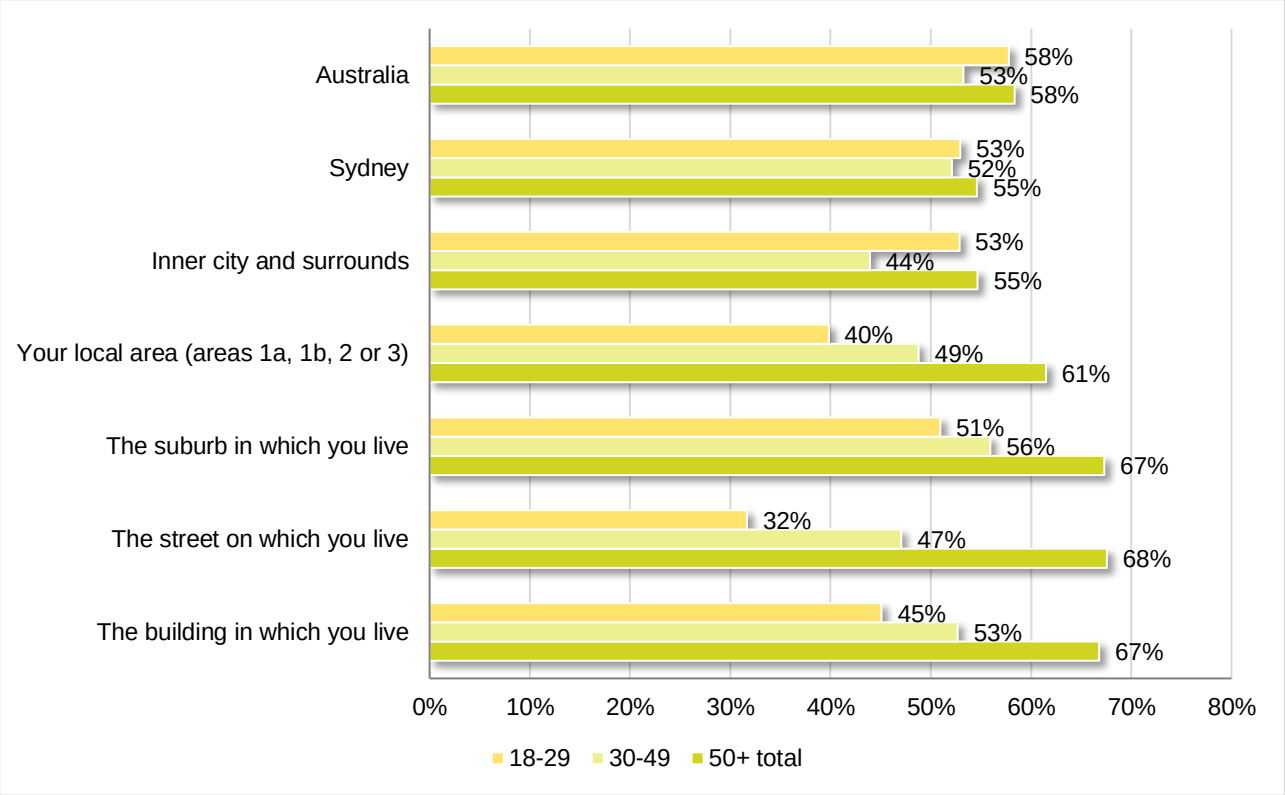
Figure 20: Percentage feeling they are strongly/very strongly part of the community in... (various, nOwners = 631-669, nPrivate renters = 482-493, nSocial renters = 9-11[14])



[14] The very small sample size for social renters mean that these results have a high margin of error and should be treated cautiously.

There were also significant differences by age (Figure 21), with people aged over 50 significantly more likely to feel part of their community in their local area[15], suburb[16], street[17] and building[18] than younger people.

Figure 21: Percentage feeling they are strongly/very strongly part of the community in... (various, n18-29 = 317-323, n30-49 = 577-599, n50+ = 247-262)

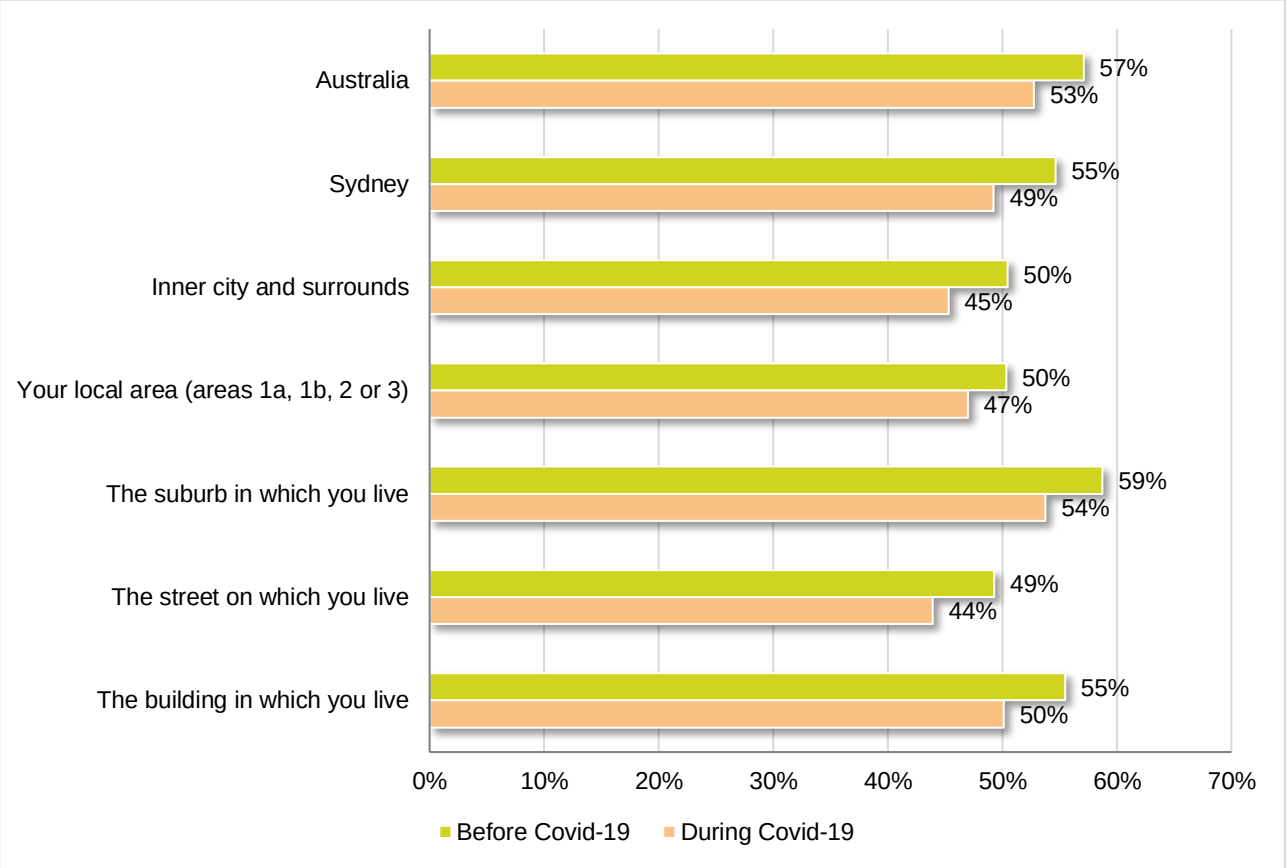


Comparing responses to this question before and after the introduction of the Covid-19 restrictions, the proportion of people who said they felt strongly or very strongly part of the community dropped at all scales (Figure 22). While these differences are not statistically significant, it is interesting to note that this is a different effect to that witnessed in the Green Square renewal area, where attachment to the scales of Australia, Sydney and the building increased (Easthope et al. 2020)

[15] $\chi^2(2, N = 1168) = 26.79, p=.000$
[16] $\chi^2(2, N = 1177) = 16.37, p=.000$
[17] $\chi^2(2, N = 1183) = 74.65, p=.000$
[18] $\chi^2(2, N = 1141) = 26.69, p=.000$

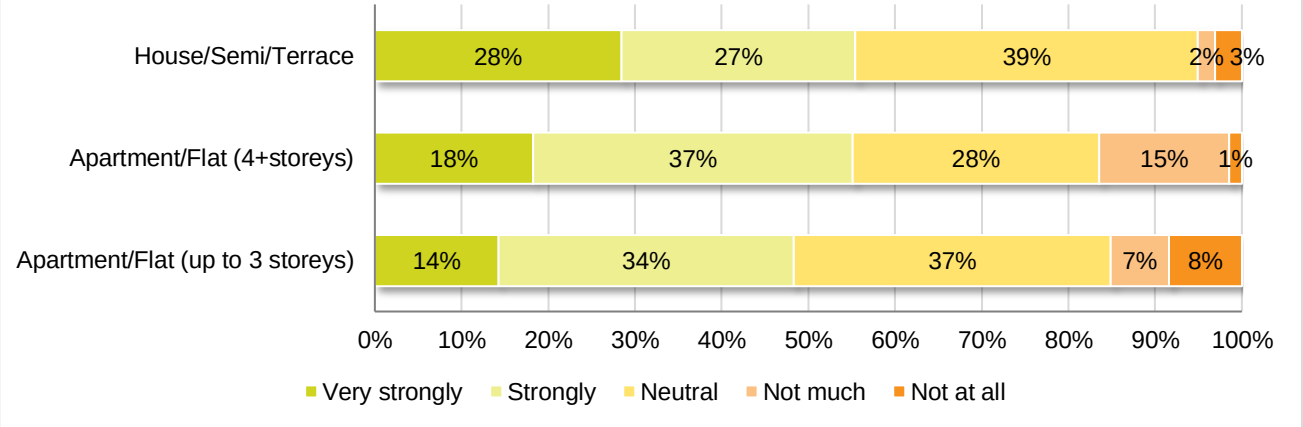
© City Futures 2020

Figure 22: Percentage feeling they are strongly/very strongly part of the community in... (various, Before Covid-19 = 750-781, nDuring Covid-19 = 391-403)



When attachment to community in the building in which one lives was compared with the dwelling types in which respondents lived, 48% (up to 3 storeys) and 55% (4+ storeys) of people living in an apartment were strongly or very strongly attached, compared with 55% of people living in townhouses, terraces and detached houses (Figure 23).

Figure 23: To what extent do you feel part of the community in the building in which you live? (nHouse/Semi/Terrace = 552, nApartment 4+ storeys = 334, nApartment up to 3 storeys = 238)



These results appear to be heavily influenced by length of residence however (Figure 24), with attachment at the building scale increasing with years of residence for residents of both apartments and other dwellings. Interestingly, the highest level of attachment was amongst apartment residents who had lived in the area for more than 6 years (66%).

Figure 24: Percentage feeling they are strongly/very strongly part of the community in... the building in which you live? By property type *and* length of residence (nApt <1 yr = 110, nApt 1-5 yrs = 183, nApt 6+ yrs = 136, nHouse/Terrace etc <1 yr = 105, nHouse/Terrace etc 1-5 yrs = 168, nHouse/Terrace 6+ yrs = 284)

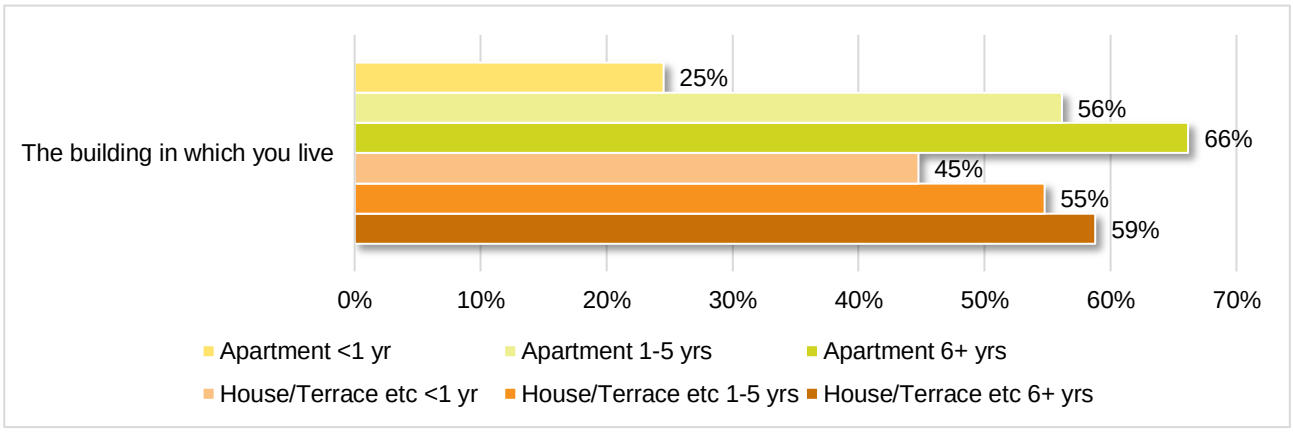
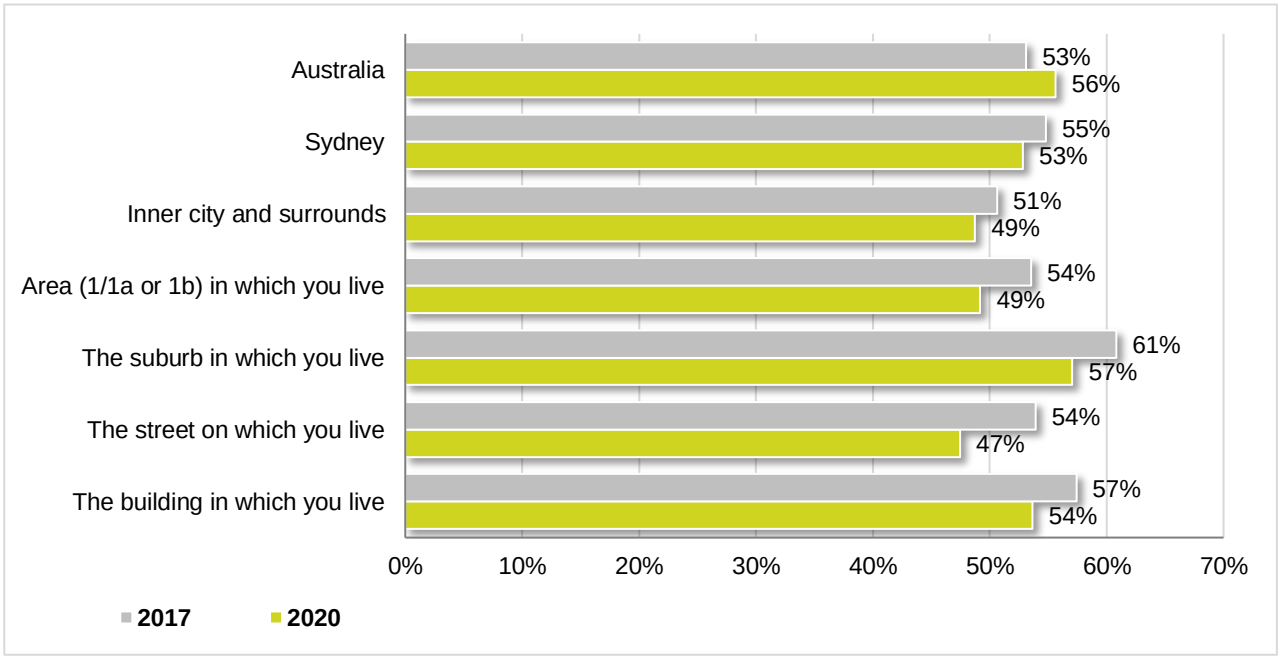


Figure 25: To what extent do you feel you are part of the community in…? *Total strongly/very strongly in 2017 and 2020* (n = 1141-1184 in 2020, n = 593-612 in 2017)



Key finding: *Around half of Ashmore Area residents felt part of the community at different geographical scales from the building to the country. Feelings of attachment were slightly greater at the scale of the suburb (57%) than at other scales. This is above the average for the City of Sydney as a whole (44% of people were satisfied with feeling part of their community in their local area in the 2018 City of Sydney Wellbeing Survey). Attachment at all scales, apart from attachment to Australia, declined slightly between the 2017 and 2020 surveys.*

© City Futures 2020

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 regard 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).

Most residents had lived in the area for less than 5 years (see Figure 26). This can be largely explained by the fact that the Ashmore Precinct (area 1a) includes many new buildings. However, even amongst residents in the more established parts of the Ashmore area (1b), more than half had lived in the area for fewer than 5 years (Figure 27).

Figure 26: How long have you lived in Ashmore Area? (n = 1188)

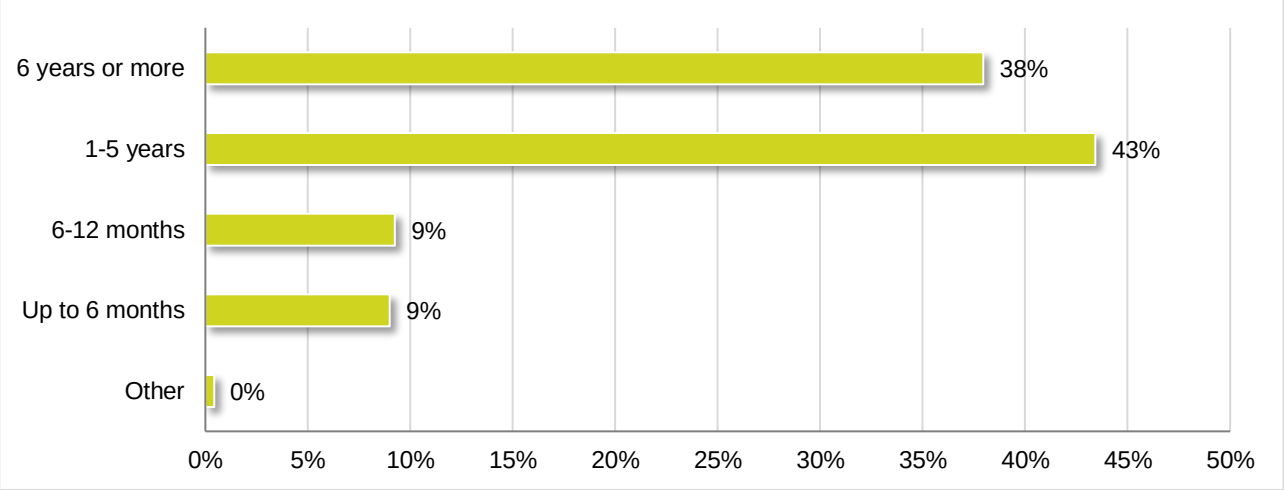
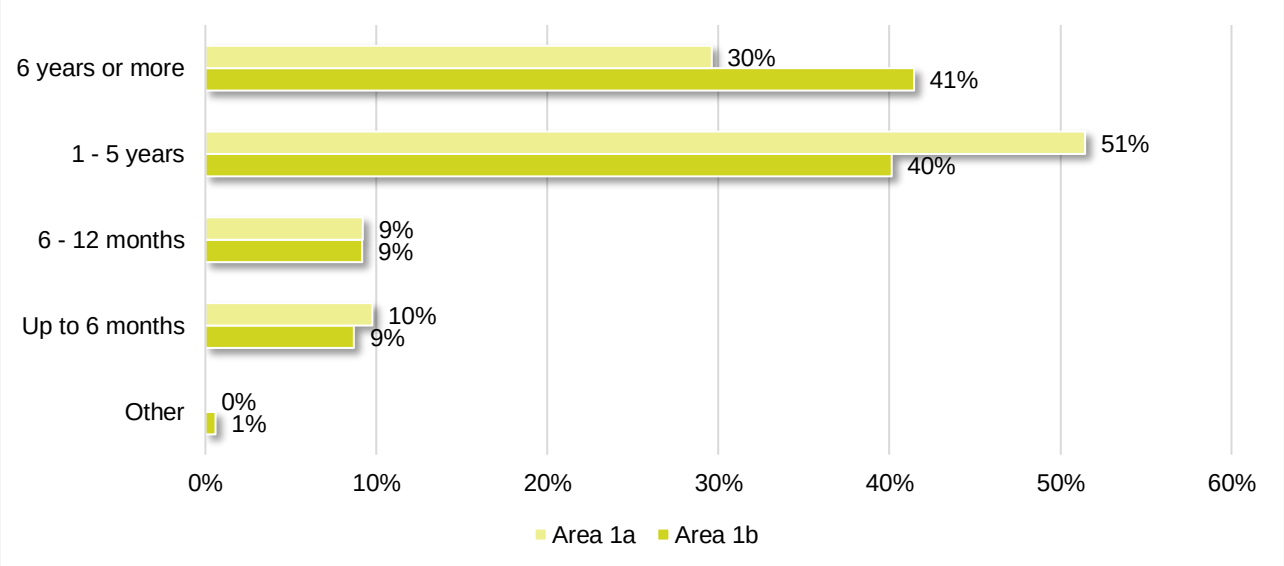


Figure 27: How long have you lived in Ashmore Area? (nArea 1a = 348, nArea 1b = 840)



The survey asked people about their plans to stay in the area (Figure 28). The majority (80%) of respondents agreed that they planned to remain resident in the area for a number of years despite half (50%) considered Ashmore to be an area people move in and out of frequently. This is largely unchanged since the 2017 survey (Figure 29).

There are significant differences by tenure[19] in the 2020 results, with 91% of owner occupiers, 80% of private renters and 67% of social renters[20] planning to remain resident in the area for a number of years. There are also significant differences in response to this question between people living in different types of household[21], with 90% of those in families with children and 84% of lone person households planning to remain in the area for a number of years, compared with 79% of couple households and 70% of other households. People living in the Ashmore Precinct area (1a) were slightly more likely to say they were planning to remain in the area than those in the surrounding streets (area 1b) (Figure 30).

Figure 28: Responses from Ashmore Area residents to: To what extent do you agree with the following statements? (n = 1179-1180)

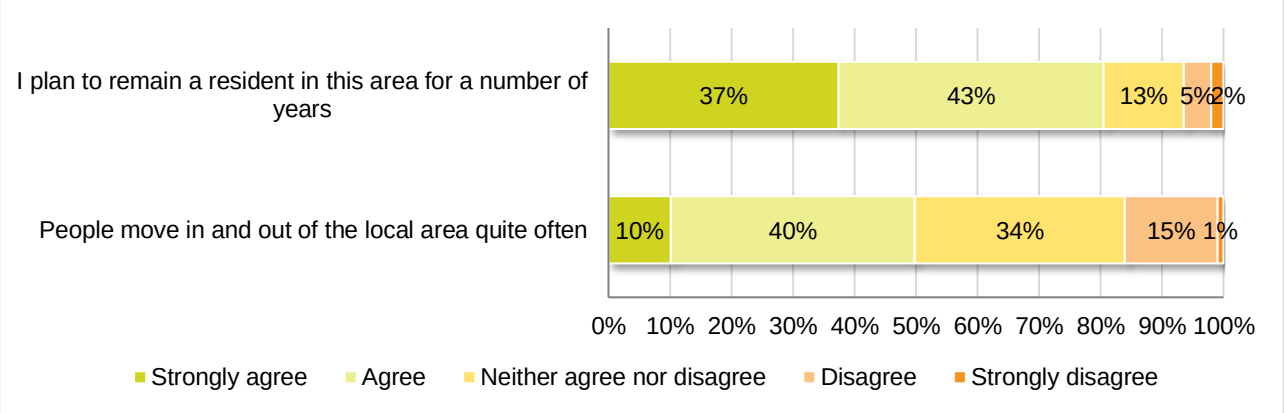
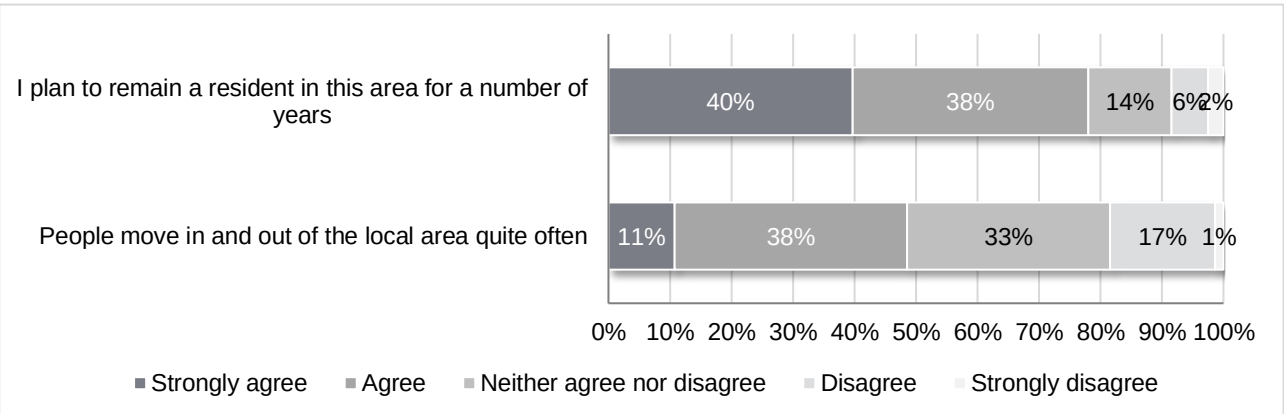


Figure 29: 2017 responses from Ashmore Area residents to: To what extent do you agree with the following statements? (n = 612)



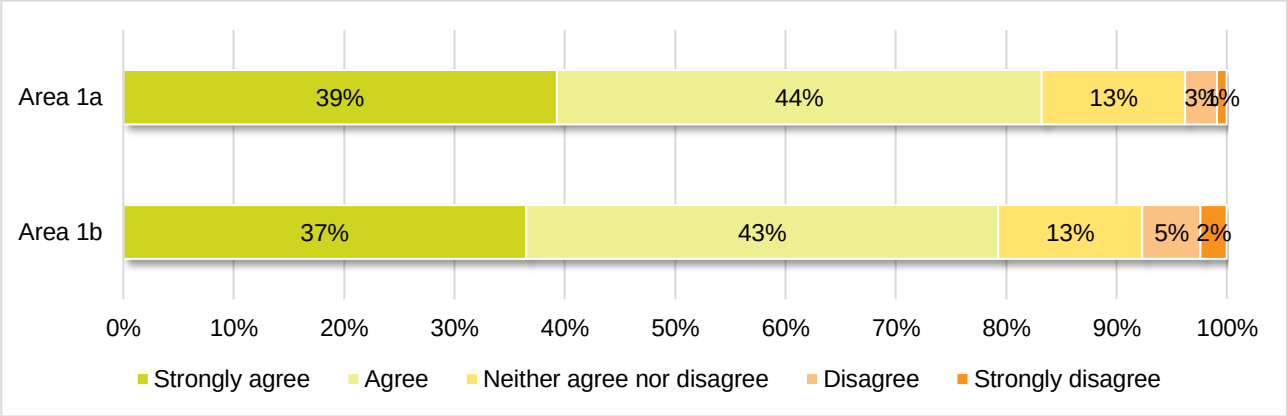
[19] $\chi^2(2, N = 1169) = 100.36$, p=.000

[20] Note that this is based on only 10 social renter responses, 494 private renters and 6767 owner occupiers. The very small sample size for social renters mean that these results have a high margin of error and should be treated cautiously.

[21] $\chi^2(3, N = 1177) = 32.05$, p=.000

© City Futures 2020

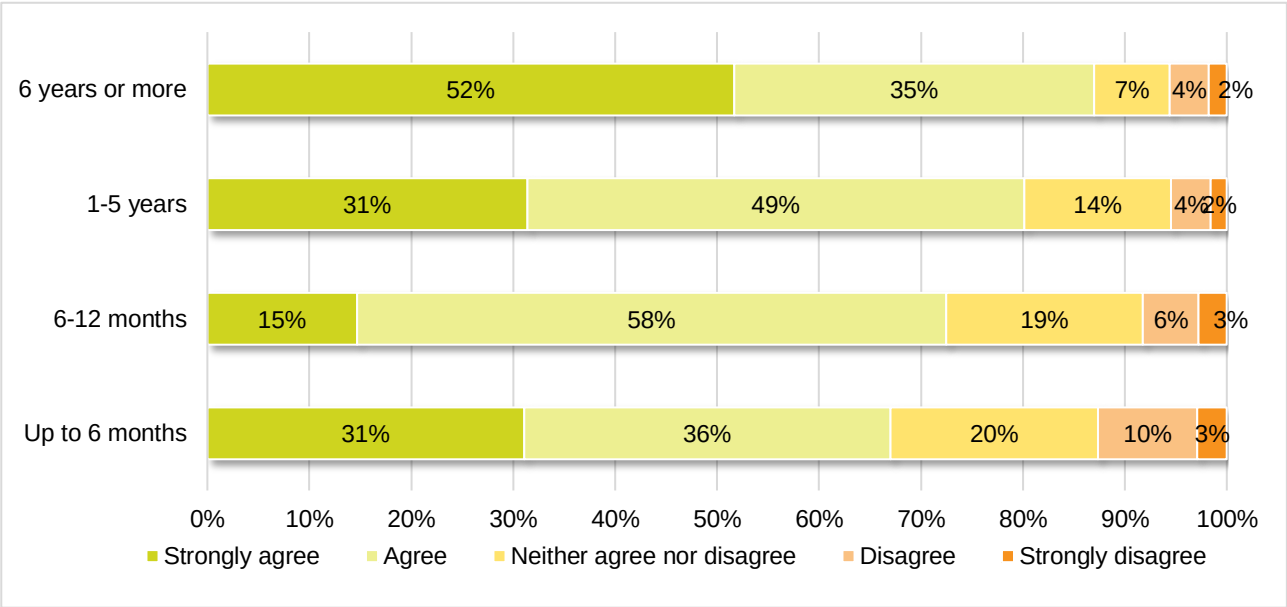
Figure 30: Responses from Ashmore Area 1a and Area 1b residents to: To what extent do you agree with the following statements? I plan to remain resident in this area for a number of years (nArea 1a = 346, nArea 1b = 835)



Key finding: *As expected, a large proportion (70%) of residents in the newer Ashmore Precinct area have lived there for 5 or less years. However, in the more established area surrounding the precinct more than half of residents (58%) had lived there for 5 years or less. The majority (80%) of residents in the Ashmore area planned to remain resident in the area for a number of years, with the proportion slightly higher amongst residents in the newer Ashmore Precinct (83%) than in the surrounding established areas.*

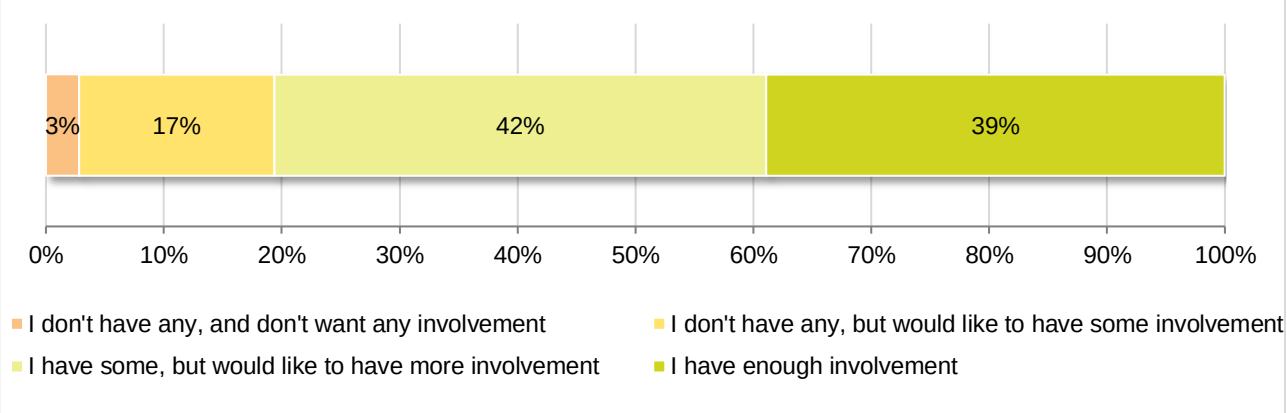
There is a correlation between respondents' plans to remain resident in the area with how long they have already been living in the area, with people who have lived in the area for longer being more likely to intend to continue living in the area (see Figure 31).

Figure 31: 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 (n6 years + = 445, n1-5 years = 513, n6-12 months = 109, nUp to 6 months = 106)



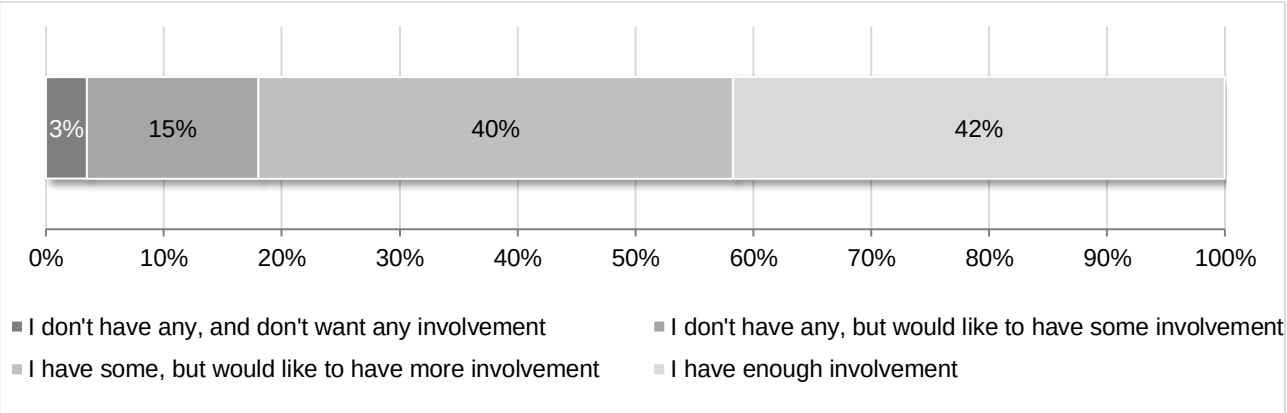
The survey also asked other questions about people's plans and desires, besides their intentions to remain living in the area. People were asked specifically about their satisfaction with their levels of interaction (Figure 32). Two-fifths of residents were satisfied with their level of interaction with other people in Ashmore Area (39% who had enough involvement and 3% who had none but did not want any involvement). The remaining three-fifths all wanted to have more involvement with other people in the area, including 17% who currently had no involvement with other people. This response is more positive than the response from residents in nearby Green Square area, where 65% of respondents would like to have more involvement with other people in Green Square, of which 29% had no involvement.

Figure 32: Responses from Ashmore Area residents to: How would you best describe your level of interaction with other people who live or work in the area? (n = 1175)



There were some differences in responses to this question before and after the Covid-19 restrictions, with 40% of people before and 36% after saying they have enough involvement and 15% before and 20% after saying they had no involvement but would like more. However, these differences were not statistically significant. These results show little change since the 2017 survey (**Error! Not a valid bookmark self-reference.**).

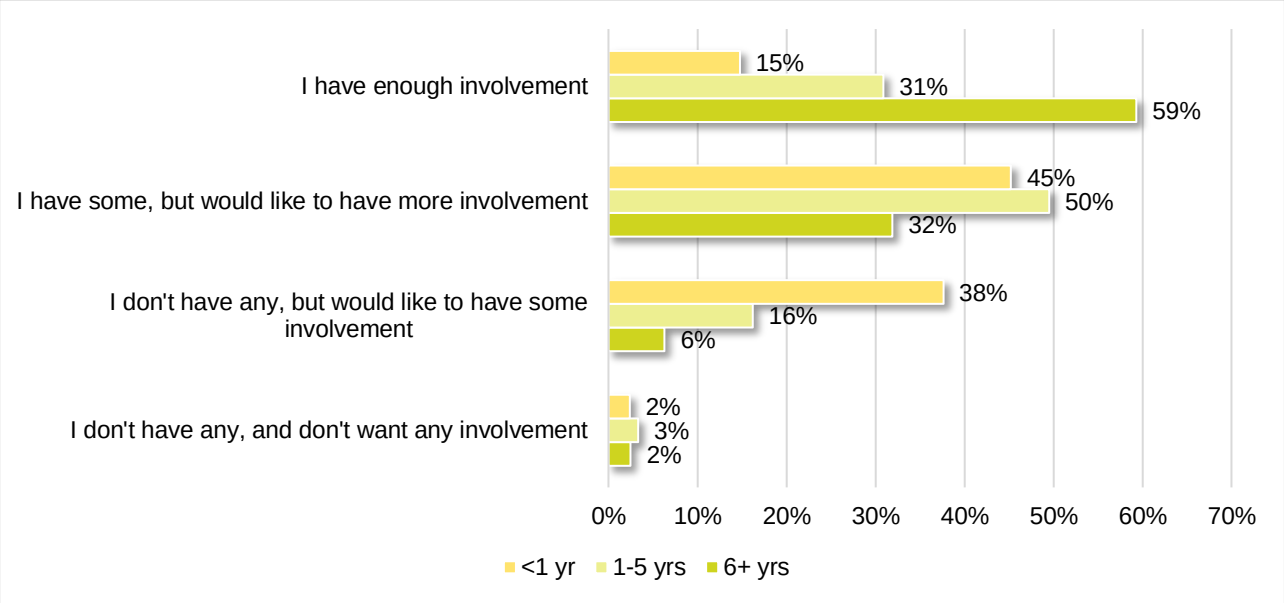
Figure 33: 2017 responses from Ashmore Area residents to: How would you best describe your level of interaction with other people who live or work in the area? (n = 605)



Responses to this question differed by length of residence in Ashmore (Figure 34), with people who had lived in the area for more than six years much more likely to feel that they have enough involvement (59%) and people who had lived in the area for less than one year being much more likely to say that they have no involvement with people in the local area, but would like some (38%).

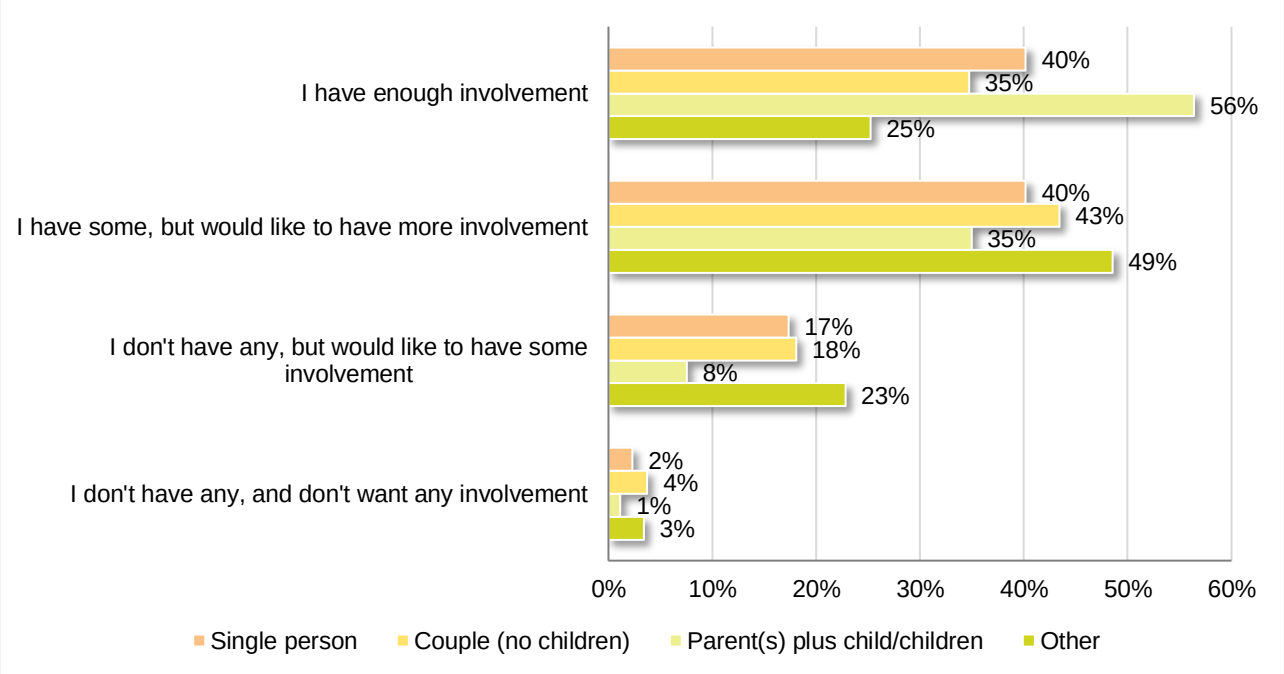
© City Futures 2020

Figure 34: How would you best describe your level of interaction with other people who live or work in the area? By length of residence (n<1 yr = 210, n1-5 yrs = 511, n6+ yrs = 445)



There were however significant differences in responses to this question by household type[22] (Figure 35). Most notably, people in households with children were much more likely to feel they have enough involvement (56%) and people in 'other' households were more likely to either have but want more involvement (49%) or have no involvement but want some with people in the local area (23%).

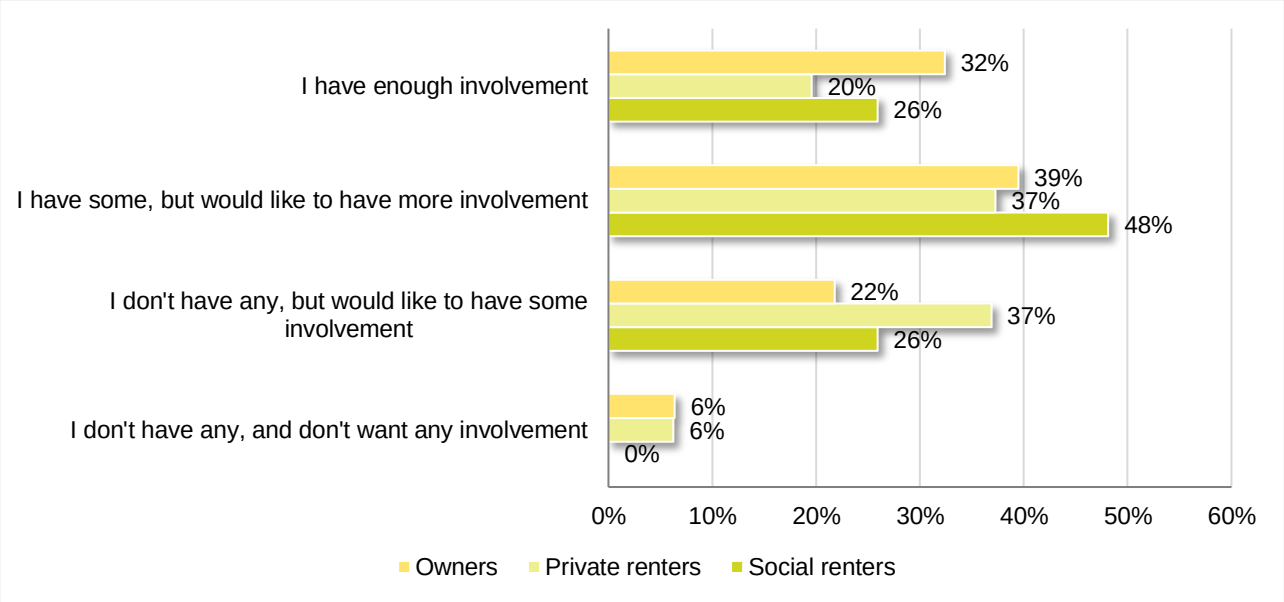
Figure 35: How would you best describe your level of interaction with other people who live or work in the area? (nSingle person = 219, nParent(s) with children = 266, nCouple = 481, nOther = 206)



[22] $\chi^2(12, N = 1173) = 65.50, p<.001$

There were also significant differences by tenure, with private renters more likely to desire more social interaction with people in the area[23] (Figure 36).

Figure 36: How would you best describe your level of interaction with other people who live or work in the area? (nOwners = 666, nPrivate renters = 487, nSocial renters = 10)



There were also significant differences by age group[24], with people aged over 50 much more likely to feel they have enough involvement (65%) and people aged 29 and under much more likely (33%) to say that they have no involvement with people in the area but would like some.

Key finding: *Two-fifths (42%) of residents were satisfied with the level of social interaction they have with other people who live and work in the Ashmore Area, with the remaining 59% all wanting more interaction, including 17% who currently had no interaction with other people in the area. Private renters and people aged under 29 are much more likely to desire more involvement with others in the local area, with one-third of private renters (37%) and people aged under 29 (33%) having no involvement with others in the area but wanting some.*

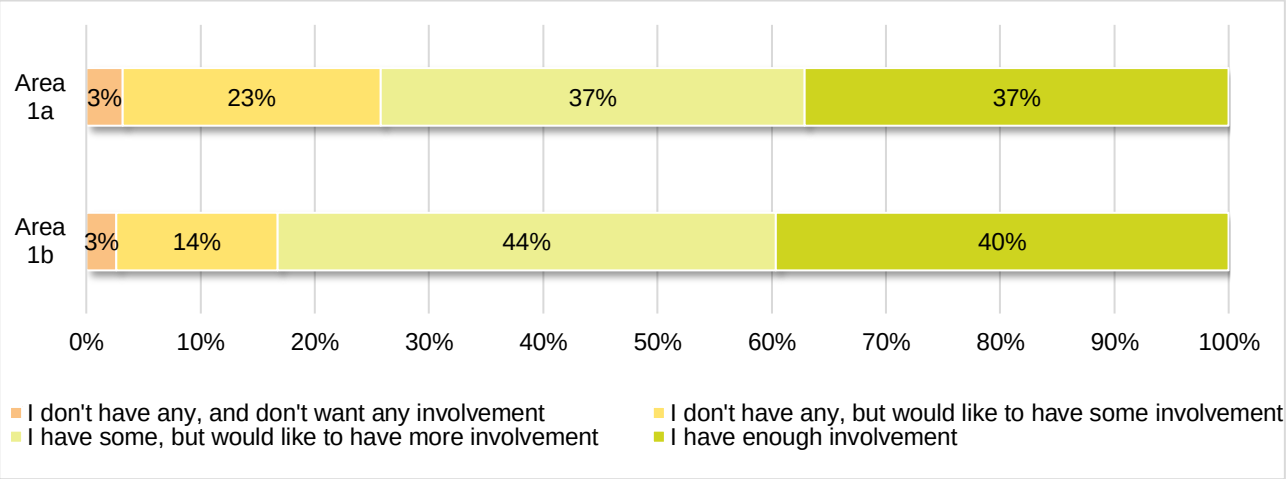
People in the newer Ashmore Precinct area were more likely to have no interaction with others in the area but want some (23% of people in the Ashmore Precinct compared to 14% of people in the surrounding areas). However, a large proportion (44%) of people in the surrounding areas said that they have some, but would like more involvement (Figure 37).

[23] $\chi^2(8, N = 1164) = 97.72$, $p<.001$. Note small n and 46.7% of cells have expected count less than 5.

[24] $\chi^2(8, N = 1174) = 165.66$, $p=.000$

© City Futures 2020

Figure 37: Responses from Ashmore Area residents to: How would you best describe your level of interaction with other people who live or work in the area?, split by Area (nArea 1a = 345, nArea 1b = 830)



As well as the above specific question about desires regarding social interaction, the survey also asked a question about a range of different things that would make the Ashmore Area a better place to live or work in order to understand the desires of residents and workers. Figure 38 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 related to socialising opportunities, including having more varieties of cafes, restaurants and bars (58%), and evening activities (42%). The importance of these differ by household type, with people living in households with children less likely to choose these responses compared with people in other household types. They also differed by tenure, with private renters more likely to choose these options than owner occupiers or social renters. Differences by age were particularly notable (Figure 39), with people aged under 29 much more likely (71%) to mention the importance of a variety of cafes, restaurants and bars and evening activities than older age groups.

© City Futures 2020

Figure 38: What are the top 5 things that would make the area the kind of place you would like to live and/or work in in the future? (n = 1192)

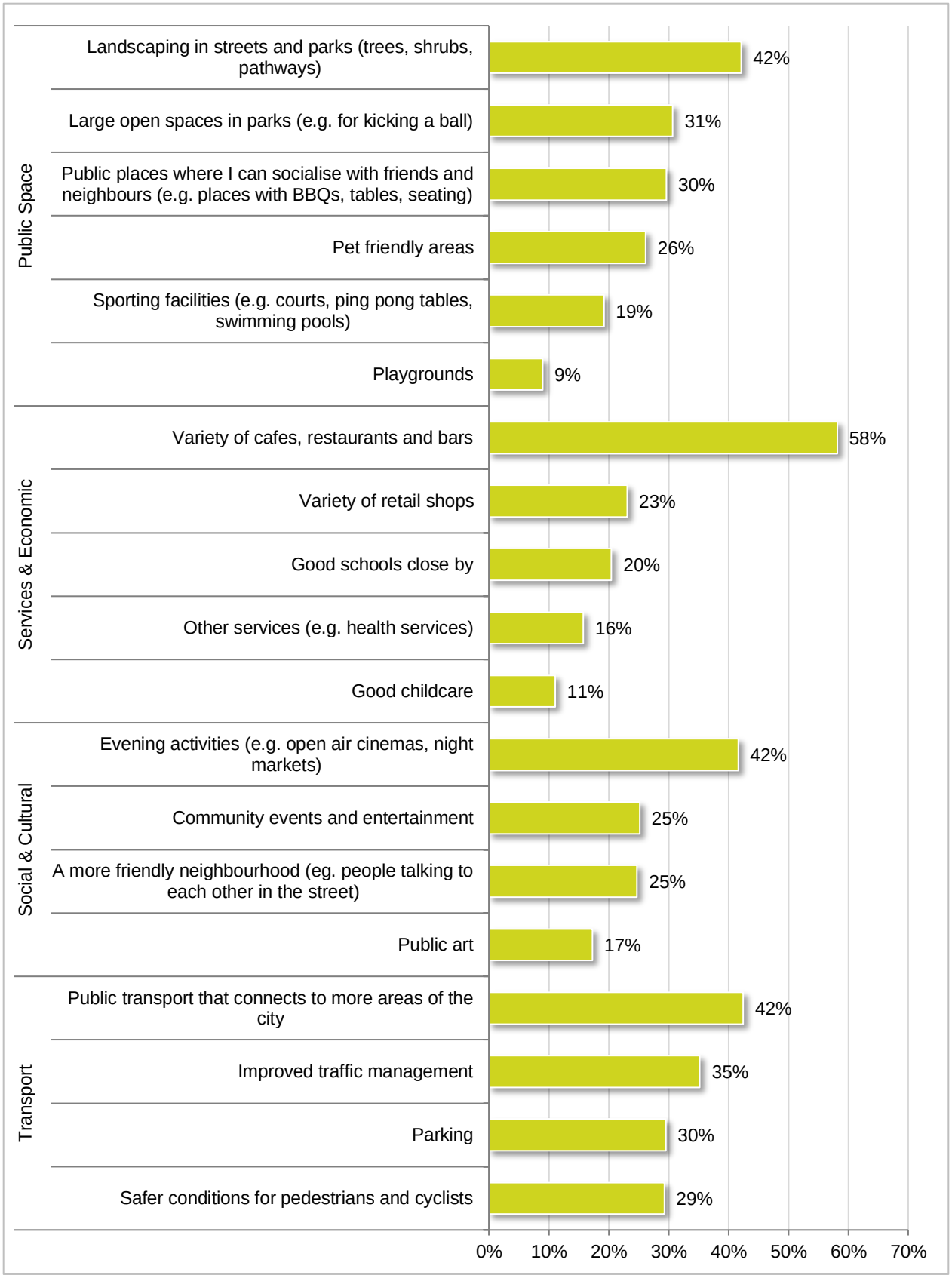
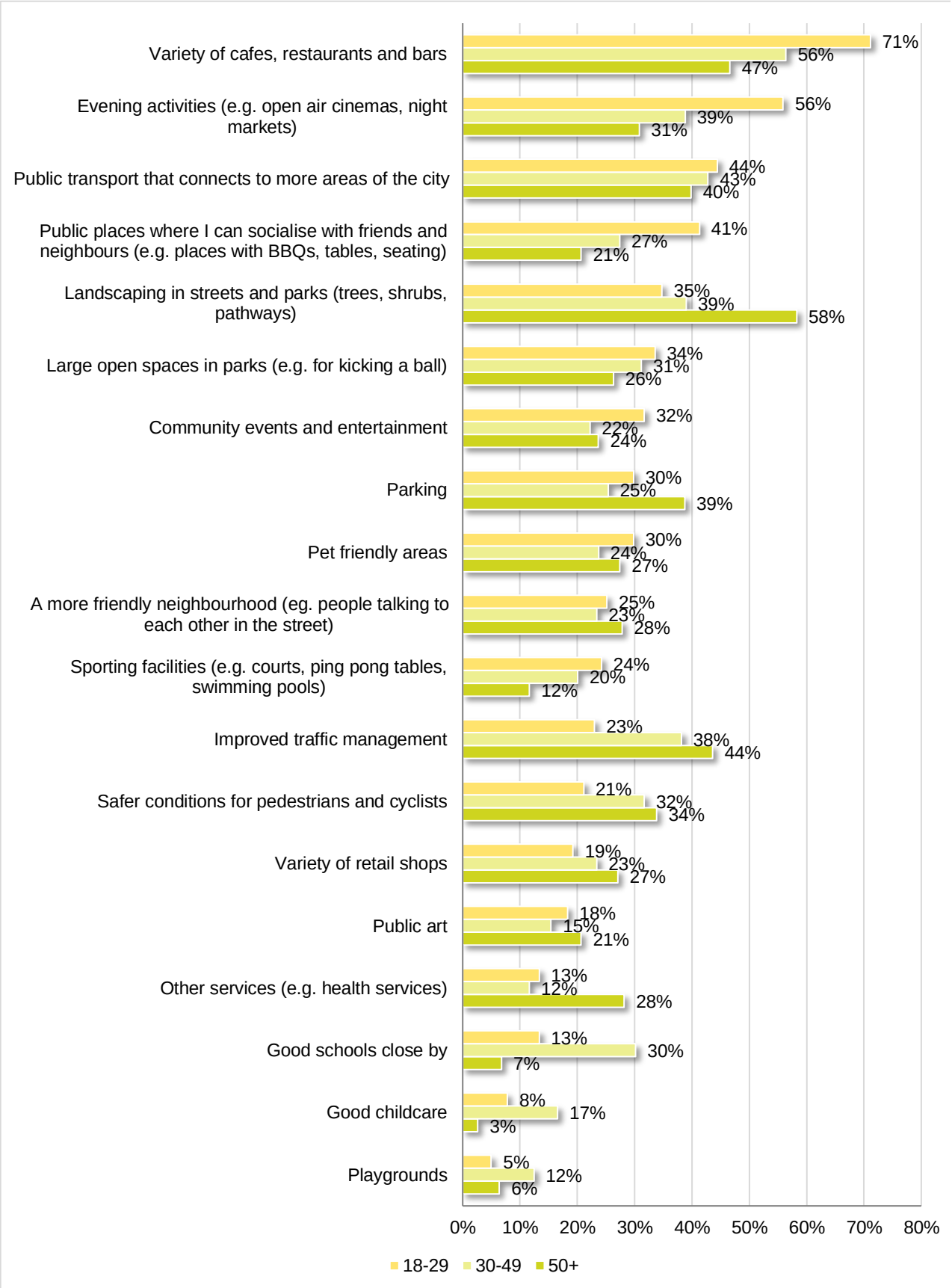


Figure 39: What are the top five things that would make the area a place you would want to live and/or work in the future? (n18-29 = 322, n30-49 = 603, n50+ = 266)



Other desires related to two main groups: improvements in transport and traffic, with 42% wanting more public transport that connect to other parts of the city, and 35% wanting improved traffic management; and in public spaces, where 42% wants improved street and park landscaping, 31% better large open spaces. While remaining important, improvements to traffic management and better public transport connectivity were less frequently mentioned in 2020 than in 2017.

