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MyPlace Green Square Community Survey 2020

Final Report

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MyPlace Green Square Community Survey 2020

By Hazel Easthope, Edgar Liu and Sian Thompson

City Futures Research Centre
Faculty of Built Environment
UNSW Sydney

www.cityfutures.net.au

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

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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.

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Executive Summary

Green Square is the largest urban redevelopment project in the southern hemisphere (COS 2017a:84). It stretches across 278 hectares in the City of Sydney Local Government Area, between the Central Business District and Sydney Airport (COS 2020). It is one of the fastest growing areas in Sydney with 30,500 new residential dwellings being built and 61,000 people expected to live in the area by 2030 (COS 2020). The City of Sydney's Community Strategic Plan (COS 2017a) recognises that urban renewal sites such as Green Square provide the opportunity to make significant improvements to the social, economic and environmental performance of the City and Sydney region.

The City of Sydney has a vision for Green Square: it will be a vibrant, sustainable and connected community in which to live and work (COS 2020). In order to support resilient and inclusive local communities, the City is working to ensure that residents and workers in Green Square have the facilities, resources, capacity and confidence to adapt to changing circumstances (COS 2017).

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 Green Square Urban Renewal Area in Sydney, Australia. This survey is undertaken on a recurring basis every 2-3 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

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between people. Social cohesion is related to psychological sense of community and includes affective components of neighbourhood social life, including shared emotional connections, place attachment, membership, influence and sense of place.

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

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

Survey development

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

The survey 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. Full surveys were run in 2014, 2017 and 2020. The survey was amended between 2014 and 2017 in response to consultations undertaken with a wide range of City of Sydney staff, with the main change being a reduction in the number of questions asked. In 2017 the boundaries of the survey were also expanded to incorporate surrounding areas, including the Ashmore Precinct and adjacent neighbourhoods – another significant urban renewal area. 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, 1,157 people completed the survey in Green Square in 2020, including 1,104 residents and 177 workers (124 people both lived and worked in Green Square). The body of this report presents the findings for residents. With a weighting for age applied, the results for residents of Green Square can be understood as broadly representative of the total resident population of Green Square (the resident population of the Green Square urban renewal area is estimated as 32,910), with a margin of error of less than 3%. The survey somewhat under-represents private renters and men and significantly underrepresents people speaking a language other than English at home (19% of survey respondents compared to 45% of residents at the last Census).

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Key findings

The results of the 2020 survey demonstrate the following:

Wellbeing of residents

- The majority of residents (90%) agreed that the area was a good place to live, but fewer agreed that it was a good place to raise children (37%) or retire (32%). Two-thirds of people (62%) in households with children agreed the area is a good place to raise children and the majority of people aged over 50 (61%) think the area is a good place to retire.

- The most commonly selected reasons for moving to the area were proximity to the Sydney CBD (70%) and proximity to public transport (47%). These were also the most commonly mentioned reasons in 2017 and 2014. However, the third most common reason in 2020 was availability of an appropriately sized property (43%), while it was 'lifestyle' in 2014 and 2017.

- The things people most commonly said that they liked about living in Green Square were the proximity to the Sydney CBD (82%), convenience of the location (73%), access to public transport (58%), and parks and green spaces (47%). People also liked that there are good facilities and services like shops and schools in the area (44%).

- The things people most commonly said that they disliked about living in Green Square related to the impacts of construction on the area (49%) and its overall density (46%). Many people were also concerned about traffic (48%).

- People were less likely to feel a part of the community in their local area (26% 'strongly' or 'very strongly') than at larger geographical scales (57% 'strongly' or 'very strongly' for Sydney and Australia, 39% for inner city and surrounds), and least likely at the scale of their street (23%). The exception being the building in which they live (41%) where, in contrast to all other geographical scales there was an increasing sense of connection between 2017 and 2020. These results are lower than for the City of Sydney area as a whole (44% of City residents were satisfied with feeling part of their community in their local area in the 2018 City of Sydney Wellbeing Survey), and reflect the lower score found in the Green Square sub-sample of the 2018 City Wellbeing Survey (39% satisfied), which has decreased over time.

- The majority (72%) of the residents who completed the survey had lived in Green Square for 5 years or less and the majority (70%) planned to remain residents in the area for a number of years.

- Only one-third (32%) of residents were satisfied with the level of social interaction they have with other people who live and work in Green Square, with the remaining 68% all wanting more interaction, including 29% who currently had no interaction with other people in the area. The vast majority (86%) of new residents who have lived in the area for less than one year would like to have more involvement with others in the area.

- The most commonly mentioned group of improvements residents wanted in Green Square related to socialising opportunities, including the variety of cafes, restaurants and bars (65%) and the availability of evening activities (46%), especially amongst younger people. While remaining important, improvements to traffic management and better public transport connectivity were less important in 2020 than in 2017.

- Most Green Square residents travel to work or study using public transport (58%), and most walk (74%) and/or drive (40%) to the supermarket or shops. Many people also walk (49%) and/or drive (41%) to other social, sport or recreational activities.

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The nature of social interaction and social cohesion in the area

The results of the survey demonstrate the following:

- While most people (90%) said they would help their neighbours, fewer (48%) thought their neighbours would help them, repeating the findings from the 2017 survey. These figures are slightly lower than the figures for the city as a whole (95% of people said they would help their neighbours and 50% said they could get help from their neighbours when needed in the 2018 City of Sydney Wellbeing Survey). A fifth of resident respondents (22%) borrowed things and exchanged favours with neighbours and 30% regularly stopped to talk with people in their neighbourhood.

- Most (75%) resident survey respondents meet with friends, relatives or work colleagues at least weekly. A small proportion (7%) 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 Green Square were socialising is in cafés, restaurants and/or pubs (52%) and chatting on the street (49%). Socialising in their own or others' homes is becoming increasingly important (37% in 2014, 41% in 2017, and 45% in 2020).

- Incidental interaction (running into people you know) was most likely to occur at local shops (56%), in the entrance or near the building in which people live (54%), at a local café, restaurant or pub (52%), and or the local streets (50%).

- Many residents said most of that their friends were of a similar age (75%) and educational background (70%) and just less than half (47%) that they were of a similar ethnic background.

- Most Green Square residents are not involved in formal civic activities. However, 24% had previously taken part in another research project in the past year, 35% had signed a petition and 17% had participated in an online discussion in the past 12 months. There was a notable increase in the proportion of people who had joined a protest or demonstration from 8% in 2014 and 2017 to 17% in 2020. This reflects an increase across the city in people joining a protest or demonstration (28% of city residents in the 2018 City Wellbeing Survey). This may be explained by the widely attended climate change protests that occurred in 2019.

- One third of residents thought that they understand the rights around urban development and