Other commonly chosen responses (with more than 1 in 4 respondents choosing these options) included improved parking (30%), public spaces for socialising (30%), safer conditions for pedestrians and cyclists, pet friendly areas (26%), community events and entertainment (25%), and a more friendly neighbourhood (25%). Some people also wrote answers indicating the types of community facilities they would like to have access to in the area. These included shared office spaces, aged care, community gardens, farmers markets, a library or community space at Newtown Tramsheds, mens/womens sheds, repair cafés, and a full-size shopping centre.

Responses to this question before and after the Covid-19 restrictions were similar.

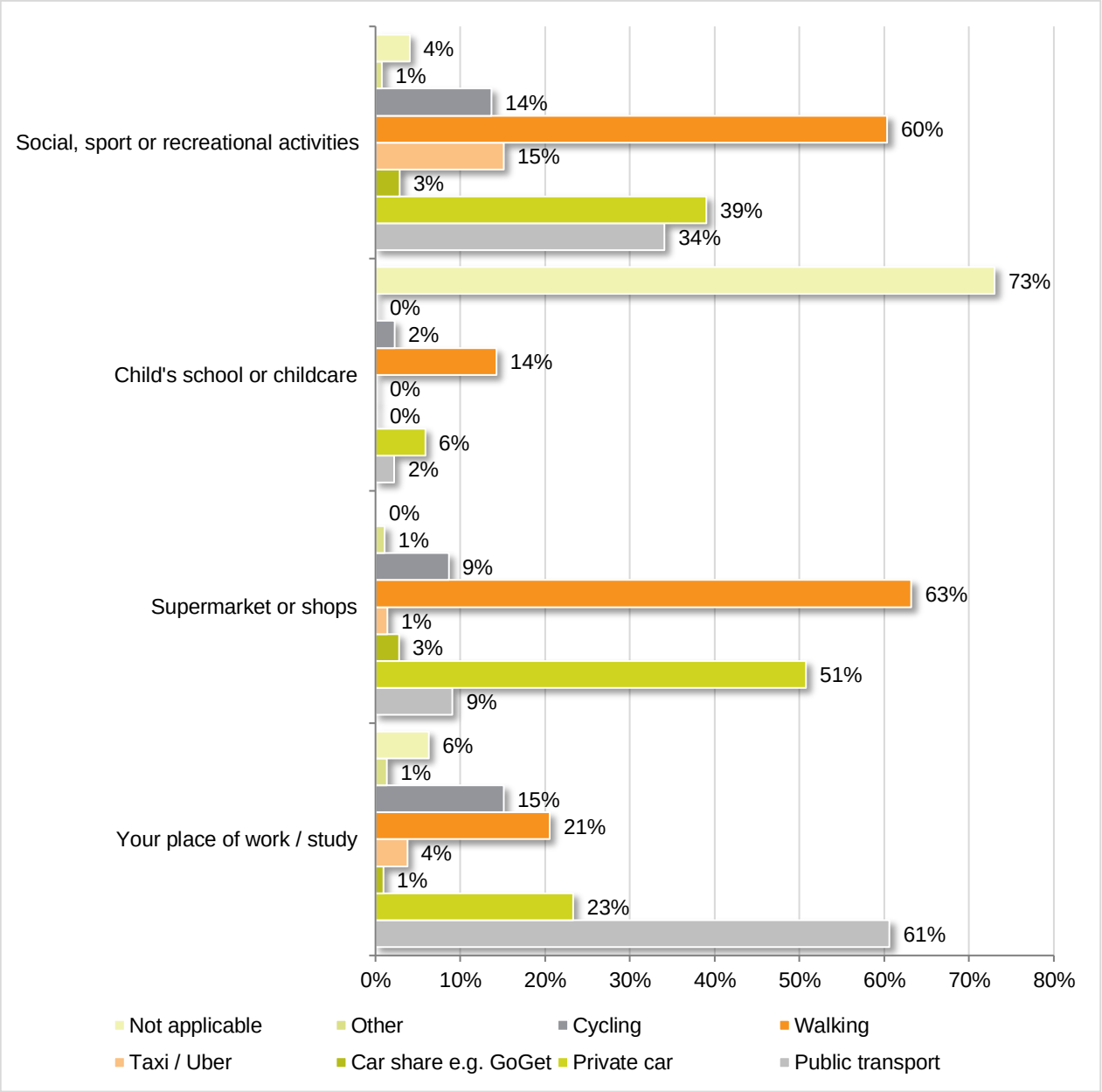
Key finding: *The most commonly mentioned group of improvements residents wanted in the Ashmore Area related to socialising opportunities, including the variety of cafes, restaurants and bars (58%) and the availability of evening activities (42%). The types of improvements people prioritised differed between age groups, with people aged under 29 much more likely (71%) to mention the importance of a variety of cafes, restaurants and bars and evening activities than older age groups.*

The forms of transport Ashmore Area residents use for various activities is an important consideration, given the respondents indication of public transport access as a reason to live in Ashmore and one of the things they like most in the area (Figure 10 and Figure 15), and that this was also seen as an aspect to improve upon in future (Figure 13, Figure 16 and Figure 38). The survey asked Ashmore Area residents how they travel to certain activities and places on a typical day (Figure 40). Most respondents (61%) travel to their locations of work or study via public transport, followed by private car (23%) and walking (21%). Most people walked (63%) or drove in a private car (51%) to the supermarket or shops. Many respondents did not need to access child's school or childcare (73%), because most respondents did not have children, but of the respondents with children, most walked. The modes of transport to social, sport or recreational activities were far more varied among respondents, with many people walking (60%), driving a private car (39%), or taking public transport (34%) to the various activities.

Key finding: *Most Ashmore residents travel to work or study using public transport (61%), and most walk (63%) and/or drive (51%) to the supermarket or shops. Many people also walk (60%) to other social, sport or recreational activities.*

© City Futures 2020

Figure 40: On a typical day, how do you travel to…? (n = 1192)



Nature of social interaction

This section presents findings of the survey relating 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 41). Most people (97%) said that they would be willing to help their neighbours (Appendix 7 Selected 2017 survey results compared with 2020 survey results for Ashmore Area residents). These findings reflect those of the 2017 survey in which 98% said they would be willing to help their neighbours. They also reflect the findings of the 2018 City Wellbeing Survey for the City of Sydney as a whole (95% would help neighbours definitely or sometimes). A smaller proportion of MyPlace survey respondents in the Ashmore area (69%) thought that they could rely on their neighbours for help, reflecting the 2017 survey result (Appendix 7 Selected 2017 survey results compared with 2020 survey results for Ashmore Area residents), higher than for the City as a whole (50% said they could definitely or sometimes get help from neighbours in the 2018 City Wellbeing Survey).

While there were few differences in the proportion of people in different household types who would be willing to help their neighbours (ranging from 95-98%), there was a significant difference[25] between household types in regards to whether people felt they could receive help, with 84% of people in families with children saying so, compared to only 61% of couples, 69% of singles and 71% of people in other households. Similarly, while there was little difference in willingness to help neighbours by age groups, people aged 30-29 (71%) and over 50 (79%) were more likely to feel that they could get help from neighbours than those aged 29 and under (57%)[26].

There were also significant differences by tenure[27]. A smaller proportion of private renters (80%) said they would be willing to help their neighbours than either owner occupiers (98%) or social renters (96%). Also, a smaller proportion of private renters (40%) and social renters (57%) felt that they could get help from their neighbours than owner occupiers (78%)[28].

Responses to these questions did not change significantly before and after the Covid-19 restrictions were introduced.

More people agreed (42%) than disagreed (35%) that they borrowed things and exchanged favours with their neighbours; and more people agreed (54%) than disagreed (31%) that they regularly stopped to talk with people in their neighbourhood. This is a more positive response than the responses from residents in the nearby Green Square, where less people agreed (30%) than disagreed (51%) that they regularly stopped to talk with people in their neighbourhood. In the Ashmore area, there was a significant difference[29] in whether people borrow things or exchange favours with neighbours before and after the Covid-19 restrictions, with 44% of people agreeing with this testament before Covid-19 and only 38% after. There was also a notable but not significant (p=.058), difference in whether people regularly stop to talk with people in their neighbourhood, with 55% agreeing before Covid-19 and 49% after. There were significant differences in responses to these questions by household type[30], with 65% of people in families with children regularly

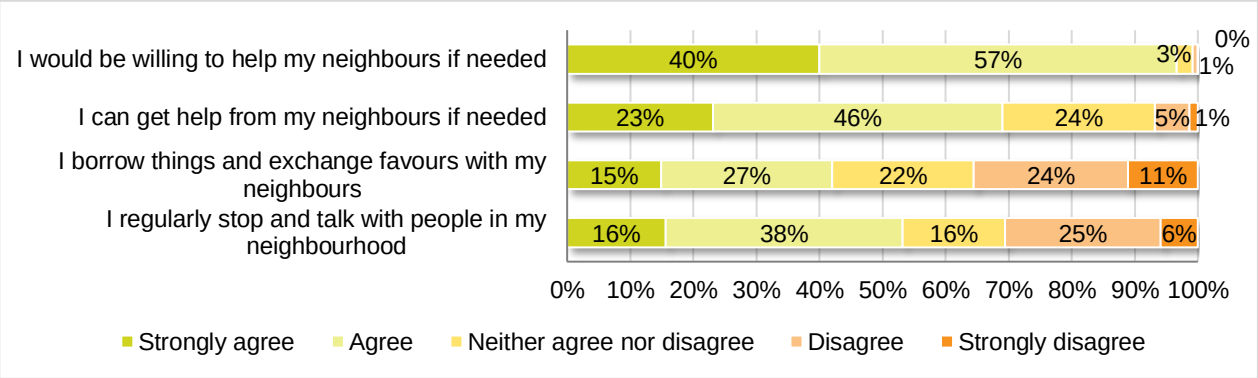
[25] $\chi^2(3, N = 1178) = 40.06$, p=.000
[26] $\chi^2(2, N = 1184) = 36.04$, p=.000
[27] $\chi^2(2, N = 1172) = 12.15$, p=.002
[28] $\chi^2(2, N = 1172) = 64.31$, p=.000
[29] $\chi^2(3, N = 1179) = 4.86$, p<.05
[30] $\chi^2(3, N = 1174) = 75.39$, p=.000

© City Futures 2020

borrowing things and exchanging favours with neighbours, compared to 40% of single persons, 33% of couples and 36% of other households. Families with children were also much more likely to regularly stop and talk with people in their neighbourhood (77%) compared to singles (54%), couples (46%) and people in other households (40%)[31]. There were also significant differences by tenure, with only 20% of private renters borrowing things and exchanging favours with neighbours, compared to 28% of social renters and 53% of owner occupiers[32]. Interestingly, though, private renters were much more likely to stop and talk with people in their neighbourhood (80%) than either owner occupiers (66%) or social renters (36%)[33].

There were also significant differences in response by age, with people aged 29 or under less likely to borrow things and exchange favours with neighbours (26%) compared to those 30-49 (45%) and over 50 (54%)[34]. People aged under 29 were also less likely to stop and talk with people in their neighbourhood (29%) compared to those 30-49 (56%) and over 50 (76%)[35].

Figure 41: To what extent do you agree with the following statements? (n = various, 1179-1185)



Key finding: *While most people (97%) said they would help their neighbours, fewer (69%) thought their neighbours would help them, reflecting the findings of the 2017 survey. This is slightly higher than the figures for the city as a whole, where 95% of people said they would help their neighbours and 50% said they could get help from their neighbours when needed (City of Sydney Wellbeing Survey 2018). Two-fifths of residents (42%) borrowed things and exchanged favours with neighbours and 54% regularly stopped to talk with people in their neighbourhood.*

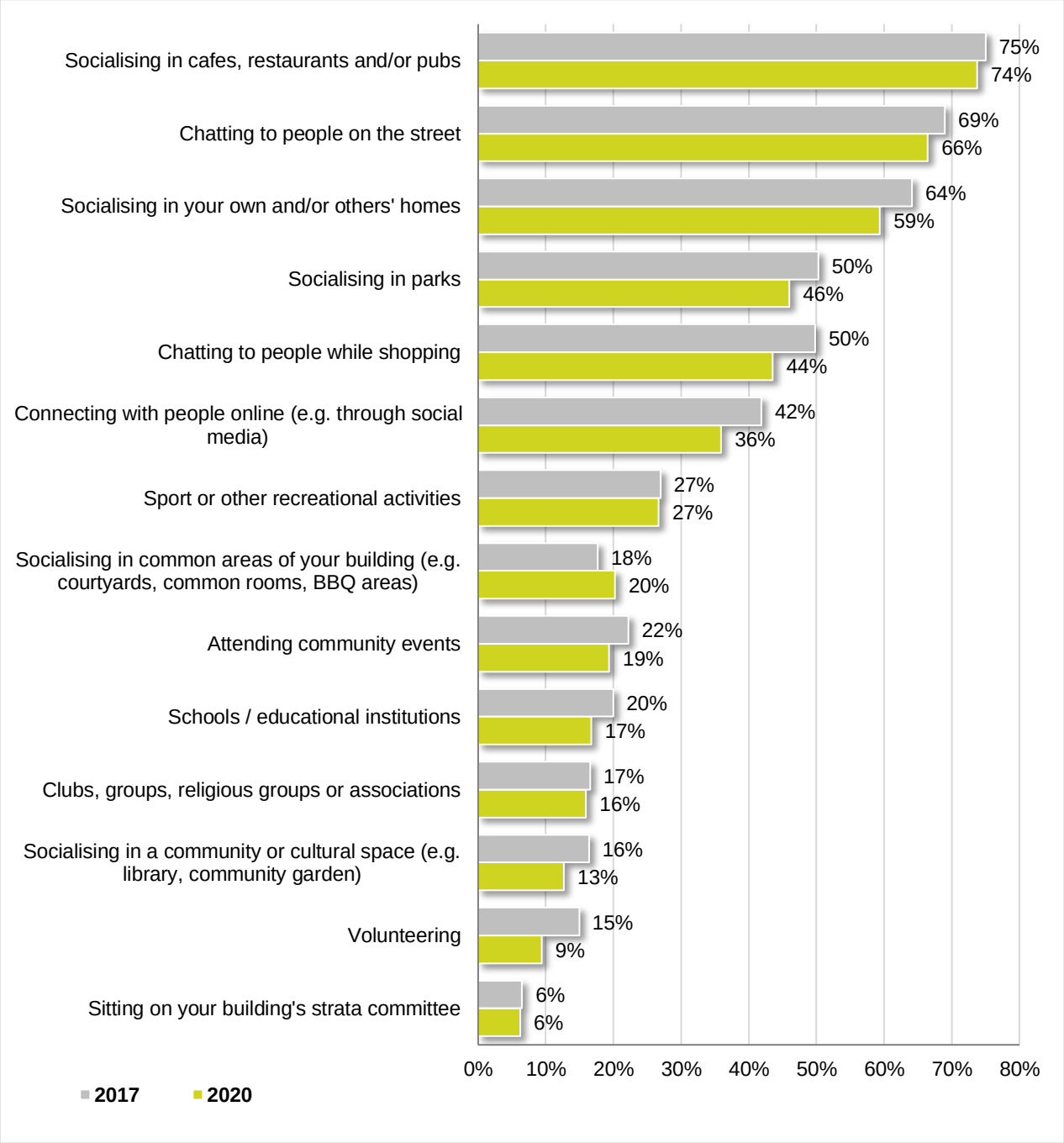
In regards to the ways in which people come into contact with others, the survey included a question about the ways in which people had contact with others in the past month (see Figure 42). Of particular note when examining these findings is that socialising in cafés, restaurants and/or pubs (74%) and chatting to people on the street (66% of respondents) were the most common ways people socialised with others in their local area. This was followed by socialising in one's own home or others' homes (59%), socialising in parks (46%) and while shopping (44%). In terms of the activities that people were least likely to have contact with people, few people had contact with others through sitting on the building's strata committee (6%), volunteering (9%), or through socialising in community and cultural spaces (13%). The slightly lower proportion of people socialising in these ways in the 2020 survey compared to the 2017 survey might reflect the introduction of Covid-19 restrictions during the survey period.

[31] $\chi^2(3, N = 1182) = 84.36, p=.000$
[32] $\chi^2(2, N = 1166) = 75.93, p=.000$
[33] $\chi^2(2, N = 1174) = 101.88, p=.000$
[34] $\chi^2(2, N = 1180) = 51.39, p=.000$
[35] $\chi^2(2, N = 1185) = 133.46, p=.000$

© City Futures 2020

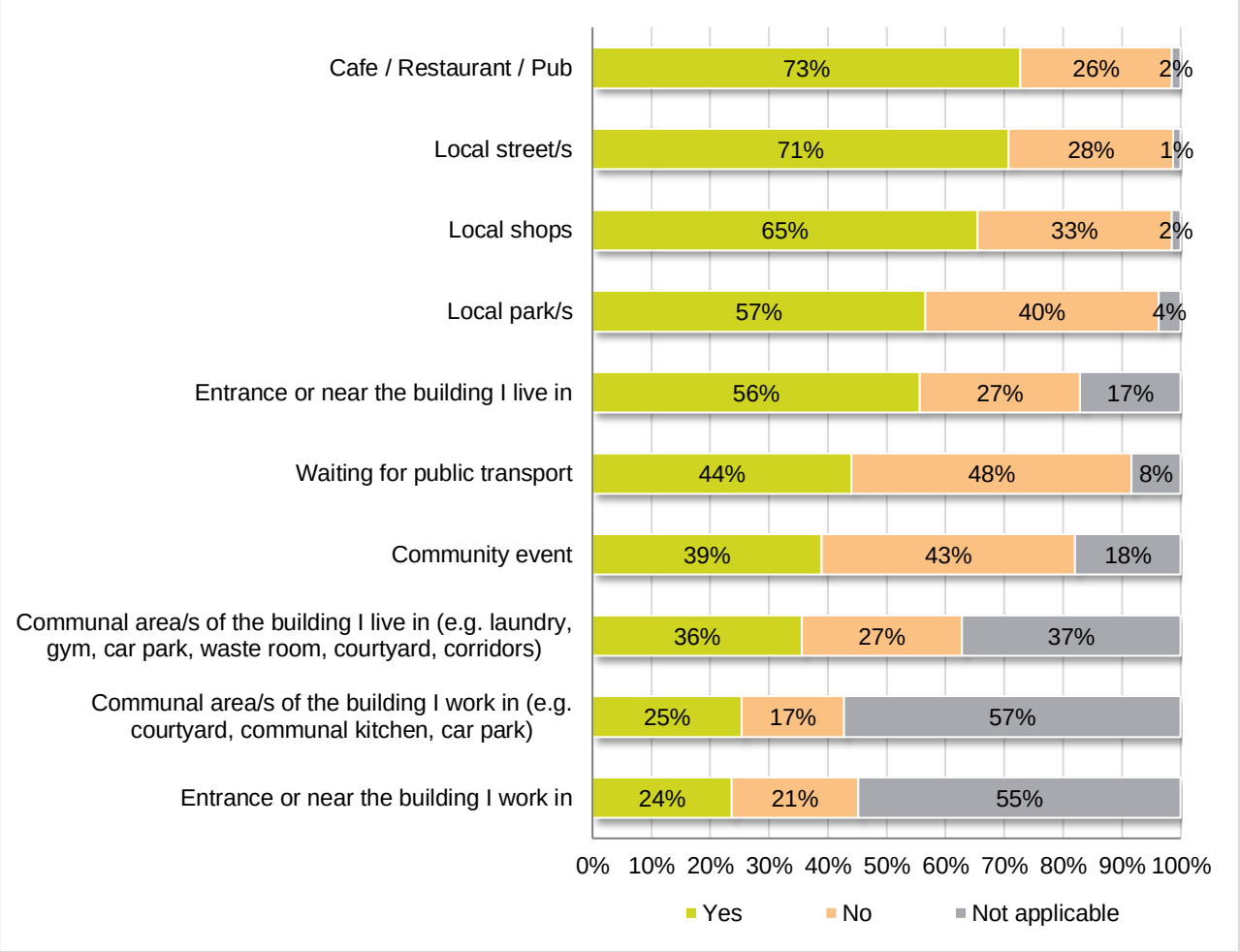
Key finding: *The most common ways in which people have contact with other people while in the Ashmore Area were socialising in cafés, restaurants and/or pubs (74%) and chatting to people on the street (66%).*

Figure 42: Comparison between 2017 and 2020 Ashmore Area responses to: In the past month, have you had contact with people in any of the following ways? (n2017 = 616, n2020 = 1192)



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 43). The residents were most likely to run into people they know around the Ashmore Area in cafés, restaurants and pubs (73%), local streets (71%), local shops (65%), and local parks (57%). Importantly, these findings suggest that the building in which one lives is a very important location in which incidental social interaction occurs, with 56% of residents bumping into people they know at the entrance or near the building that they live in.

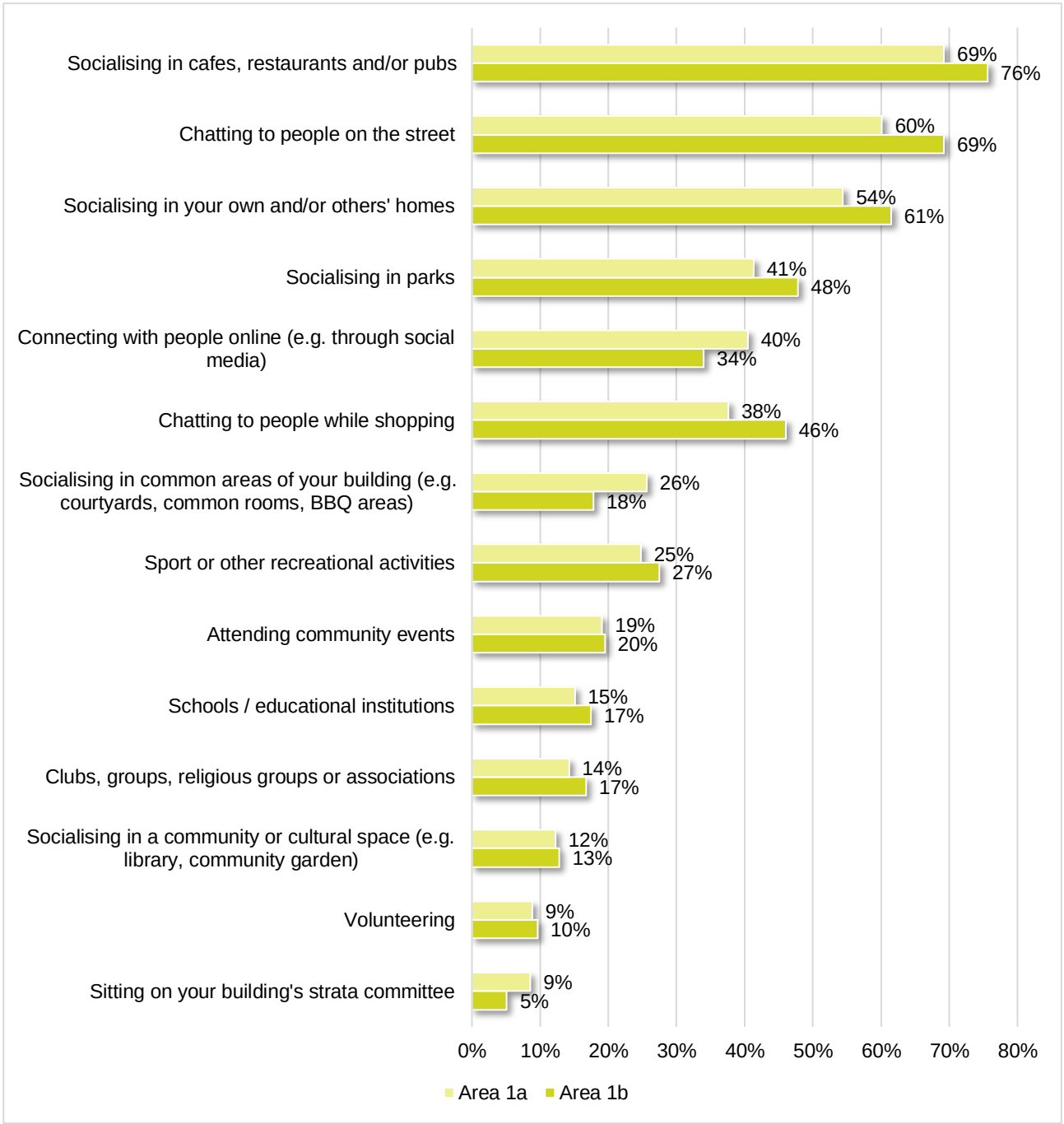
Figure 43: Do you run into people you know in the following places in your area? (n = various, 863-1159)



Key finding: *Incidental interaction (running into people you know) was most likely to occur in a café, restaurant or pub (73%), on local streets (71%) or at local shops (65%) and parks (57%) or in the entrance or near the building they live in (56%).*

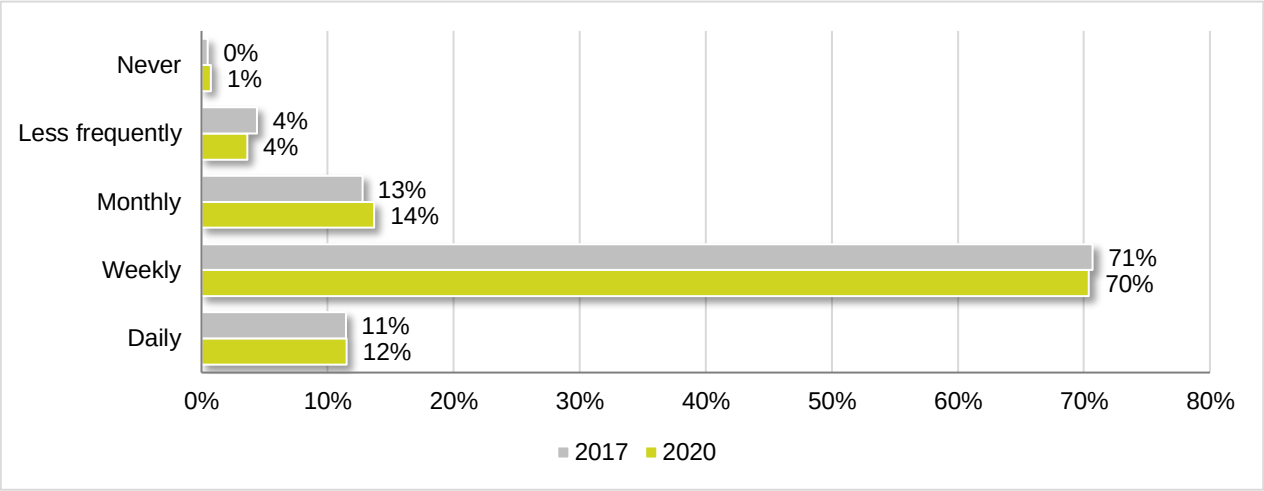
Overall, people in the Ashmore Precinct area were slightly less likely than people in the surrounding area to have contact with other residents (Figure 44). Notable exceptions are in common areas of their building and on their strata committee, reflecting the dominance of apartment buildings in this area.

Figure 44: Comparison between Ashmore Area 1a and Area 1b responses to: In the past month, have you had contact with people in any of the following ways? (nArea 1a = 351, nArea 1b = 841)



The survey also asked a question about the frequency of social interactions that people have with others, either within or outside of the area, to provide some indication of the proportion of people in the area who may be isolated. The majority of survey respondents met at least weekly (71% weekly and 11% daily) with friends, relatives or work colleagues, with the remainder meeting with these people less frequently (4%) and only 3 respondents (0.5%) never meeting with these people. These results are largely unchanged since 2017 (see Figure 45).

Figure 45: Comparison of 2017 and 2020 responses to: How often do you meet with friends, relatives or work colleagues? (n2017 = 611, n2020 = 1189)



Key finding: *Most (82%) resident survey respondents meet with friends, relatives or work colleagues at least weekly. A small proportion (5%) meet with friends, relatives or work colleagues less than once per month.*

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

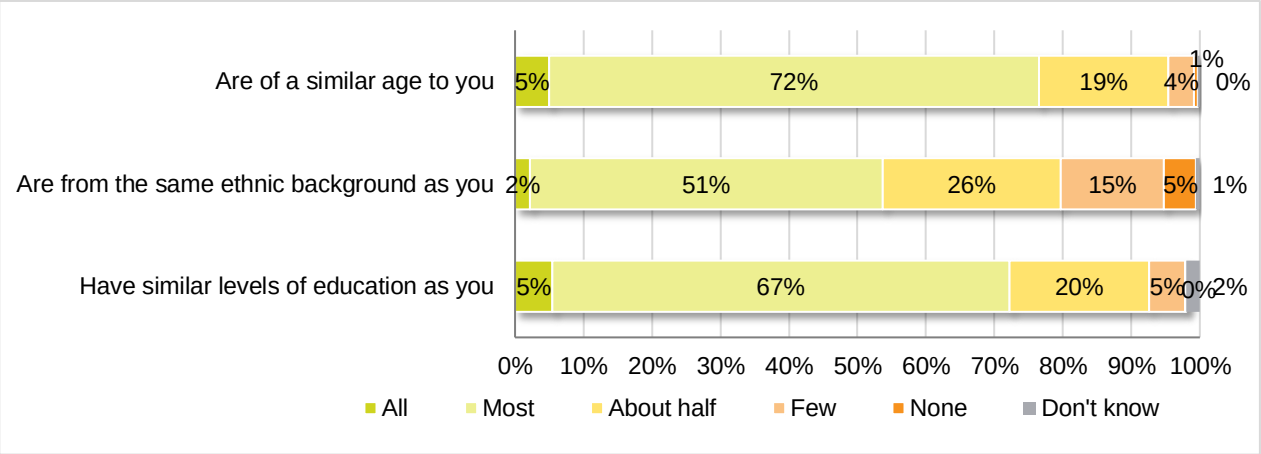
The survey asked people to describe how diverse their friendship groups were as an indication of social mix and social networks in the area. Many (77%) residents said that most or all of their friends were of a similar age to them, just over half (53%) said that many or most of their friends were of a similar ethnic background to them and 72% said that many or most of their friends had a similar educational background to them (see Figure 46). The figures for age and education are similar to national figures collected in the Australian General Social Survey (2010) (when this question was last asked), but a smaller proportion of respondents said that their friends were of a similar ethnic background than the national average, suggesting that friendship groups amongst Ashmore residents are more ethnically mixed than for the Australian population as a whole (see Appendix 7).

Interestingly, a slightly higher percentage of Ashmore survey respondents said that their friends were of a similar age (the Australia-wide figure from the General Social Survey was 65%) and a similar educational background (the Australia-wide figure was 56%). However, much fewer respondents to the Ashmore survey

said that most of their friends were of the same ethnic background as them (the Australia-wide figure was 73%), suggesting that friendship groups amongst Ashmore Area residents are more ethnically mixed than for the Australian population as a whole.

Key finding: *Many residents said most of that their friends were of a similar age (77%) and educational background (72%) and just over half (53%) that they were of a similar ethnic background.*

Figure 46: Of your friends, how many …? (n = various, 1171-1173)



Civic culture and participation

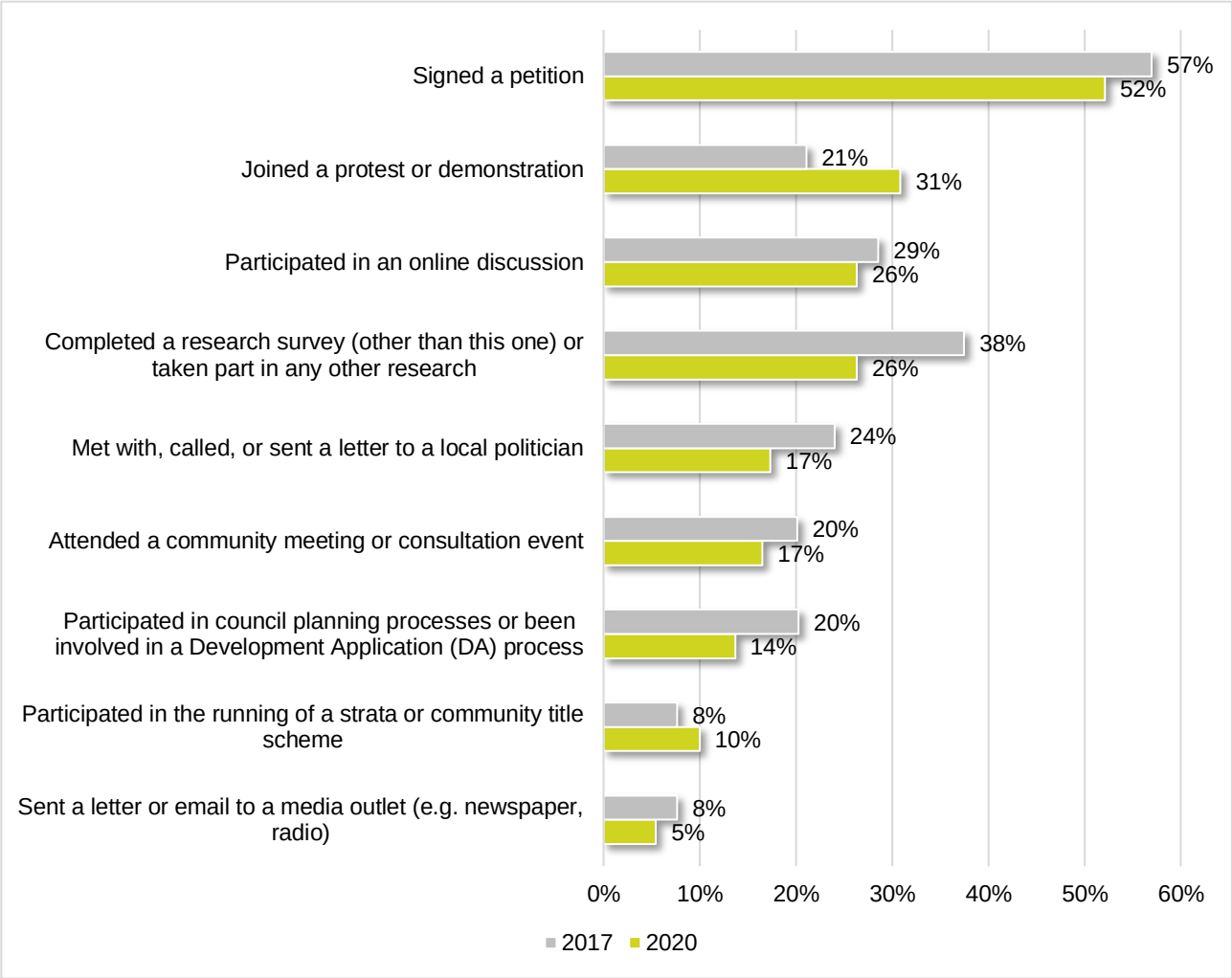
Selected survey findings provide information about whether people feel that they can influence the nature of their community.

As demonstrated below, the majority of residents in the Ashmore Area are not involved in formal civic activities such as volunteering or participating in clubs and associations. The survey also asked another question to gauge the nature of civic engagement of survey respondents (see Figure 47). Over half (52%) of the respondents had signed a petition, one-third had joined a protest or demonstration (31%), with a quarter (26%) having participated in an online discussion. Around one-sixth of Ashmore Area residents had been involved in civic engagement activities related to the local council, with 17% having met with, called, or sent a letter to a local politician, 17% having attended a community meeting or consultation event, and 14% had participated in council planning processes or been involved in a Development Application (DA) process. The proportion of people who had participated in all types of activities decreased between the 2017 and 2020 surveys (Figure 47), with the notable exception of an increase in the proportion of people who had joined a protest or demonstration (from 21% of people in 2017 to 31% in 2020) and a slight increase in the proportion of people involved in running a strata scheme. The increase in participation in protests is possibly a reflection of the regular climate change protests occurring in Australia and globally throughout 2019.

Key finding: *Many Ashmore Area residents were involved in civic activities in the past 12 months such as signing a petition (52%), joining a protest or demonstration (31%), participating in an online discussion (26%), and completing a research survey (26%). One in six Ashmore Area residents attended a community meeting or consultation event (17%), and less participated in council planning processes or been involved in a Development Application process (14%). The proportion of people who had participated in all types of activities decreased between the 2017 and 2020 surveys, with the notable exception of an increase in the proportion of people who had joined a protest or demonstration and a slight increase in the proportion of people involved in running a strata scheme. The proportion of people who had joined a protest or demonstration also increased across the City to 28% in 2017 (City Wellbeing Survey 2018). This may be explained by the widely attended climate change protests that occurred in 2019.*

© City Futures 2020

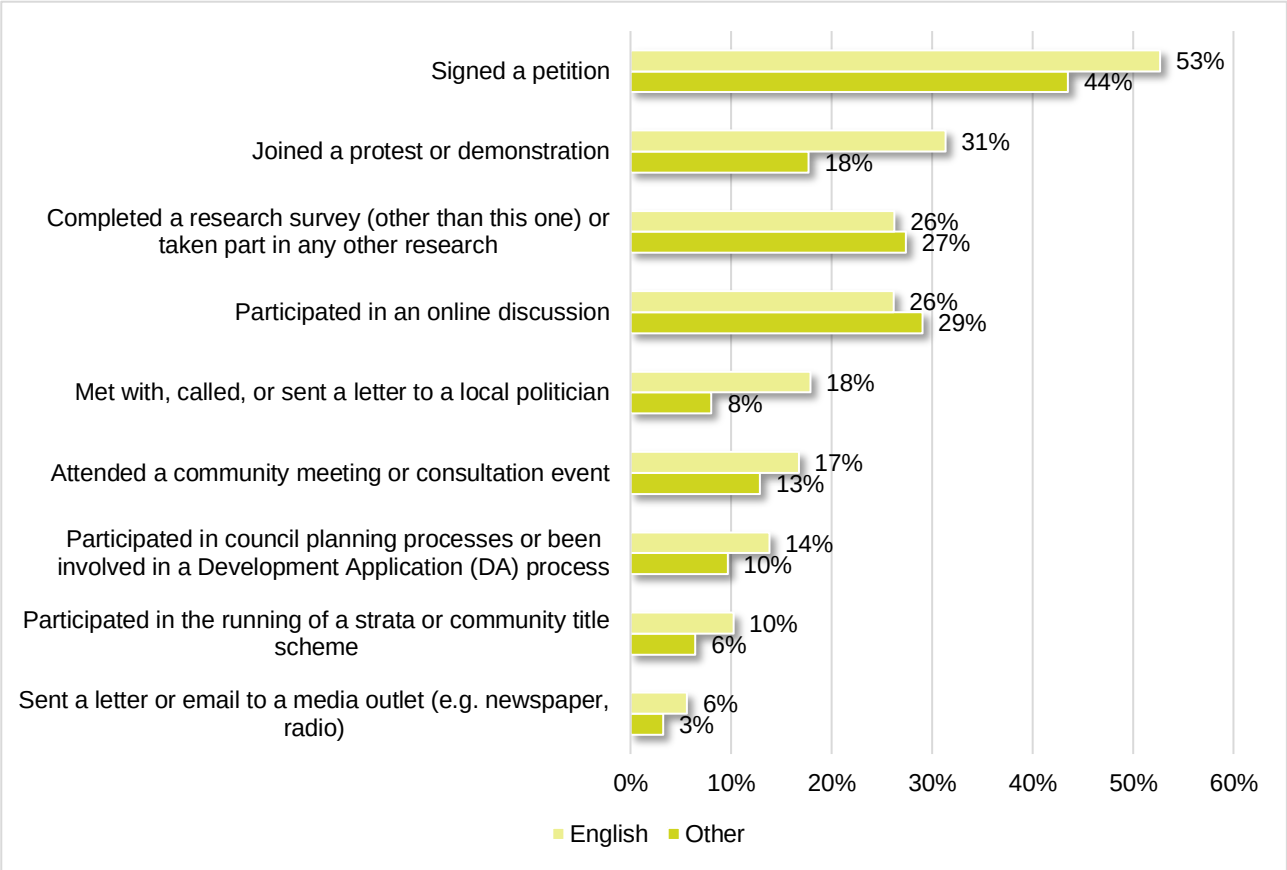
Figure 47: Comparison of 2017 and 2020 Ashmore Area responses to: In the past 12 months, have you …? (n2017 = 616, n2020 = 1192)



When looking at the results broken down by language spoken at home, some interesting patterns emerge. In the Green Square survey sample, we were able to divide the results between three groups: English spoken at home, a Chinese dialect spoken at home, and other language spoken at home. However, in the Ashmore sample the number of Chinese speakers was too low to make this feasible, and so all languages other than English are combined. Figure 48 shows that people who speak a language other than English at home were slightly more likely to have completed a research survey other than this one and participated in an online discussion, but less likely to have participated in other forms of civic engagement, especially joining a protest or demonstration or contacting a local politician.

© City Futures 2020

Figure 48: In the past 12 months, have you …? By language spoken at home (nEnglish = 1123, nOther = 62[36])



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 49). The results of this question suggest that many people think that they understand the rights around urban development and planning for the local area (34% agree or strongly agree), but fewer feel that they have made a civic contribution in the area. Indeed, only 20% of people said that they had worked with others to improve the area and only 20% said that they had contributed to shaping the area. Related to this, around a third of people (30%) agreed that there was strong local leadership in the community and 34% felt that their thoughts about local issues in Ashmore Area could be heard by people who make a difference.[37] This compares to 40% of people agreeing that "there are enough opportunities to have a say on issues that are important to me" in the City's 2018 Wellbeing Survey.

Key finding: *One-third of the residents thought that they understand the rights around urban development and planning for the local area (34%). Related to this, just over a third (34%) felt that their thoughts about local issues in Ashmore Area could be heard by people who make a difference and agreed that there was*

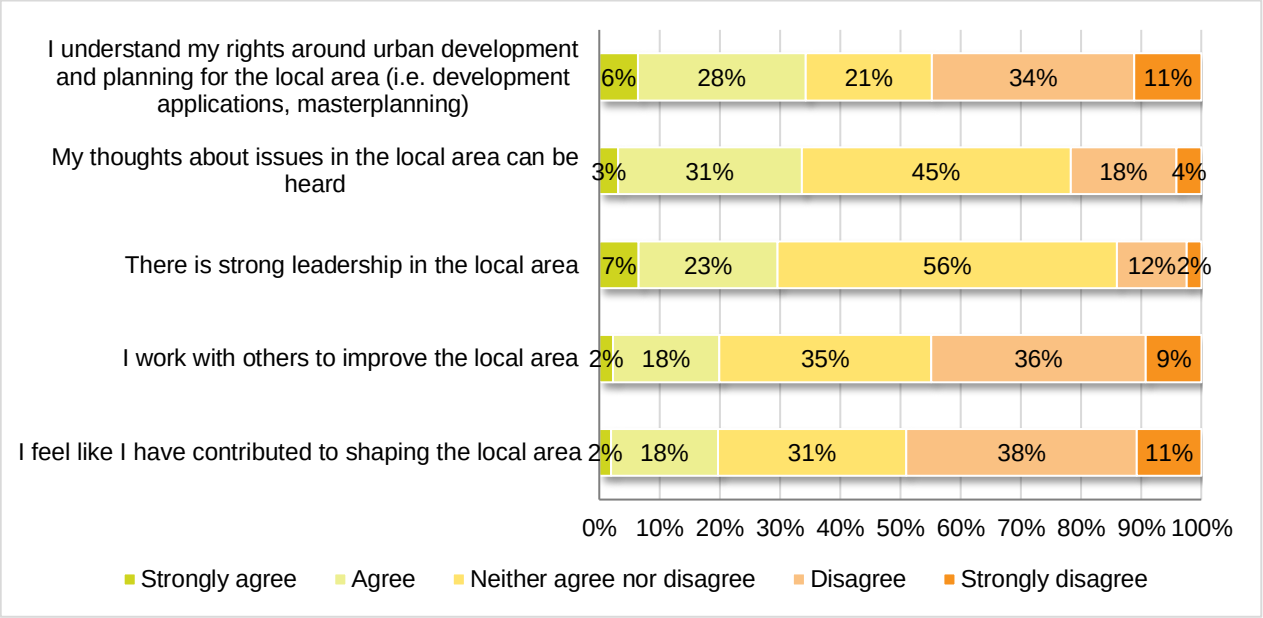
[36] The small sample size for people who speak a language other than English at home means that these results have a high margin of error and should be treated cautiously.

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

© City Futures 2020

strong local leadership in the area (30%). Smaller percentages felt that they had made a civic contribution by working with others to improve the area (20%) or contributing to shaping the area (20%).

Figure 49: To what extent do you agree with the following statements? (n = various, 1157-1167)



Social order and control

The survey included one question to gauge how safe people feel in the Ashmore Area under different circumstances. As can be seen in Figure 50, the vast majority of people felt safe or unconcerned in all situations except for walking in the Ashmore Area alone after dark, in which circumstance 14% of people felt unsafe or very unsafe, reflecting the findings of the 2017 Ashmore survey when 12% of people felt unsafe walking after dark (Appendix 7 Selected 2017 survey results compared with 2020 survey results for Ashmore Area residents). This compares to 20% of people feeling unsafe walking in the local area after dark in the wider City of Sydney area (City Wellbeing Survey 2018). In Ashmore, women were more likely to feel unsafe walking alone after dark (18%) than men (9%) (Figure 51).

Figure 50: How safe do you feel …? (n = various, 1187-1190)

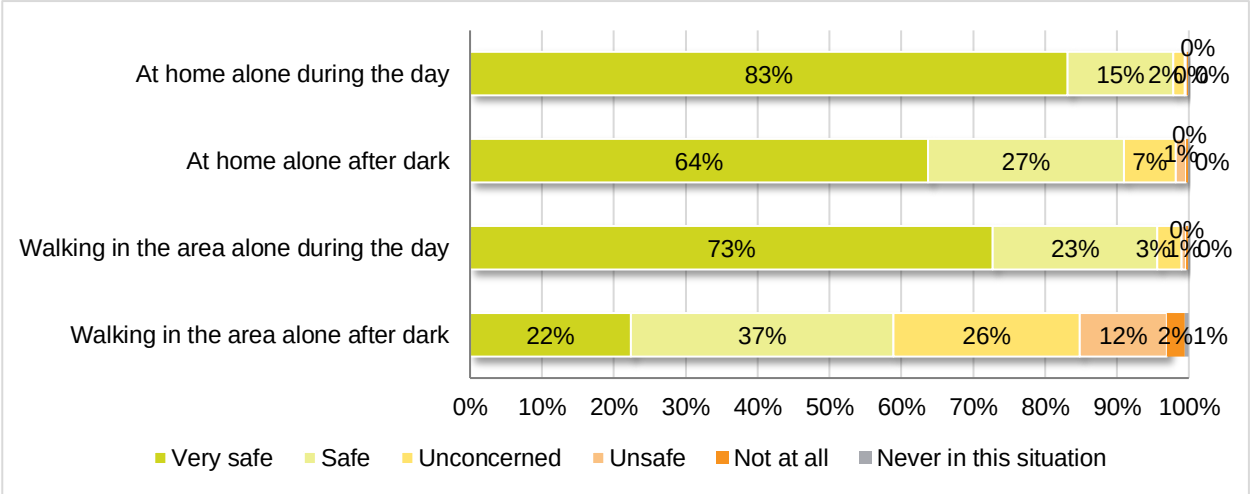
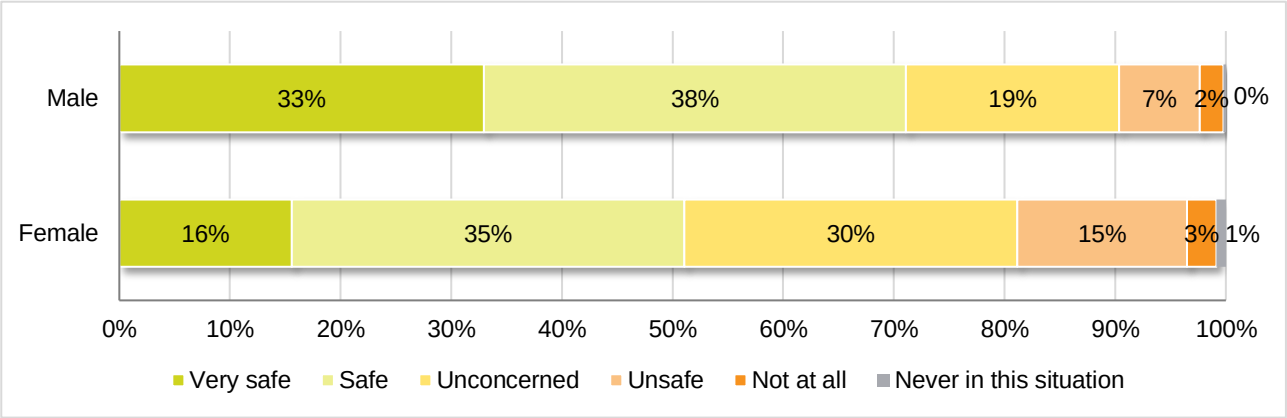


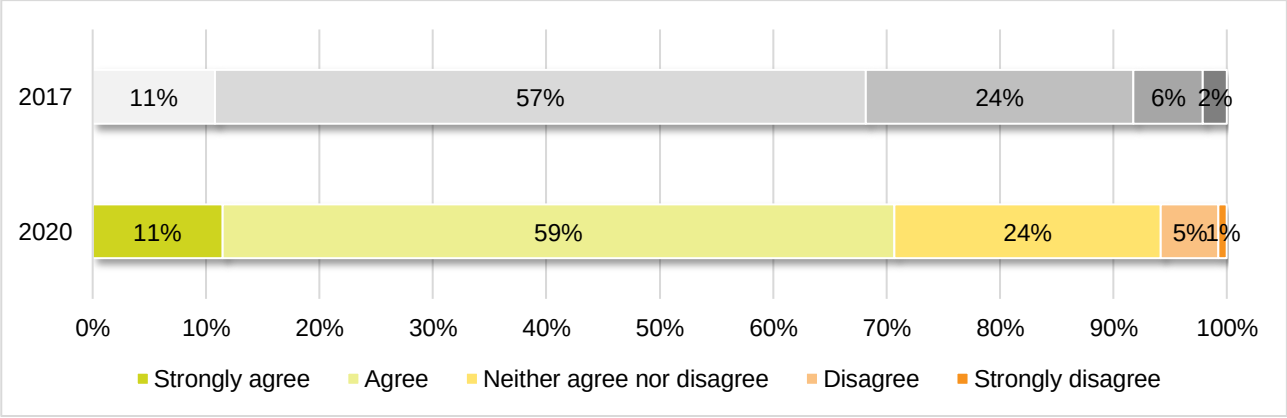
Figure 51: How safe do you feel walking in Ashmore Area alone after dark? by gender (nMale = 467, nFemale = 711)



Key finding: *The majority of residents felt safe or unconcerned in all situations except for walking in Ashmore Area alone after dark, in which circumstance 14% of people felt unsafe or very unsafe, reflecting the findings of the 2017 survey.*

In the Ashmore Area, 70% of people agreed with the statement 'most people can be trusted' (see Figure 52). This is similar to the response in 2017 (68%). Responses to this question differed by tenure, with only 50% of private renters agreeing with this statement, compared to 68% of social renters and 73% of owner occupiers[38]. Responses were similar across household types, with families with children slightly more likely (77%) to agree than those in other household types. There was no difference in response before and after the Covid-19 restrictions.

Figure 52: Agreement with 'Most people can be trusted' (n2017 = 612, n2020 = 1181)



Key finding: *The majority (70%) of residents agree that most people can be trusted.*

Opportunities and barriers to social interaction and social cohesion

[38] While these differences were not statistically significant, they were approaching significance p=.056.

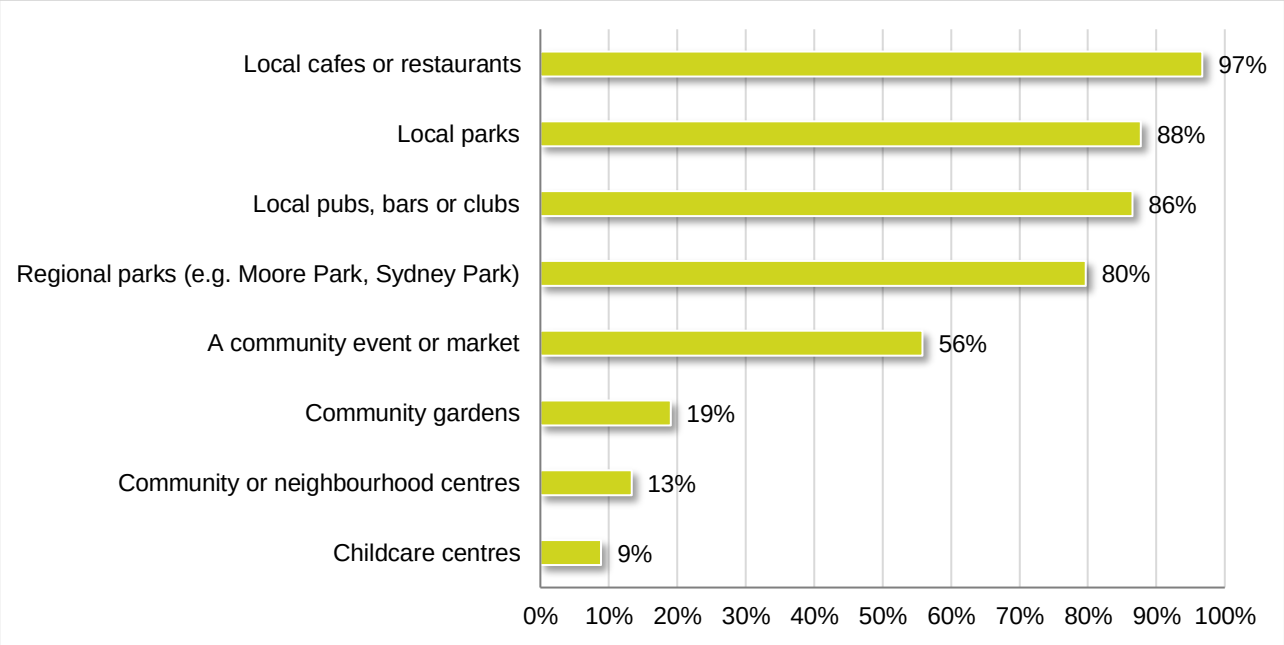
This section presents findings from the survey regarding opportunities and barriers to social interaction and social cohesion. Selected findings from the survey provide information about:

- 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.

Regarding 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 53), almost all residents had used local cafés and restaurants (97%) and most had used local parks (88%). Almost all residents had also been to local pubs, bars or clubs (86%), regional parks (80%), and over half to community events or markets (56%).

Of the formal community infrastructure provided by council in the area, fewer people had used community or neighbourhood centres (13%) or community gardens (19%). The low use of community centres may reflect the fact that there are no such centres in the Ashmore Area, however, the results are higher than those in Green Square (10%) where community centres do exist.

Figure 53: Which services and facilities have you used within the Ashmore Area over the past six months? (n = 1192)

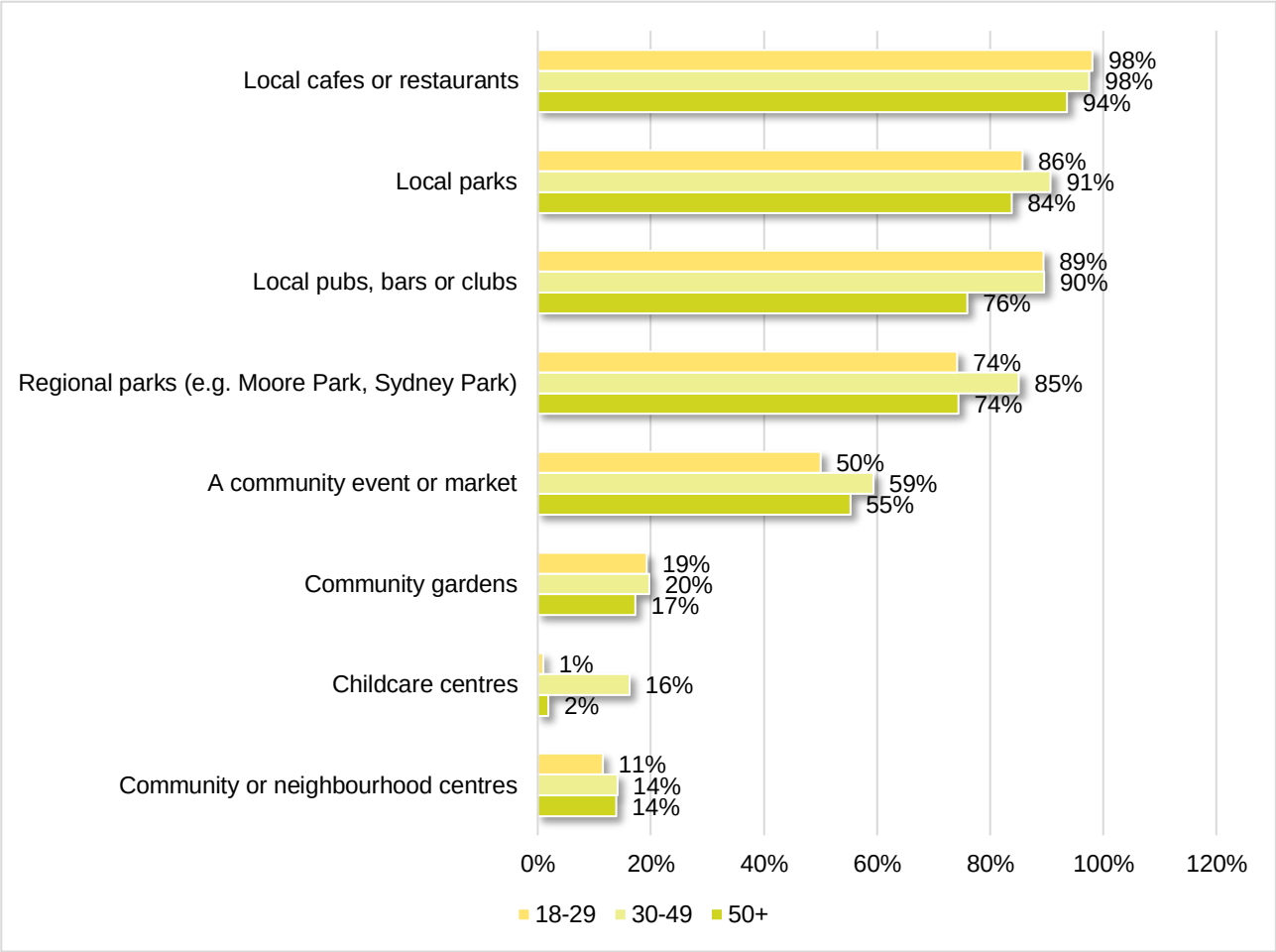


Key finding: *The services and facilities in the Ashmore Area most commonly used by residents were local cafés and restaurants (97%) and local parks (88%). Neighbourhood and community centres were only used by 13% of respondents overall, however one fifth of part-time employed (19%) and people not in the labour force (21%) used these facilities.*

Use of community facilities differed somewhat by age (Figure 55), with people aged over 50 slightly less likely to use local pubs, bars and clubs and people aged 30-49 more likely to use regional parks and childcare centres than other age groups.

© City Futures 2020

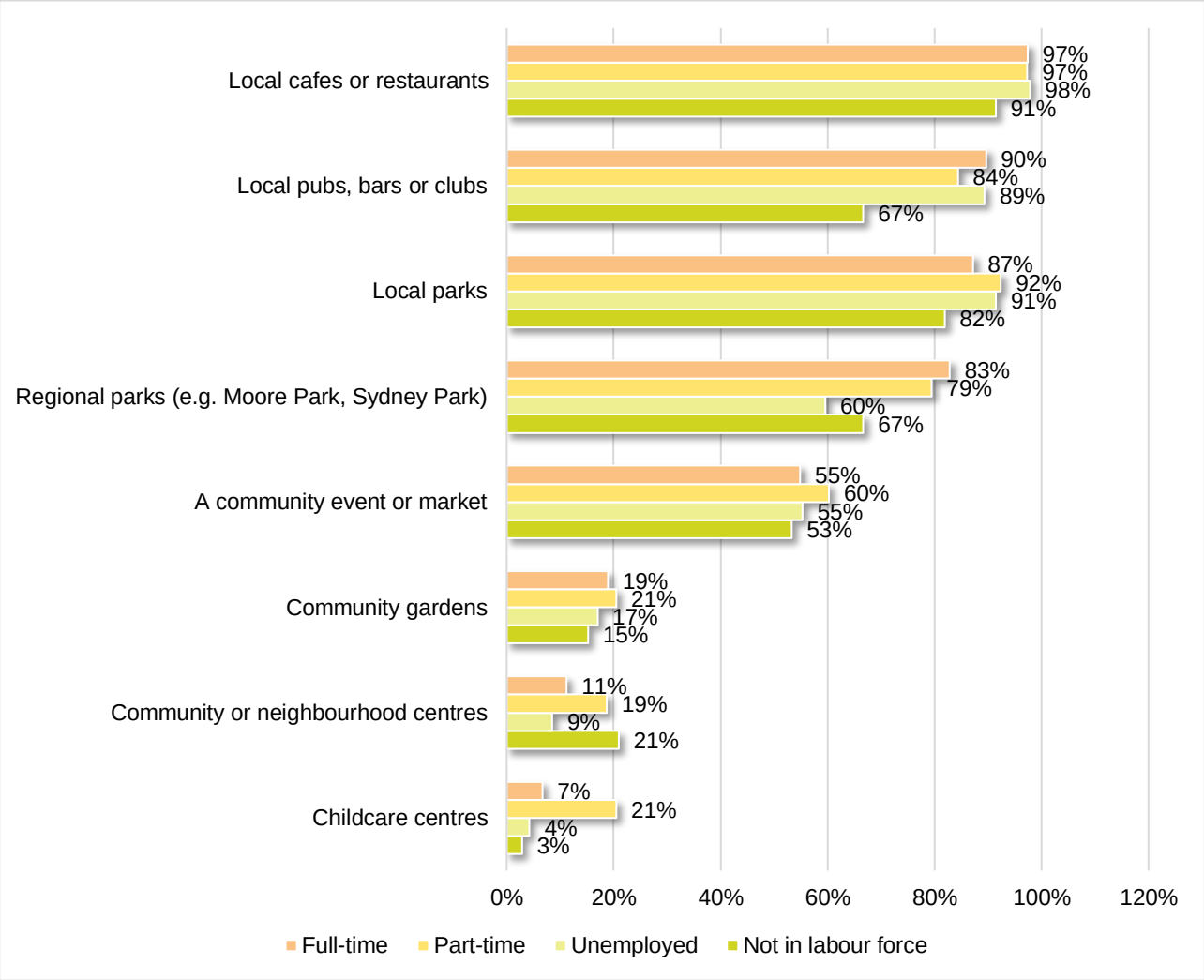
Figure 54: Which services and facilities have you used within the Ashmore Area over the past six months? By age (n18-29 = 322, n30-49 = 603, n50+ = 266)



There were also differences in the use of community facilities evidence between residents with different occupational status. While the survey did not ask about household or individual income, Figure 55 provides a breakdown of responses by employment status (where full-time includes people working 35 hours or more per week, part time people working 34 hours or less, and not in labour force including people who are retired or otherwise not in the labour force). Of note, local cafes and restaurants and local parks are frequently used by all groups, but people who are unemployed are less likely to use local pubs, bars and clubs, and people who are unemployed or not in the labour force are less likely to use regional parks. It is also interesting to note that while use of community and neighbourhood centres was low overall, one fifth of part-time employed (19%) and people not in the labour force (21%) use these facilities.

© City Futures 2020

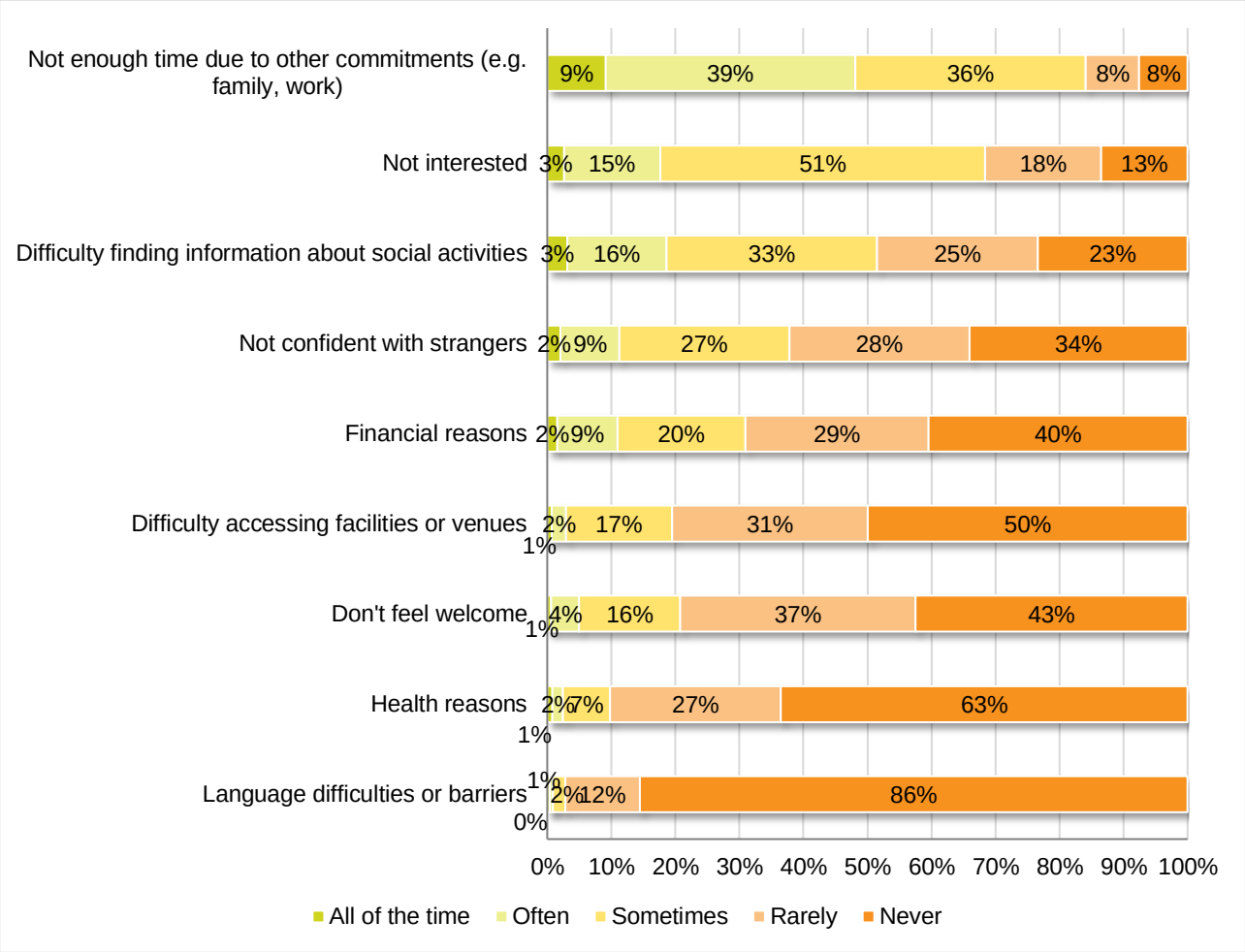
Figure 55: Which services and facilities have you used within the Ashmore Area over the past six months? By employment status (nFull-time = 809, nPart-time = 224, nUnemployed = 47, nNot in labour force = 105)



In addition to questions asking about the use of, and knowledge of, different facilities in the Ashmore Area, the survey also included a question that directly asked people about factors that might limit the extent to which they socialise with other people in the Ashmore Area. As can be seen in Figure 56, the most common limitation people experience to socialising with other people in the area is time constraints, which impact on many people often or all of the time (48%). Other important reasons are not being interested (18% often or all of the time), and difficulty in finding information about social activities (19% often or all of the time). While other barriers to social interaction were mentioned less often by survey respondents, a third said that financial reasons (30%) and not being confident with strangers (38%) also limited their social interactions at least some of the time. These findings broadly reflect those of the City's 2018 Wellbeing Survey which found that the most common barriers limiting participation in the community across the City of Sydney were lack of time (67%), cost (47%), a shortage of activities or programs of interest (44%) and difficulty finding information about activities or programs available (36%).

© City Futures 2020

Figure 56: Do any of the following limit you from socialising or participating in organised social activities in the area? (n = various, 1098-1120)

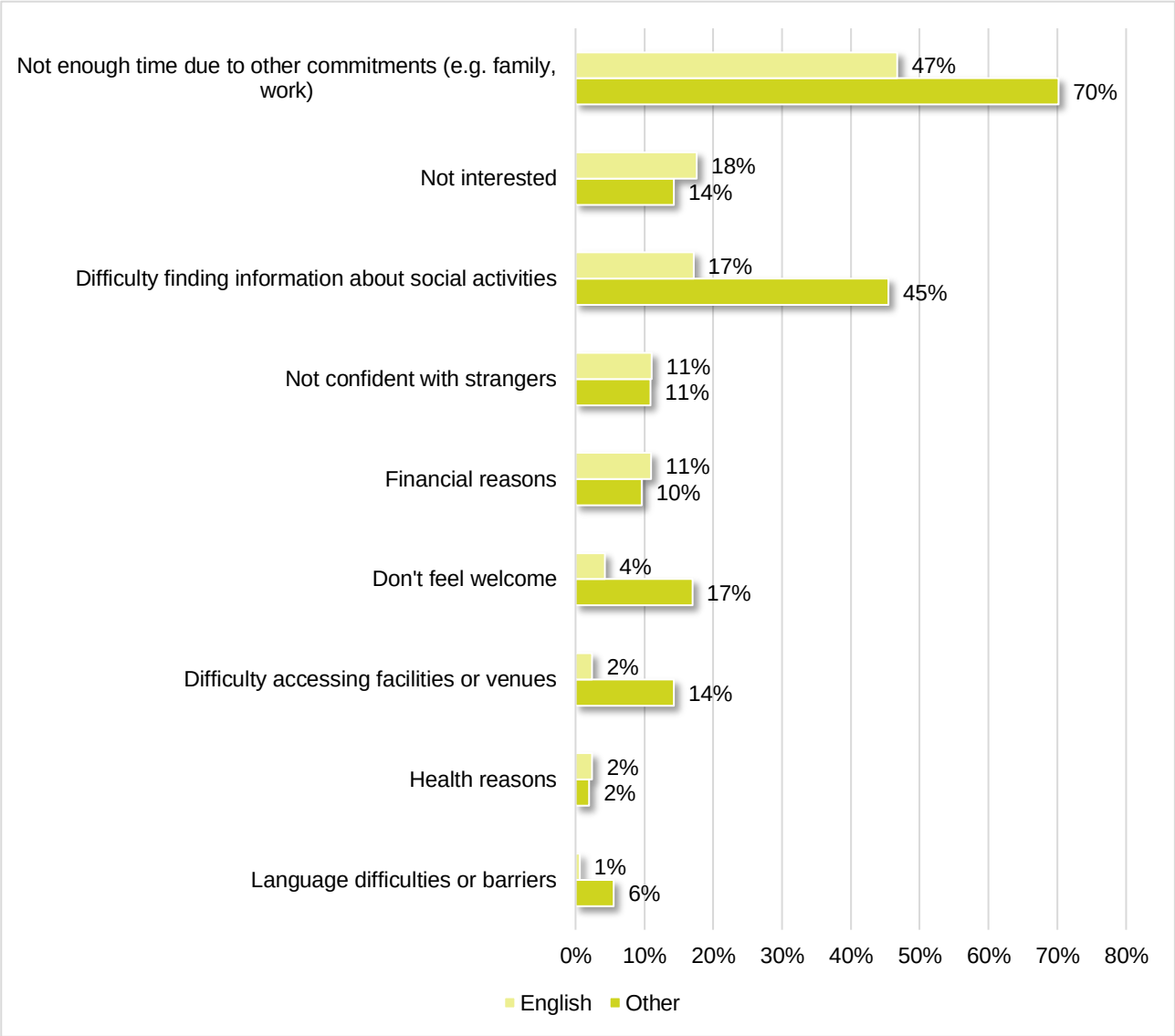


Key finding: *The most common limitation people experience to socialising with others in the area is time constraints (48% often or all of the time). Another important limitation is difficulty in finding information about social activities (19% often or all of the time).*

People who spoke a language other than English at home were much more likely to be limited in participating in social activities by time constraints (70%), difficulty finding information about social activities (45%), not feeling welcome (17%) and having difficulty accessing facilities and venues (14%) than residents who speak English at home (Figure 57). Only a small proportion (6%) said that language difficulties limited them from socialising with others.

© City Futures 2020

Figure 57: Do any of the following limit you from socialising or participating in organised social activities in the area? By language spoken at home (various, nEnglish = 1036-1074, nOther = 49-57[39])

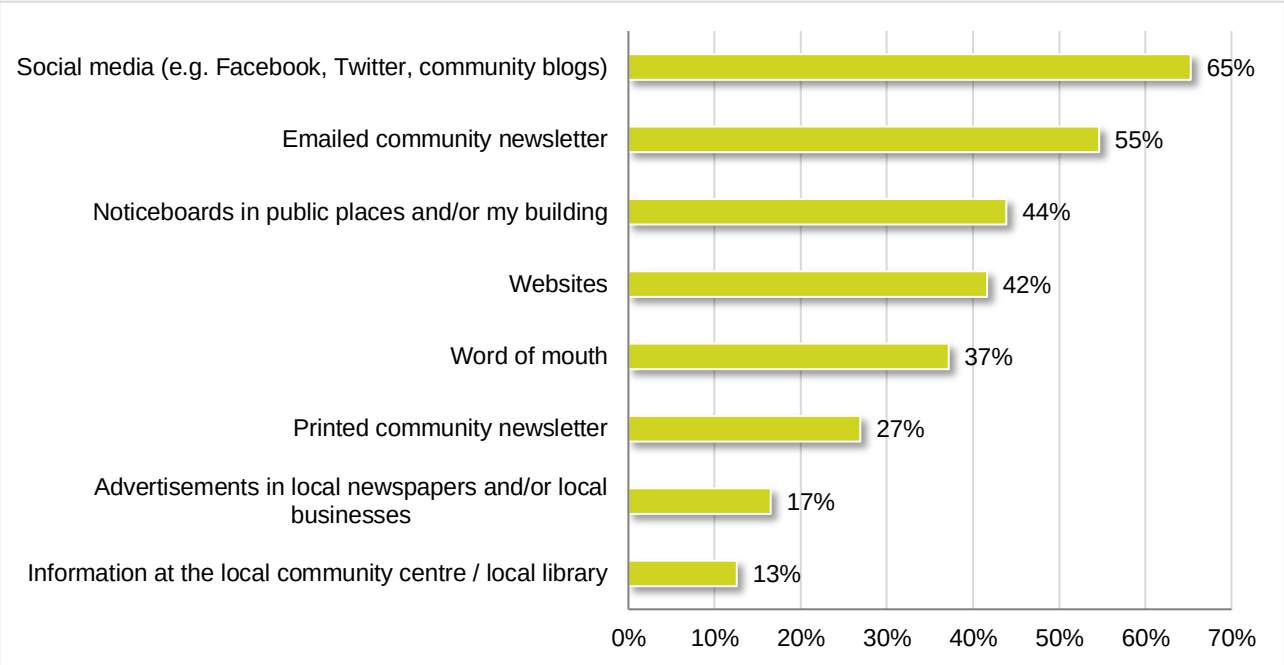


The results presented above suggest that some people in the Ashmore Area are time-poor and/or unaware of the services and facilities, and opportunities for social interaction that exist for them in the area. The survey asked a question about how people would like to receive information about opportunities to participate in social activities in your local area (Figure 58). There is a large proportion of residents (67%) who would like to receive information electronically such as through social media, and 53% would like an emailed community newsletter.

[39] The small sample size for people who speak a language other than English at home means that these results have a high margin of error and should be treated cautiously.

© City Futures 2020

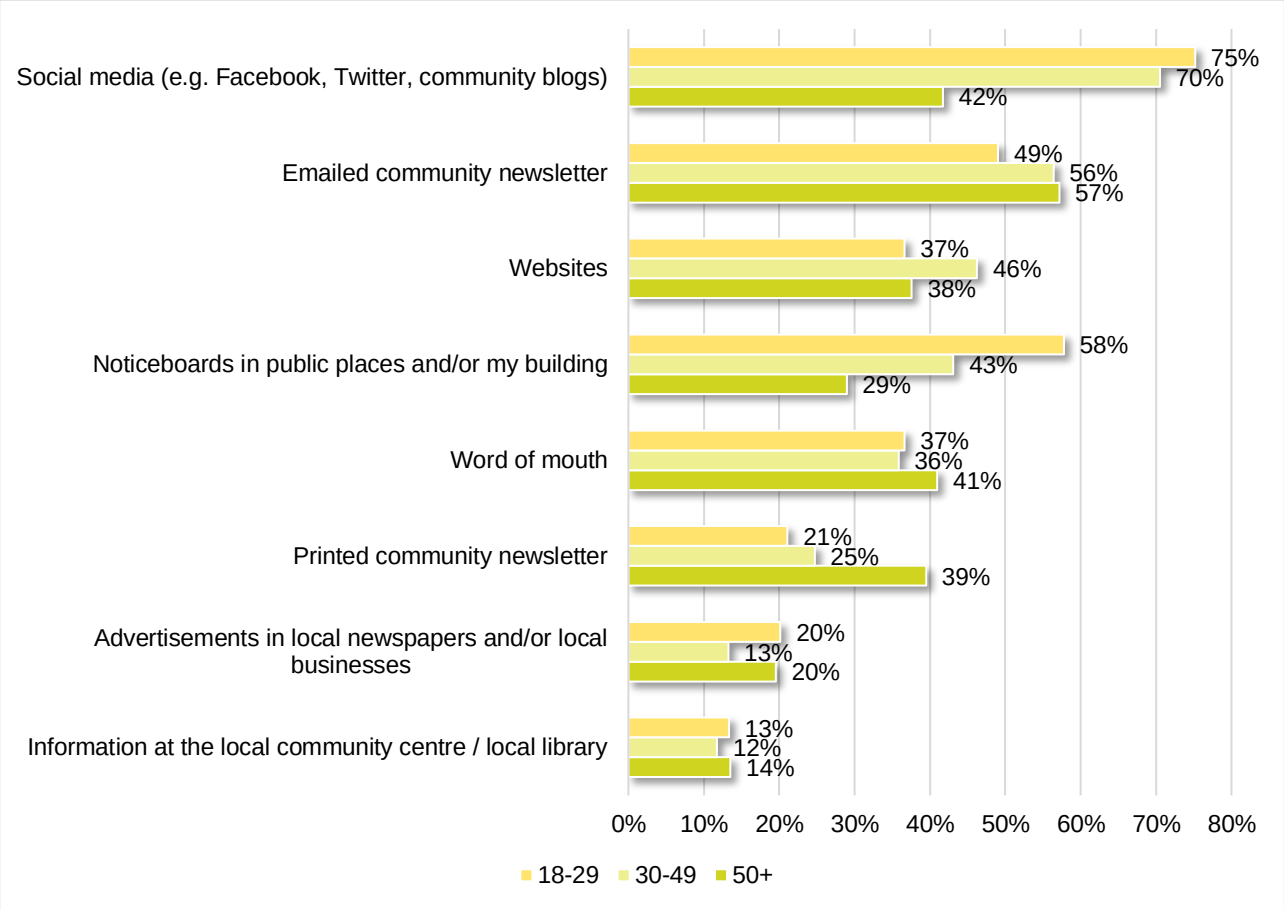
Figure 58: How would you like to get information about opportunities to participate in social activities in your local area? (n = 1192)



Answers to this question differ by age (Figure 59). Notably, people aged over 50 were much less likely to want to receive information via social media (42%) and more likely to want information in printed community newsletters (39%) compared to younger age groups. However, e-mailed community newsletters were a more popular option amongst this older age group (57%).

© City Futures 2020

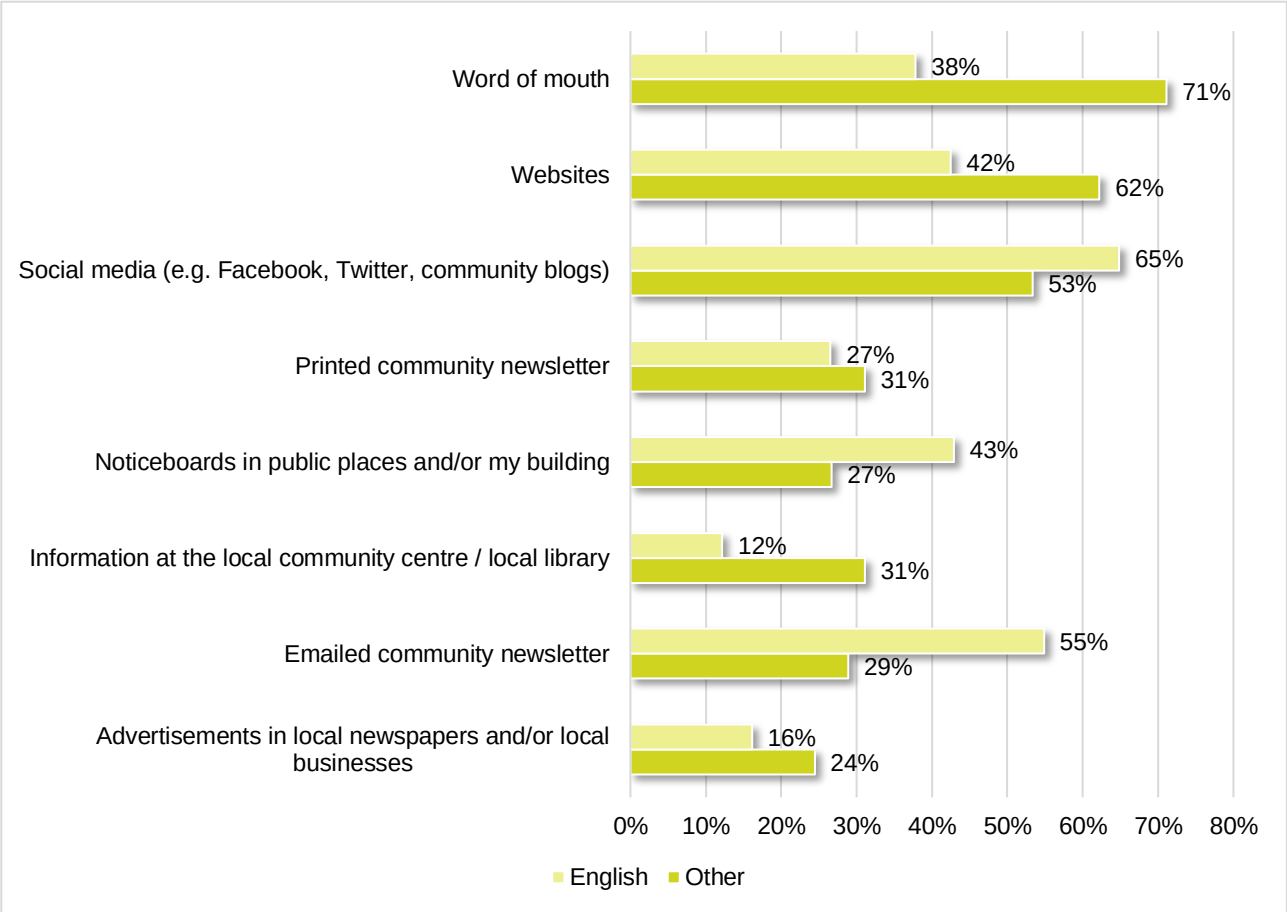
Figure 59: How would you like to get information about opportunities to participate in social activities in your local area? By age (n18-29 = 322, n30-49 = 603, n50+ = 266)



Responses were also different between people speaking different languages at home (Figure 60). People who speak a language other than English at home are much more likely to want to receive information by word of mouth (71%), websites (62%), at the local community centre or library (31%) and through advertisements in local newsletter or local businesses. They were less likely than people who speak English at home to want to receive information via social media (53%), noticeboards (27%) and e-mailed community newsletters (29%).

© City Futures 2020

Figure 60: How would you like to get information about opportunities to participate in social activities in your local area? By language spoken at home (nEnglish = 1123, nOther = 62)



Key finding: *People would like to get information about opportunities to participate in social activities in their local area electronically, such as via social media (67%), e-mails (53%), and websites (47%). Preferences differ by age and language spoken at home.*

Implications for practice

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

Implications for community development

Most Ashmore area residents who completed the survey had lived in the area for 5 years or less (61% overall, 70% in the Ashmore Precinct and 58% in the surrounding areas) and 80% plan to remain resident in the area for a number of years (slightly higher in the Ashmore Precinct at 83%). The majority (59%) of residents want more social connections with people who live and work in the area, including almost one in five (17%) who currently have no interactions with people in the area. Interventions to encourage social interaction will be needed that engage residents who have a desire for more social interaction but are constrained because of time constraints (48%), finding information about opportunities available to them (19%) and confidence speaking with strangers (11%). Private renters and people aged under 29 are much more likely to desire more interaction with people in the area suggesting that programs that target these groups may be beneficial.

Implications for civic engagement

Around a third (34%) of residents felt they understood their rights around planning and urban development in the local area (a slight reduction from 2017 when the figure was 40%), and a fifth (20%) felt they had made a civic contribution by working with others to improve the area or contributing to shaping the area. A similar proportion of residents had attended a community meeting or consultation event (17%) or participated in council planning processes of Development Application processes (14%). Participation in such activities decreased between 2017 and 2020, with the notable exception of participation in a protest or demonstration and a slight increase in the proportion of people involved in running a strata scheme. There is potential for further increased civic engagement amongst residents in the area as demonstrated by the high proportion of residents who had signed petitions (52%) and participated in a protest or demonstration (31%).

Implications for communications

Aside from time constraints (48%), difficulty in finding information about social activities was also a limitation given by some residents (19%) to socialising with others in the area. People who spoke a language other than English at home were much more likely to be limited in participating in social activities by time constraints (70%), difficulty finding information about social activities (45%), not feeling welcome and having difficulty accessing facilities and venues than residents who speak English at home. However, only a small proportion (6%) said that language difficulties limited them from socialising with others. The sample of people who speak a language other than English at home was quite small, however (n=62), so these results should be treated with caution.

Residents would like to receive information about social activities through social media (67%), e-mail (53%), websites (47%) and noticeboards (41%). The City can provide such information through City-specific social media and through partnering with other social media platforms known to be actively used in the area, as well as collaborating with building managers. These approaches were effective in promoting the survey to residents. However, the ways in which people would like to receive information differ between different groups. People who speak a language other than English at home are much more likely to want to receive

© City Futures 2020

information by word of mouth (71%), websites (62%), at the local community centre or library (31%) and through advertisements in local newsletter or local businesses. They were less likely than people who speak English at home to want to receive information via social media (53%), noticeboards (27%) and e-mailed community newsletters (29%). Responses also differ by age. Notably, people aged over 50 were much less likely to want to receive information via social media (42%) and more likely to want information in printed community newsletters (39%) compared to younger age groups. However, e-mailed community newsletters were a more popular option amongst this older age group (57%). These results indicate that a variety of communication methods will be needed to reach all groups. However social media, e-mailed community newsletters and websites are important sources of information.

Implications for placemaking

Almost all (97%) residents agreed that the area is a good place to live and there was little change before and after the covid-19 restrictions were introduced. This represents an improvement from 2017 when 94% of residents agreed with this statement. This suggests a very high satisfaction with the area. However, only around half of all residents felt connected to the community at all scales from the building to the country and attachment at all scales (aside from Australia) declined between 2017 and 2020. Attachment at the level of the suburb is slightly higher (57%) than at other scales, pointing to the importance of acknowledging and supporting existing place attachments of local residents as the area continues to change. There is a complicated relationship between attachment to the building in which one lives, building type and length of residence. The highest level of attachment at the building scale was amongst apartment residents who had lived in the area for more than 6 years (66%), suggesting potential for further community development at the apartment building scale to engage more recent apartment residents.

Implications for land use planning

The things people most commonly said they disliked about the area related to the danger of overdevelopment and the impacts of construction (55%) on the area and its overall density (47%). Many people were also concerned about heavy traffic (53%) and the lack of parking (44%). While improvements to public transport and traffic management were the most important improvements noted by residents in 2017 (mentioned by 44% and 42% of resident respectively), in 2020 they remained important (mentioned by 42% and 35% of residents respectively) but were no longer the most commonly mentioned improvements (which were a greater variety of cafes restaurants and bars and more evening activities). Almost two-thirds (51%) of Ashmore Area residents travel to work or study by public transport and 65% said that public transport was one of the reasons they moved to the area, demonstrating the important role that public transport plays in the attractiveness of the area.

Notably, improvements that residents wanted to see in the area differed between age groups with younger people more likely to desire a greater variety of cafes, restaurants and bars and evening activities, while older people were more likely to desire landscaping in streets and parks and improved traffic management.

Implications for open space, public domain and community facility planning

Parks and public spaces are significant locations for social interaction in the Ashmore Area and heavily used by residents. After cafes and restaurants (97%), local parks (88%) were the most commonly used facilities and 57% of people said that they experienced incidental interaction in parks. This could influence local land use planning and infrastructure development in the Ashmore Area and in future urban renewal areas, as it indicates that parks are important in facilitating local social interaction. However, there remains an important role for more formal community facilities, especially for particular groups. While only one in ten (13%) people used community and neighbourhood centres, a higher proportion of part-time employed (19%) and people not in the labour force (21%) made use of these facilities.

© City Futures 2020

Implications for local business

The most common places where people socialise with others in the Ashmore Area is cafes, restaurants and/or pubs (74%), and incidental interaction is also common in these places (73%) and at local shops (65%). Cafes and restaurants are also commonly used services and facilities (97%). Such businesses are therefore playing an important social role in the area, and more than half (58%) 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 this has implications for development application planners who are making decisions about new businesses in the area. A supermarket and associated retail (including cafes) is planned as part of the Greenland development in the Ashmore Precinct.

© City Futures 2020

References

ABS (n.d.) *ERP by SA2 (ASGS 2016), Age and Sex, 2001 Onwards*, http://stat.data.abs.gov.au/Index.aspx?DataSetCode=ABS_ANNUAL_ERP_ASGS2016#, Australian Bureau of Statistics, Canberra.

ABS [Australian Bureau of Statistics] (2010) *Australian General Social Survey.*

ABS [Australian Bureau of Statistics] (2014) *Australian General Social Survey.*

ABS [Australian Bureau of Statistics] (2016) *Census of Population and Housing.*

Barron, L. & Gauntlett, E. (2002) *Housing and Sustainable Communities Indicators Project: Stage 1 Report – Model of Social Sustainability* Perth: WACOSS, http://wacoss.org.au/images/assets/SP_Sustainability/HSCIP%20Stage%201%20Report.pdf

Baum, F. E., Bush, R. A., Modra, C. C., Murray, C. J., Cox, E. M., Alexander, K. M., & Potter, R. C. (2000). Epidemiology of participation: an Australian community study. *Journal of Epidemiology and Community Health*, 54(6), pp. 414-423

Bauman, Z. (2001) *The Individualised Society*, Cambridge: Polity Press

Beck, U. & Beck-Gernsheim, E. (2002) *Individualization*, London: Sage

Benevolent Society, The (2012) *Community Connections Survey. Community Profile: Tenterfield Statistical Local Area, New South Wales.* Sydney: Social Policy and Research, The Benevolent Society

Bernard, P. (1999) 'Social Cohesion: A Critique', *CPRN Discussion Paper No. F/09*, www.cprn.org/documents/15743_en.pdf

Bramley, G. & Power, S. (2009) 'Urban Form and Social Sustainability: The role of density and housing type', *Environment and Planning B: Planning and Design*, 36, pp. 30-48

Bramley, G., Dempsey, N., Power, S., Brown, C. & Watkins, D. (2009) 'Social sustainability and urban form: Evidence from five British cities', *Environment and Planning A*, 41, pp.2125-2142

Buckner, J. C. (1988). The development of an instrument to measure neighborhood cohesion. *American Journal of Community Psychology*, 16(6), pp. 771-791

Burton, E. (2000) 'The compact city: just or just compact? A preliminary analysis', *Urban Studies*, 37, pp.1969-2001

Calthorpe, P. & Lerup, L. (2005) *New Urbanism: Michigan Debated on Urbanism, Volume II*, Michigan: University of Michigan

COS [City of Sydney Council] (2016a) *A City for All: Towards a socially just and resilient city – Social Sustainability Policy July 2016*, Sydney: City of Sydney

COS [City of Sydney Council] (2016b) *Community Wellbeing Indicators*, Sydney: City of Sydney

COS [City of Sydney Council] (2017) *Sustainable Sydney 2030 Community Strategic Plan 2017-2023*, Sydney: City of Sydney

COS [City of Sydney Council] (2018) *City Wellbeing Survey*, Sydney: City of Sydney

COS [City of Sydney] (2020) *Ashmore precinct*, https://www.cityofsydney.nsw.gov.au/vision/changing-urban-precincts/ashmore-precinct, Sydney: City of Sydney (accessed 1 June 2020).

Dempsey, N., Bramley, G., Power, S. & Brown, C. (2009) 'The Social Dimension of Sustainable Development: Defining urban social sustainability', *Sustainable Development*, 19(5), pp. 289–300

Easthope, H. & McNamara, N. (2013) *Green Square Pilot Survey Final Report*, http://www.be.unsw.edu.au/sites/default/files/upload/pdf/cityfutures/cfupdate/GS_Pilot_Survey_Report_FINAL.pdf, Sydney: City Futures Research Centre

Easthope, H., Liu, E., and Thompson, S. (2020) *MyPlace Green Square Community Survey 2020: Final Report*, Sydney: City Futures Research Centre for the City of Sydney.

© City Futures 2020

Easthope, H., Liu, E., Buckle, C., and Thompson, S. (2017) *MyPlace Ashmore Community Survey 2017: Final Report*, Sydney: City Futures Research Centre for the City of Sydney.

ESS Round 8: European Social Survey Round 8 Data (2016) Data file edition 1.0. Norwegian Social Science Data Services, Norway – Data Archive and distributor of ESS data for ESS ERIC

Foord, J. (2010) 'Mixed-use Trade-offs: How to live and work in a 'Compact City' neighbourhood', *Built Environment*, 36(1), pp. 47-62

Forrest, R. & Kearns, A. (2001) 'Social Cohesion, Social Capital and the Neighbourhood', *Urban Studies*, 38(12), pp. 2125-2143

Frith, S. (2004) 'From Tanning to Planning: An industrial history of Green Square', in G. Karskens & M. Rogowsky (eds) *Histories of Green Square*, pp.49-54, www.cityofsydney.nsw.gov.au/__data/assets/pdf_file/0014/120281/histories-of-Green-Square.pdf

Goetz, E. (2010) 'Desegregation in 3D: Displacement, Dispersal and Development in American Public Housing', *Housing Studies*, 25(2), pp. 137-158

Greater Sydney Commission (2017) *Draft Greater Sydney Region Plan: our Greater Sydney 2056: A metropolis of three cities – connecting people*, Sydney, https://gsc-public-1.s3.amazonaws.com/s3fs-public/draft_greater_sydney_region_plan_web.pdf

Groenhart, L. (2010) *Evaluating Social Housing Policy: A wicked problem?*, Thesis submitted in fulfilment of the requirements for the degree of Doctor of Philosophy

Holt-Lunstad, J., Smith, T.B. & Layton, J.B. (2010) 'Social Relationships and Mortality Risk: A Meta-analytic Review', *PLoS Med* 7(7): e1000316. doi:10.1371/ journal.pmed.1000316

Hulse, K. & Stone, W. (2007) 'Social Cohesion, Social Capital and Social Exclusion', *Policy Studies*, 28(2), pp. 109-128

id (n.d.) *Erskineville - Eveleigh*, https://profile.id.com.au/sydney/about?WebID=170

Jacobs, J. (1961) *The Death and Life of Great American Cities*, Harmondsworth: Penguin Books

Jenks, M., Burton, E. & Williams, K. (eds.) (1996) *The Compact City: A Sustainable Urban Form?* London: E & FN Spon

Jenson, J. (1998) 'Mapping Social Cohesion: The state of Canadian research', *Discussion Paper F03* Ottowa: CPRN

Jenson, J. (2010) *Defining and Measuring Social Cohesion*, England: The Commonwealth Secretariat

Jupp, J., Nieuwenhuysen, J. & Dawson, E. (eds) (2007) *Social Cohesion in Australia,* Sydney: Cambridge University Press

Katz, P. (1994) The New Urbanism: Toward an architecture of community, New York: McGraw Hill

Kearns, A. & Forrest, R. (2000) 'Social Cohesion and Multilevel Urban Governance', *Urban Studies*, 37(5-6), pp. 995-1017

Kleinhans, R. (2004) 'Social implications of housing diversification in urban renewal: A review of recent literature', *Journal of Housing and the Built Environment*, 19, pp. 367-390

Knox, P & Pinch, S (eds) 2010, *Urban Social Geography: An Introduction* 6th edn. Essex: Pearson Education Ltd.

Kyttä, M., Broberg, A., Haybatollahi, M., & Schmidt-Thomé, K. (2016) 'Urban Happiness: Context-sensitive study of the social sustainability of urban settings', *Environment and Planning B: Planning and Design*, 43, pp. 34-57

Lewicka, M. (2011) 'Place attachment: How far have we come in the last 40 years?', *Journal of Environmental Psychology*, 31, pp. 207-230

Liu, E. & Pinnegar, S. (2011) 'Understanding neighbourhood renewal through people-based outcomes: setting up a longitudinal panel study at Bonnyrigg, NSW', *Australasian Housing Researchers' Conference*, Auckland, 17-19 November 2010

Manzo, L. & Perkins, D. (2006) 'Finding Common Ground: The importance of place attachment to community participation and planning', *Journal of Planning Literature*, 20(4), pp. 335-350

Moore, C. (2013) 'Big steps for Green Square' (web page), www.clovermoore.com.au/big-steps-for-green-square/

MORI North (2006) *Oldham: You and your community; A general residents' survey covering community cohesion, local democracy and health issues*, Manchester: Mori North

MORI North (2013) *You and your community 2013*, Manchester: Mori North

OECD [The Organisation for Economic Co-operation and Development] (2012) *Compact City Policies: A comparative assessment*, OECD Publishing

Partridge, E., Chong, J., Herriman, J., Daly, J. & Lederwasch, A. (2011) *City of Sydney Indicator Framework*, Sydney: Institute for Sustainable Futures, UTS, http://www.cityofsydney.nsw.gov.au/__data/assets/pdf_file/0005/137894/DraftCommunityWellbeingIndicators.pdf

Popkin, S., Katz, B., Cunningham, M., Brown, K., Gustafson, J. & Turner, M. (2004) *A decade of HOPE VI: Research findings and policy challenges*, Washington D.C.: The Urban Institute

Qld DILGP [Queensland Department of Infrastructure, Local Government and Planning] (2017) *Shaping SEQ: South East Queensland Regional Plan 2017*, Brisbane: Queensland Department of Infrastructure, Local Government and Planning, https://dilgpprd.blob.core.windows.net/general/shapingseq.pdf

Raco, M. & Henderson, S. (2006) 'Sustainable Urban Planning and the Brownfield Redevelopment Process in the United Kingdom: Lessons from the Thames Gateway', *Local Environment: The International Journal of Justice and Sustainability*, 11(5), pp. 499-513

Rockefeller Foundation (2017) '100 Resilient Cities'(web page) http://www.100resilientcities.org (accessed 17 January 2018)

SA DPTI [South Australia Department of Planning, Transport and Infrastructure] (2017) *The 30-year Plan for Greater Adelaide: 2017 Update*, Adelaide: SA Department of Planning, Transport and Infrastructure

Searle, G. (2007) 'Sydney's Urban Consolidation Experience: Power, politics and community', *Urban Research Program Research Paper 12*, Brisbane: Griffith University

SEU [UK Social Exclusion Unit] (2000) *National Strategy for Neighbourhood Renewal: a framework for consultation*, Social Exclusion Unit, Cabinet Office

Sunshine Coast Council, Community Planning & Strategy (2010) *Social Planning Community Neighbourhood Survey Report,* Sunshine Coast: Sunshine Coast Council

Sweeney Research (2011) *Housing NSW: Redfern Waterloo Public Housing Tenant Survey,* Sydney: Sweeney Research

Talen, E. (1999) 'Sense of Community and Neighbourhood Form: An assessment of the social doctrine of New Urbanism', *Urban Studies*, 36(8), pp. 1361-1379

Talen, E. (2000) 'The Problem with Community in Planning', *Journal of Planning Literature*, 15(2), pp. 171-183

Vic DELWP [Victorian Department of Environment, Land, Water and Planning] (2017) *Plan Melbourne: A global city of opportunity and choice*, Melbourne: Victorian Department of Environment, Land, Water and Planning.

WA DOP [Western Australia Department of Planning] (2015) *Draft Perth and Peel@3.5million*, Perth: WA Department of Planning

White, R. & Wyn, J. (2004) Youth and Society: Exploring the Social Dynamics of Youth Experience, Melbourne: Oxford University Press

Williams, K., Burton, E. & Jenks, M. (2000) *Achieving Sustainable Urban Forms*, London: E & FN Spon

Woodcraft, S., Bacon, N., Caistor-Arendar, L. & Hackett, T. (2012) *Design for Social Sustainability: A framework for creating thriving new communities*, UK: The Young Foundation

Ziller, A. (2004) 'The Community is Not a Place and Why it Matters', *Urban Policy and Research*, 22(4), pp. 465-479

© City Futures 2020

Appendices

Appendix 1 Boundaries of SA1s used to determine area population

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

Appendix 2 Blank survey tool (English version)

CITY OF SYDNEY

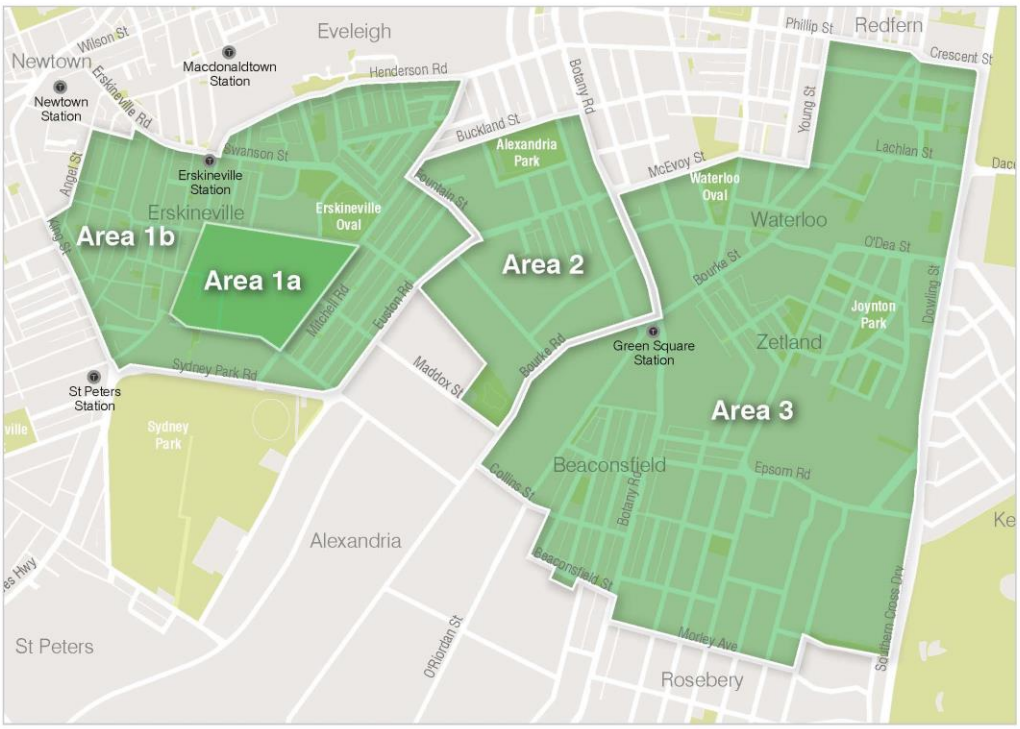
My Place: Local Community Survey

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。 您能在网路上完成问卷: unsw.to/myplacezh, 您也可以在您附近的图书馆索取纸本问卷

Complete the survey and go into the draw to win 1 of 8 $100 Visa gift cards

EAA22012001_MyPlaceSurvey_English.indd 1 28/01/2020 3:22:59 PM



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

This survey will take approximately 10 minutes to complete and is also available online at **unsw.to/myplace**
Please post the survey back in the enclosed reply-paid envelope or drop it off at your local library. We encourage all adults in your household or workplace to complete the survey. You can do this online, or collect extra hard copies from your local library.

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

UNSW SYDNEY

CITYFUTURES

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.

EAA22012001_MyPlaceSurvey_English.indd 2 28/01/2020 3:22:59 PM

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 eight $100 Visa gift cards**, please complete this survey by 12th April.

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

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

- ○ Area 1a
- ○ Area 1b
- ○ Area 2
- ○ Area 3
- ○ 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 - 12 months
- ○ 1 - 5 years
- ○ 6 years or more
- ○ I am visiting
- ○ Other (Please specify):

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

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

© City Futures 2020

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

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

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

○ Cleanliness of public spaces	○ Not enough evening activities
○ Construction impacts	○ Not enough parking
○ Density of development	○ Not enough schools
○ Lack of convenient public transport	○ Not enough shops or variety of shops
○ Noise	○ Traffic
○ Not enough cafés, restaurants	○ Other (Please specify):
○ 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	○	○	○	○	○
I regularly stop and talk with people in my neighbourhood	○	○	○	○	○
Most people can be trusted	○	○	○	○	○
I would be willing to help my neighbours if needed	○	○	○	○	○
I can get help from my neighbours if needed	○	○	○	○	○
I borrow things and exchange favours with my neighbours	○	○	○	○	○
I plan to remain a resident in this area for a number of years	○	○	○	○	○
This area is a good place to live	○	○	○	○	○
This area is a good place to raise children	○	○	○	○	○
This area is a good place to retire	○	○	○	○	○

EAA22012001_MyPlaceSurvey_English.indd 4 28/01/2020 3:23:00 PM

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	○	○	○	○	○
The street on which you live	○	○	○	○	○
The suburb in which you live	○	○	○	○	○
Your local area (areas 1a, 1b, 2 or 3)	○	○	○	○	○
Inner city and surrounds	○	○	○	○	○
Sydney	○	○	○	○	○
Australia	○	○	○	○	○

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

- ○ Area 1a
- ○ Area 1b
- ○ Area 2
- ○ Area 3
- ○ I do not work in the area – *Go to Q13*

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

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

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

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

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

- ○ Lack of useful public transport
- ○ Not enough cafés, restaurants
- ○ Not enough community facilities
- ○ Not enough parking
- ○ Not enough shops or variety of shops
- ○ Poor pedestrian access
- ○ Traffic
- ○ 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	○	○	○	○	○
The street on which you work	○	○	○	○	○
The suburb in which you work	○	○	○	○	○
Your local area (areas 1a, 1b, 2 or 3)	○	○	○	○	○
Sydney	○	○	○	○	○
Australia	○	○	○	○	○

EAA22012001_MyPlaceSurvey_English.indd 5 28/01/2020 3:23:01 PM

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

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

○ A community event or market	○ Local cafés or restaurants
○ Childcare centres	○ Local parks
○ Community gardens	○ Local pubs, bars or clubs
○ Community or neighbourhood centres	○ 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 safe	Never in this situation
At home alone during the day	○	○	○	○	○	○
At home alone after dark	○	○	○	○	○	○
Walking in the area alone during the day	○	○	○	○	○	○
Walking in the area alone after dark	○	○	○	○	○	○

EAA22012001_MyPlaceSurvey_English.indd 6 28/01/2020 3:23:01 PM

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	○	○	○	○	○	○	○	○
Supermarket or shops	○	○	○	○	○	○	○	○
Child's school or childcare	○	○	○	○	○	○	○	○
Social, sport or recreational activities	○	○	○	○	○	○	○	○

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

EAA22012001_MyPlaceSurvey_English.indd 7 28/01/2020 3:23:01 PM

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	○	○	○	○	○
Difficulty finding information about social activities	○	○	○	○	○
Don't feel welcome	○	○	○	○	○
Financial reasons	○	○	○	○	○
Health reasons	○	○	○	○	○
Language difficulties or barriers	○	○	○	○	○
Not confident with strangers	○	○	○	○	○
Not enough time due to other commitments (e.g. family, work)	○	○	○	○	○
Not interested	○	○	○	○	○

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
- ○ Emailed 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	○	○	○	○	○	○
Are from the same ethnic background as you	○	○	○	○	○	○
Have similar levels of education as you	○	○	○	○	○	○

EAA22012001_MyPlaceSurvey_English.indd 8 28/01/2020 3:23:02 PM

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	○	○	○
Communal area/s of the building I ***LIVE*** in (e.g. laundry, gym, car park, waste room, courtyard, corridors)	○	○	○
Communal area/s of the building I ***WORK*** in (e.g. courtyard, communal kitchen, car park)	○	○	○
Community event	○	○	○
Entrance or near the building I ***LIVE*** in	○	○	○
Entrance or near the building I ***WORK*** in	○	○	○
Local park/s	○	○	○
Local shops	○	○	○
Local street/s	○	○	○
Waiting for public transport	○	○	○

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	○	○	○	○	○
My thoughts about issues in the local area can be heard	○	○	○	○	○
I feel like I have contributed to shaping the local area	○	○	○	○	○
I work with others to improve the local area	○	○	○	○	○
I understand my rights around urban development and planning for the local area (i.e. development applications, masterplanning)	○	○	○	○	○

EAA22012001_MyPlaceSurvey_English.indd 9 28/01/2020 3:23:02 PM

Section 3 – A few questions about you

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

- ○ 18-19 years
- ○ 20-29 years
- ○ 30-39 years
- ○ 40-49 years
- ○ 50-59 years
- ○ 60-69 years
- ○ 70-79 years
- ○ 80 + years

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

- ○ Female
- ○ Male
- ○ Other

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

- ○ English
- ○ Arabic
- ○ Cantonese
- ○ Greek
- ○ Indonesian
- ○ Korean
- ○ Mandarin
- ○ Other (Please specify):
- ○ Russian
- ○ Spanish
- ○ Vietnamese

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

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

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)

- ○ Apartment/Flat (up to 3 storeys)
- ○ Apartment/Flat (4-9 storeys)
- ○ Apartment/Flat (10 or more storeys)
- ○ Flat above shop
- ○ Separate House – *Go to Q34*
- ○ Duplex/semi-detached – *Go to Q34*
- ○ Terrace House – *Go to Q34*
- ○ Other (Please specify):

EAA22012001_MyPlaceSurvey_English.indd 10 28/01/2020 3:23:02 PM

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

- ○ Restaurant or café
- ○ An indoor common room for residents (e.g. a meeting room or function room)
- ○ Shop
- ○ Outdoor courtyard or garden for residents
- ○ Other business
- ○ Gym and/or pool for residents
- ○ None of the above

Q34. Are you currently studying?

- ○ Yes, full-time
- ○ No
- ○ Yes, part-time

Q35. Are you currently in paid employment?

- ○ Yes, less than 20 hours per week
- ○ No, unemployed, looking for work – *Go to Q38*
- ○ Yes, 20-34 hours per week
- ○ No, not in the labour force – *Go to Q38*
- ○ Yes, 35-44 hours per week
- ○ No, I am retired – *Go to Q38*
- ○ Yes, 45 hours or more per week

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

- ○ During the day time
- ○ A mix of both night and day time
- ○ During the night time

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

- ○ Clerical and/or administrative worker
- ○ Manual worker (labourer, factory work, cleaning)
- ○ Community, hospitality and/or personal service worker
- ○ Professional
- ○ Machinery operator and/or driver
- ○ Sales worker including retail
- ○ Manager
- ○ Technician and/or trade worker
- ○ Other (Please specify):

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

- ○ Own your own home (no mortgage)
- ○ Rent (community housing)
- ○ Own your own home (and pay off a mortgage)
- ○ Rent (public housing)
- ○ Rent (privately)
- ○ Rent (affordable housing)
- ○ 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)

- ○ Yes
- ○ Don't know
- ○ No
- ○ Do not wish to disclose

© City Futures 2020

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

- ○ Enter the prize draw to win 1 of 8 $100 Visa gift cards?
- ○ Get information about the findings of this research via email?
- ○ Sign up to the City of Sydney's Green Square newsletter?
- ○ 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.]

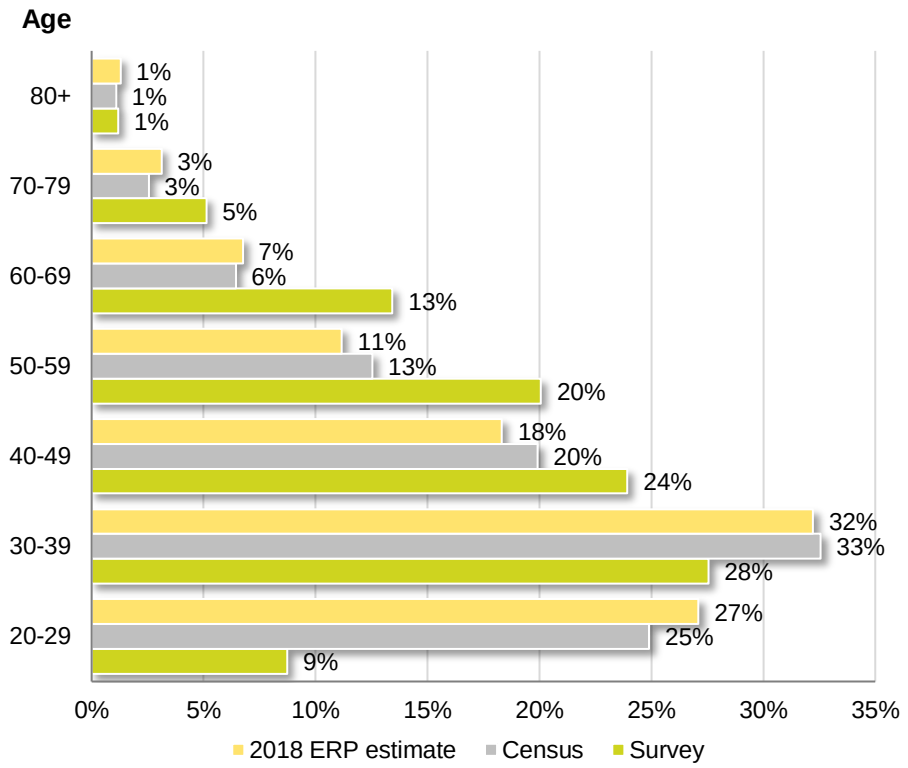
_____

THANK YOU for participating in our survey!!

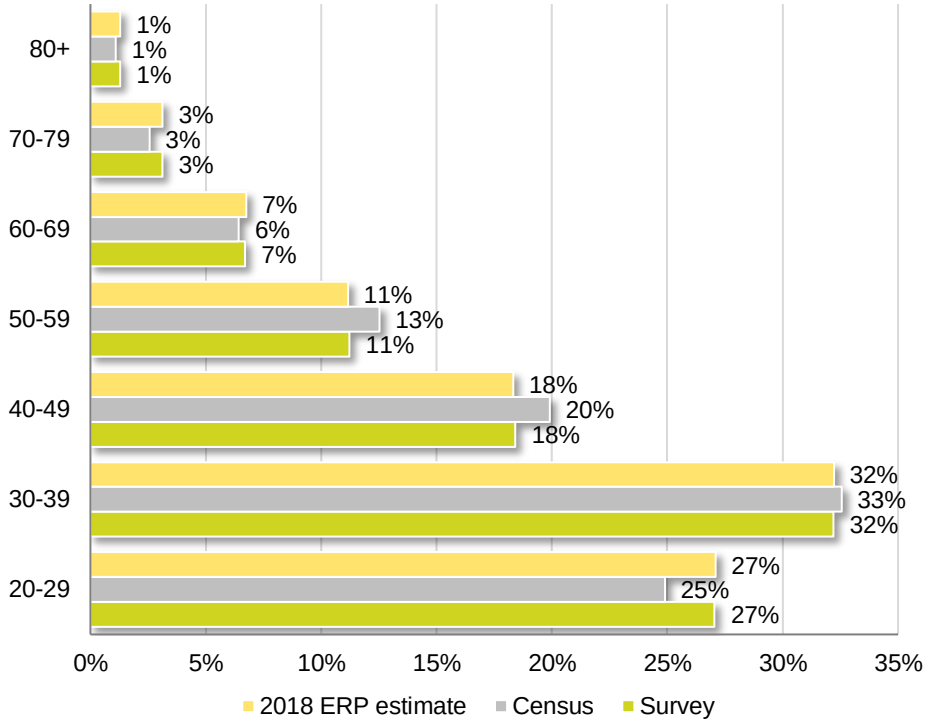
EAA22012001_MyPlaceSurvey_English.indd 12 28/01/2020 3:23:03 PM

Appendix 3 Demographic characteristics of resident survey respondents

Un-weighted survey results



Weighted survey results

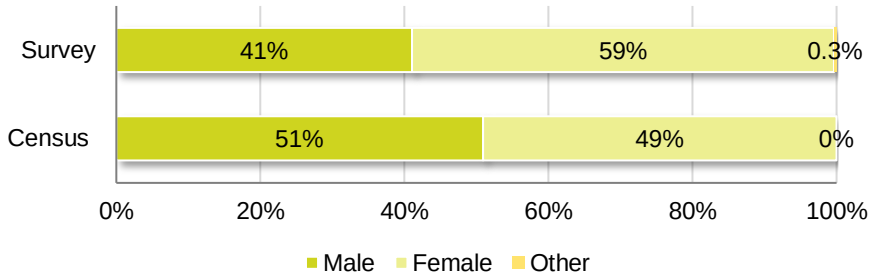


Survey: 1191 people Census: 10,476 people

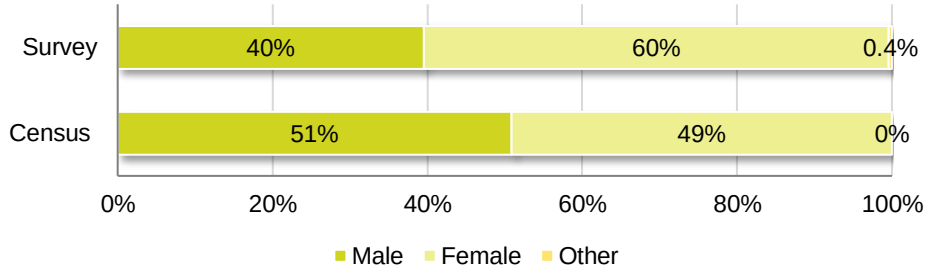
© City Futures 2020

Un-weighted survey results

Gender



Weighted survey results



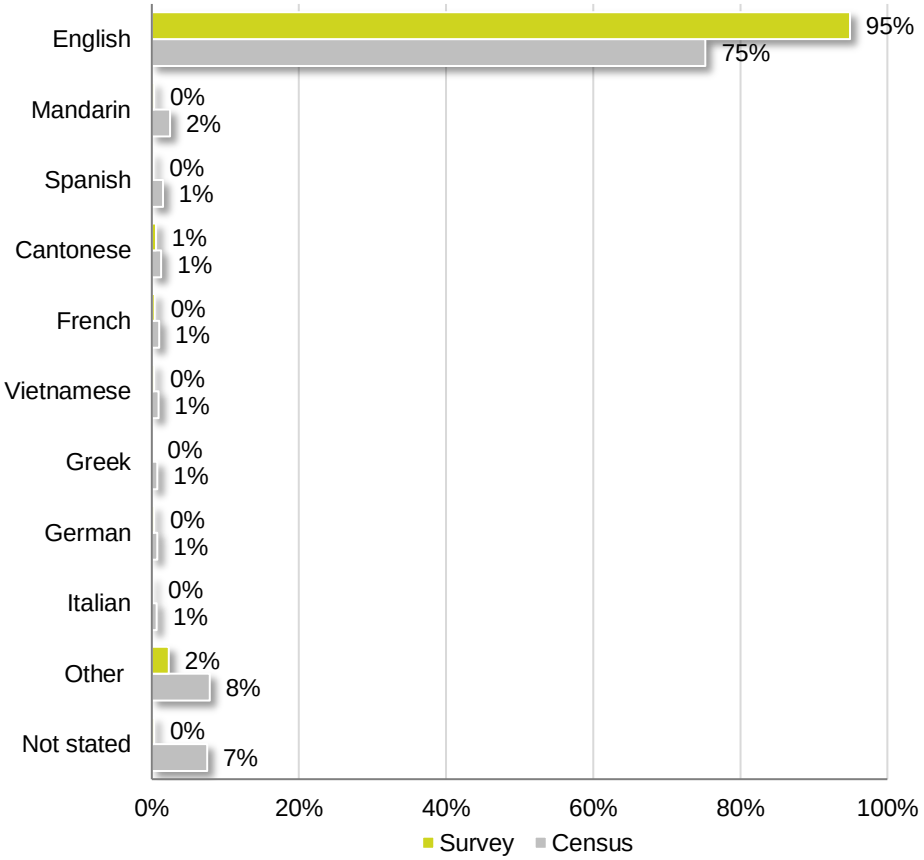
Survey: 1185 people Census: 10,475 people

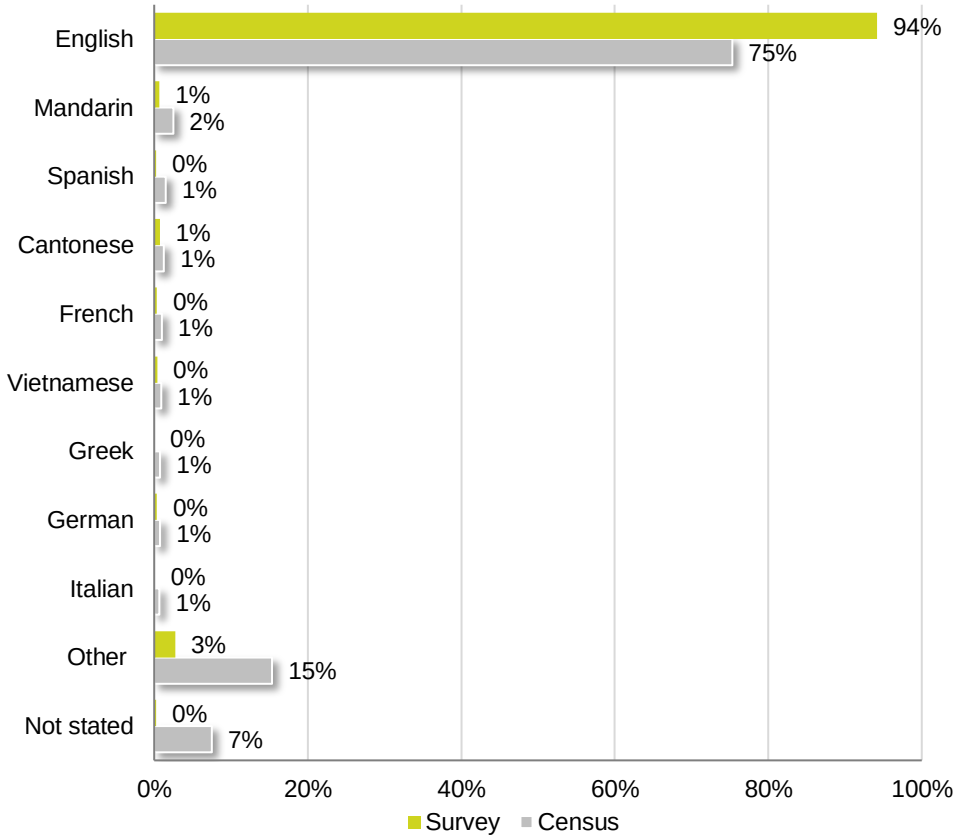
© City Futures 2020

Un-weighted survey results

Weighted survey results

Language Spoken at Home





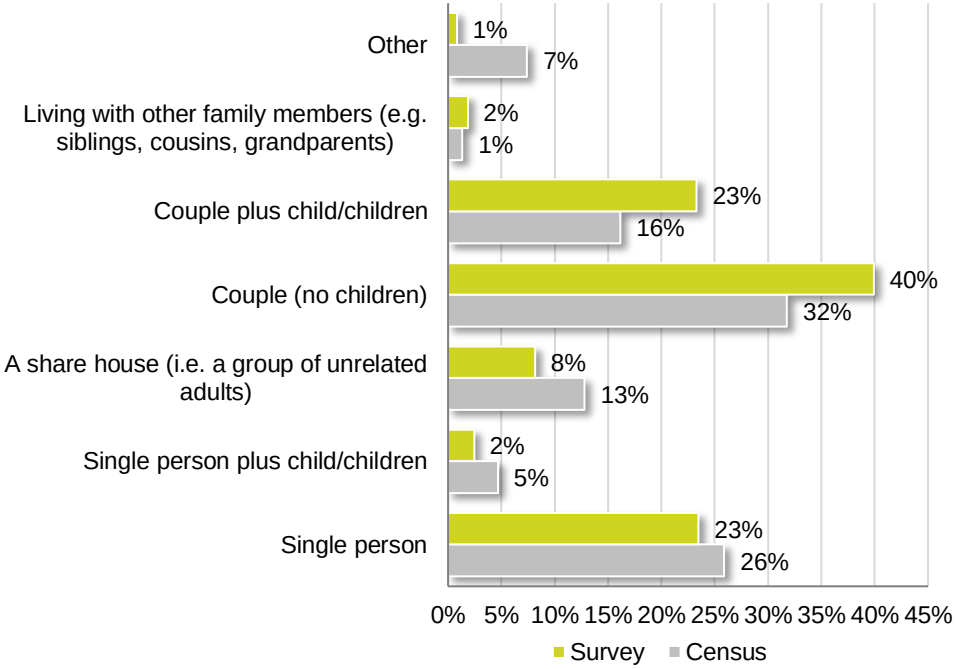
Survey: 1191 people Census: 10,476 people

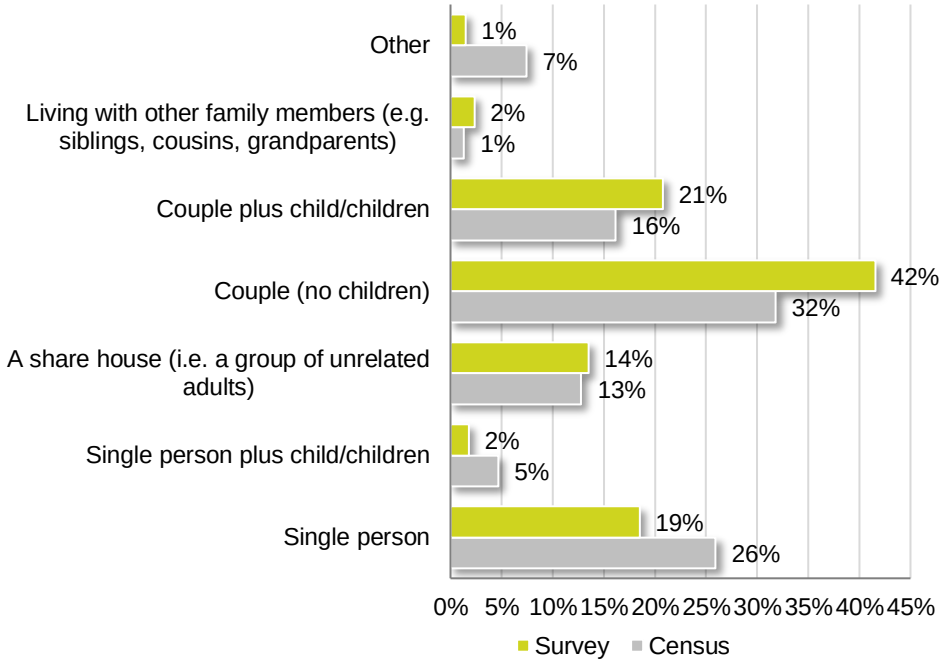
© City Futures 2020

Un-weighted survey results

Weighted survey results

Household Type





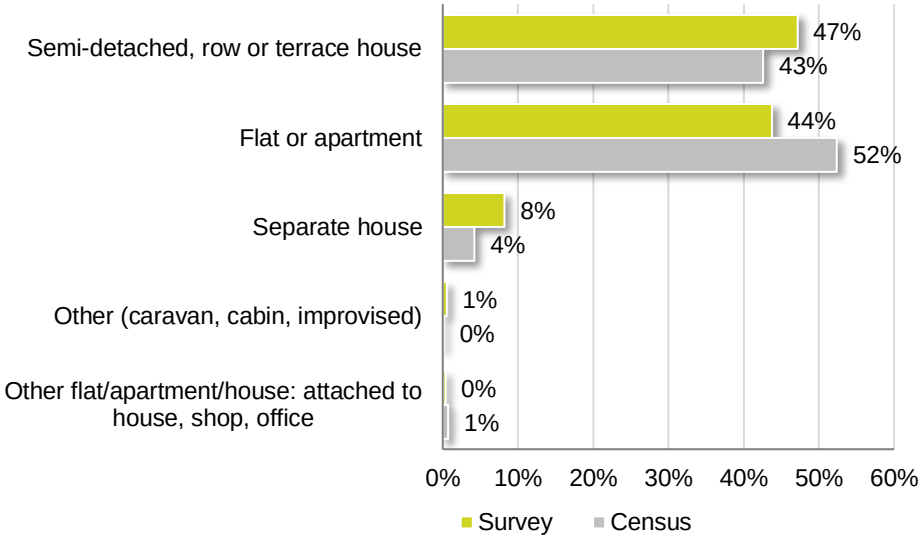
Survey: 1188 people Census: 5,652 households

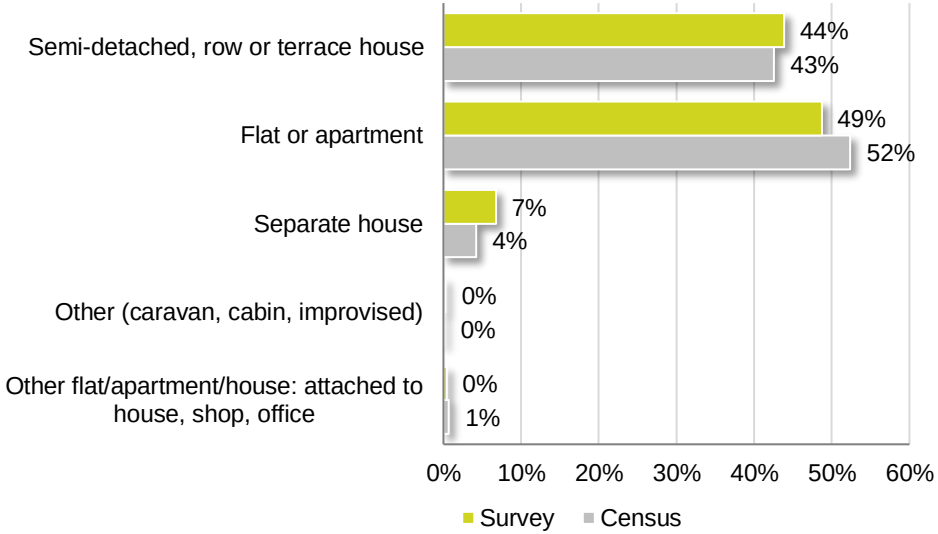
© City Futures 2020

Un-weighted survey results

Weighted survey results

Dwelling Type



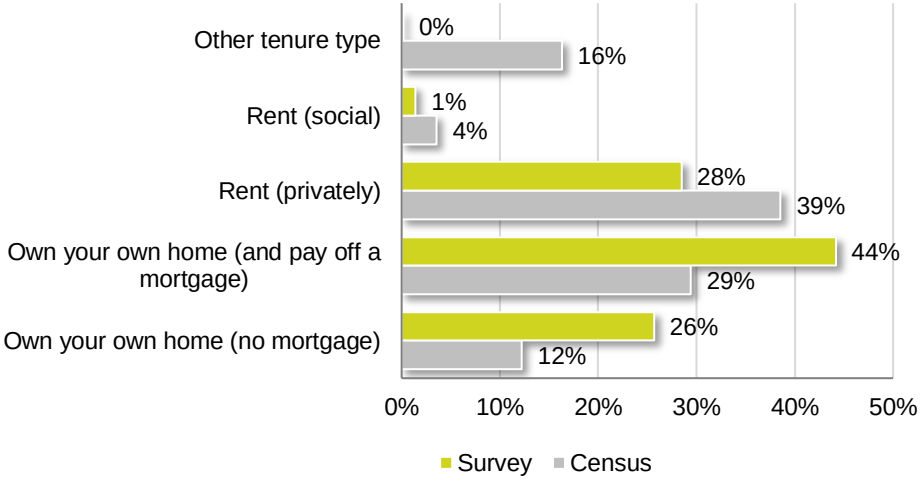


Survey: 1179 people Census: 6,099 households

© City Futures 2020

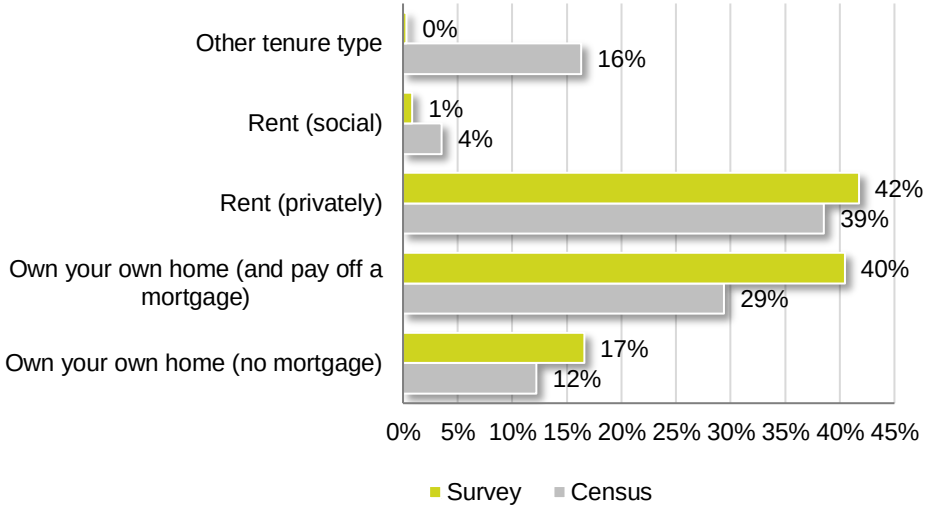
Un-weighted survey results

Tenure



Survey: 1186 people Census: 6,119 households

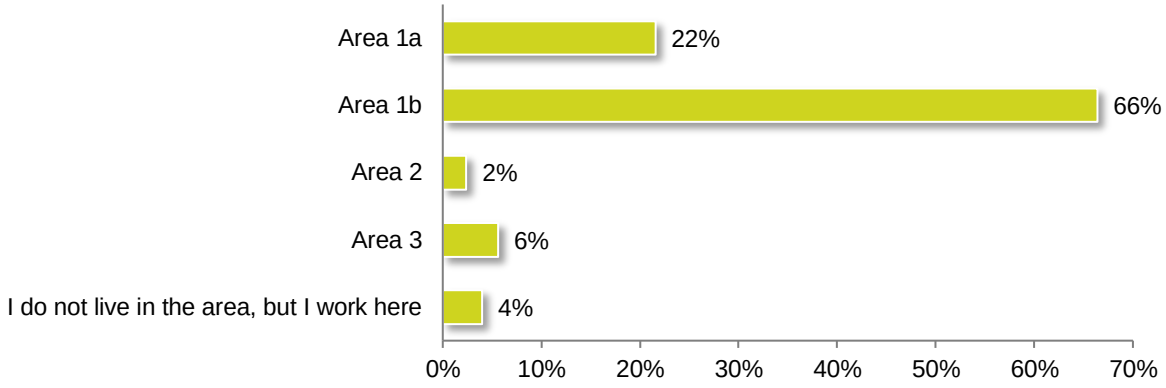
Weighted survey results



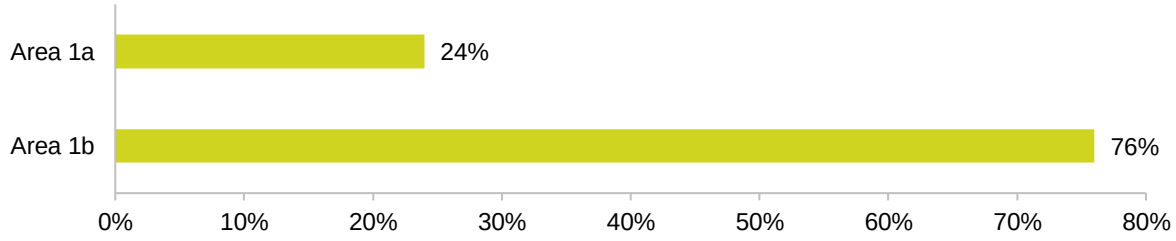
Appendix 4 Full survey results for worker respondents (unweighted)

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

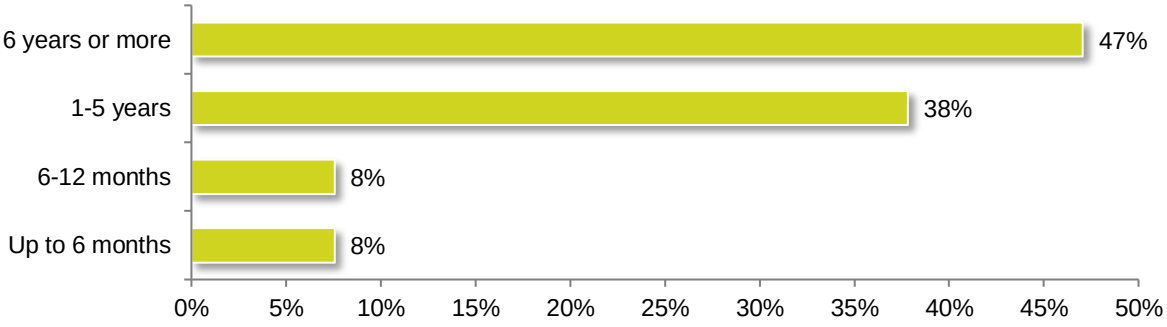
1. Which area do you live in? (n = 125)



8. Which of the 4 areas in the map at the beginning of the survey do you work in? (n = 125)

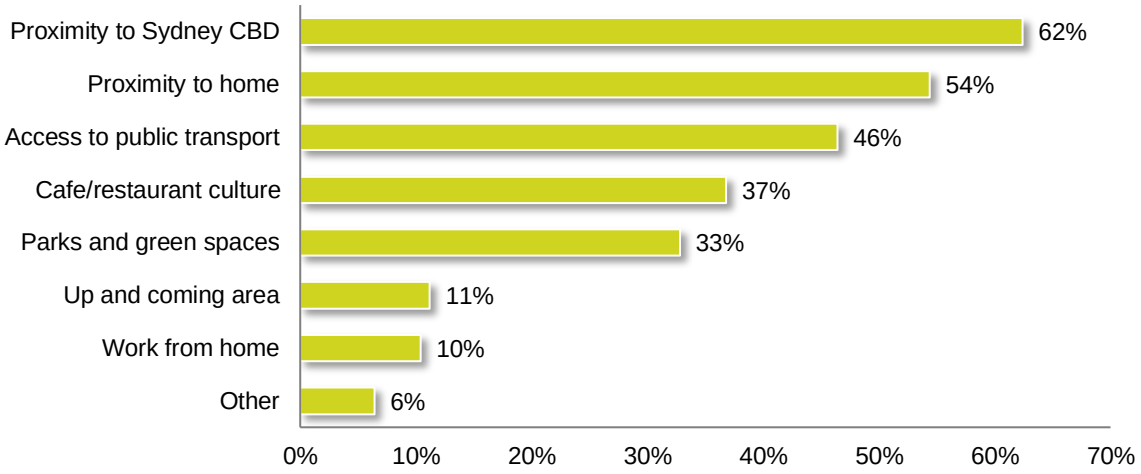


9. How long have you worked in the area? (n = 119)

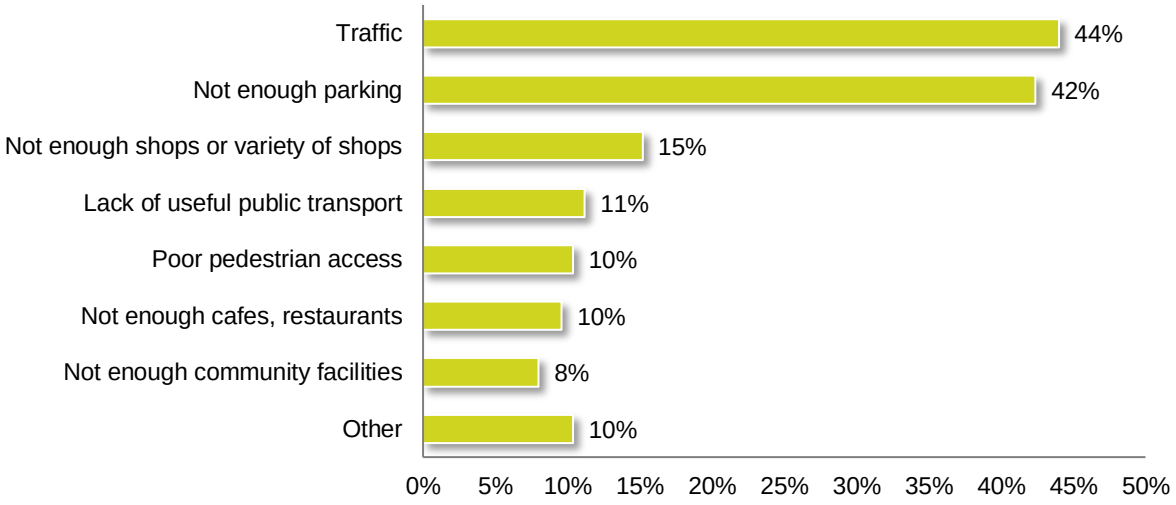


© City Futures 2020

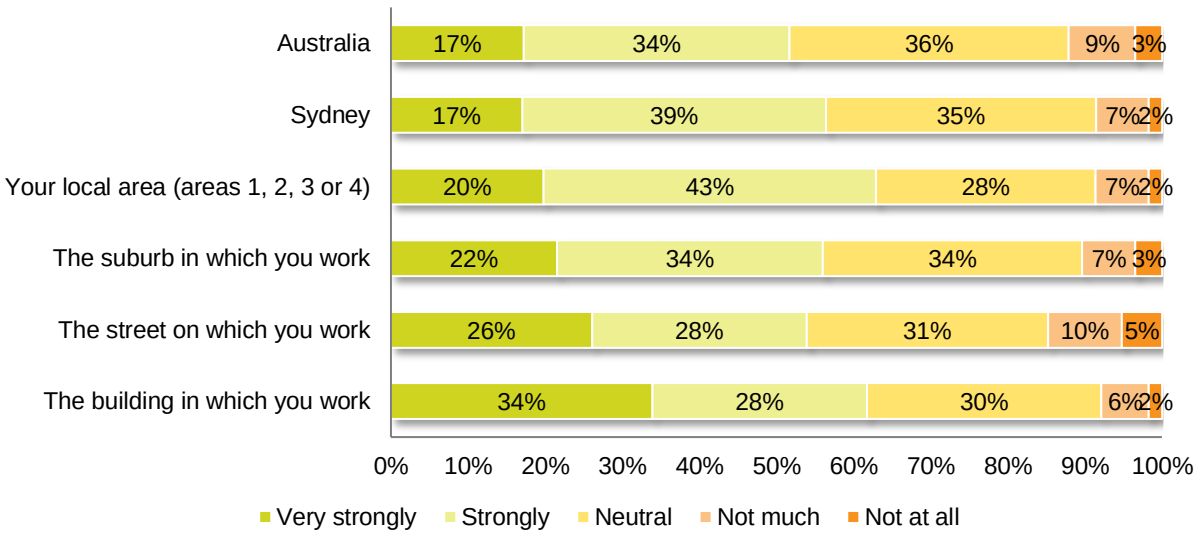
10. What do you like the most about working in the area? (n = 125)



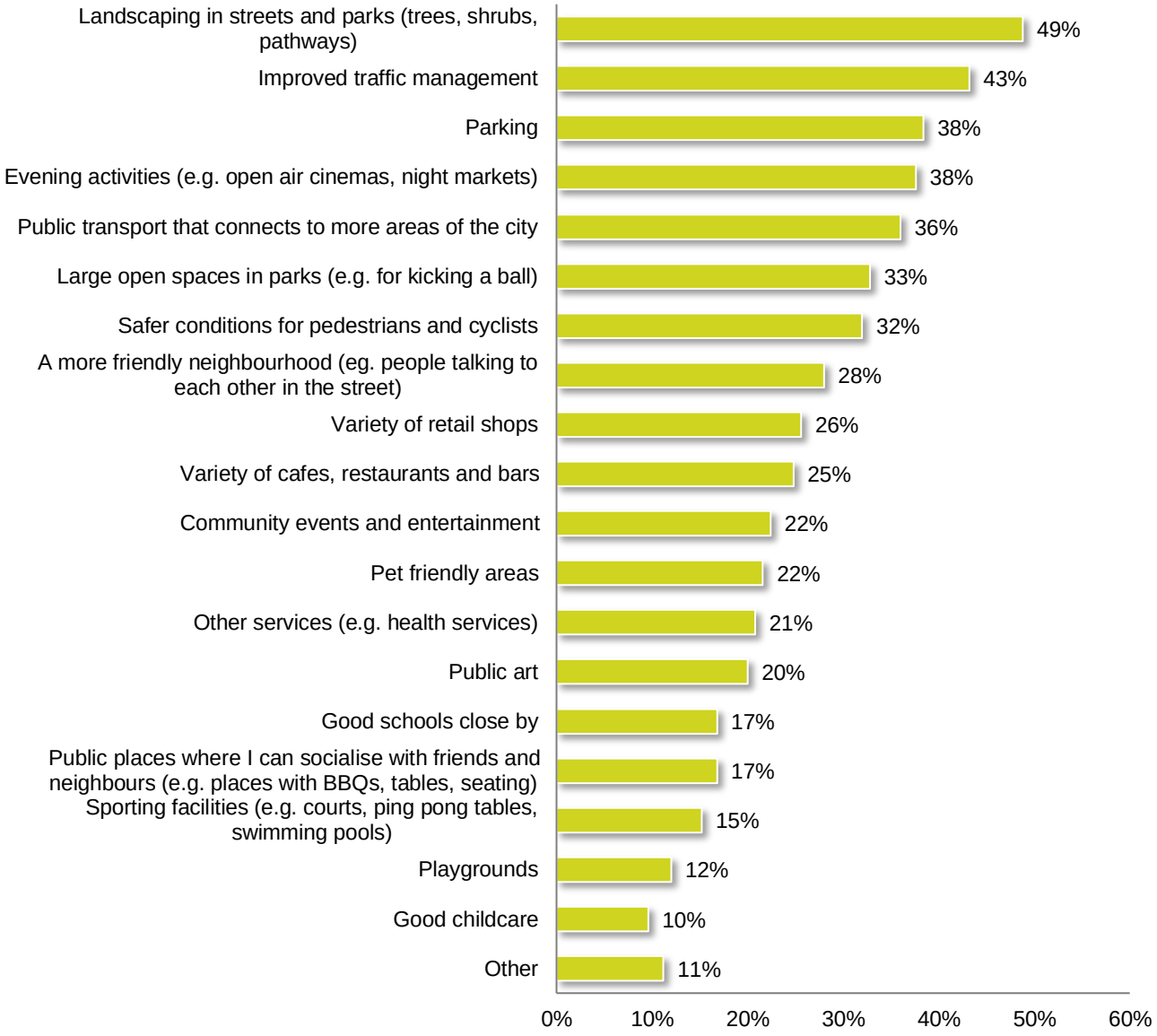
11. What do you like the least about working in the area? (n = 125)



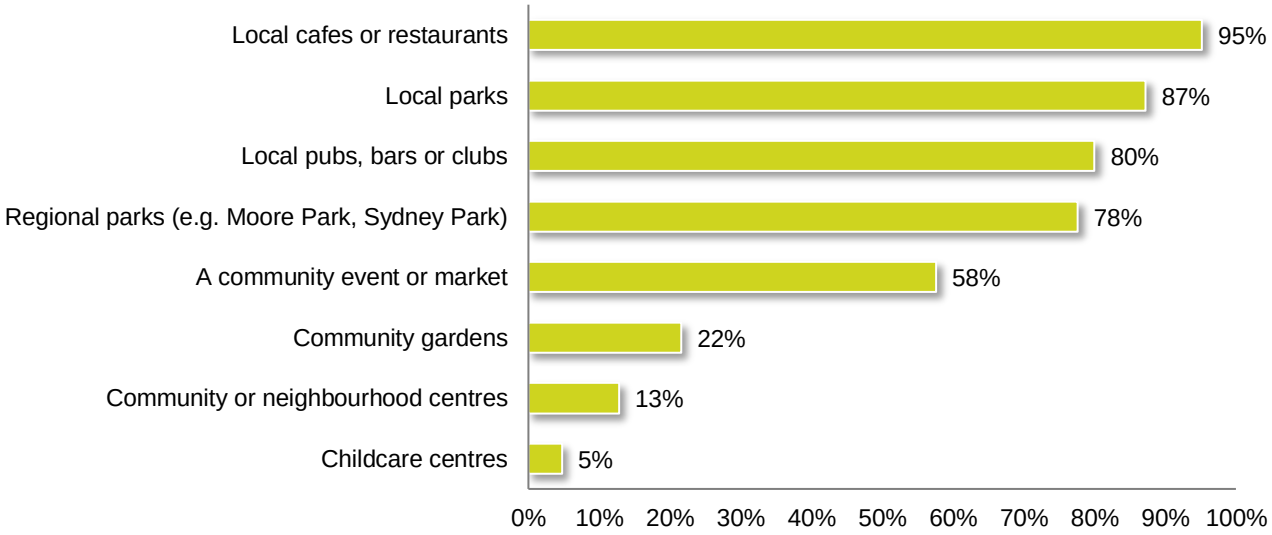
12. To what extent do you feel that you are part of the community in…? (n = various, 115-117)



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 = 125)

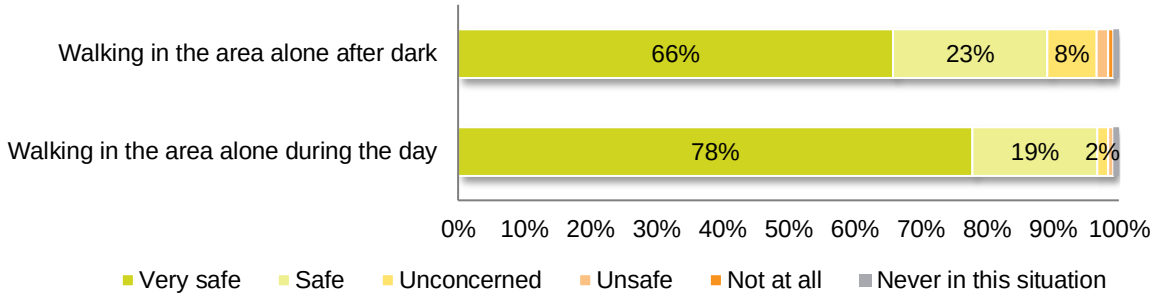


14. Which services and facilities have you used within the area over the past six months? (n = 125)

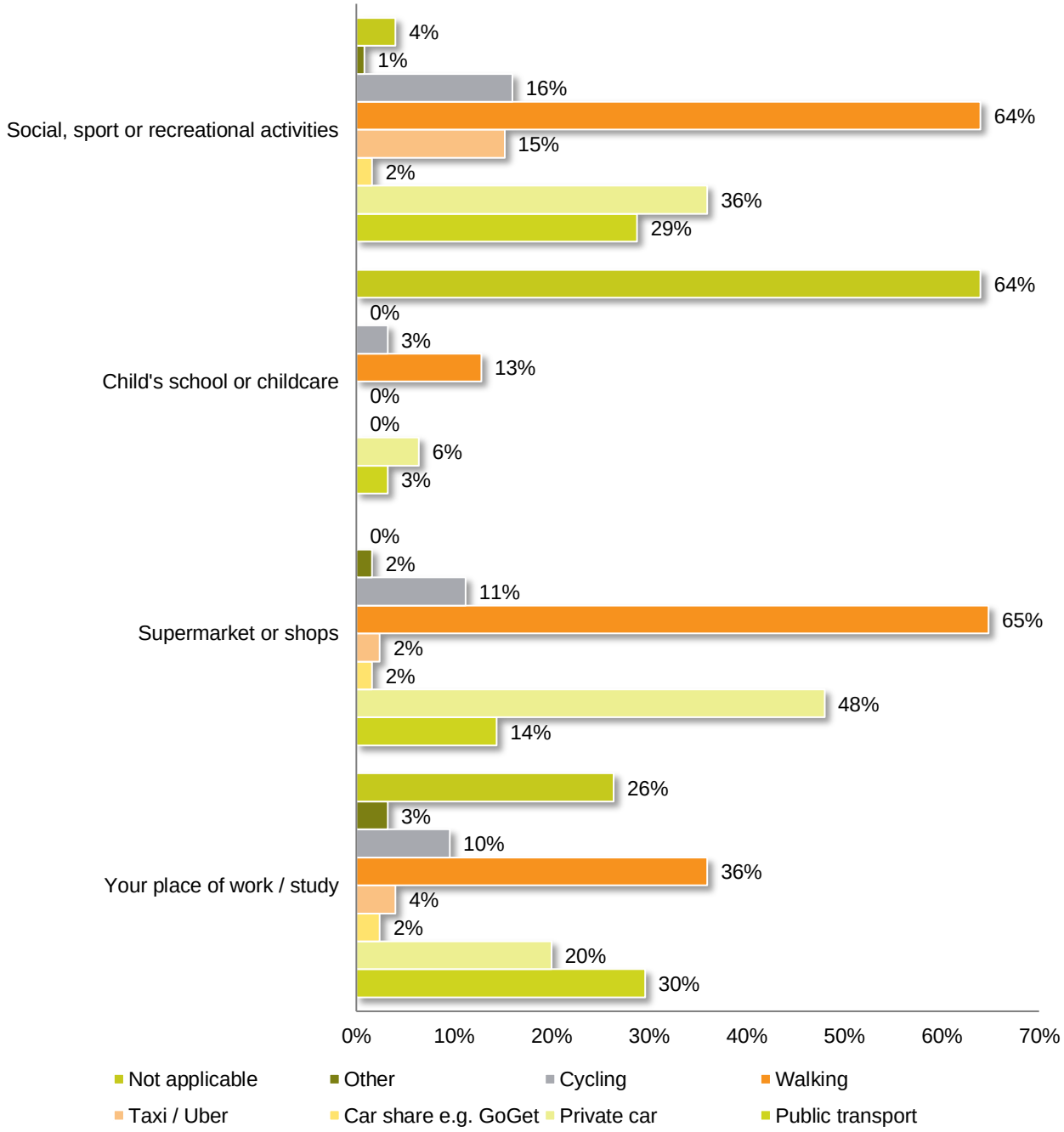


© City Futures 2020

15. How safe or unsafe do you feel when you are in the following situations? [paper only responses] (n = various, 120-122)

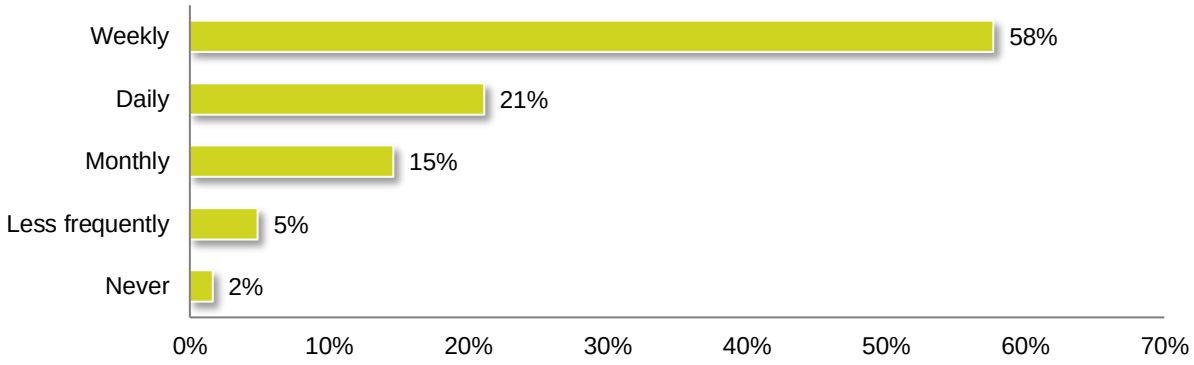


16. On a typical day, how do you travel to … (n = 125)

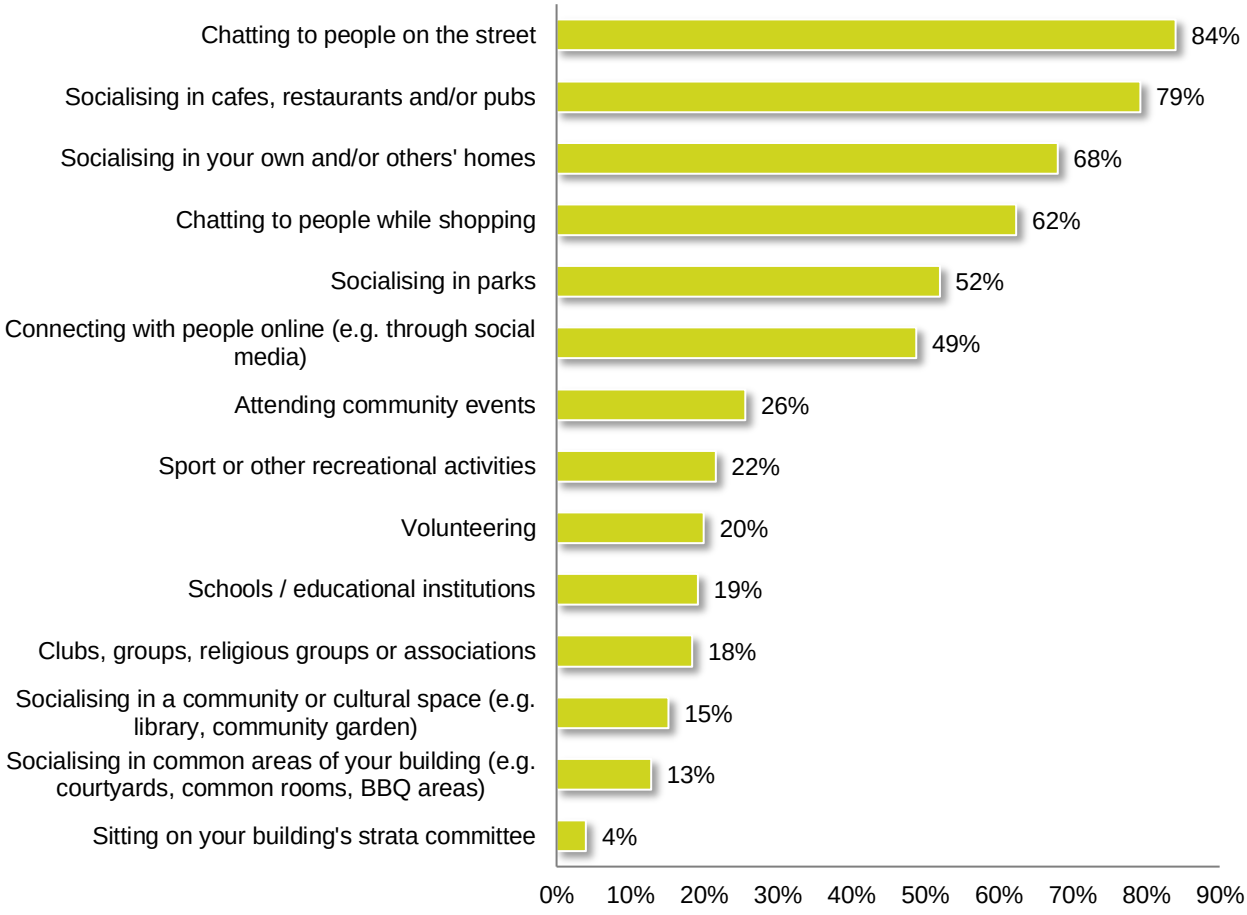


Section 2 – Community in your local area

17. How often do you meet socially with friends, relatives or work colleagues? At least… (n =123)

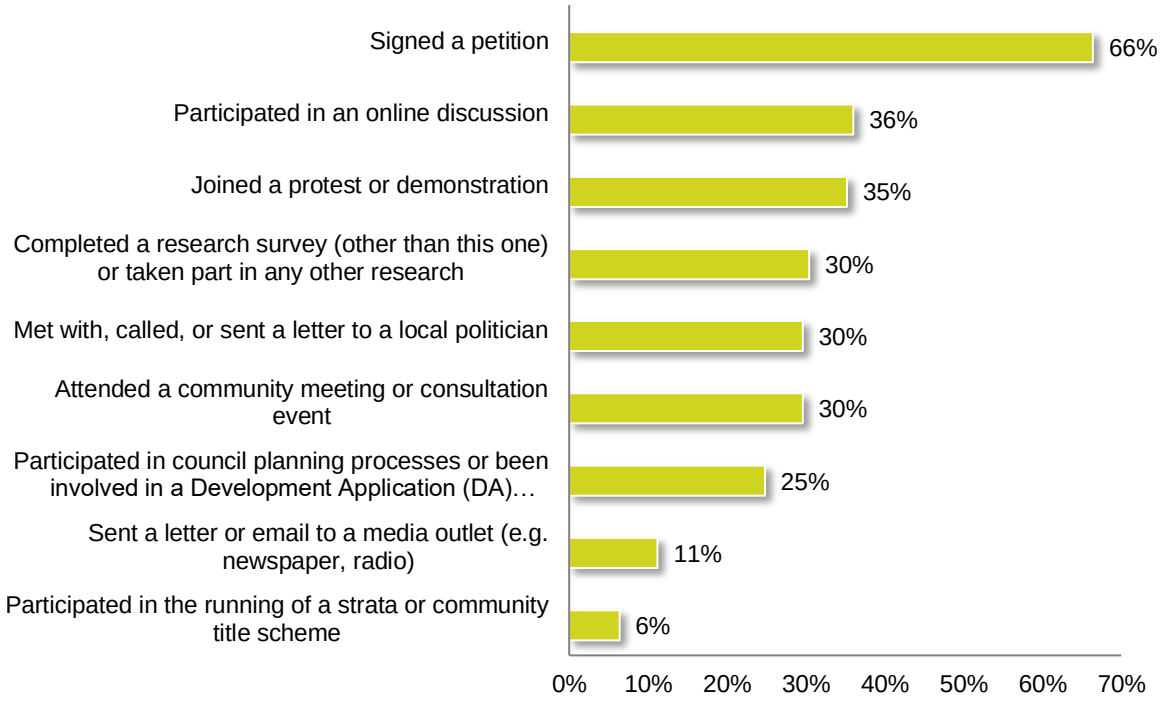


18. In the past month, have you had contact with people in your local area in any of the following ways? (n = 125)

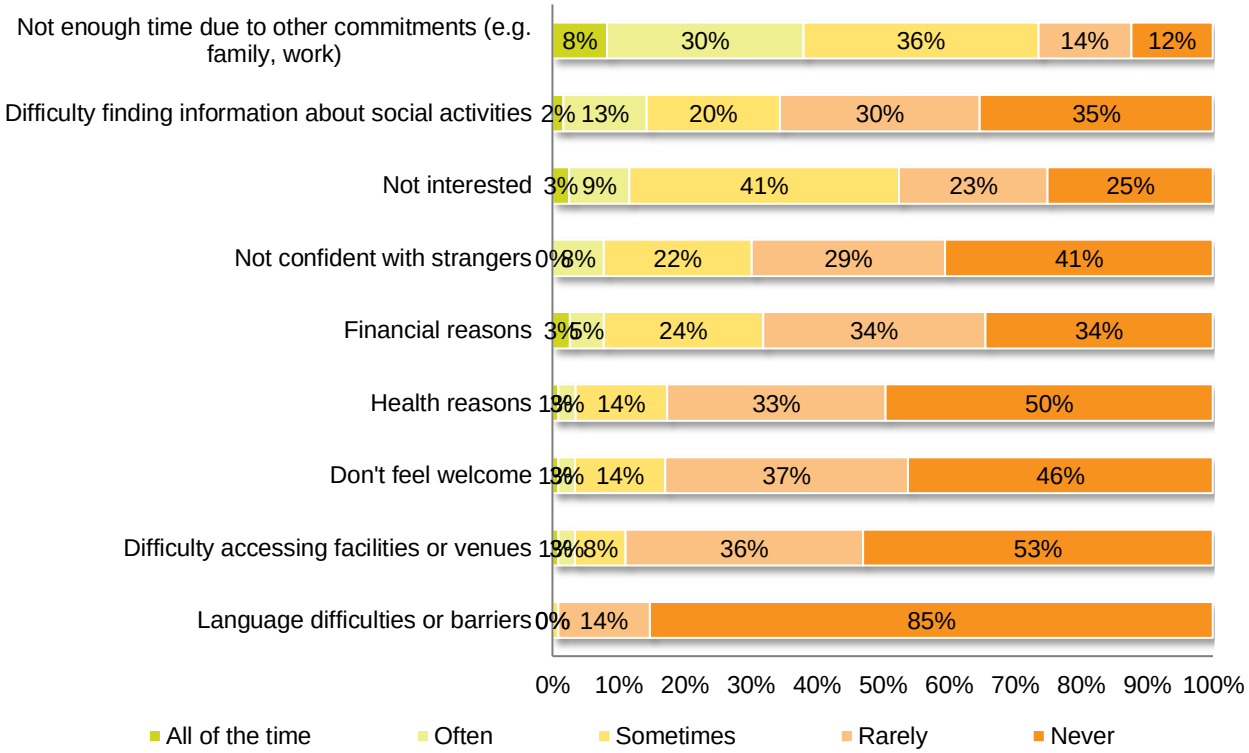


© City Futures 2020

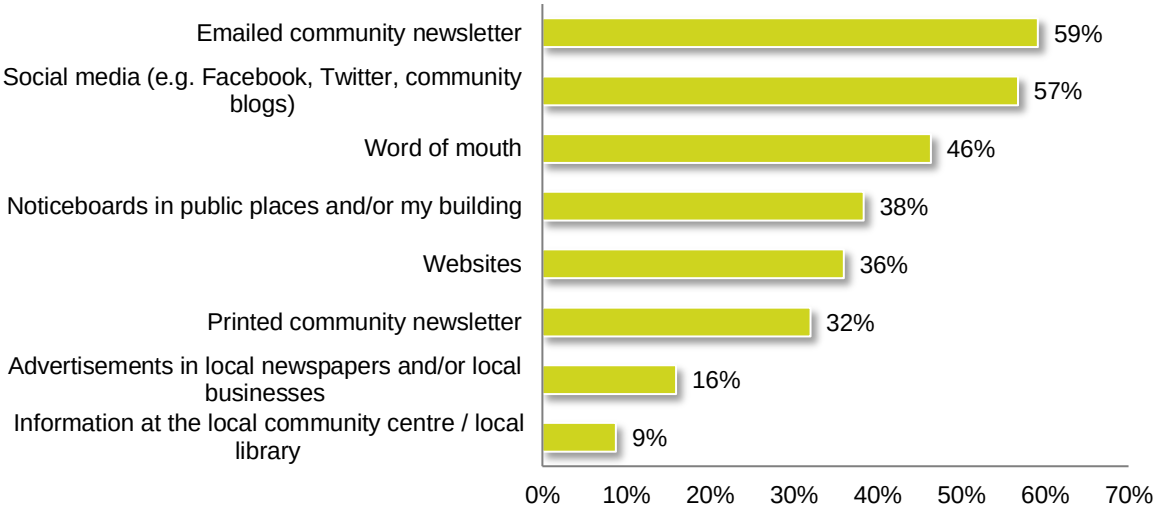
19. In the past 12 months, have you done any of the following? (n = 125)



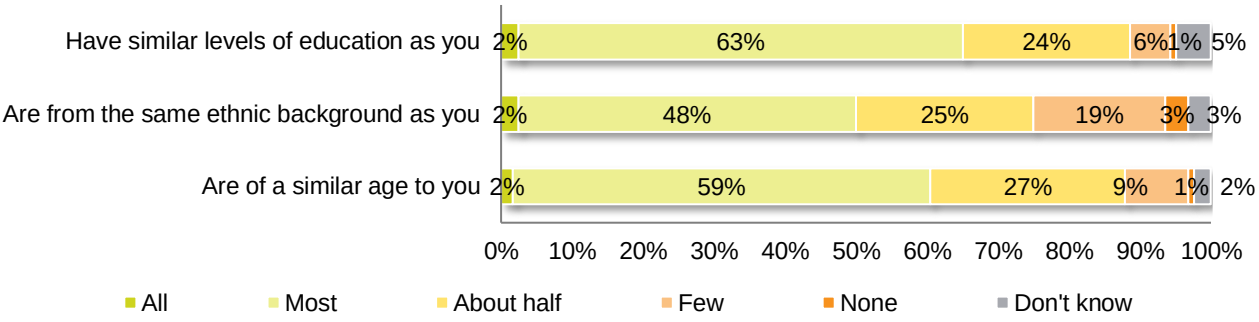
20. Do any of the following limit you from socialising or participating in organised social activities in the area? (n = various, 115-121)



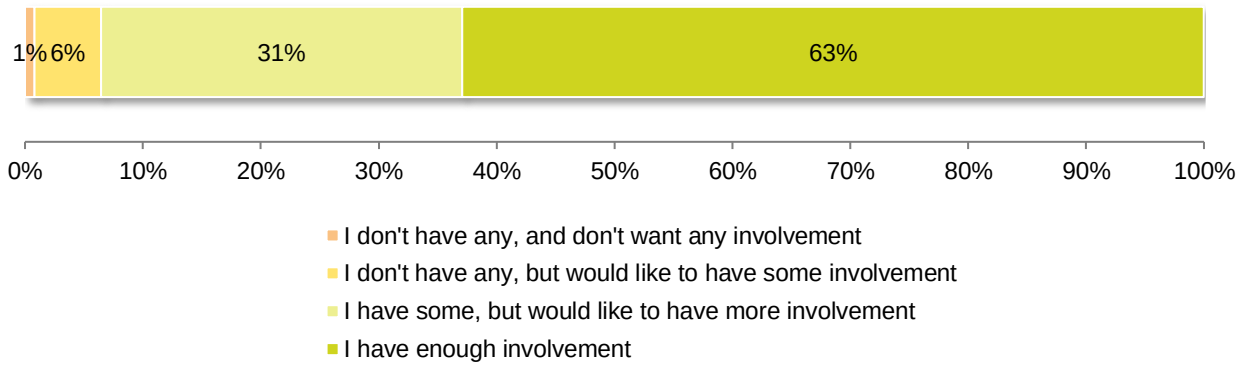
21. How would you like to get information about opportunities to participate in social activities in your local area? (n = 125)



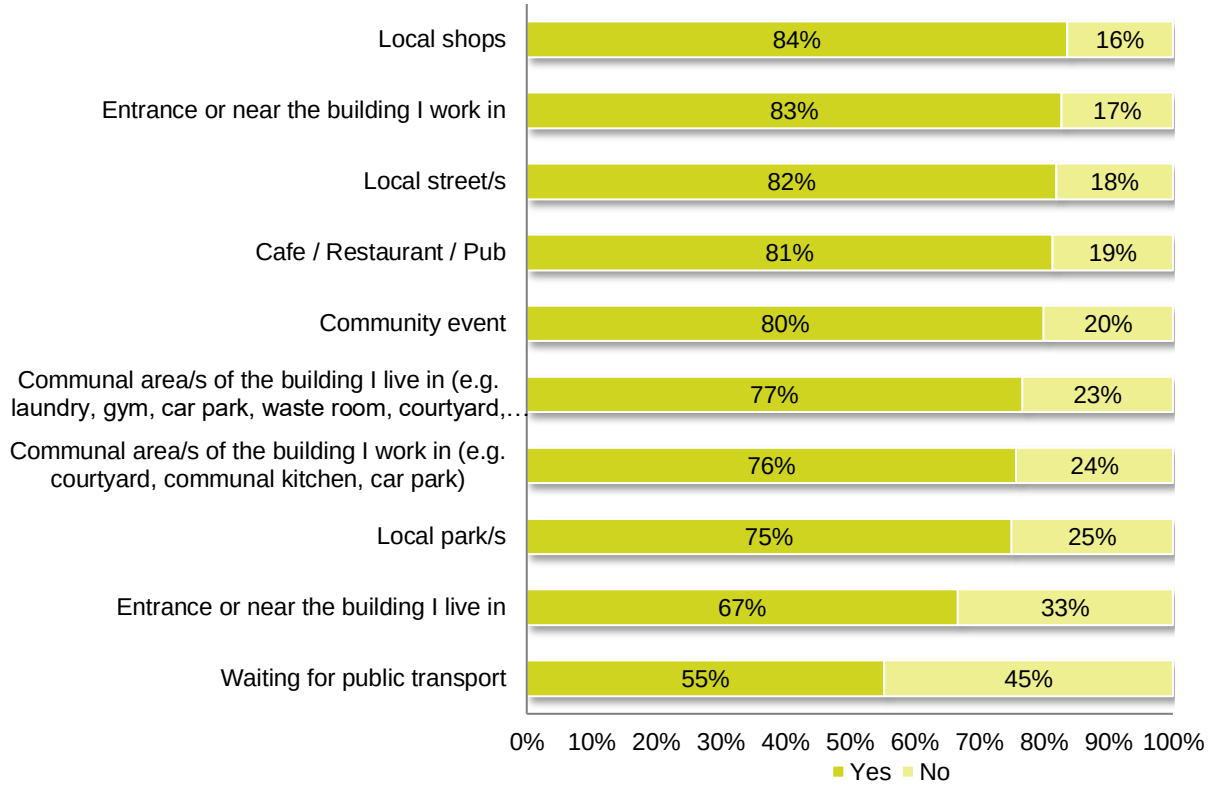
22. Of your friends, how many…? (n = various, 123-124)



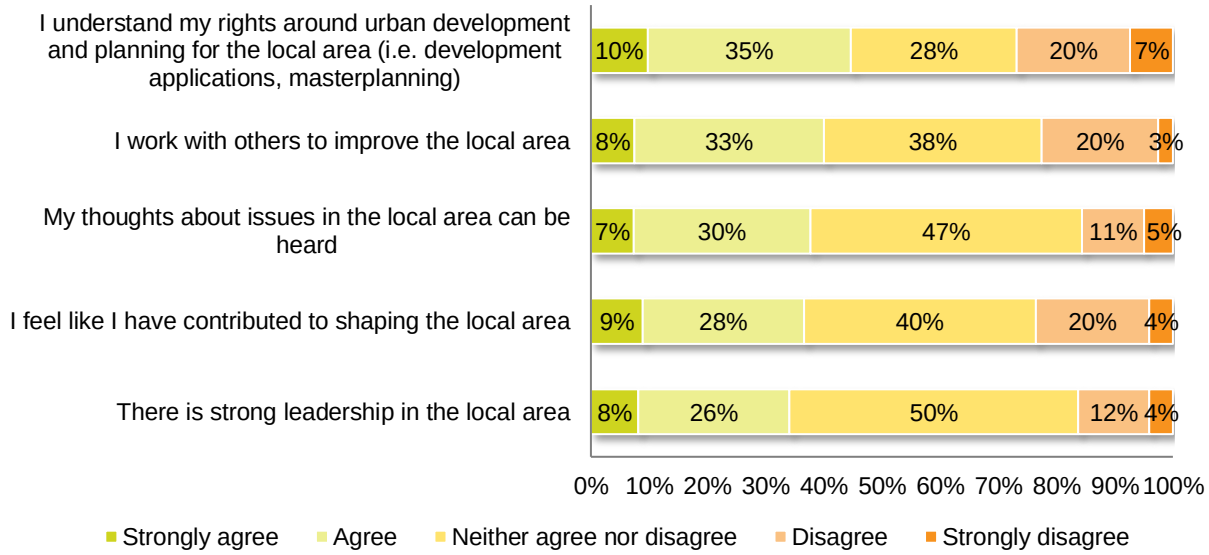
23. How would you best describe your level of interaction with other people who live or work in the area? (n = 124)



24. Do you often run into people you know in the following places in the area? (n = various, 114-124)

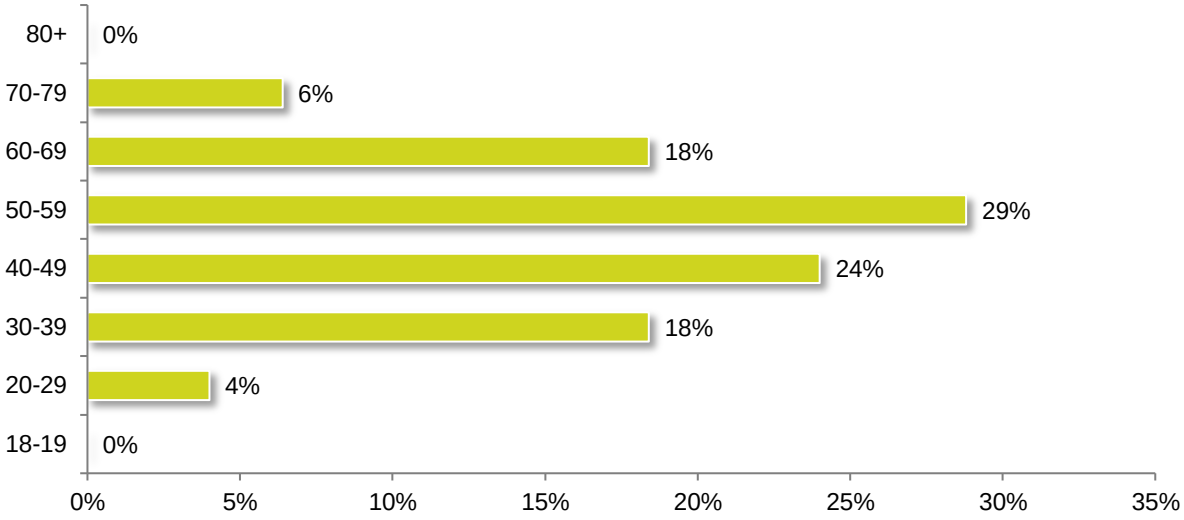


25. To what extent do you agree with the following statements? (n = various, 120-123)

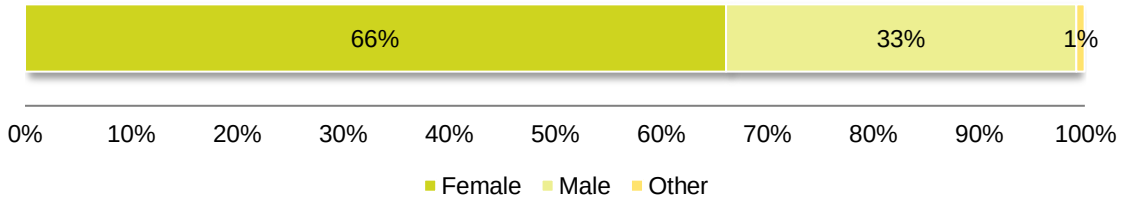


Section 3 – A few questions about you

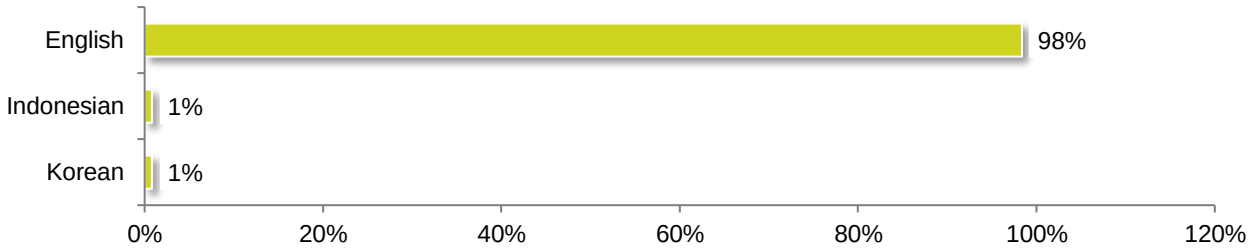
26. What is your age group? (n = 125)



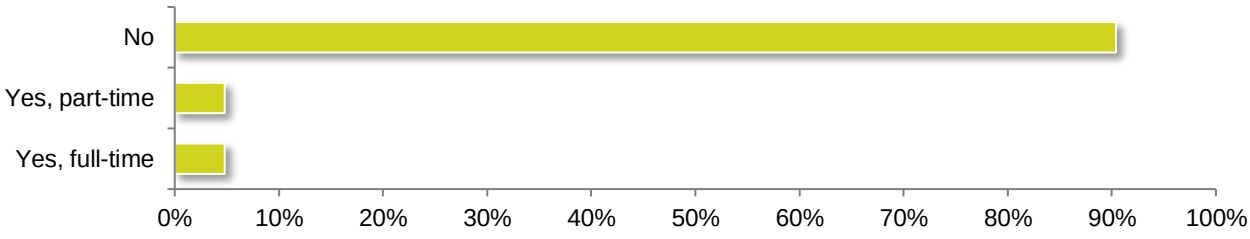
27. Are you …? (n = 124)



28. What is the main language spoken in your home? (n = 123)

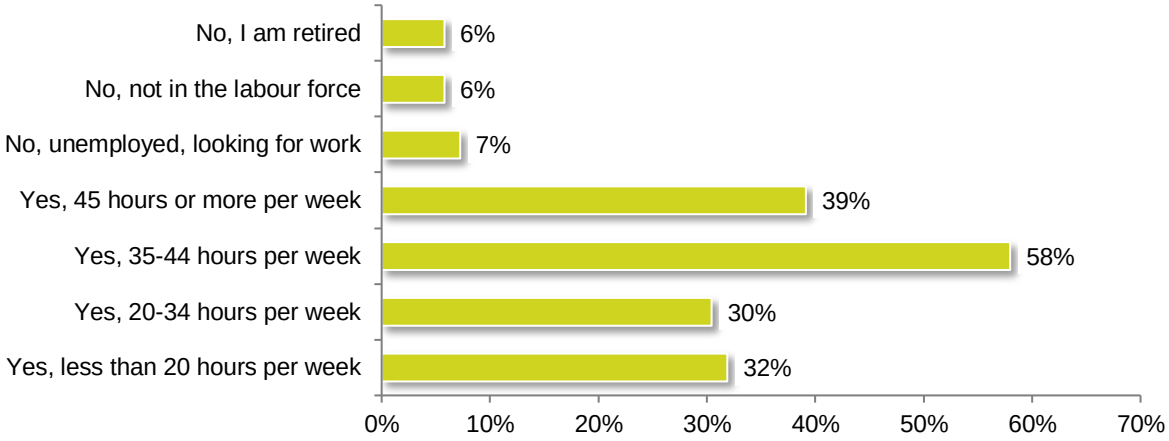


34. Are you currently studying? (n = 125)

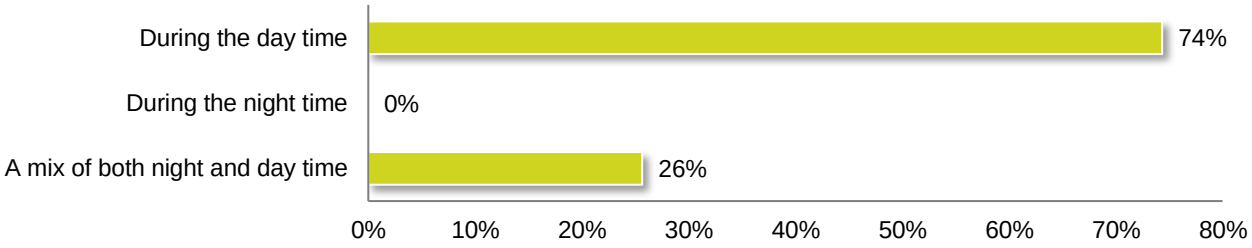


© City Futures 2020

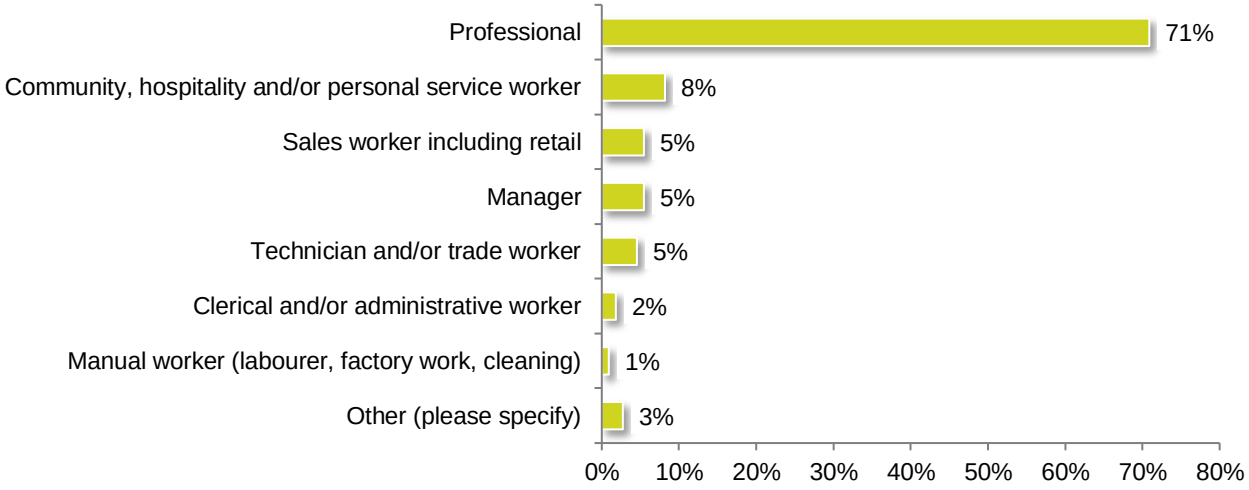
35. Are you currently in paid employment? (n = 123)



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



37. Which of the following best describes your current occupation? (n = 110)



© City Futures 2020

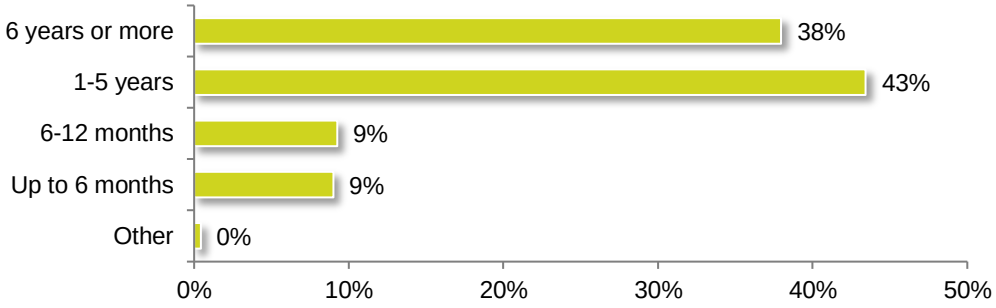
Appendix 5 Full survey results for resident respondents (weighted)

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

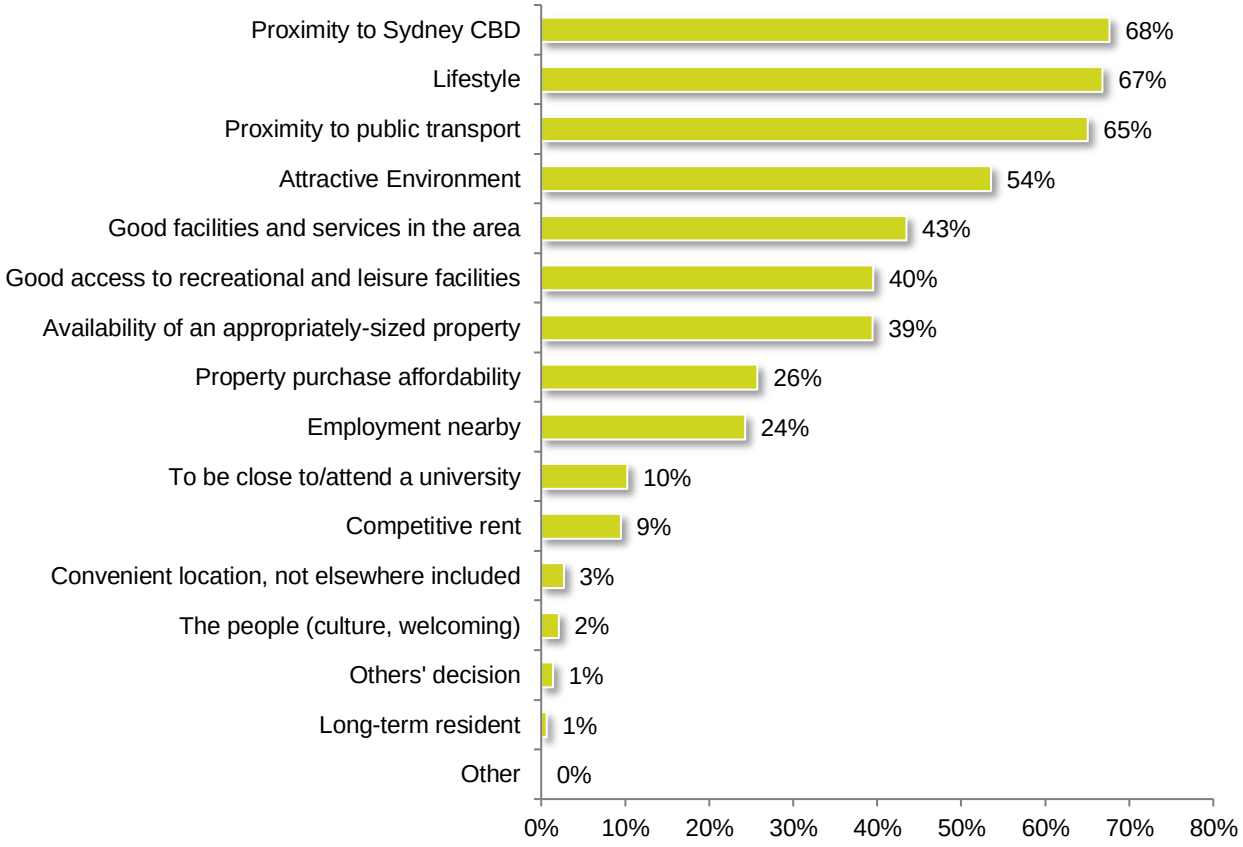
1. Which area do you live in?

1192 residents responded that they live in Area 1 (Ashmore Precinct).

2. How long have you lived in the area? (n = 1188)

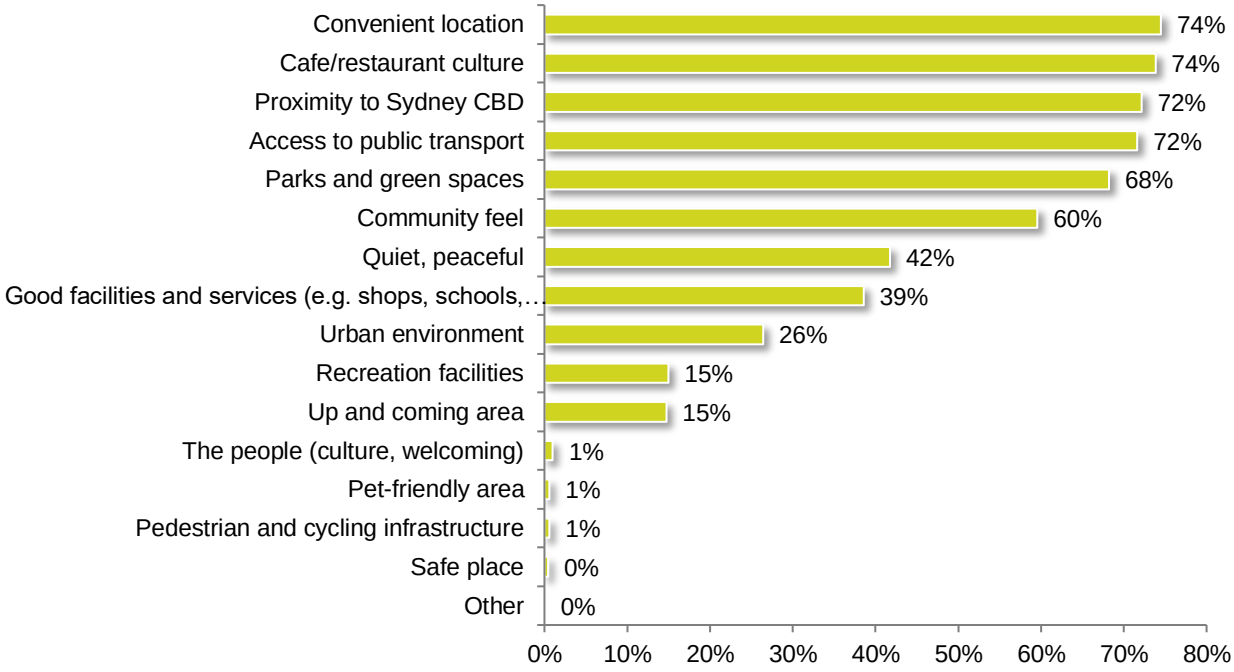


3. Why did you move to the area? (n = 1192)

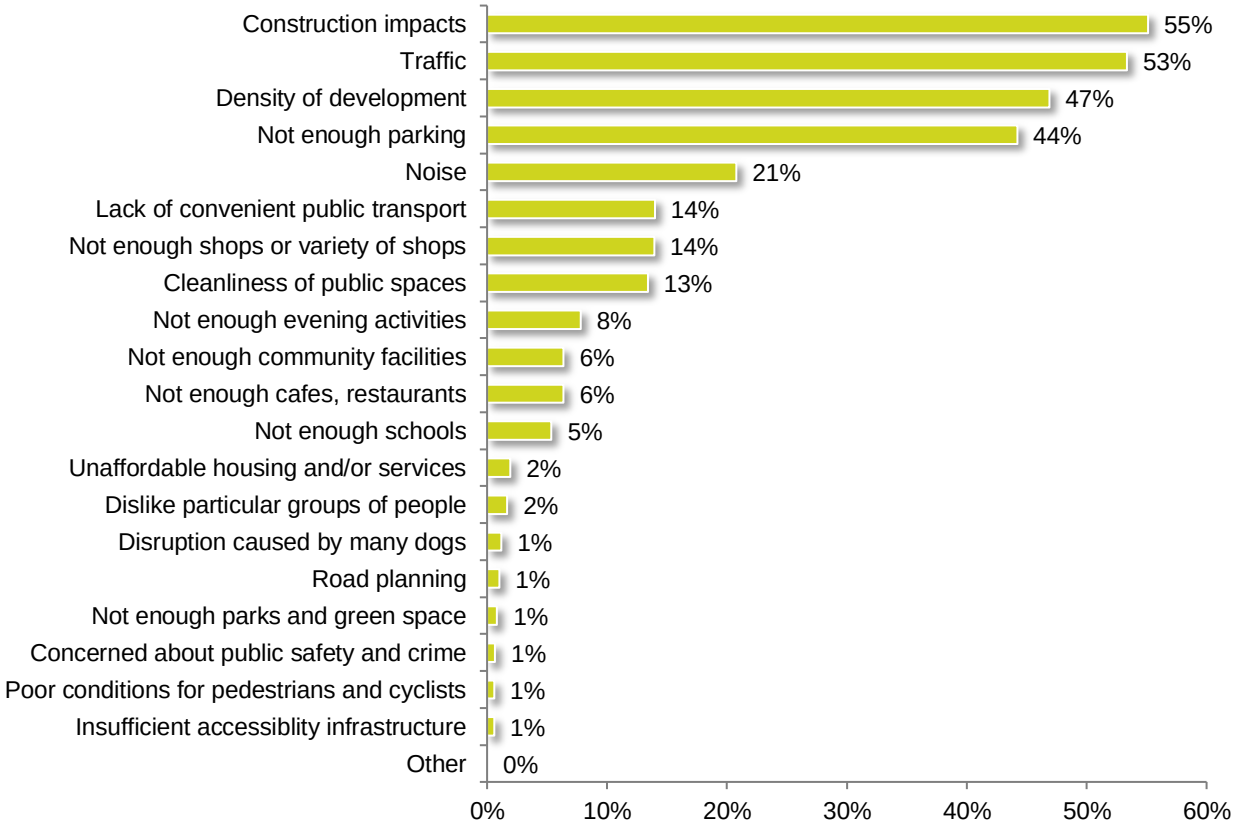


© City Futures 2020

4. What do you like the most about living in the area? (n = 1192)

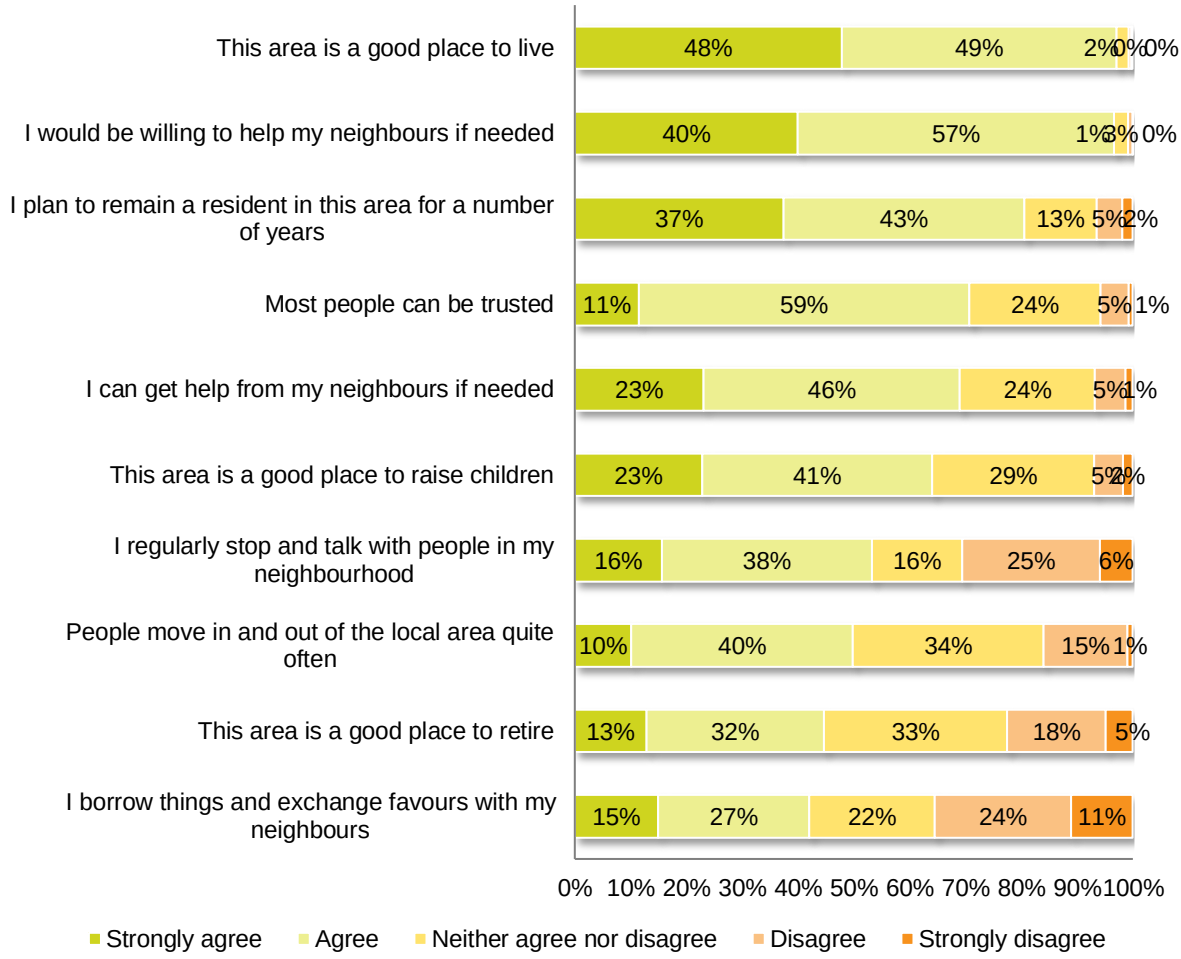


5. What do you like the least about living in the area? (n = 1192)

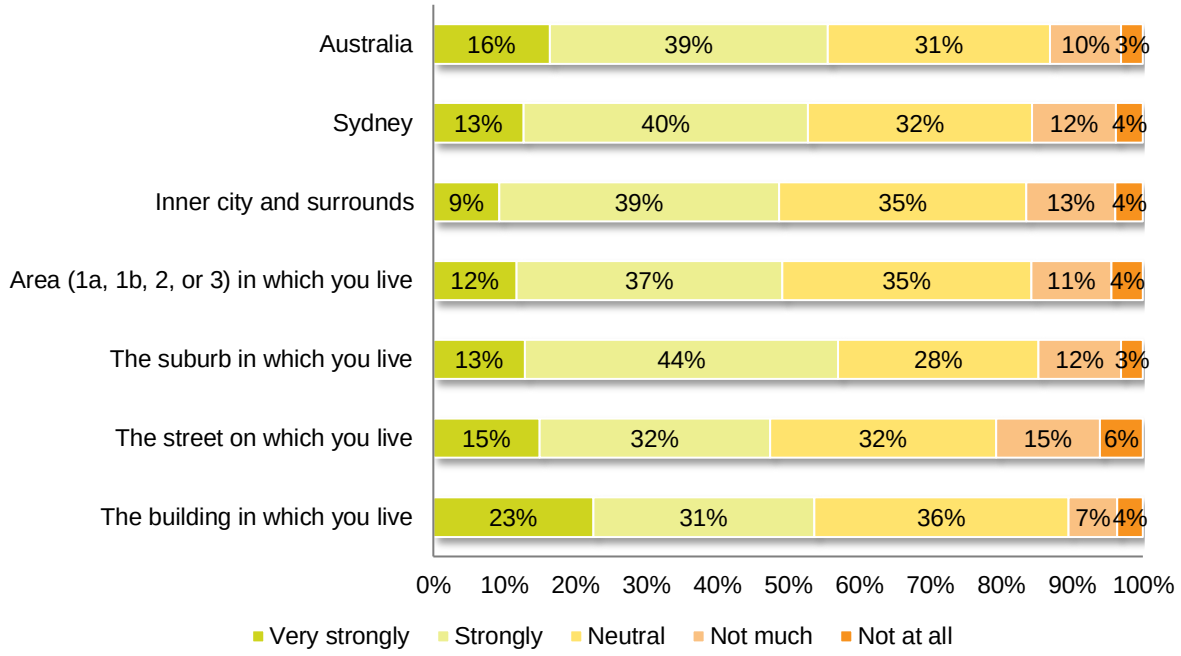


© City Futures 2020

6. To what extent do you agree with the following statements about where you live? (n = various, 1179-1185)



7. To what extent do you feel that you are part of the community in…? (n = various, 1141-1184)

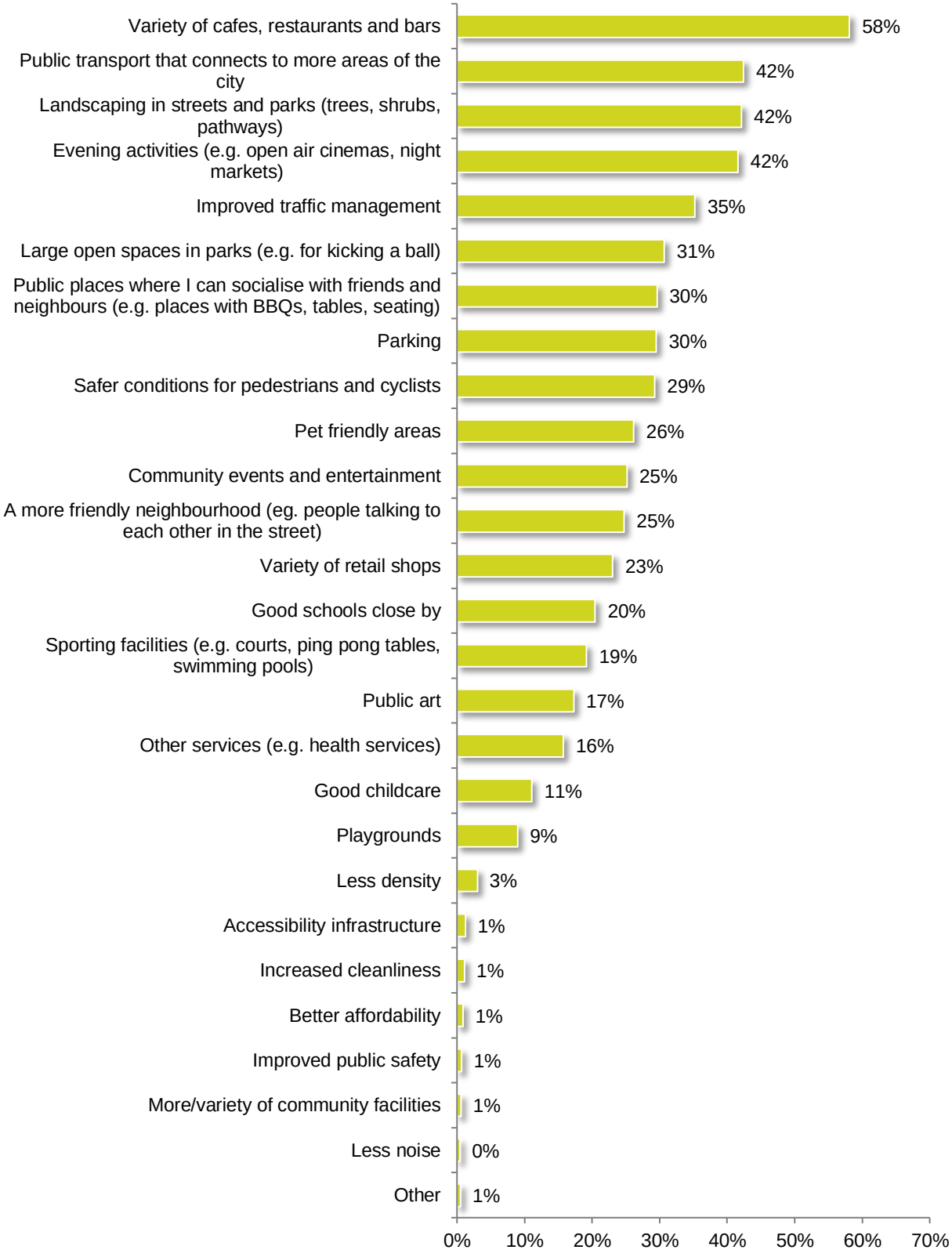


8. Which of the 4 areas in the map at the beginning of the survey do you work in? (n = 1186)

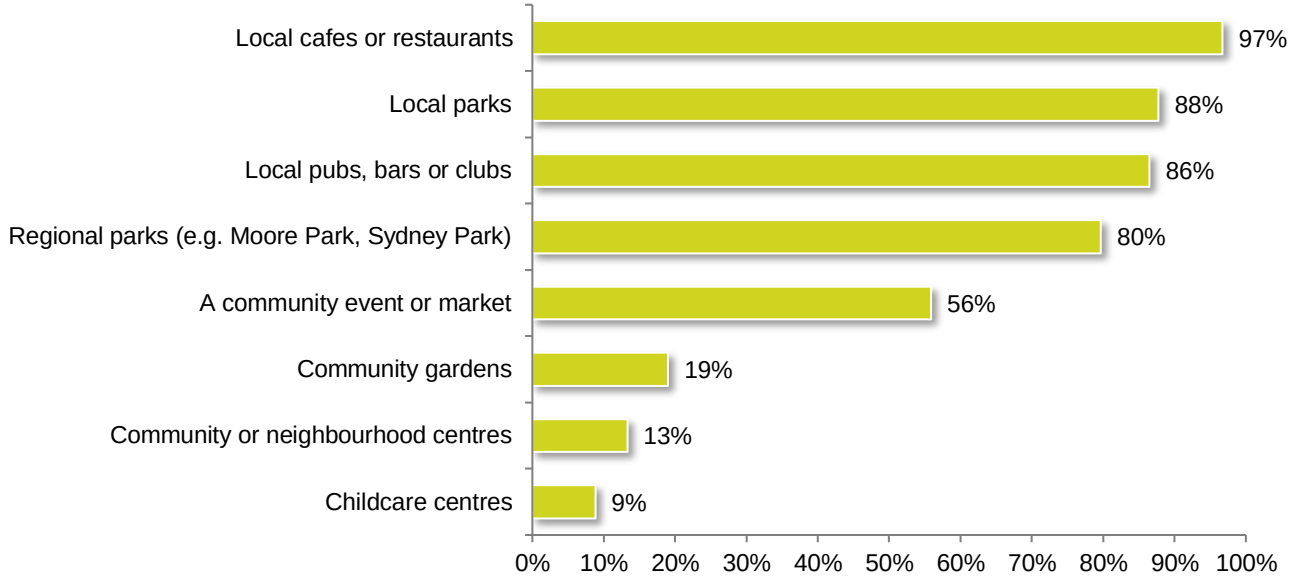
85 of the resident respondents also worked in Area 1a or Area 1b (Ashmore Precinct).

© City Futures 2020

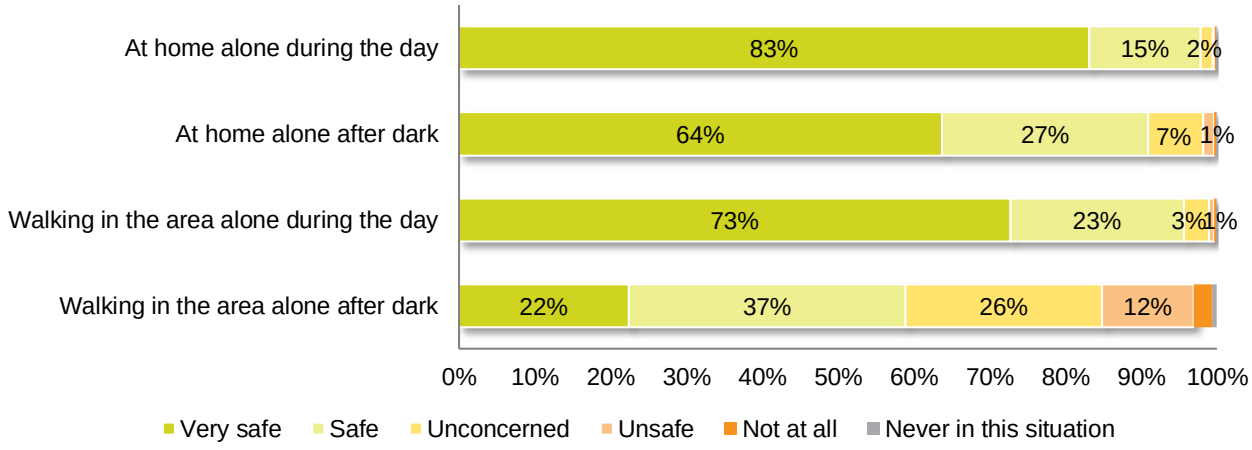
13. What are the top five things that would make the area a place you would want to live and/or work in the future? (n = 1192)



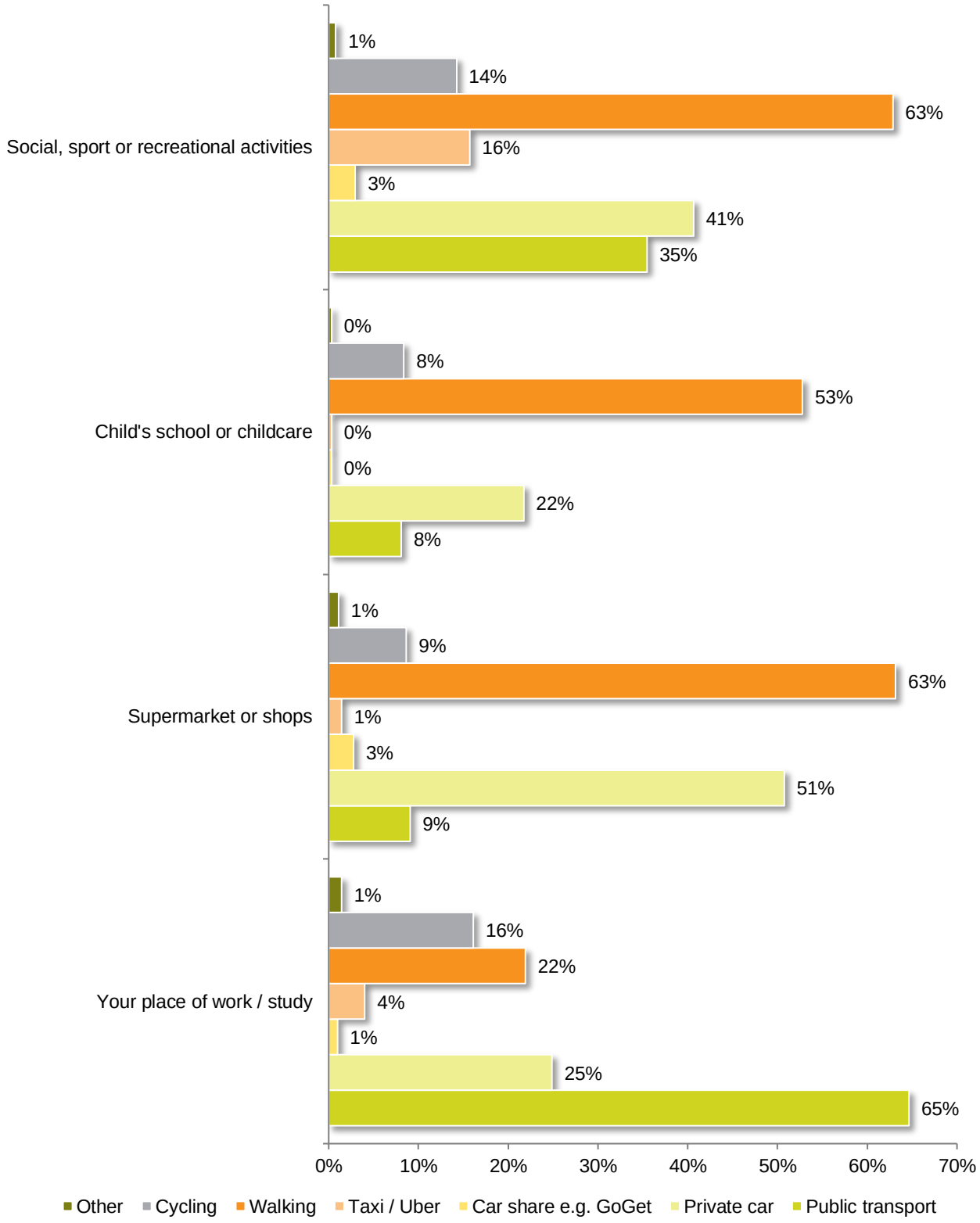
14. Which services and facilities have you used within the area over the past six months? (n = 1192)



15. How safe or unsafe do you feel when you are in the following situations? (n = various, 1187-1190)

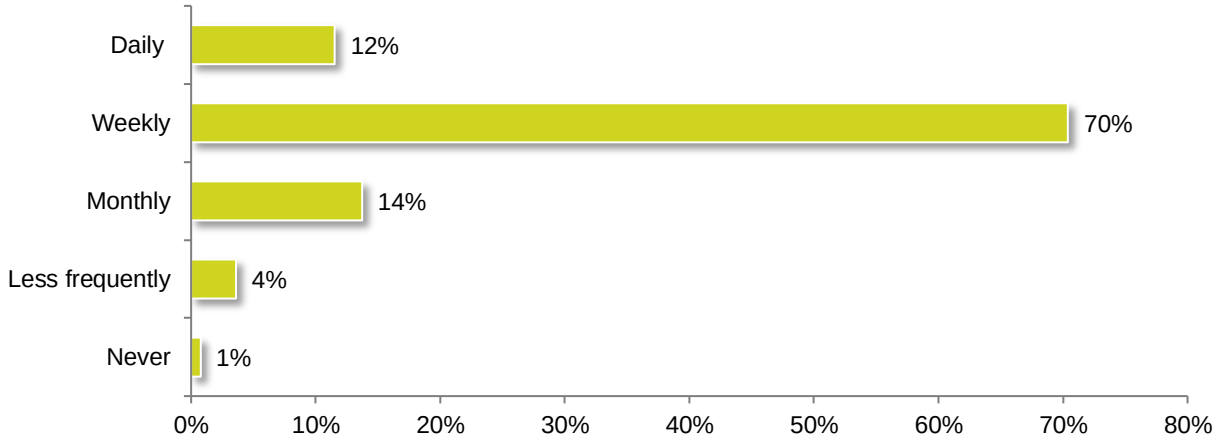


16. On a typical day, how do you travel to … (n = various, 322-1192) [Results presented are the percentage of people who use each mode for each purpose, with 'not applicable' responses removed. Figures do not sum to 100% as multiple responses allowed]

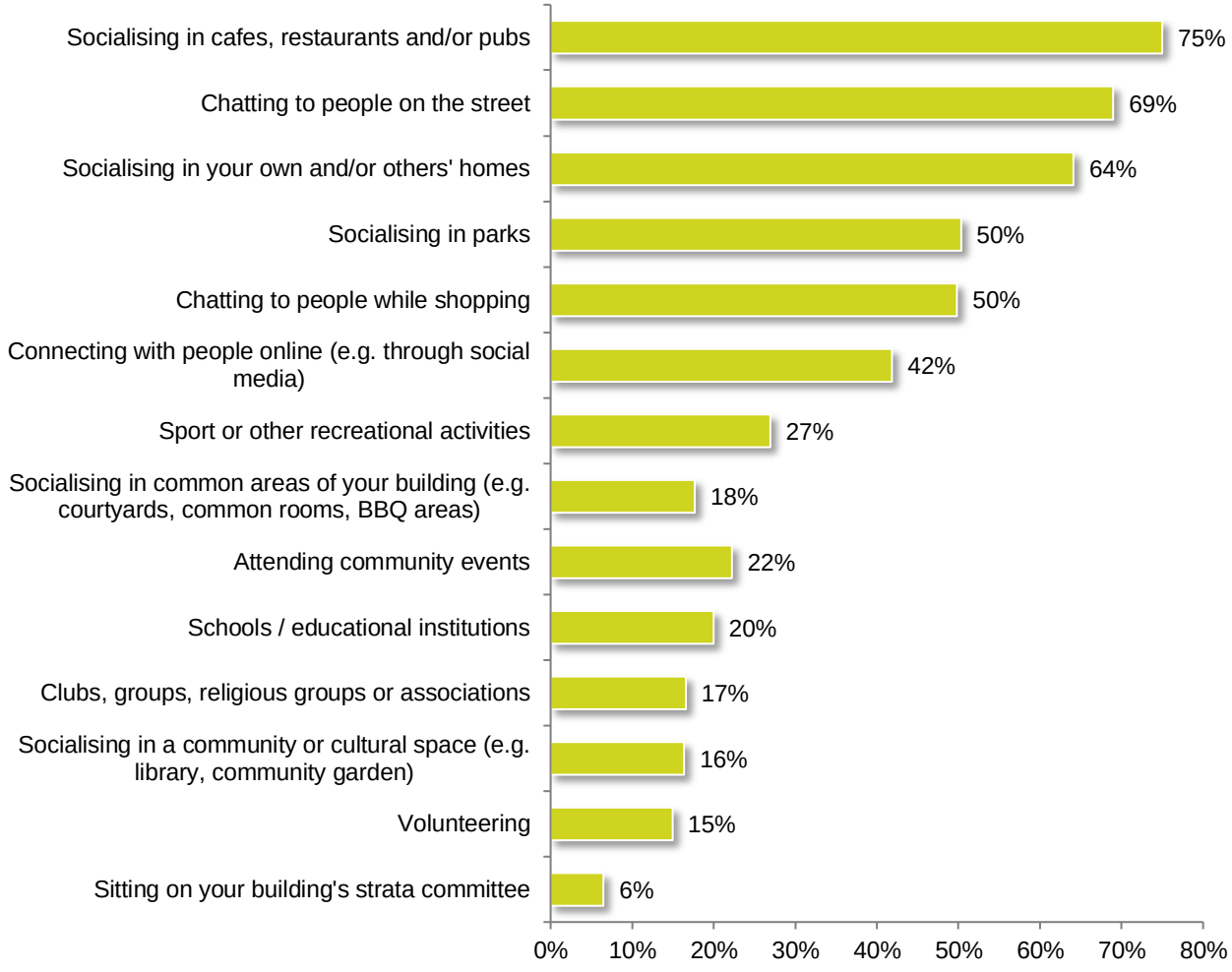


Section 2 – Community in your local area

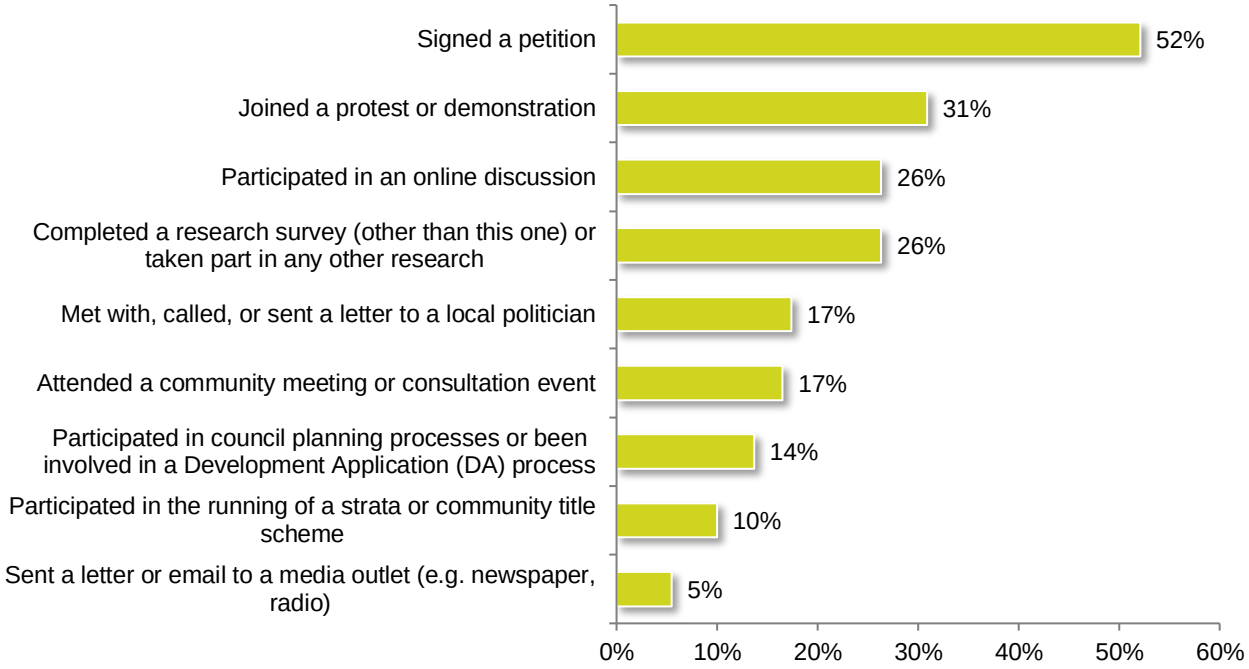
17. How often do you meet socially with friends, relatives or work colleagues? At least… (n = 1189)



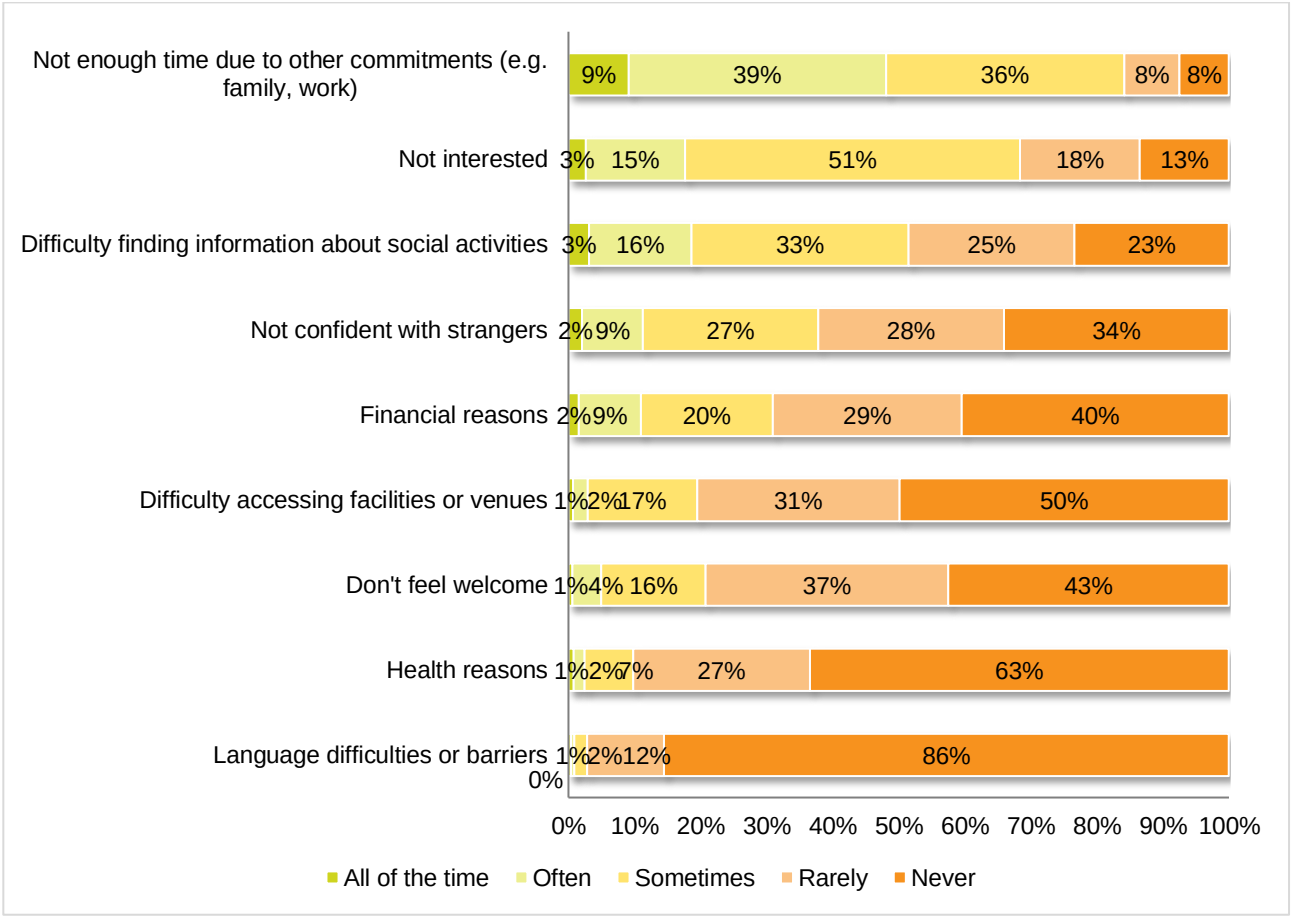
18. In the past month, have you had contact with people in your local area in any of the following ways? (n = 1192)



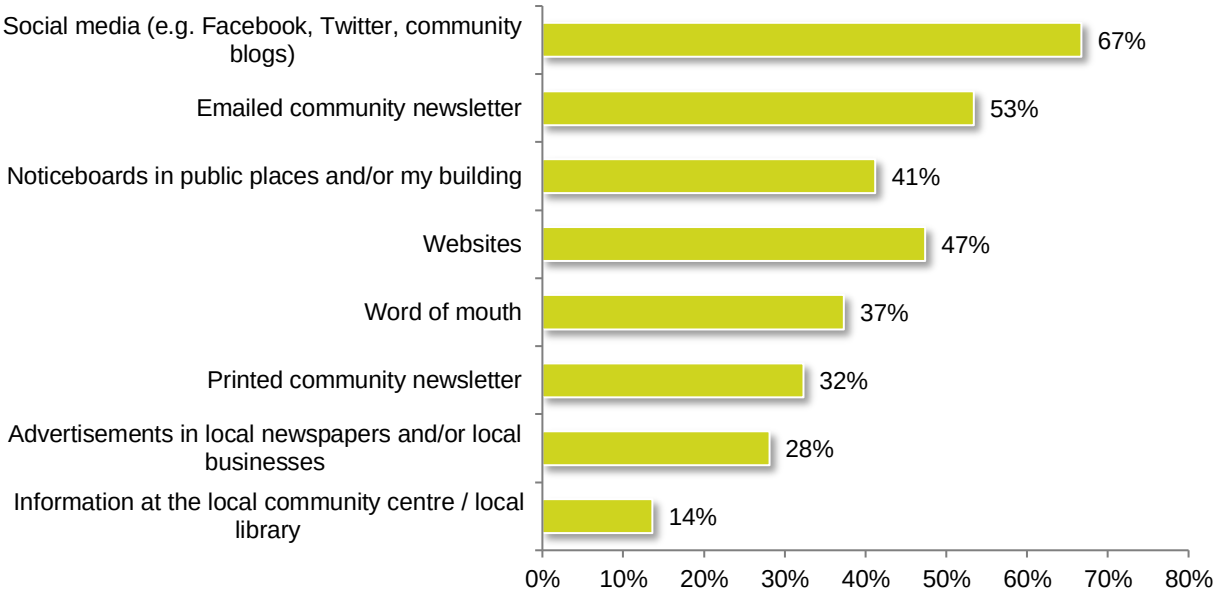
19. In the past 12 months, have you done any of the following? (n = 1192)



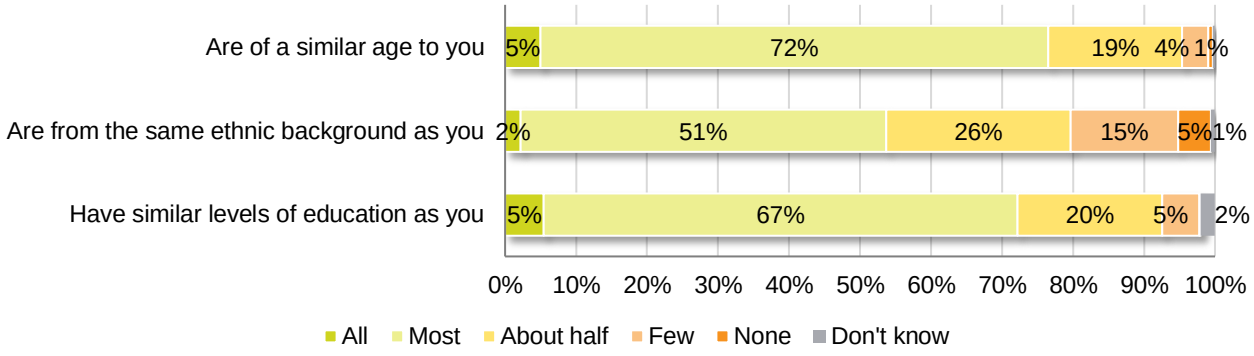
20. Do any of the following limit you from socialising or participating in organised social activities in the area? (n = various, 1098-1120)



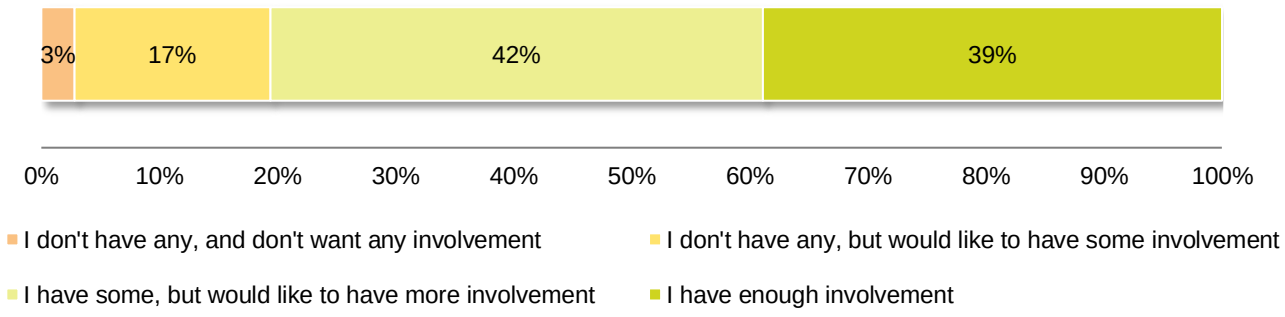
21. How would you like to get information about opportunities to participate in social activities in your local area? (n = 1192)



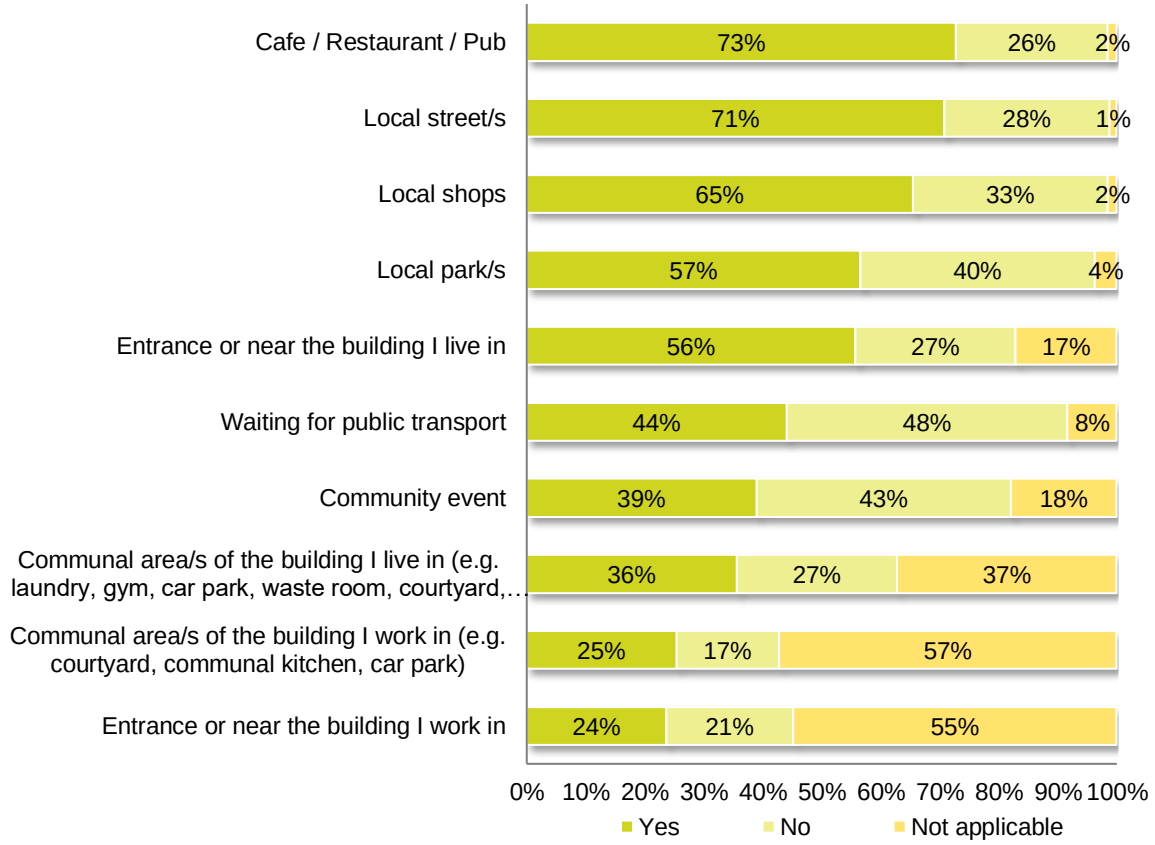
22. Of your friends, how many…? (n = various, 1171-1173)



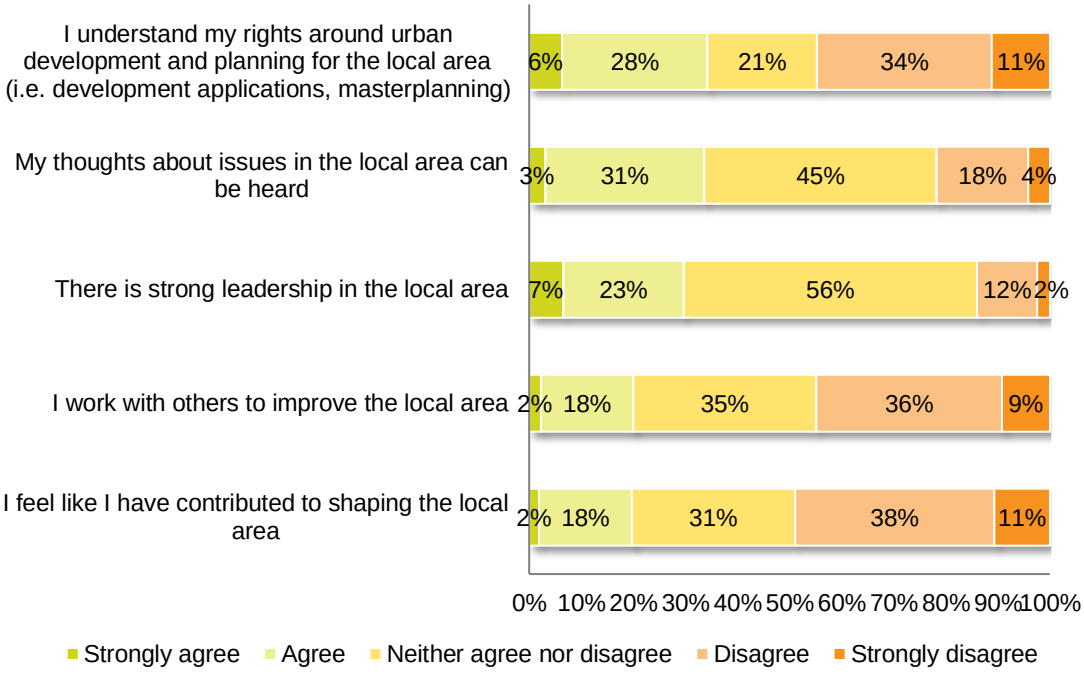
23. How would you best describe your level of interaction with other people who live or work in the area? (n = 1175)



24. Do you often run into people you know in the following places in the area? (n = various, 863-1159)

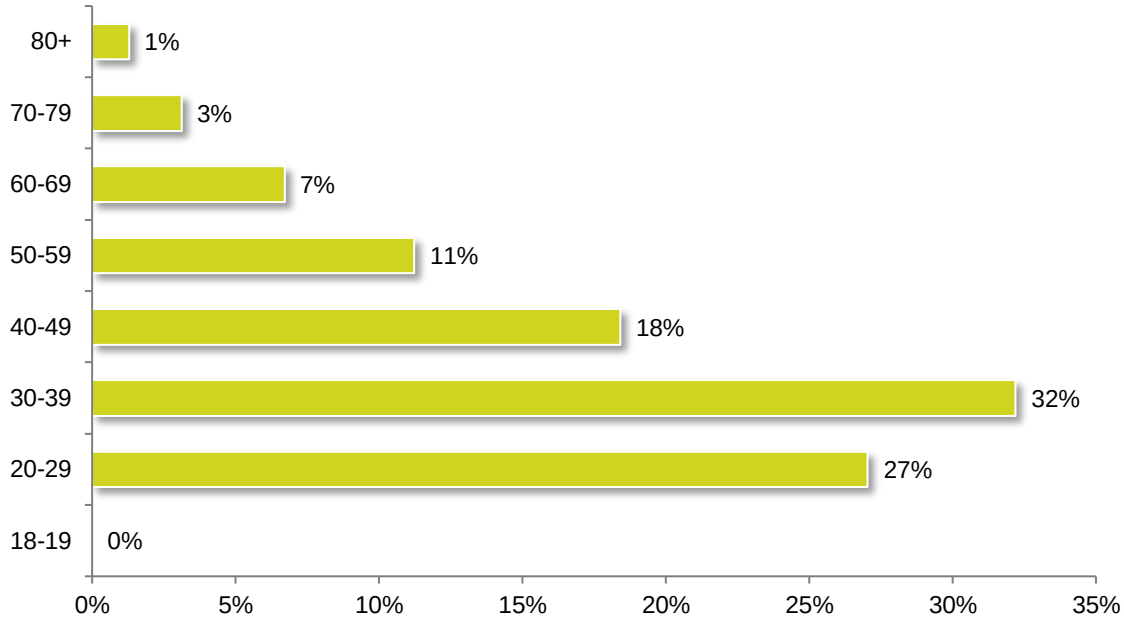


25. To what extent do you agree with the following statements? (n = various, 1157-1167)

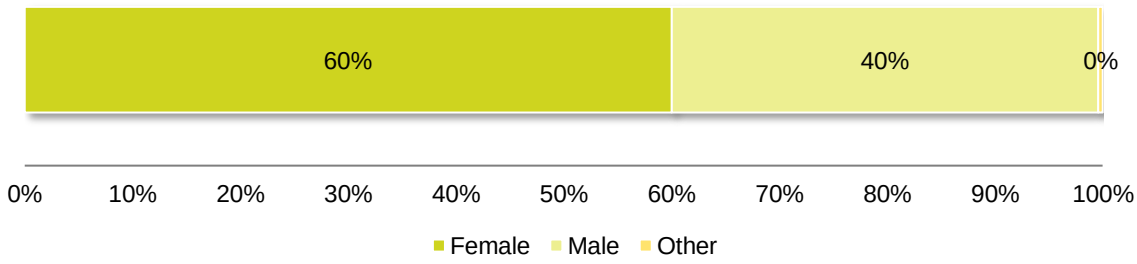


Section 3 – A few questions about you

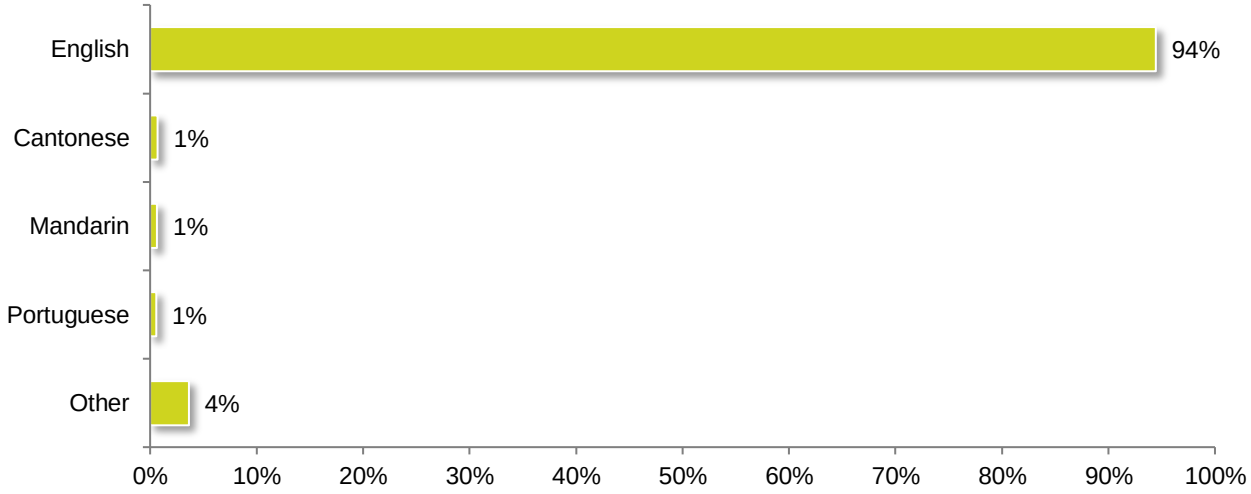
26. What is your age group? (n = 1192)



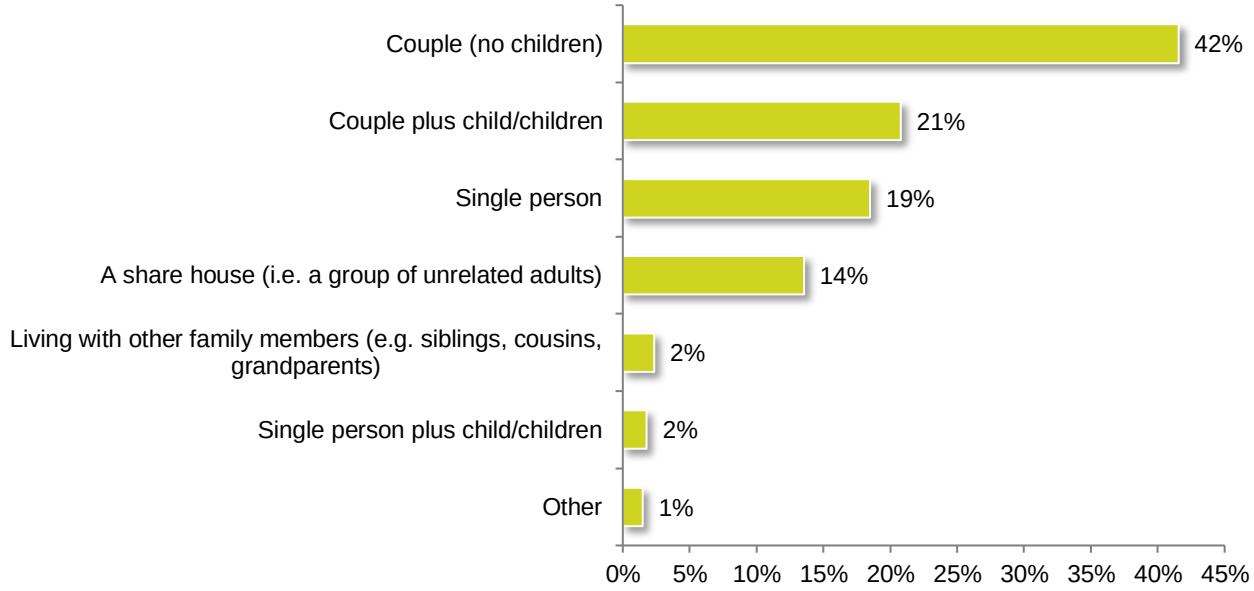
27. Are you …? (n = 1192)



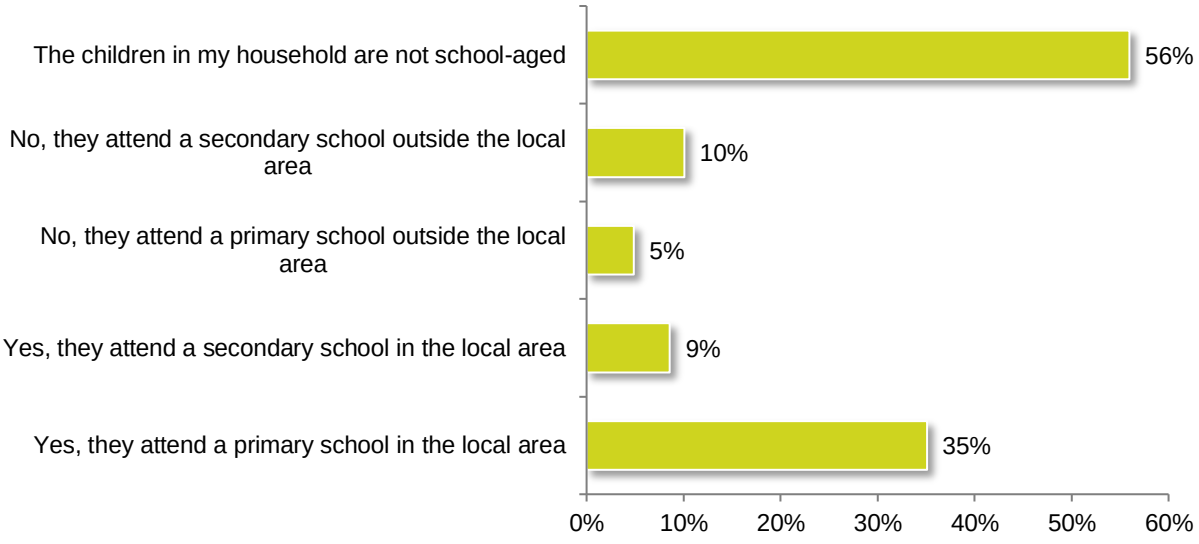
28. What is the main language spoken in your home? (n = 1189)



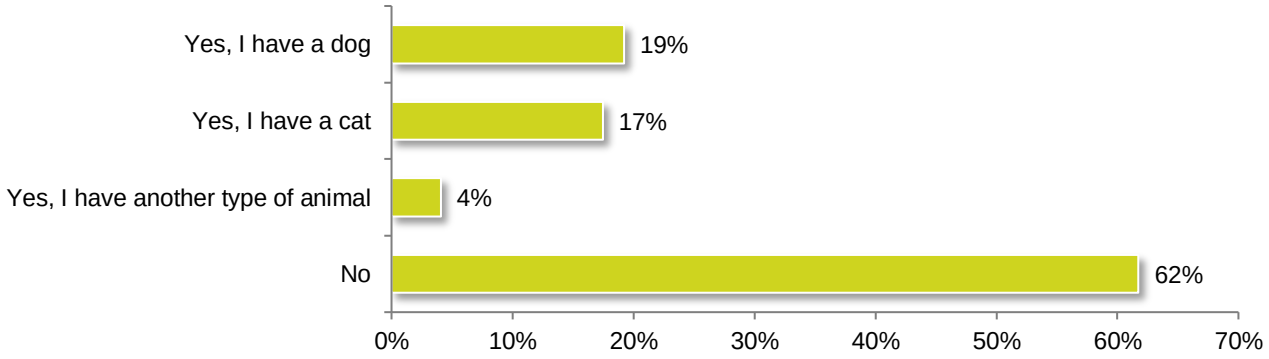
29. How would you best describe your household? (n = 1188)



30. If there are children in your household, do you send them to a school in the local area? (n=268)

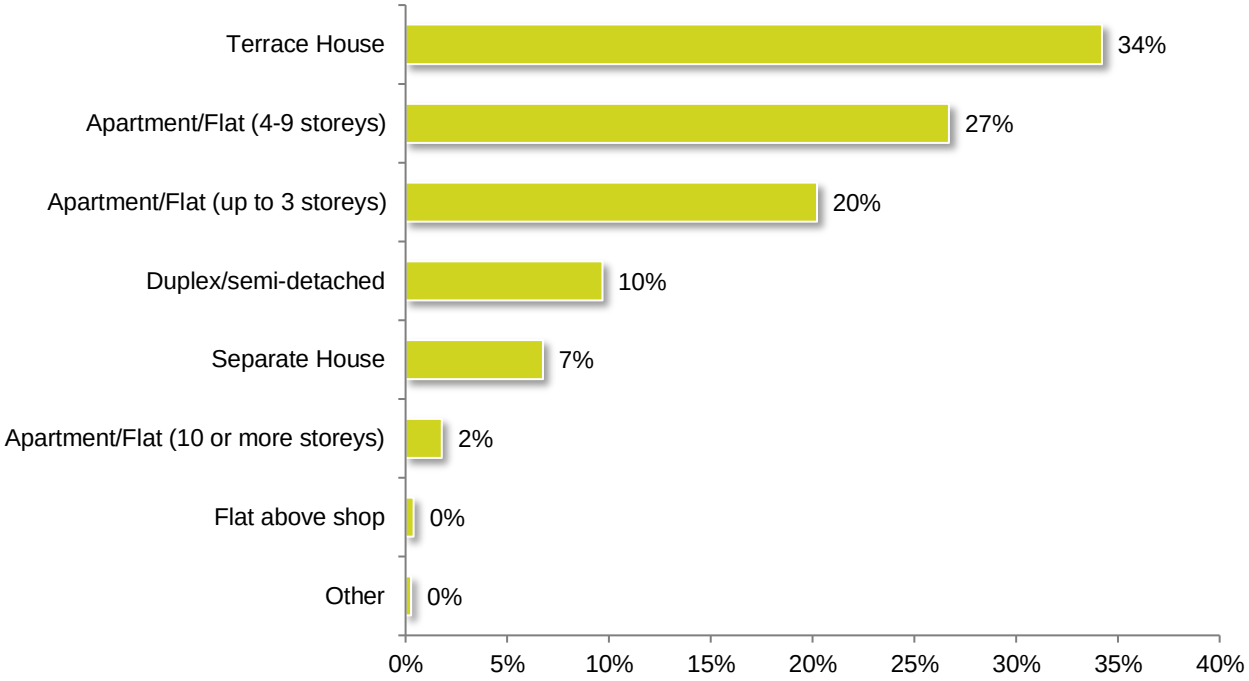


31. Do you own a pet? (n = 1192)

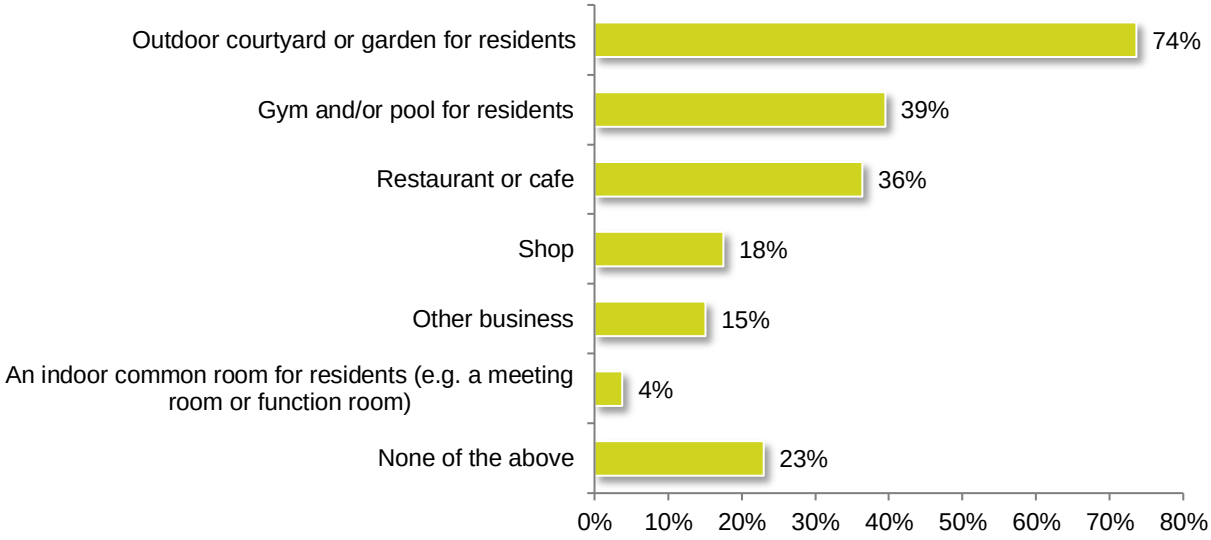


© City Futures 2020

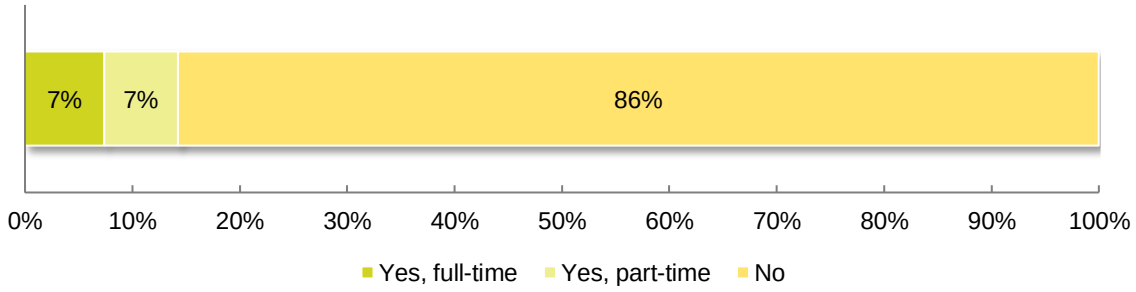
32. Which of these best describes the property you currently live in? (n = 1180)



33. Are there any of the following in your building? (n = 582)

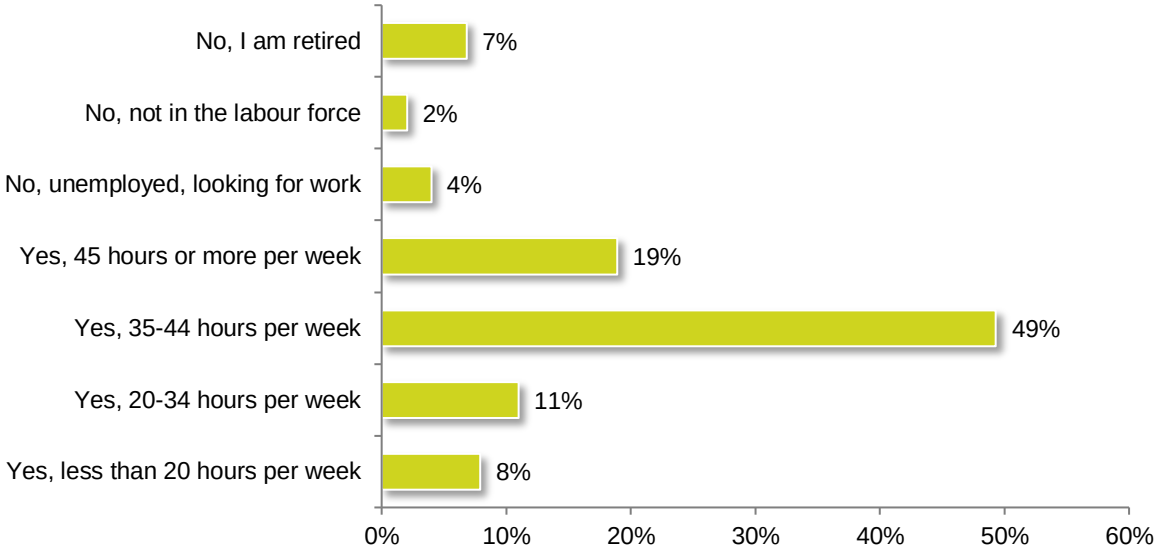


34. Are you currently studying? (n = 1188)

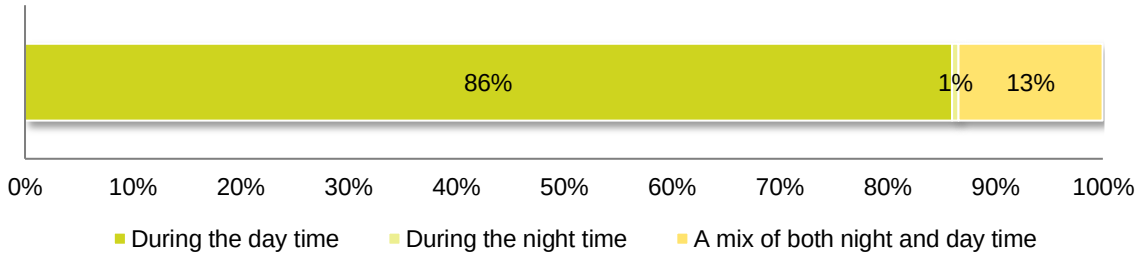


© City Futures 2020

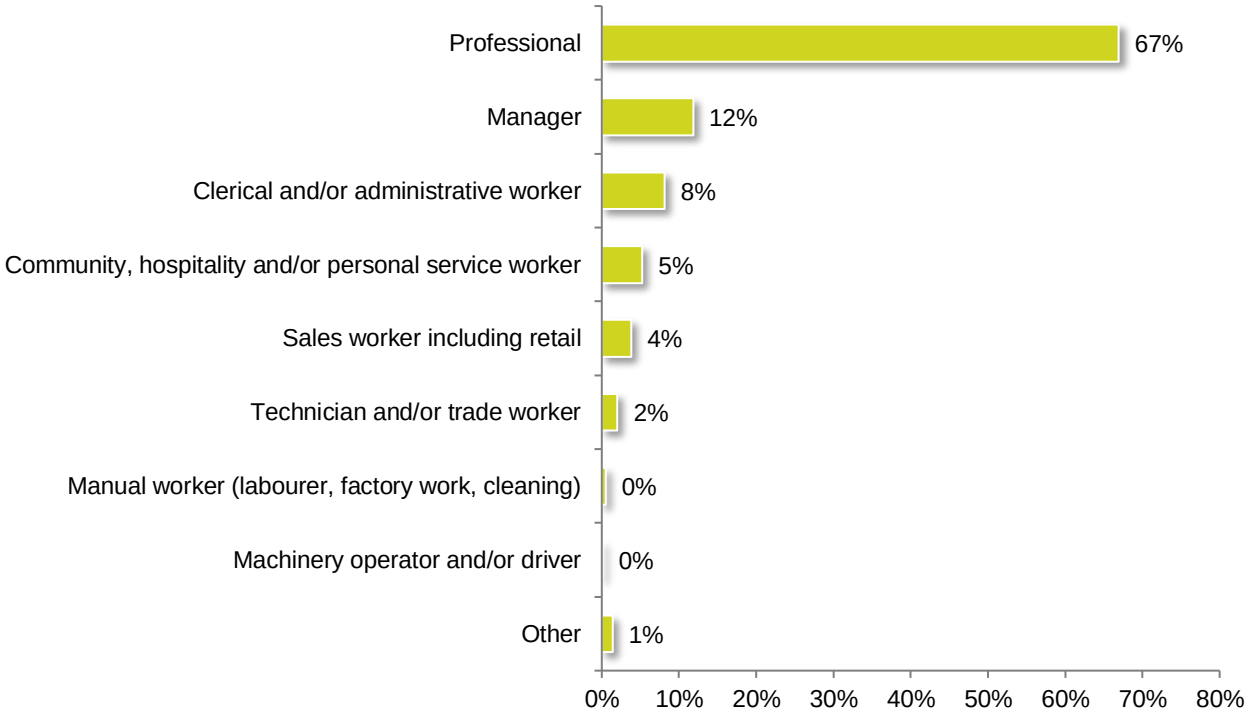
35. Are you currently in paid employment? (n = 1186)



36. Do you work predominantly during the day or at night time? (n = 1049)

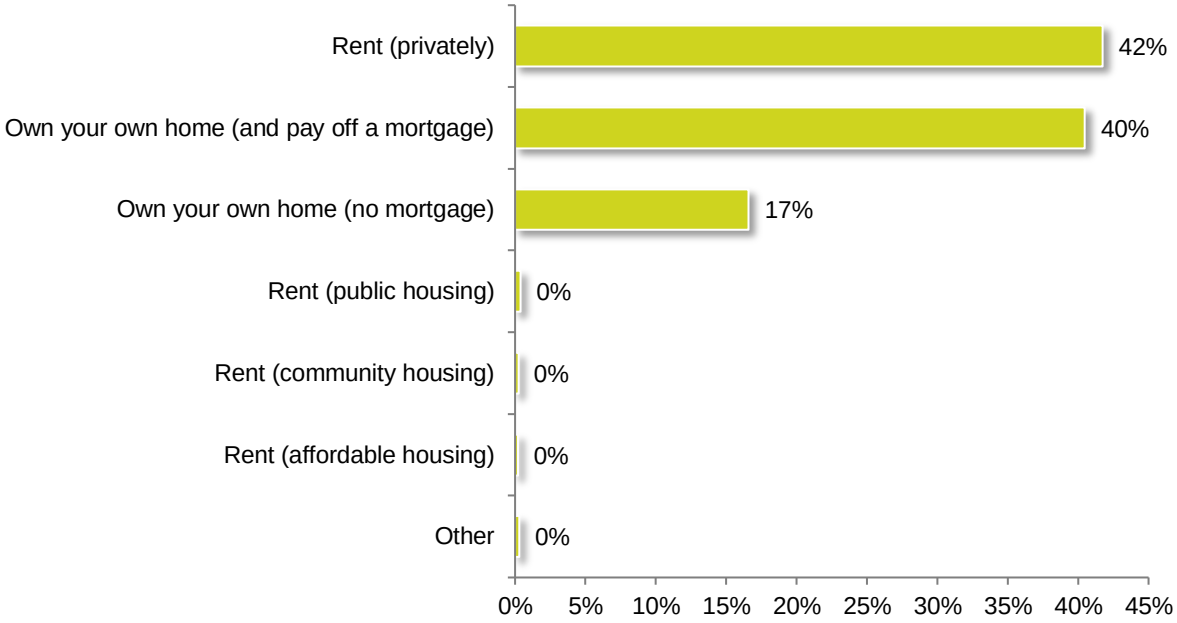


37. Which of the following best describes your current occupation? (n = 1027)

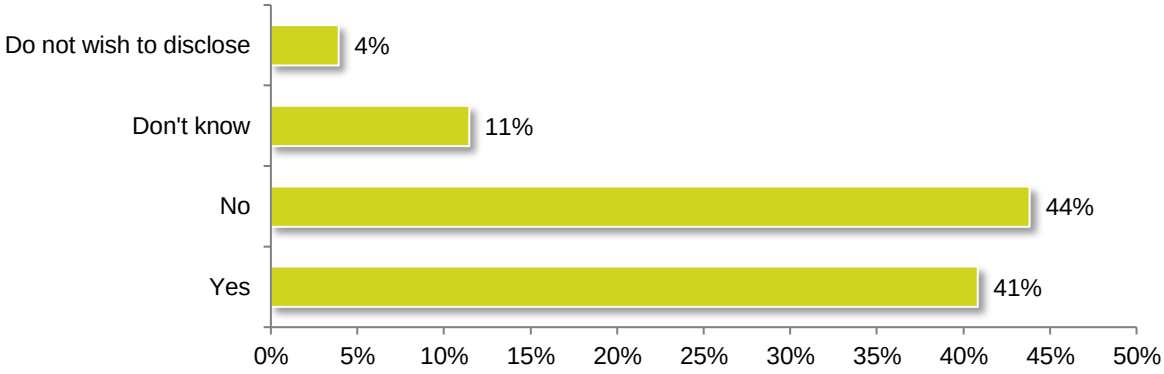


© City Futures 2020

38. Does your household…? (n = 1184)

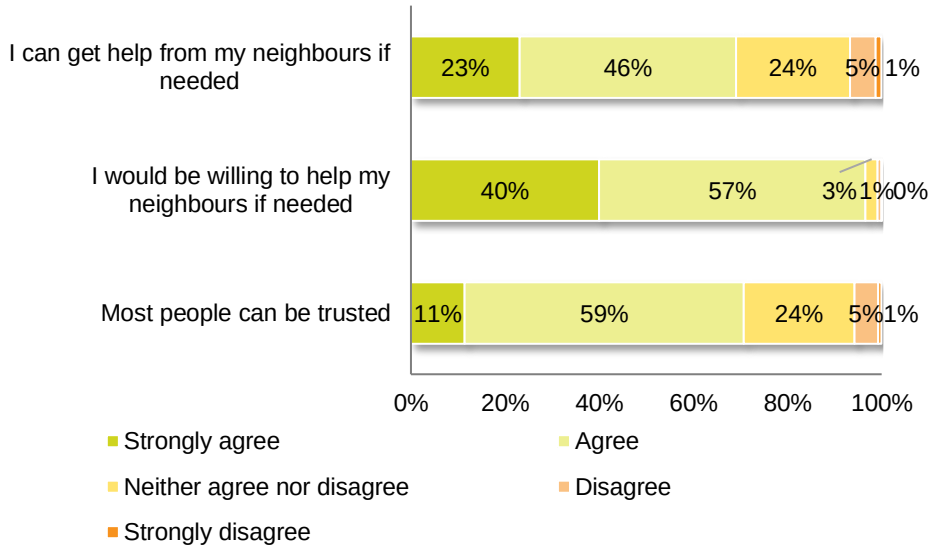


39. Does your household usually spend more than 30% of the combined household income on housing costs (rent or mortgage and/or strata levies)? (n = 1185)

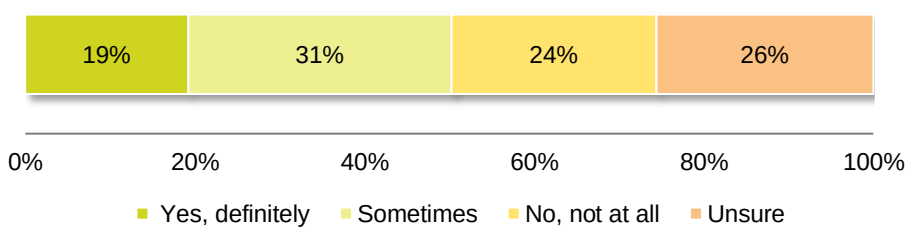


Appendix 6 Comparative survey results for benchmarking

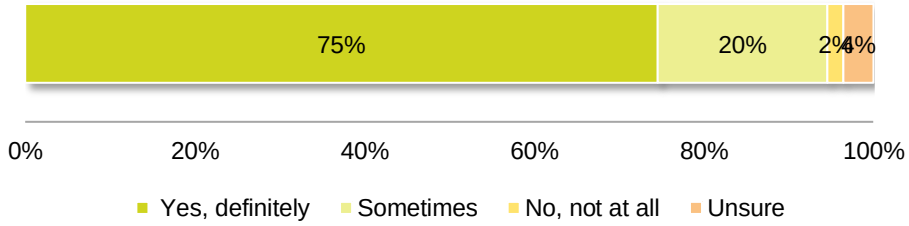
Question 6 – Ashmore Survey 2020	Various studies (most recent equivalent survey response reported)
To what extent do you agree with the following statements about where you live? (n = various, 1181-1184)	**When needed, can you get help from your neighbours? (City of Sydney Wellbeing Survey, 2018)** **When needed, would you be willing to help your neighbours? (City of Sydney Wellbeing Survey, 2018)** **Most people can be trusted (City of Sydney Wellbeing Survey, 2018)*** **Level of trust in most people (Australian General Social Survey, 2014)**



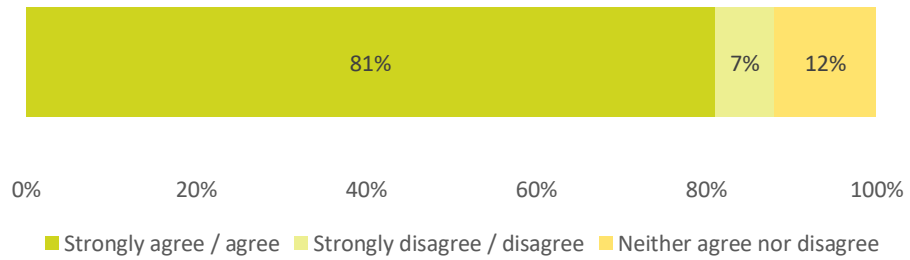
- **When needed, can you get help from your neighbours? (City of Sydney Wellbeing Survey, 2018**



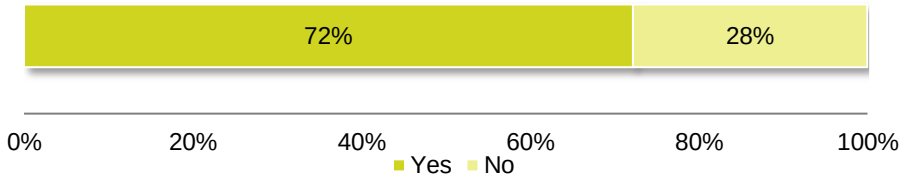
- **When needed, would you be willing to help your neighbours? (City of Sydney Wellbeing Survey, 2018**



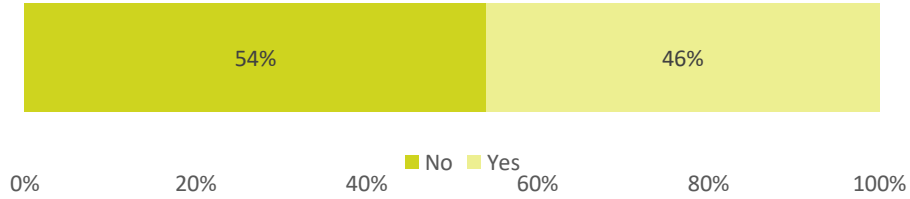
- **I plan to remain resident in this area for a number of years (n=1180)**



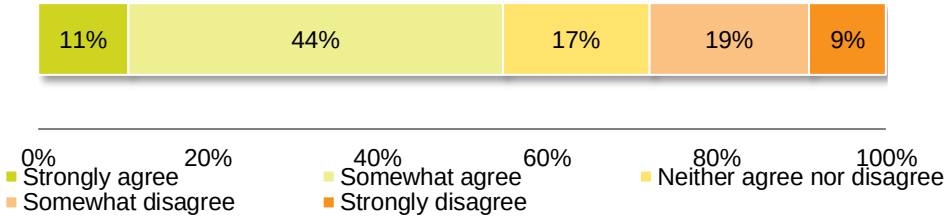
- **Most people can be trusted (City of Sydney Wellbeing Survey, 2018)***



- **Are you considering moving out of the City of Sydney in the next 1-5 years? (City of Sydney Wellbeing Survey, 2018)**

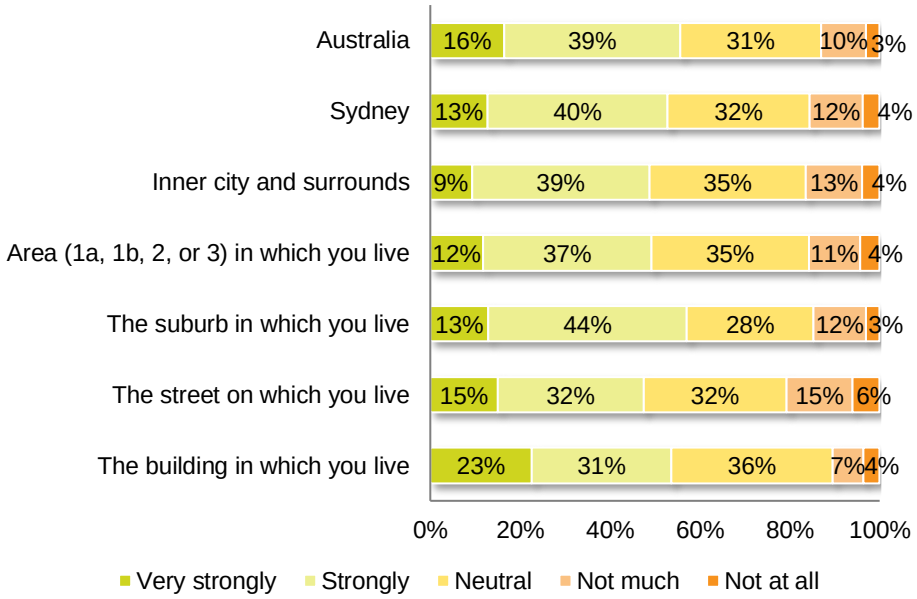
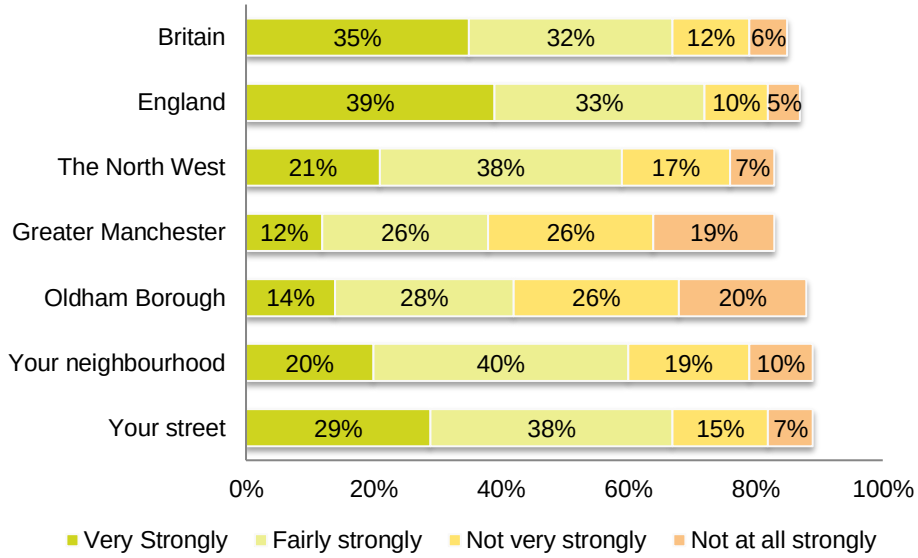


- **Level of trust in most people (Australian General Social Survey, 2014)**

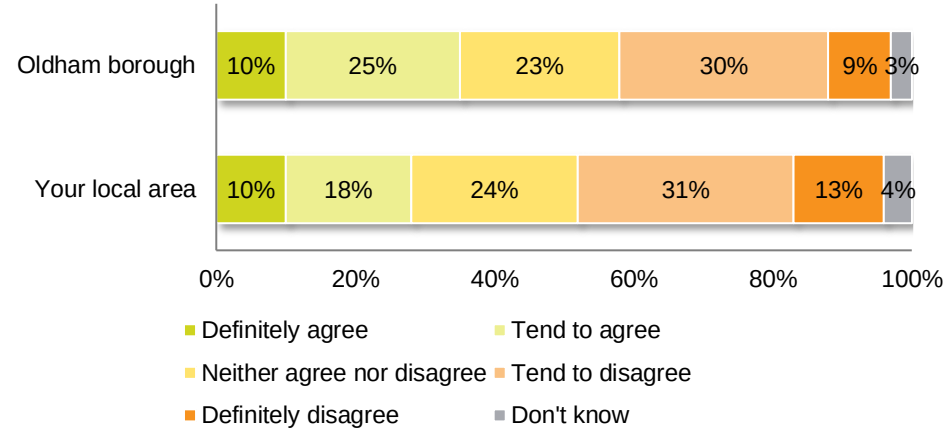


	Sample *Australian General Social Survey (2014)* • 12,932 randomly selected respondents across Australia (population 22,828,900), response rate 80.1%. Data collected 2014. *City of Sydney Wellbeing Survey (2018)* • 6,904 respondents across the LGA from a survey sent to 100,000 households in the City of Sydney local government area, which was also promoted online and available in 5 languages other than English. Data collected 2018.

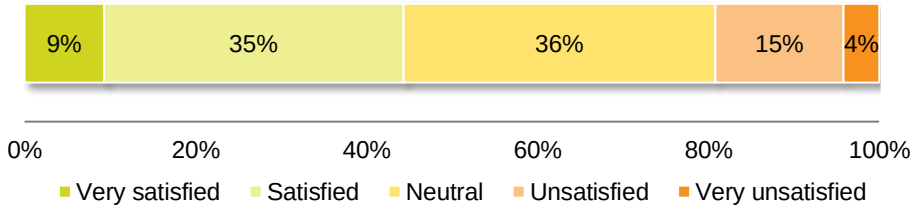
© City Futures 2020

Question 7 – Ashmore Survey 2020	Various studies (most recent equivalent survey response reported)
To what extent do you feel that you are part of the community in…? (n = various, 1141-1184)	**How strongly do you feel that you belong in…? (MORI North, 2006)** **For each area listed below, please say how strongly or not you feel you belong to that area? (MORI North, 2013)** **Thinking about personal wellbeing, how satisfied are you with <u>feeling part of your community</u> [in your local area] (City of Sydney Wellbeing Survey, 2018)** **Thinking about personal wellbeing, how satisfied are you with <u>feeling part of your community</u> [in your local area] (**City of Sydney **Wellbeing** Survey, 2018**)**
	• **How strongly do you feel that you belong in…? (MORI North, 2006)** 

- **For each area listed below, please say how strongly or not you feel you belong to that area? (MORI North, 2013)**



- **Thinking about personal wellbeing, how satisfied are you with <u>feeling part of your community</u> [in your local area] (City of Sydney Wellbeing Survey, 2018)**



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.

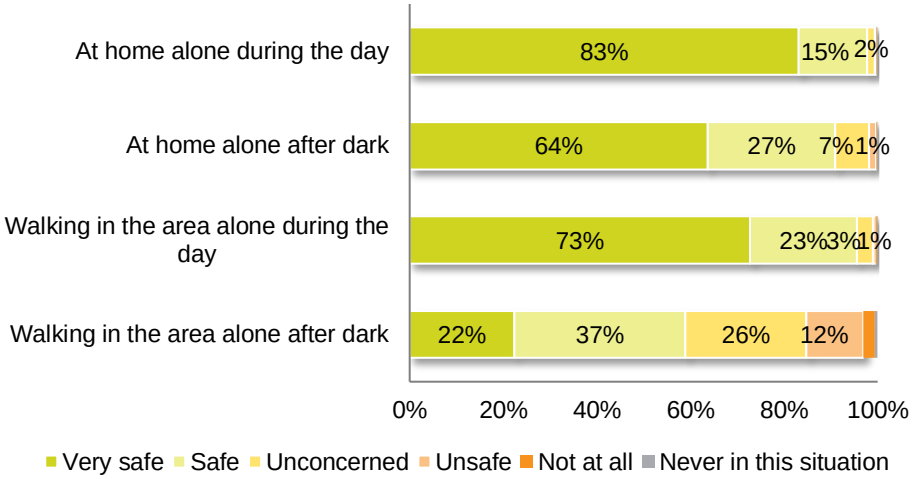
© City Futures 2020

	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 Wellbeing Survey (2018)* • 6,904 respondents across the LGA from a survey sent to 100,000 households in the City of Sydney local government area, which was also promoted online and available in 5 languages other than English. Data collected 2018.

© City Futures 2020

Question 15 – Ashmore Survey 2020

How safe or unsafe do you feel when you are in the following situations? (n = various, 1187-1190)

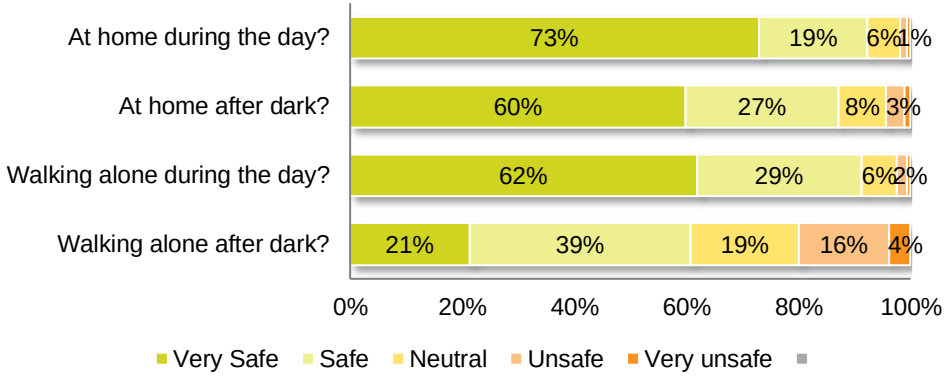


Various studies (most recent equivalent survey response reported)

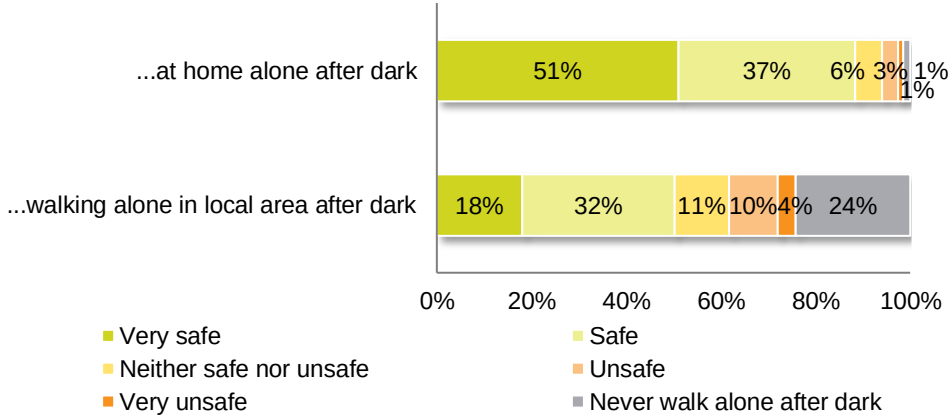
How safe or unsafe do you feel when you are in the following situations? (City of Sydney Wellbeing Survey 2018)

What are your feelings of safety... (General Social Survey 2014)

- **How safe or unsafe do you feel when you are in the following situations? (City of Sydney 2018)**



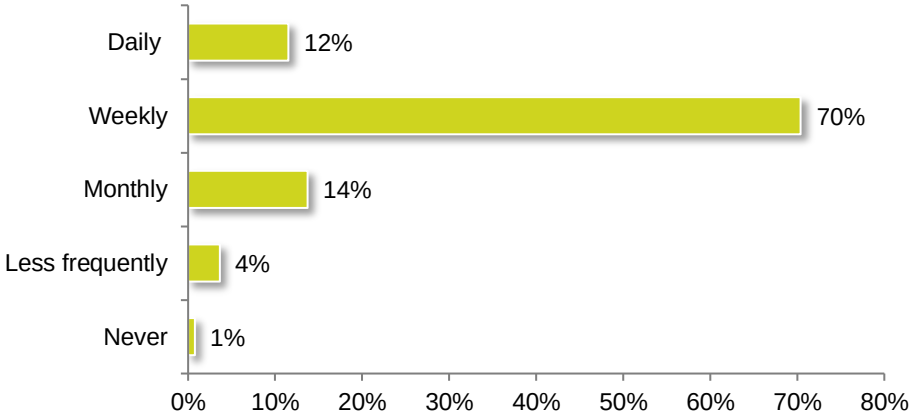
- **What are your feelings of safety... (General Social Survey 2014)?**



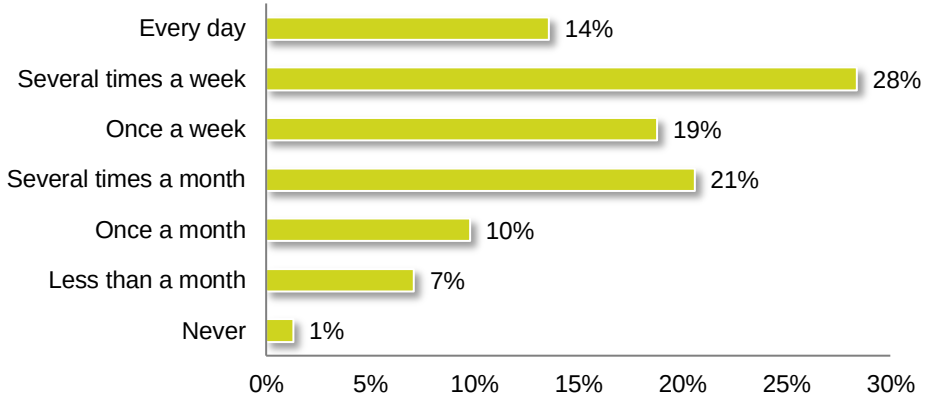
	Sample: *City of Sydney Wellbeing Survey (2018)* • 6,904 respondents across the LGA from a survey sent to 100,000 households in the City of Sydney local government area, which was also promoted online and available in 5 languages other than English. Data collected 2018. *General Social Survey (2014)* • 12,932 randomly selected respondents across Australia (population 22,828,900), response rate 80.1%. Data collected 2014.

© City Futures 2020

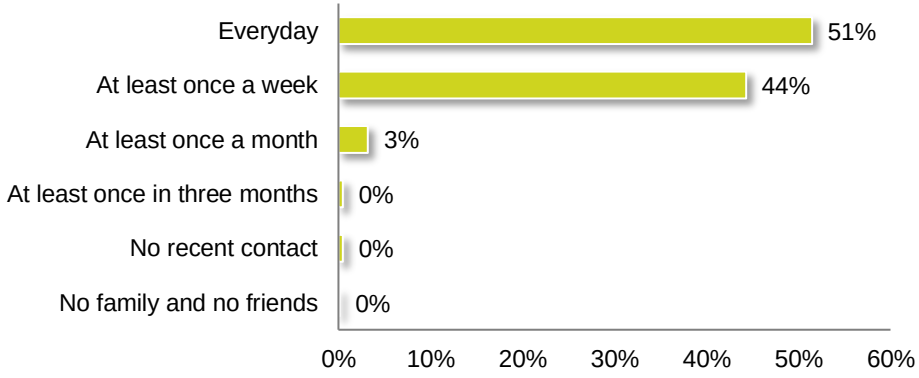
Question 17 – Ashmore Survey 2020	Various studies (most recent equivalent survey response reported)
How often do you meet socially with friends, relatives or work colleagues? At least… (n = 1189)	**European Social Survey (2016)** **Australian General Social Survey (2014)**



- **How often do you meet socially with friends, relatives or work colleagues? (European Social Survey, 2016)**



- **How often do you meet with family and friends? (Australian General Social Survey, 2014)**



© City Futures 2020

	Sample: *European Social Survey 2016* • 34,837 randomly selected respondents from 23 countries in Europe, including Russia. Response rate between 30-74%. Data collected 2016. *Australian General Social Survey (2014)* • 12,932 randomly selected respondents across Australia (population 22,828,900), response rate 80.1%. Data collected 2014.

© City Futures 2020

Question 18 – Ashmore Survey 2020	Various studies (most recent equivalent survey response reported)
In the past month, have you had contact with people in your local area in any of the following ways? (n = 1192)	**Have you done any of the following activities monthly or more in the past 12 months? (Baum et al., 2000)** **How do you connect with your local community? [Open response, back coded] (Sunshine Coast Council, Community Planning & Strategy, 2010)** **In the past 12 months, have you participated in any of these activities? (Australian General Social Survey, 2014)** **In the past 3 months, have you participated in any of these activities? (Australian General Social Survey, 2010)** **In the past 12 months/* have you participated in … / **Are you actively involved in… (City of Sydney Wellbeing Survey 2018)** *****information from COS (2020)**
• Clubs, groups, religious groups or associations: 16%	• social club (Baum et al., 2000) 27.3% • hobby group (Baum et al., 2000) 10.1% • self-help/support group (Baum et al., 2000) 4.1% • singing/acting/music group (Baum et al., 2000) 4.1% • service club (Baum et al., 2000) 5.8% • school-related group (Baum et al., 2000) 10.9% • ethnic group (Baum et al., 2000) 6.5% • Clubs, Groups and Associations (**Sunshine Coast Council, Community Planning & Strategy, 2010)** 27.7% • *Organised arts, crafts, music, performance activities (**City of Sydney, 2018)** 88.6% (at least one activity) 19.1% (5 or more types of activities)*** • Church (**Sunshine Coast Council, Community Planning & Strategy, 2010)** 5.2% of respondents • Attended church (Baum et al., 2000) 23.0% • Community support group (Australian General Social Survey, 2014) 33.4% • Involved in social group (Australian General Social Survey, 2014) 50.6%
• Sitting on your building's strata committee: 6%	• resident or community action group (Baum et al., 2000) 5.9%

© City Futures 2020

	• decision making on a school, sports club, church or other board or committee, body corporate or resident action group (City of Sydney Wellbeing Survey 2018) 18.5% ('once or twice' and 'yes, often')
• Volunteering: 9%	• Volunteering (**Sunshine Coast Council, Community Planning & Strategy, 2010)** 20.6% • Volunteer organization or group (Baum et al., 2000) 14.2% • **Volunteering (in the last 12 months) (City of Sydney Wellbeing Survey 2018) 43.5% ('once or twice' and 'yes, often') • Unpaid voluntary work (Australian General Social Survey, 2014) 30.8%
• Chatting to people while shopping: 44%	• Shopping Locally (**Sunshine Coast Council, Community Planning & Strategy, 2010)** 11.9% of respondents
• Through involvement with schools / educational institutions: 17%	• Schools and University (**Sunshine Coast Council, Community Planning & Strategy, 2010)** 9.3% of respondents • school-related group (Baum et al., 2000) 10.9% • "been to a class" (Baum et al., 2000) 13.9% • ** School related parent activities (P&C, Canteen etc.) (City of Sydney Wellbeing Survey 2018) 7.5% ('once or twice' and 'yes, often')
• Through involvement in sport or other recreational activities: 27%	• played sport (Baum et al., 2000) 26.2% • hobby group (Baum et al., 2000) 10.1% • singing/acting/music group (Baum et al., 2000) 4.1% • gym or exercise class (Baum et al., 2000) 16.2% • party/dance (Baum et al., 2000) 16.5% • Utilising community facilities and places (**Sunshine Coast Council, Community Planning & Strategy, 2010)** 5.2% of respondents • Went out with or met a group of friends – outdoor activities (Australian **General Social Survey, 2010)** 75% • Participated in sport and physical recreation (Australian General Social Survey, 2014) 30.8% (as part of a club or association – 31.4%) • Attended sports matches or competitions (City of Sydney Wellbeing Survey 2018) 4% as participant, 30% as spectator, 12% both participated and was a spectator***
• Socialising in cafés, restaurants and/or pubs: 74%	• Been to a café or restaurant (Baum et al., 2000) 58.1%

© City Futures 2020

	• Went out with or met a group of friends – indoor activities (Australian **General Social Survey, 2010)** 72.5%
• Socialising in parks: 46%	• Utilising community facilities and places (**Sunshine Coast Council, Community Planning & Strategy, 2010)** 5.2% of respondents • Went out with or met a group of friends – outdoor activities (Australian **General Social Survey, 2010)** 75%
• Attending community events and activities: 19%	• Attending Local Events and Activities (**Sunshine Coast Council, Community Planning & Strategy, 2010)** 29.0% of respondents • Utilising community facilities and places (**Sunshine Coast Council, Community Planning & Strategy, 2010)** 5.2% of respondents
• Socialising in a community or cultural space (e.g. library, museum, community garden): 13%	• Library (**Sunshine Coast Council, Community Planning & Strategy, 2010)** 6.2% of respondents • Utilising community facilities and places (**Sunshine Coast Council, Community Planning & Strategy, 2010)** 5.2% of respondents • Went out with or met a group of friends – outdoor activities (Australian **General Social Survey, 2010)** 75% • Went out with or met a group of friends – indoor activities (Australian **General Social Survey, 2010)** 72.5%
• Socialising in your own and/or others' homes: 59%	• visited family or had family visit (Baum et al., 2000) 83.7% • visited friends or had friends visit (Baum et al., 2000) 81.6% • visited neighbours or had neighbours visit (Baum et al., 2000) 81.6% • Being neighbourly (**Sunshine Coast Council, Community Planning & Strategy, 2010)** 34.9% of respondents • Visited or was visited by friends (Australian **General Social Survey, 2010)** 92%
• Connecting with people online (e.g. through social media): 36%	• Spent time in Internet social activity (Australian **General Social Survey, 2010)** 40%
	Sample *Baum et al. (2000)* • 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.

	Sunshine Coast Council, Community Planning & Strategy (2010) • 614 respondents on the Sunshine Coast, QLD (population 278,200), collected through surveys available at libraries and community service centres. Data collected 2010. *Australian General Social Survey (2010)* • 15,028 randomly selected respondents across Australia (population 22,342,000), response rate 87.6%. Data collected 2010. *Australian General Social Survey (2014)* • 12,932 randomly selected respondents across Australia (population 22,828,900), response rate 80.1%. Data collected 2014. *City of Sydney Wellbeing Survey (2018)* • 6,904 respondents across the LGA from a survey sent to 100,000 households in the City of Sydney local government area, which was also promoted online and available in 5 languages other than English. Data collected 2018.

© City Futures 2020

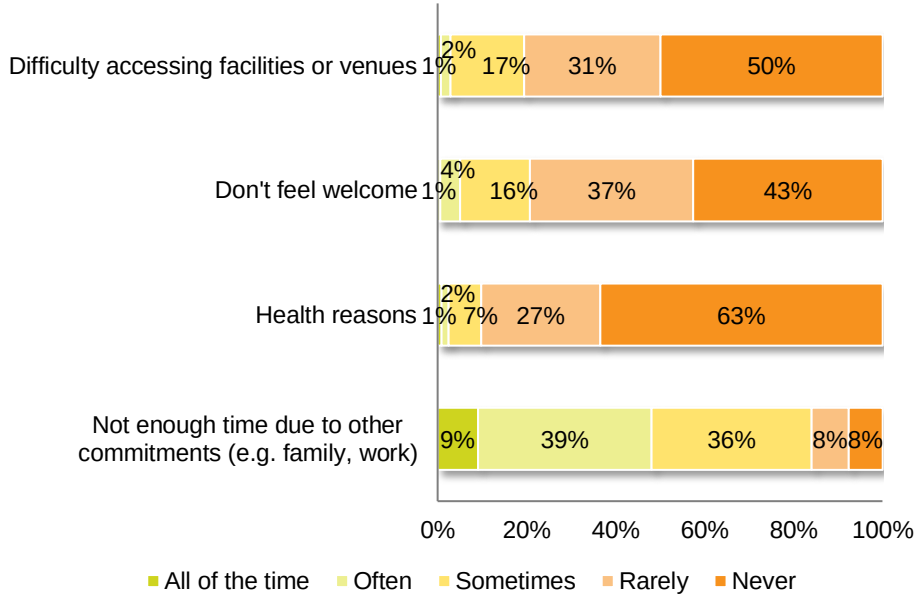
Question 19 – Ashmore Survey 2020	**City of Sydney Wellbeing Survey (2018); Baum et al. (2000)**
In the past 12 months, have you done any of the following? (n = 1192)	**In the past 12 months have you done any of the following? (City of Sydney, 2018)** **Have you done any of the following activities monthly or more in the past 12 months? (Baum et al., 2000)**
• Attended a community meeting or consultation event: 17%	• Attended a community meeting, public hearing or discussion? (City of Sydney, 2018) 29.6% ('once or twice' and 'yes, often') • Attended a council meeting (Baum et al., 2000) 4.1% • Attended a protest meeting (Baum et al., 2000) 7.1%
• Met with, called, or sent a letter to any local politician: 26%	• Written to council (Baum et al., 2000) 10.8% • Contact local MP (Baum et al., 2000) 11.2% • Contact local councillor (Baum et al., 2000) 8.2% • Met with, phoned, or written to any local politician? (City of Sydney, 2018) 24.2% ('once or twice' and 'yes, often')
• Joined a protest or demonstration: 31%	• Attended a protest meeting (Baum et al., 2000) 7.1% • Resident or community action group (Baum et al., 2000) 5.9% • Campaign/action to improve social/environmental conditions (Baum et al., 2000) 5.5% • Joined a protest or demonstration (City of Sydney, 2018) 27.8% ('once or twice' and 'yes, often')
• Signed a petition: 52%	• Signed a petition (Baum et al., 2000) 40.6%
• Participated in an online discussion: 26%	• Participated in an online discussion about political or local community issues (City of Sydney, 2018) 34.4% ('once or twice' and 'yes, often')
• Participated in the running of a strata or community title scheme: 10%	• Attended a body corporate meeting? (City of Sydney, 2018) 25.8% ('once or twice' and 'yes, often') • Resident or community action group (Baum et al., 2000) 5.9%
• Sent a letter or email to a media outlet (e.g. newspaper, radio): 5%	• Written a letter to editor (Baum et al., 2000) 3.8%

© City Futures 2020

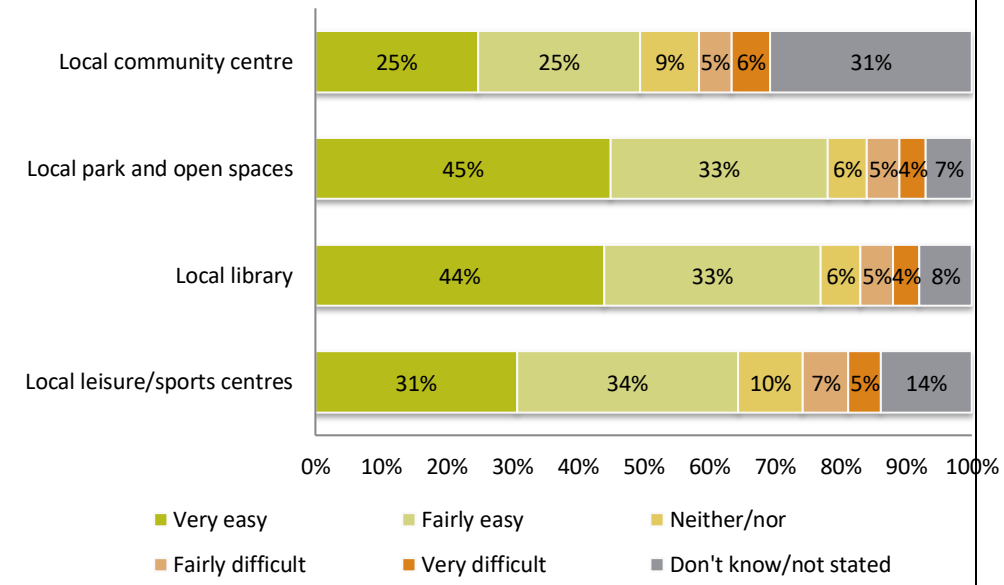
	Sample *City of Sydney Wellbeing Survey (2018)* • 6,904 respondents across the LGA from a survey sent to 100,000 households in the City of Sydney local government area, which was also promoted online and available in 5 languages other than English. Data collected 2018. *Baum et al. (2000)* • 2,542 respondents in a cross-sectional random sample of the western suburbs of Adelaide, SA (population 210,000), response rate 63.6%. Data collected 1997.

© City Futures 2020

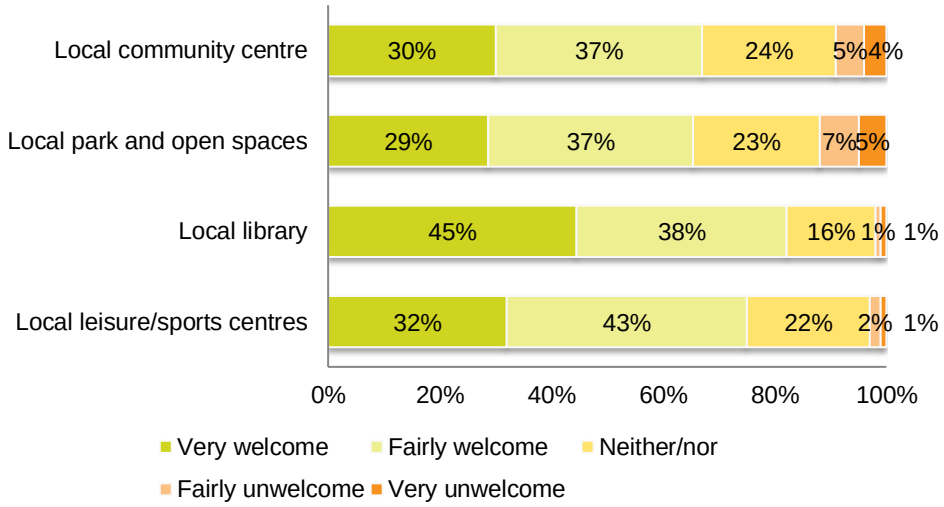
Question 20 – Ashmore Survey 2020	Various Studies
Do any of the following limit you from socialising or participating in organised social activities in the area? (n = various, 1098-1120)	**What is the main reason you are not more actively involved in community groups or activities in your local area in the last 12 months? (The Benevolent Society, 2012)** **It is easy for me to get to: A community centre/a park or open space/ access the local library/ get to leisure or sports centre AND feel welcome there (MORI North, 2006)** **Thinking about your day-to-day life, how easy or not is it to…? (MORI North, 2013)** **Barriers limiting participation in the community, including arts and cultural activities (City of Sydney Wellbeing Survey 2018)**



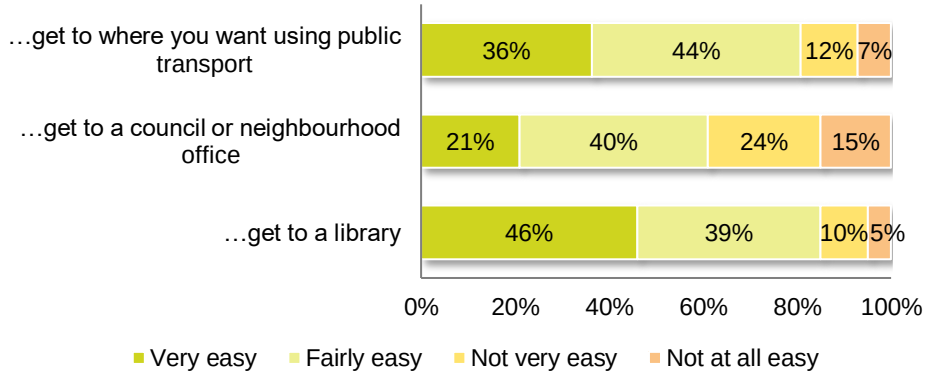
• **Access to… (MORI North, 2006)**



- **Welcome received at… (MORI North, 2006)**



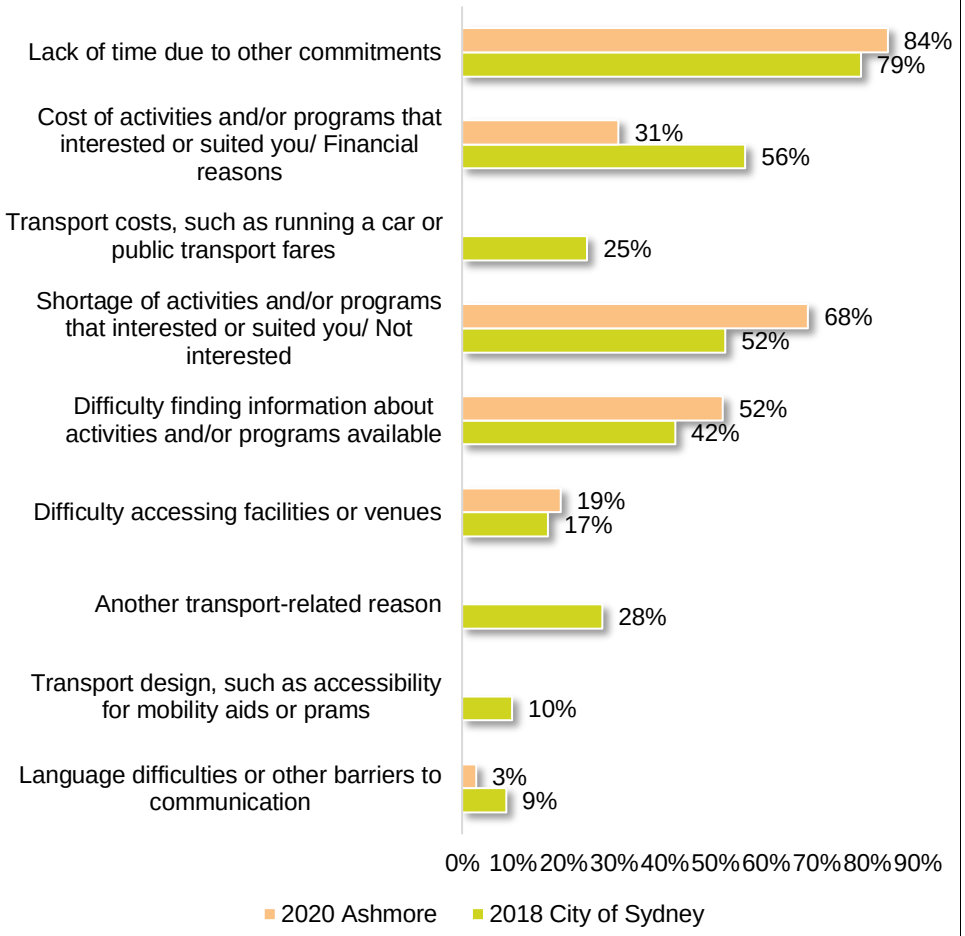
- **Thinking about your day-to-day life, how easy or not is it to…? (MORI North, 2013)**



- "People reported that the main barriers to greater participation in local community groups were a lack of time due to work commitments, already

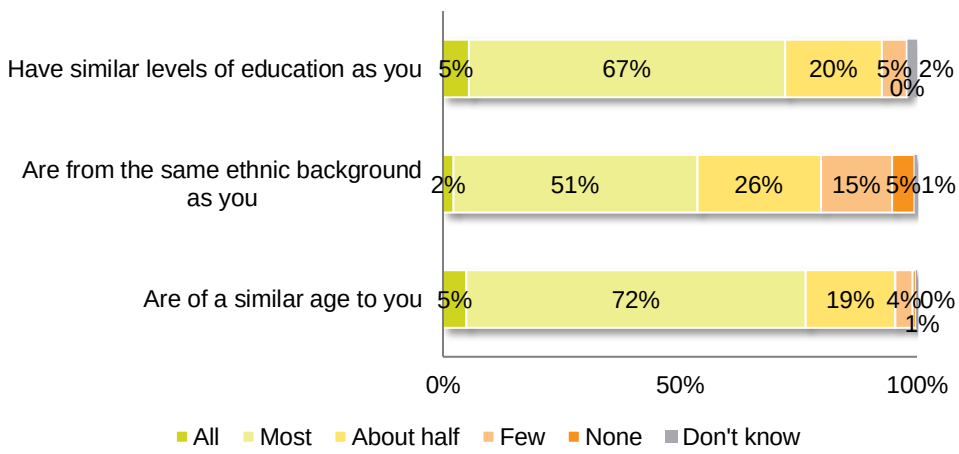
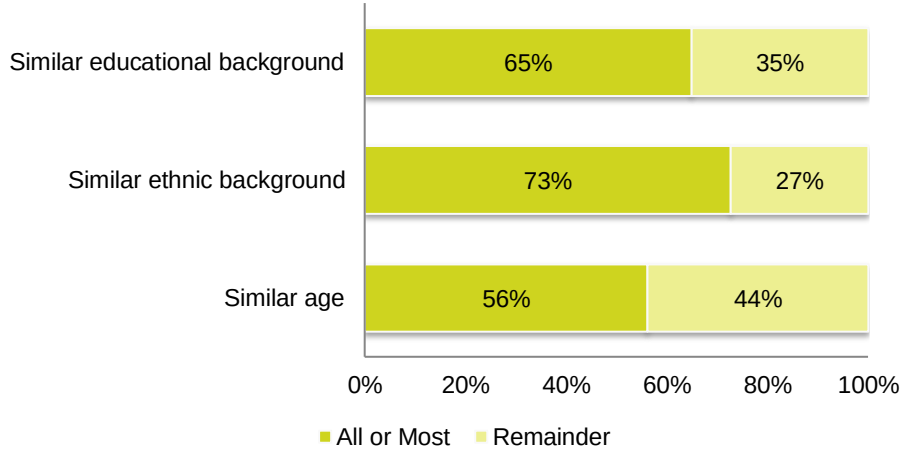
volunteering during their spare time, or health reasons" (The Benevolent Society, 2012:8)

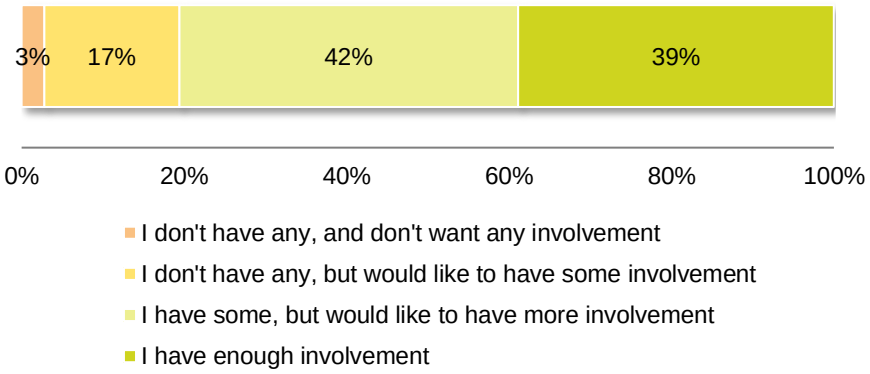
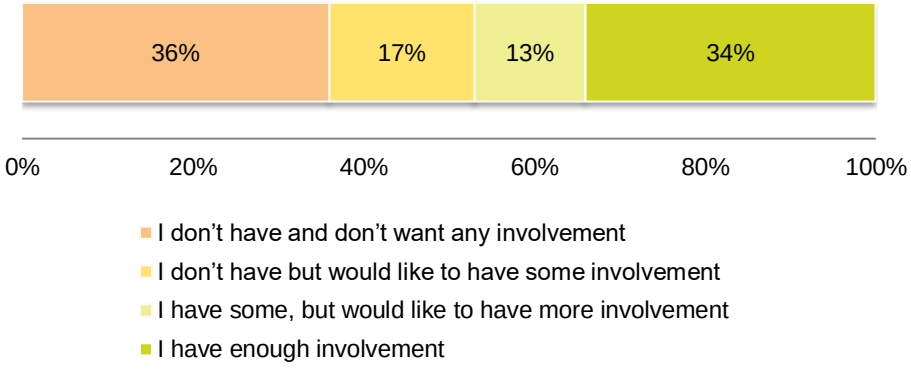
- **Barriers limiting participation in the community, including arts and cultural activities - Once or twice or Yes, often responses. For City of Sydney respondents, compared to 2020 My Place Ashmore 'all the time/often/sometimes' responses (City of Sydney Wellbeing Survey 2018)**

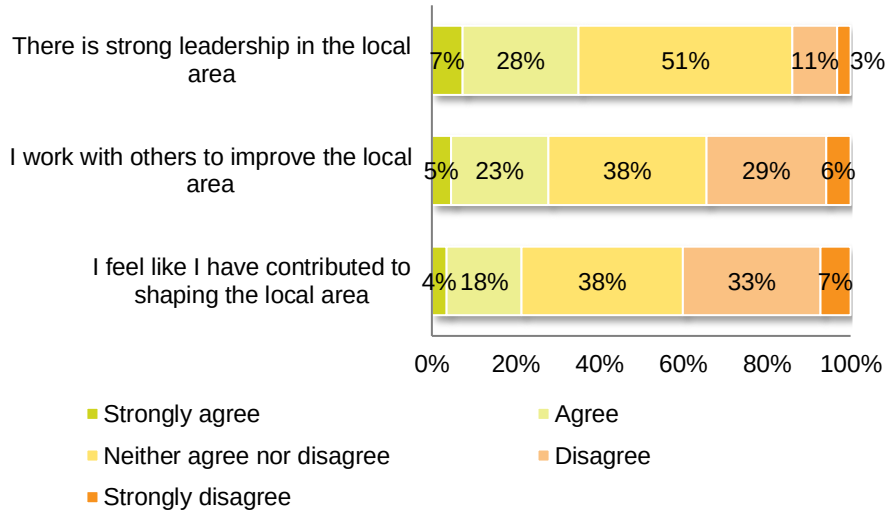
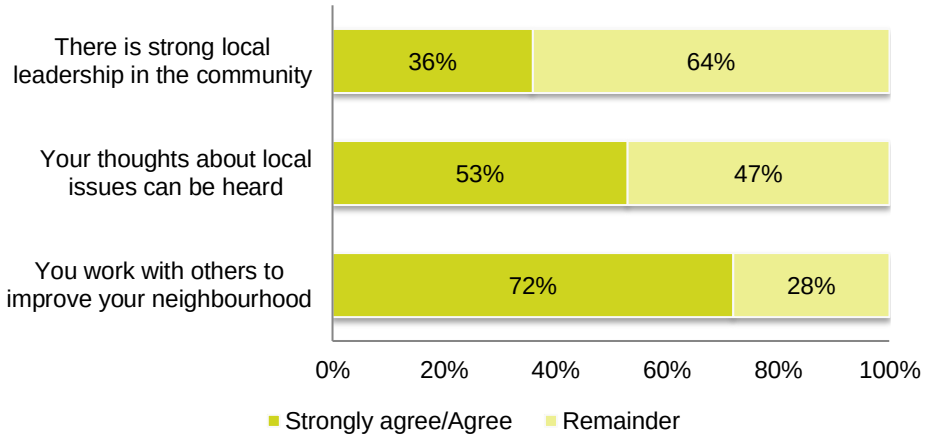


	Sample *The Benevolent Society (2012)* • 157 respondents, a representative sample of residents of Tenterfield Statistical Local Area, NSW (population 6,800), through CATI interviews. Data collected 2011-2012. *MORI North (2006)* • 2,262 stratified random sample of total population of residents in the Borough of Oldham (population 225,000), UK, response rate 24%. Data collected 2005/2006. *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 Wellbeing Survey (2018)* • 6,904 respondents across the LGA from a survey sent to 100,000 households in the City of Sydney local government area, which was also promoted online and available in 5 languages other than English. Data collected 2018.

© City Futures 2020

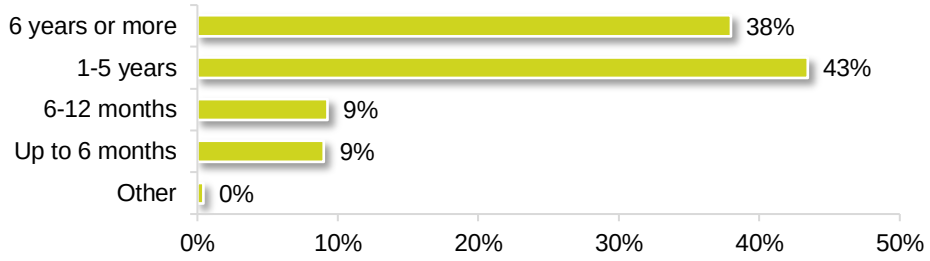
Question 22 – Ashmore Survey 2020	General Social Survey (2010)
Of your friends, how many…? (n = various, 1171-1173)	**How many of your friends… ?**
• Are of a similar age to you	• **All or most friends are of**
	
	Sample: 15,028 randomly selected respondents across Australia (population 22,342,000), response rate 87.6%. Data collected 2010.

Question 23 – Ashmore Survey 2020	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 = 1175)	**How would you best describe your level of community involvement in the last 12 months in your local area?**
	
	Sample: 752 public housing tenant respondents from Redfern/Waterloo, NSW. Data collected 2010.

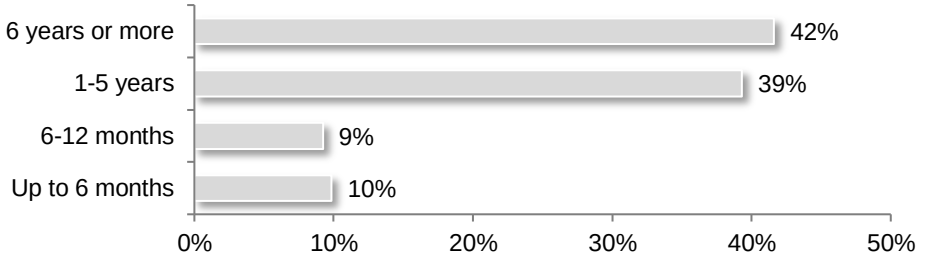
Question 25 – Ashmore Survey 2020	Sweeney Research Redfern/Waterloo Benchmarking Survey (2011)
To what extent do you agree with the following statements? (n = various, 1157-1166)	**Agree/Disagree scale to statements**
	
	Sample: *Sweeney Research Redfern/Waterloo Benchmarking Survey (2011)* • 752 public housing tenant respondents from Redfern/Waterloo, NSW (public housing population 4,400). Data collected 2010.

Appendix 7 Selected 2017 survey results compared with 2020 survey results for Ashmore Area residents

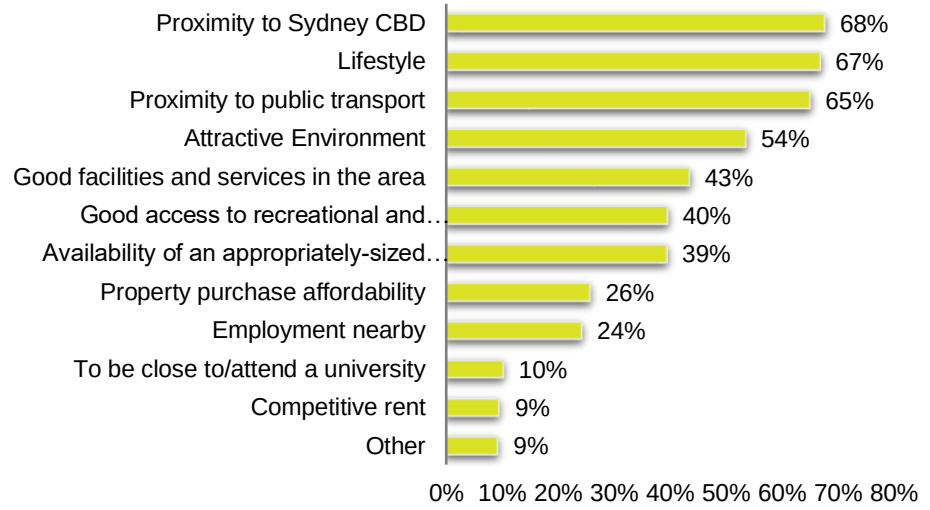
2020 Question 2 - How long have you lived in the area? (n = 1192)



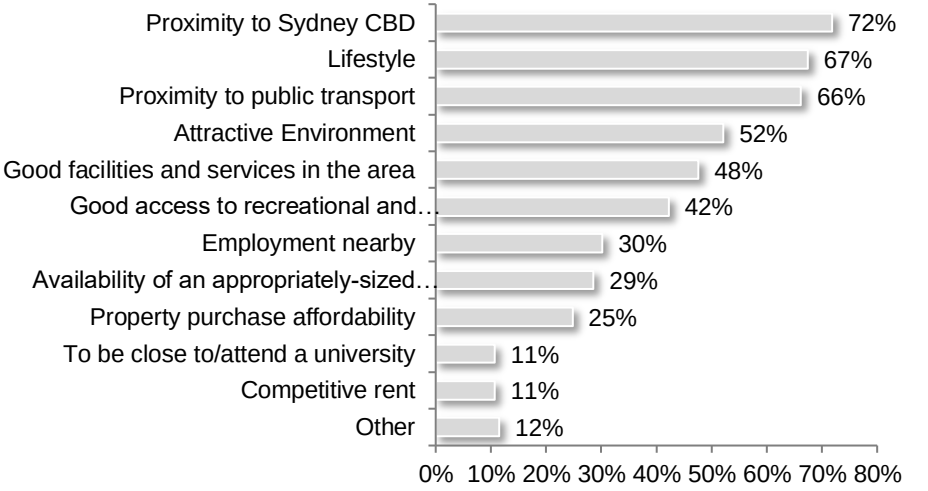
2017 Question 2 - How long have you lived in the area? (n = 616)



2020 Question 3 – Why did you move to the area? (n = 1105)

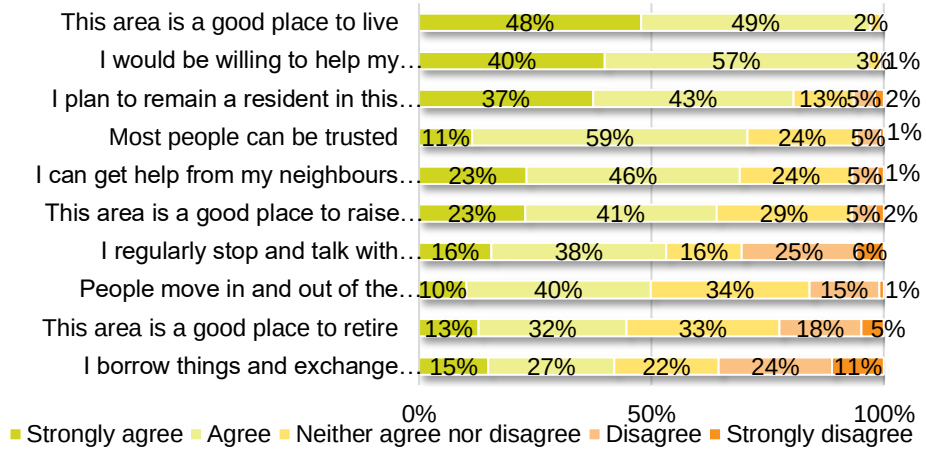


2017 Question 3 – Why did you move to the area? (n = 616)

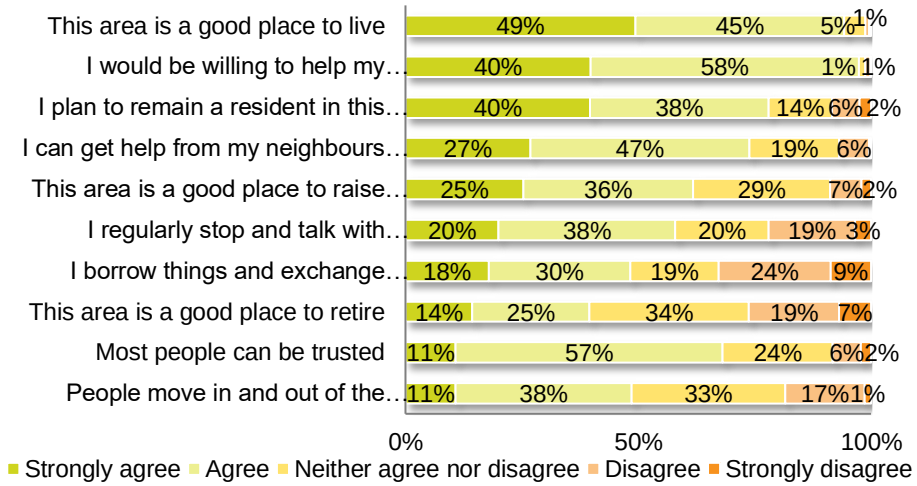


© City Futures 2020

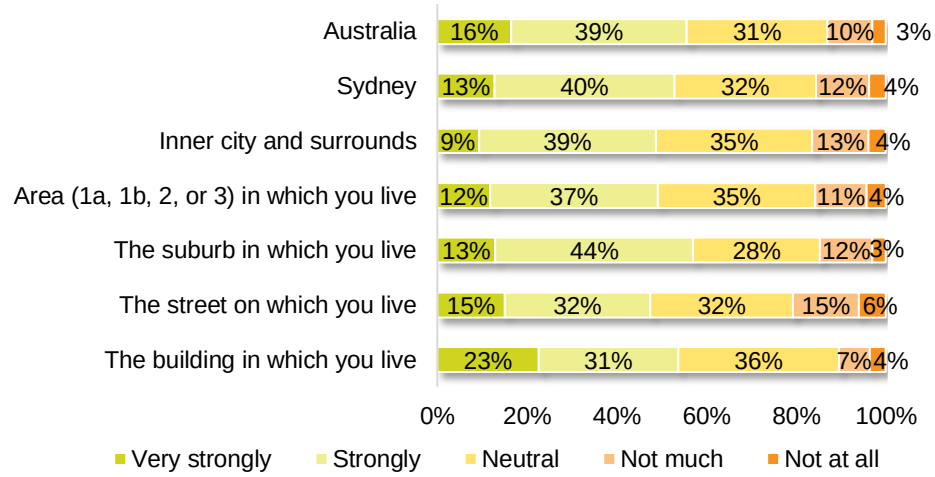
2020 Question 6 - To what extent do you agree with the following statements about where you live? (n = various, 1179-1185)



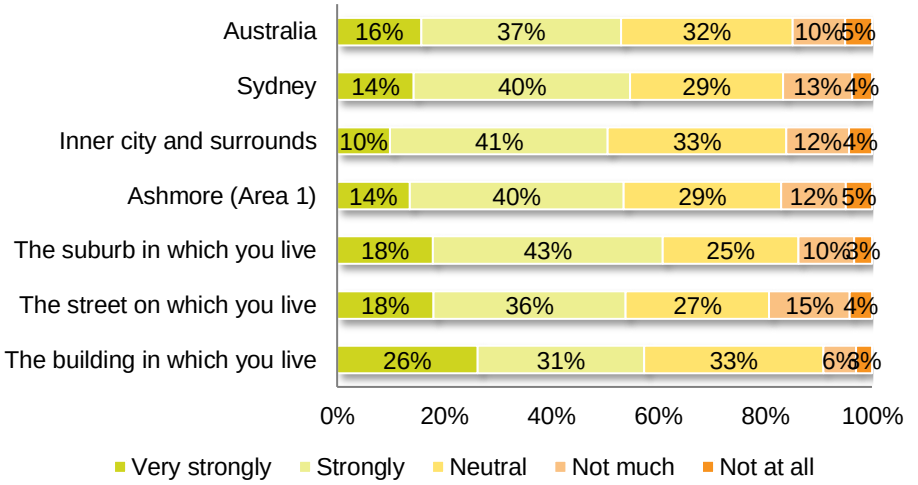
2017 Question 6 - To what extent do you agree with the following statements about where you live? (n = various, 609-614**)**



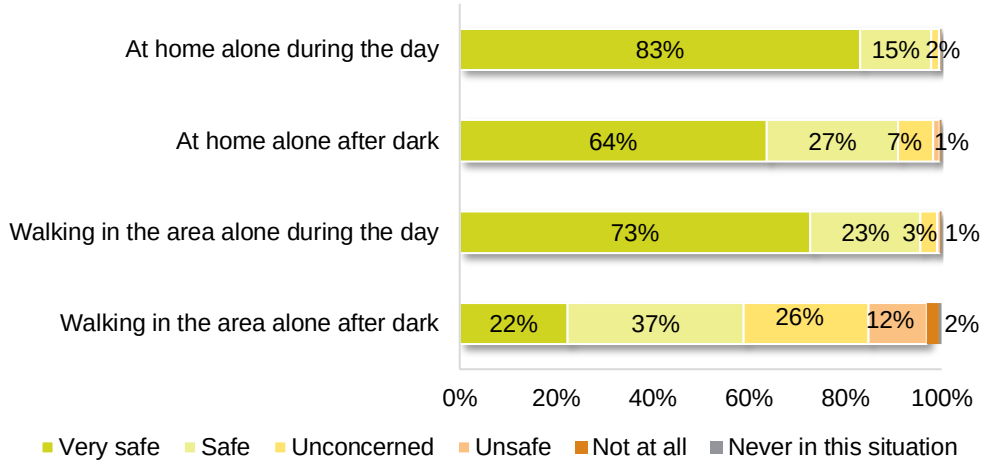
2020 Question 7 - To what extent do you feel that you are part of the community in…? (n = various, 1141-1184)



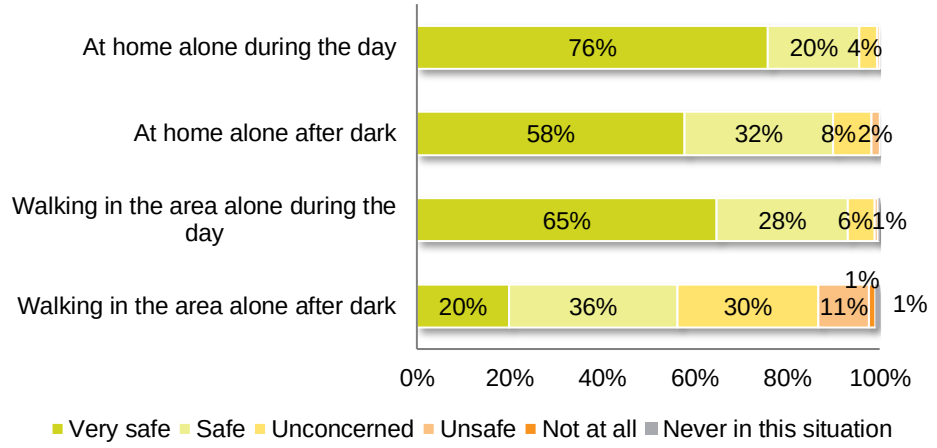
2017 Question 7 - To what extent do you feel that you are part of the community in…? (n = various, 593-612)



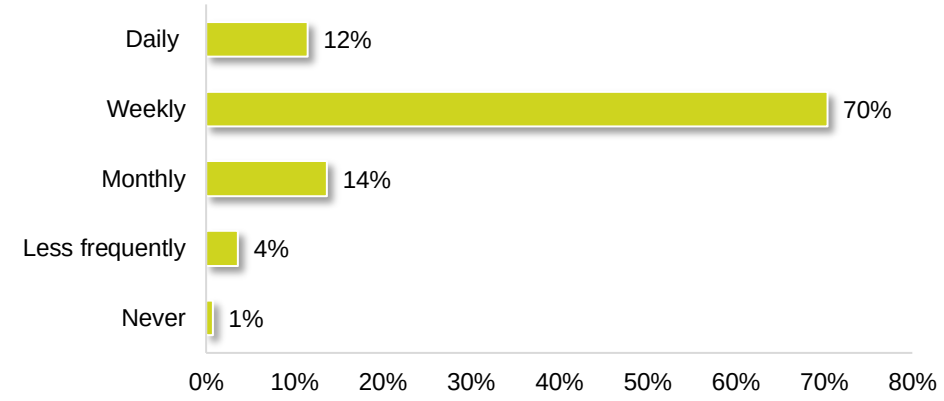
2020 Question 15 - How safe or unsafe do you feel when you are in the following situations? (n = various, 1101-1103)



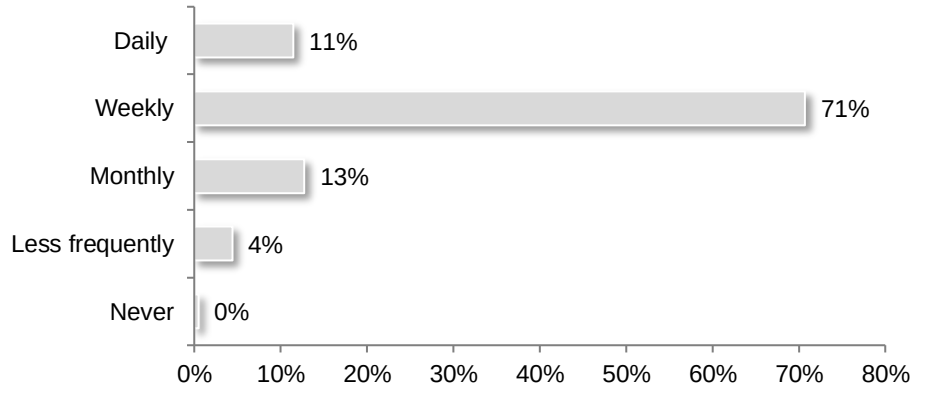
2017 Question 15 - How safe or unsafe do you feel when you are in the following situations? (n = various, 304-307) [Paper only results]



2020 Question 17 - How often do you meet socially with friends, relatives or work colleagues? At least… (n = 1198)

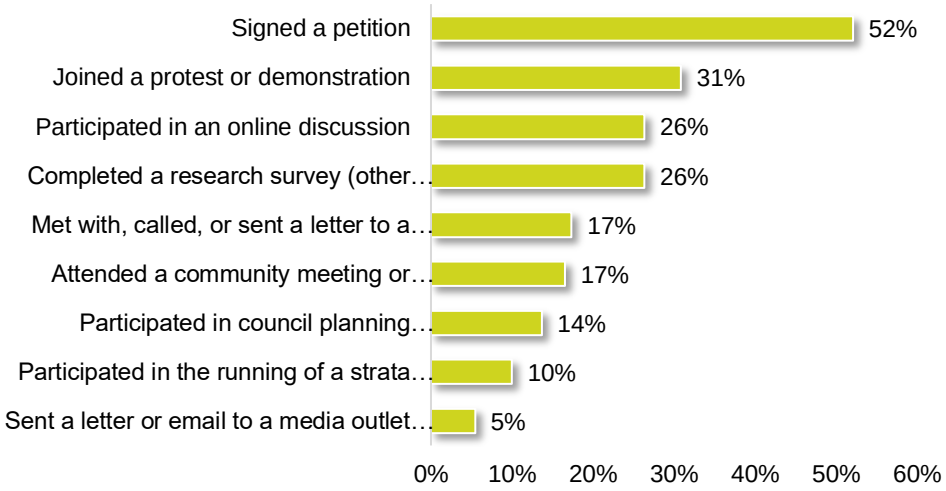


2017 Question 17 - How often do you meet socially with friends, relatives or work colleagues? At least… (n = 611)

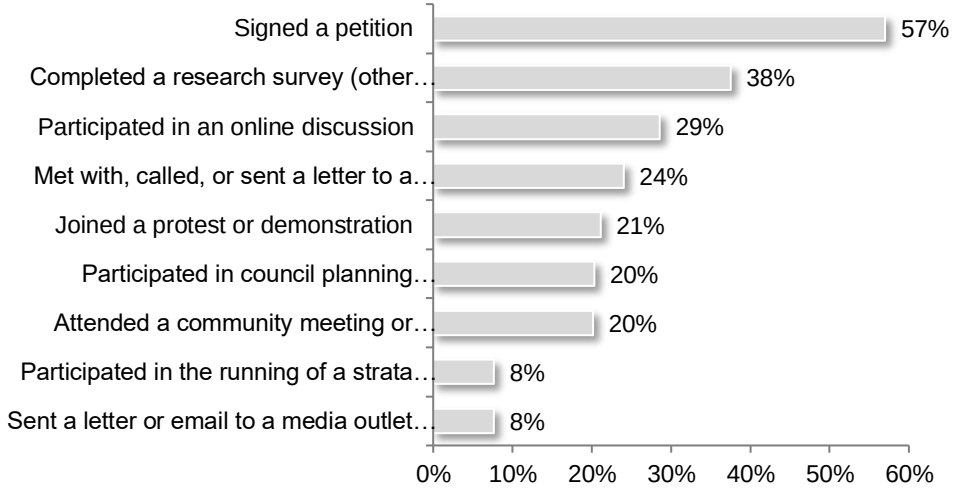


© City Futures 2020

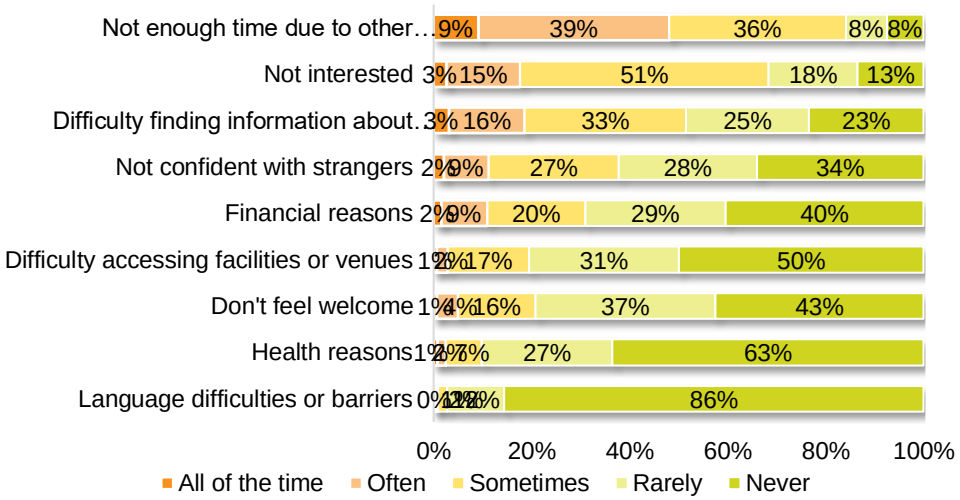
2020 Question 19 - In the past 12 months, have you done any of the following? (n = 1192)



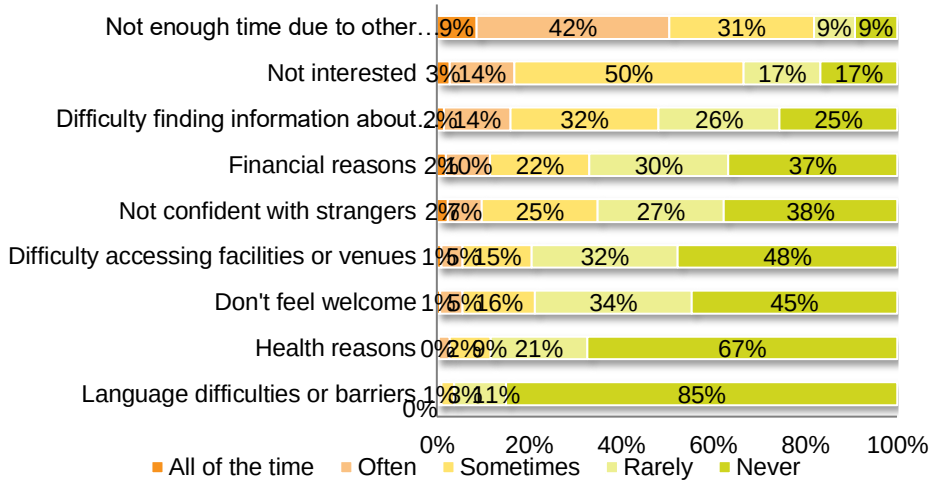
2017 Question 19 - In the past 12 months, have you done any of the following? (n = 616)



2020 Q20 - Do any of the following limit you from socialising or participating in organised social activities in the area? (n = various, 1098-1120)

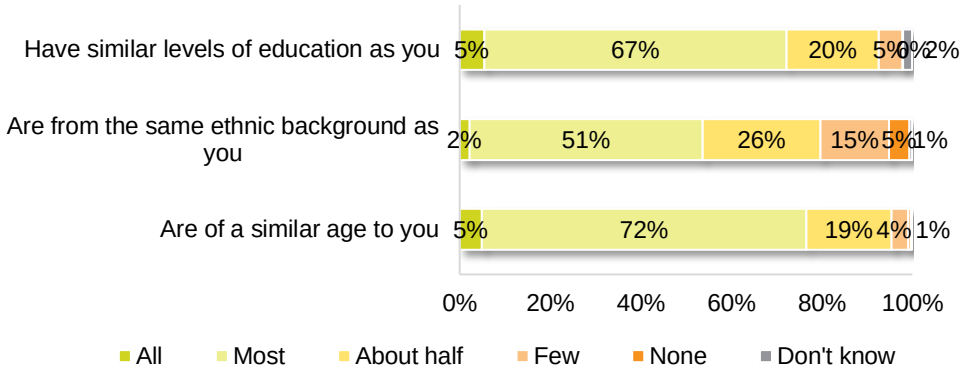


2017 Question 20 - Do any of the following limit you from socialising or participating in organised social activities in the area? (n = various, 573-582)

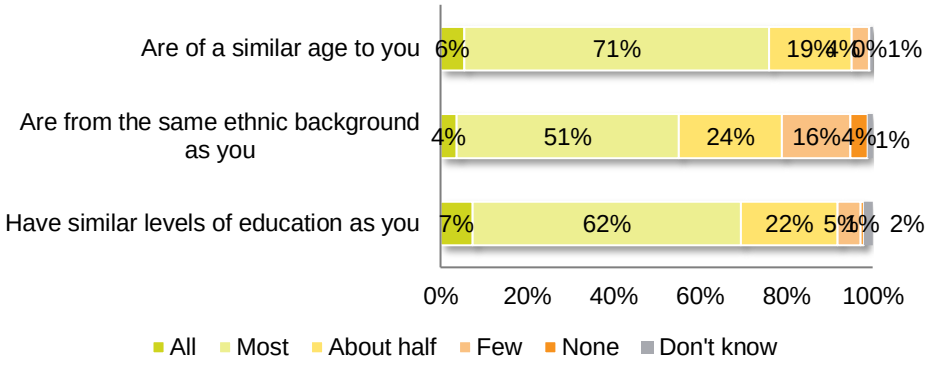


© City Futures 2020

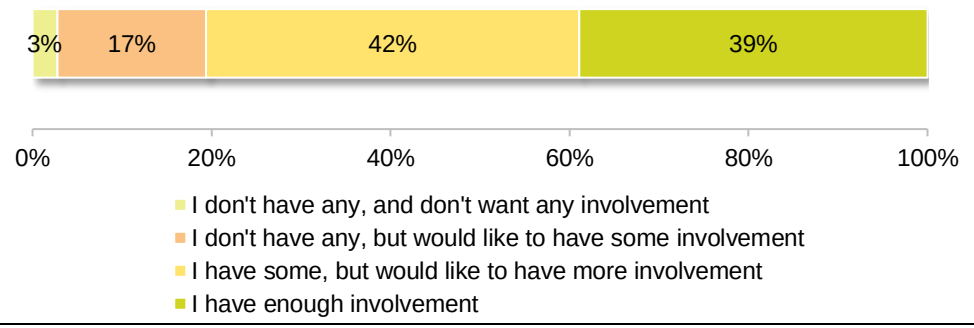
2020 Question 22 - Of your friends, how many…? (n = various, 1171-1173)



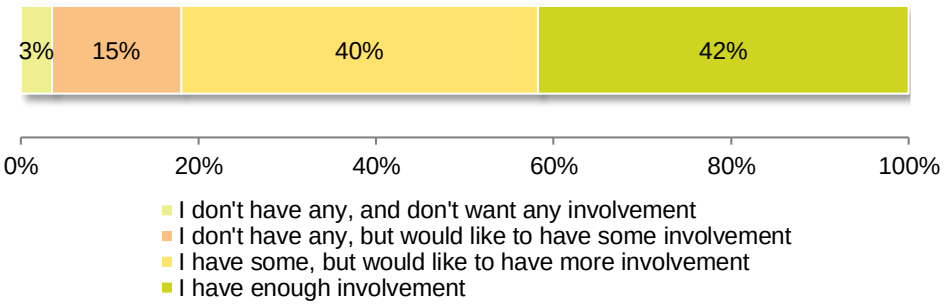
2017 Question 22 - Of your friends, how many…? (n = various, 607-611)



2020 Question 23 - How would you best describe your level of interaction with other people who live or work in the area? (n = 1175)

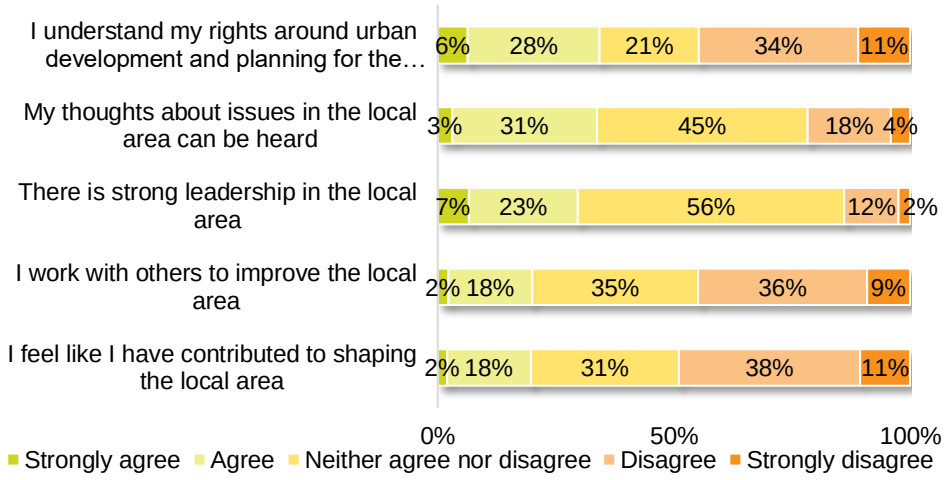


2017 Question 23 - How would you best describe your level of interaction with other people who live or work in the area? (n = 605)

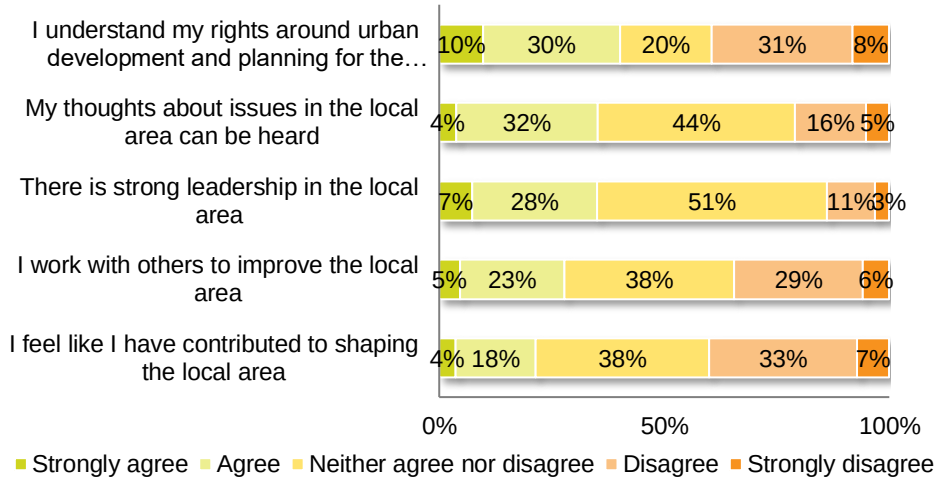


© City Futures 2020

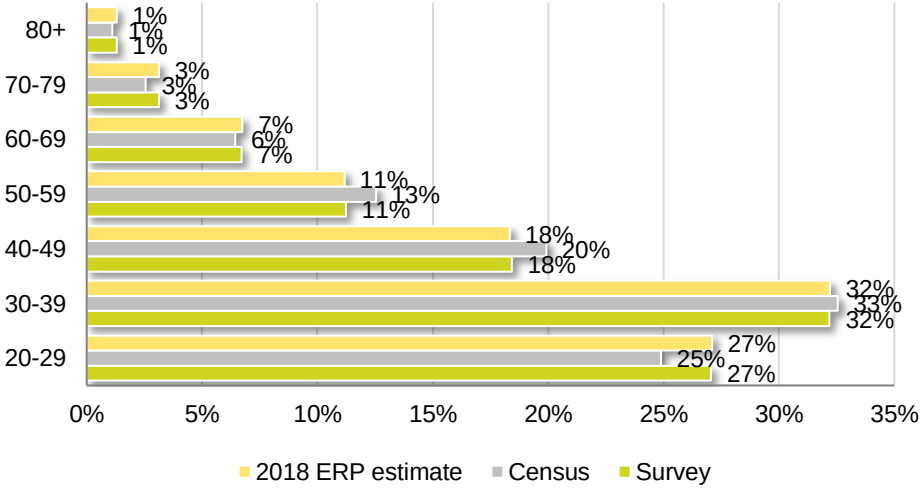
2020 Question 25 - To what extent do you agree with the following statements? (n = various, 1157-1167)



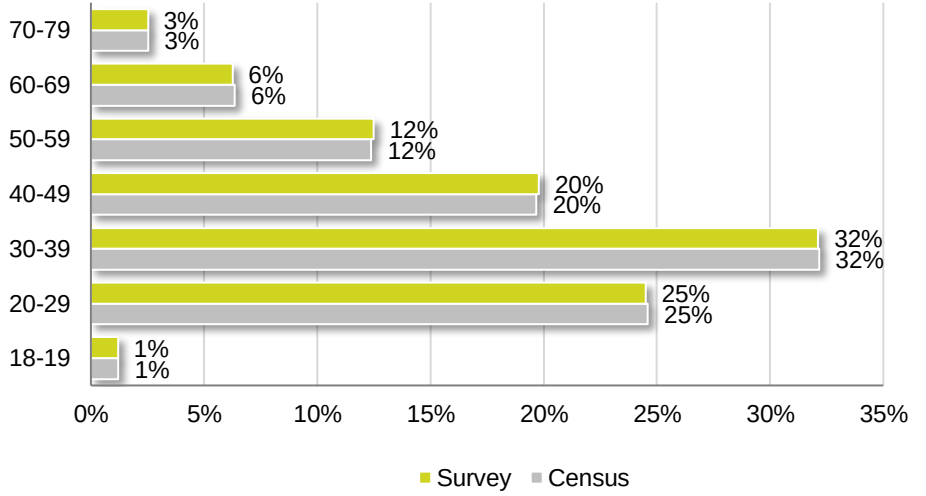
2017 Question 25 - To what extent do you agree with the following statements? (n = various, 602-607)



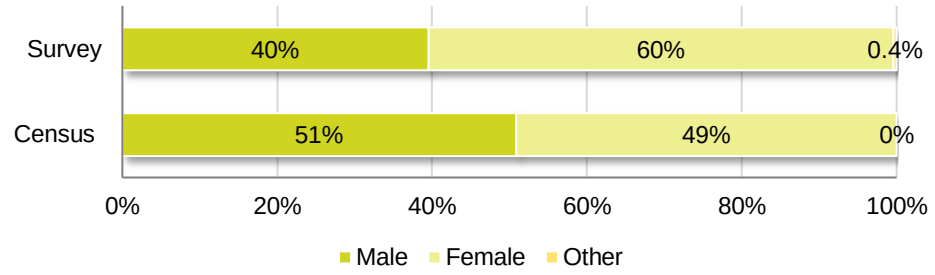
2020 Question 26 - What is your age group? (n = 1192)



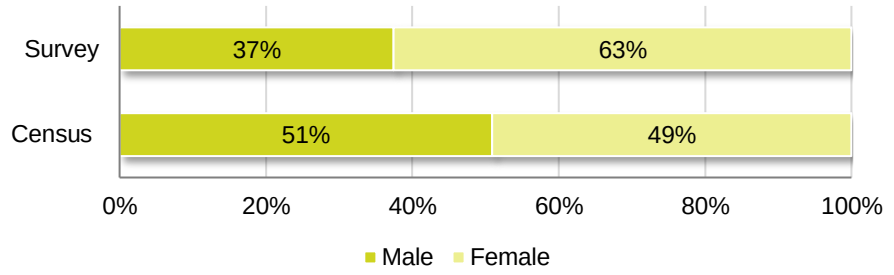
2017 Question 26 - What is your age group? (n = 608)



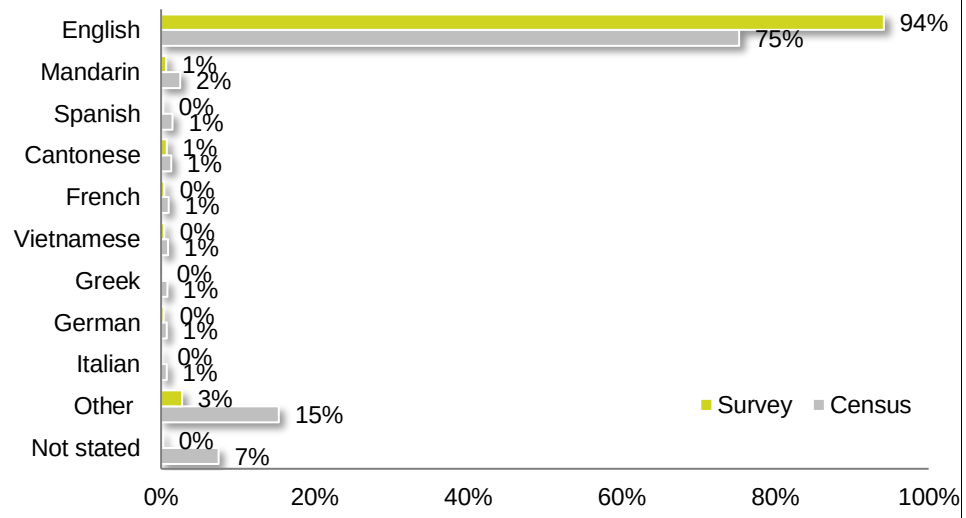
2020 Question 27 - Are you …? (n = 1185)



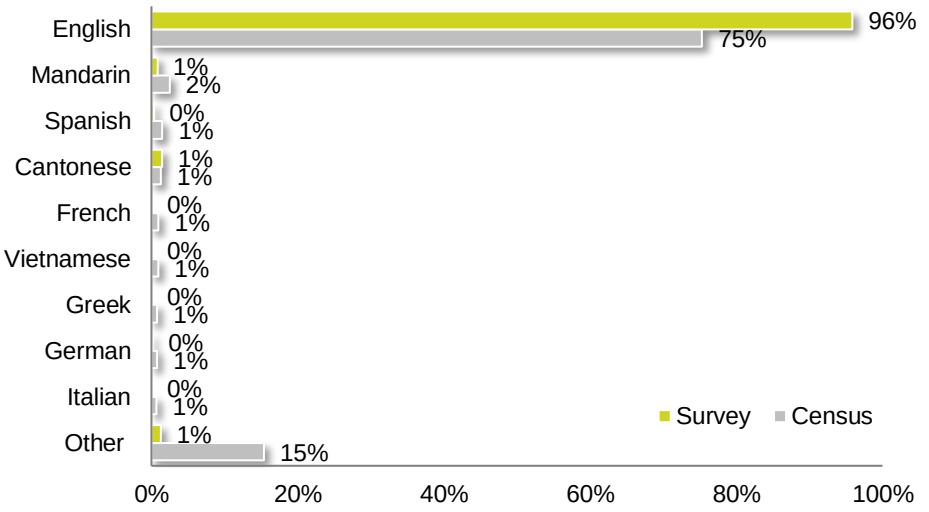
2017 Question 27 - Are you …? (n = 601)



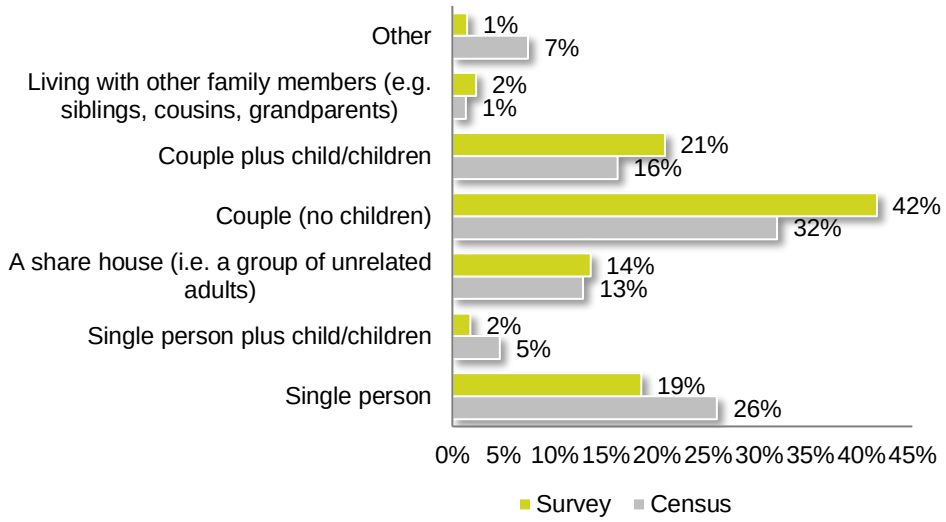
2020 Q28 - What is the main language spoken in your home? (n = 1105)



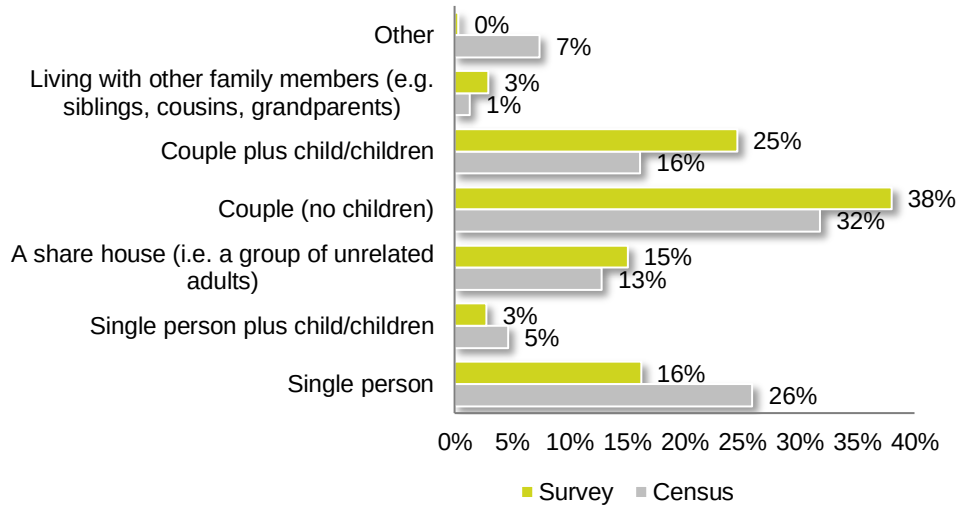
2017 Q28 - What is the main language spoken in your home? (n = 601)



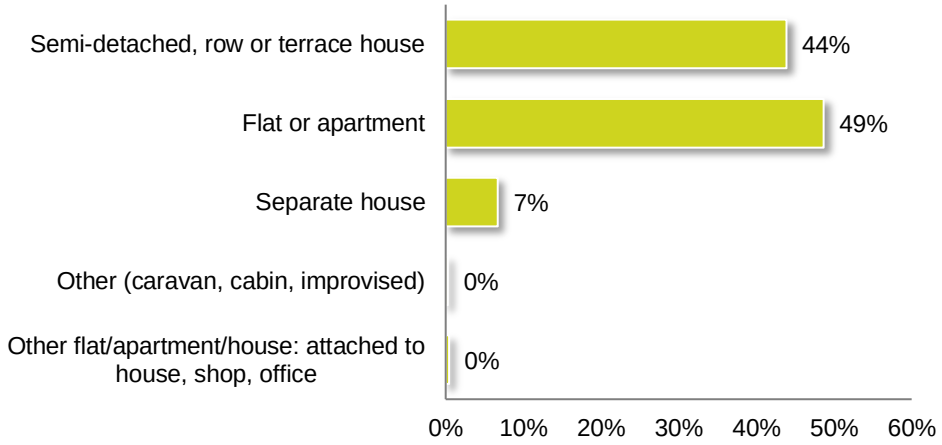
2020 Q29 - How would you best describe your household? (n = 1101)



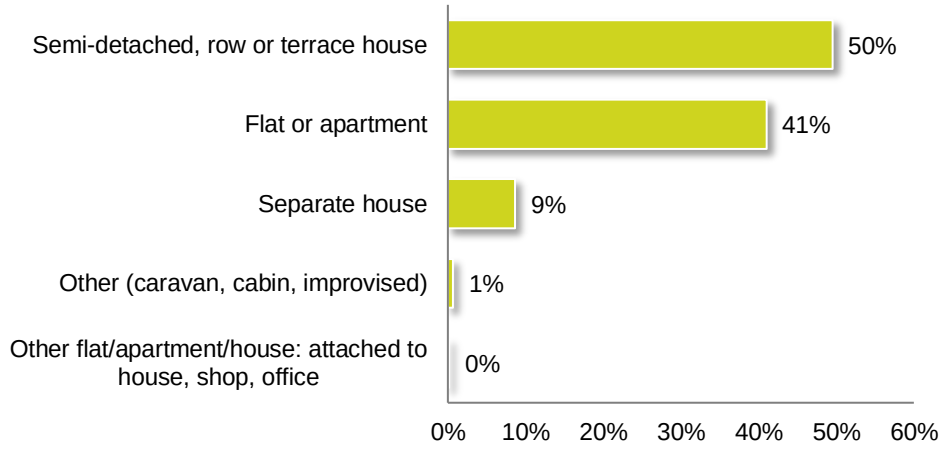
2017 Q29 - How would you best describe your household? (n = 606)



2020 Question 32 - Which of these best describes the property you currently live in? (n = 1103)

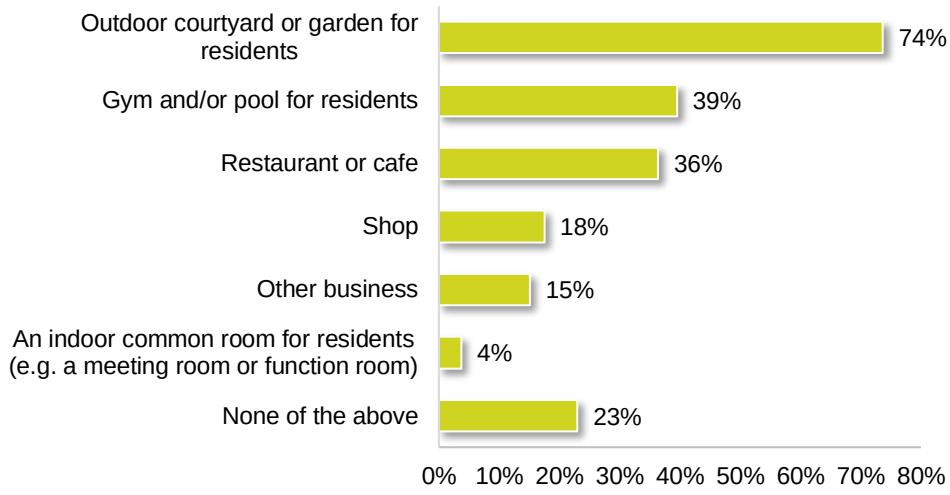


2017 Question 32 - Which of these best describes the property you currently live in? (n = 607)

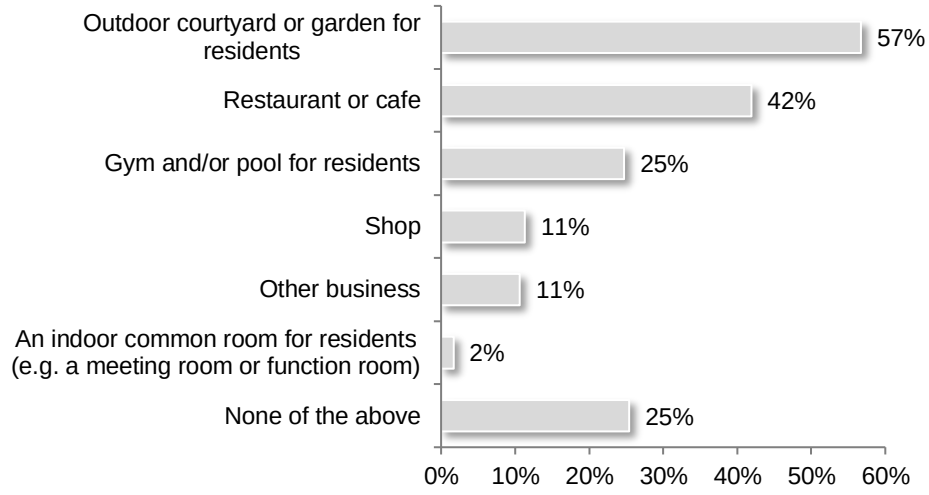


© City Futures 2020

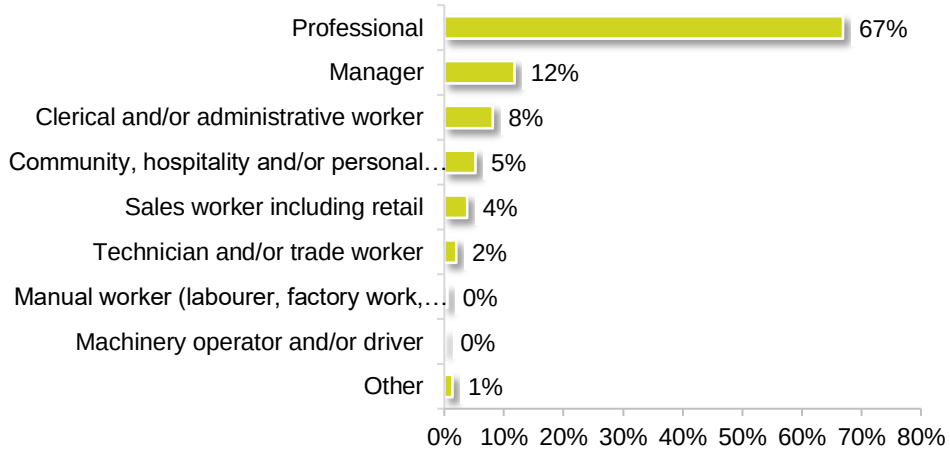
2020 Q33 - Are there any of the following in your building? (n = 582)



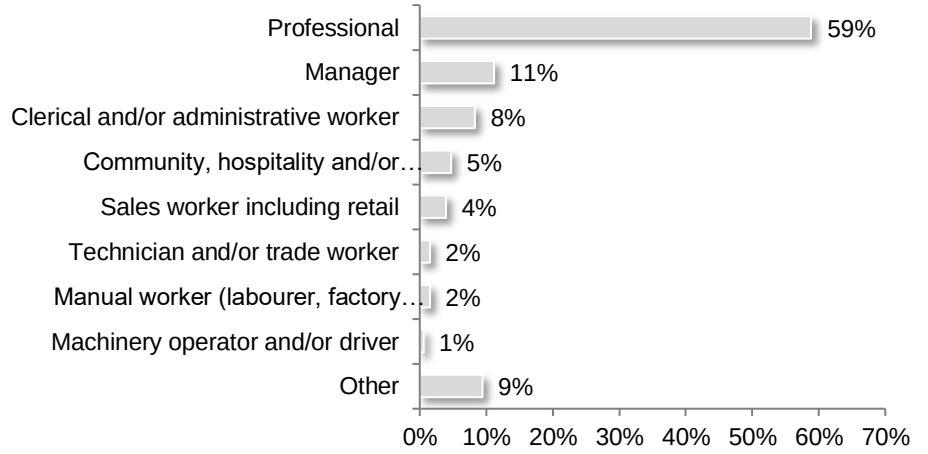
2017 Q33 - Are there any of the following in your building? (n = 291)



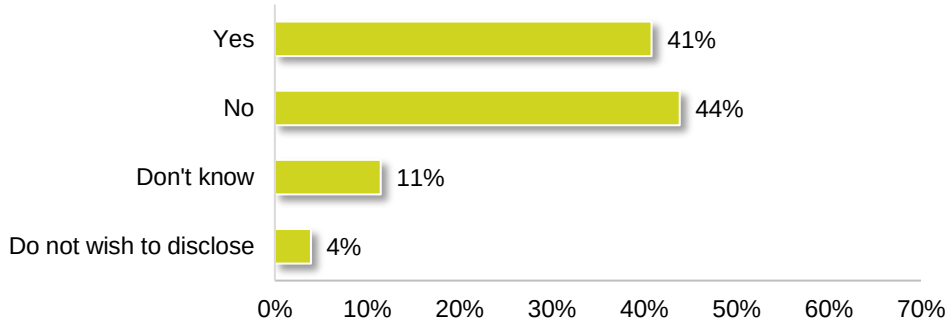
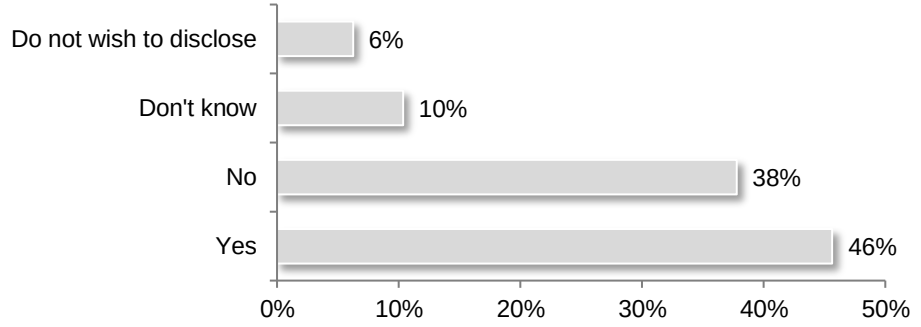
2020 Question 37 - Which of the following best describes your current occupation? (n = 1027)



2017 Question 37 - Which of the following best describes your current occupation? (n = 530)



© City Futures 2020

2020 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 = 1185)	2017 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 = 609)
	

© City Futures 2020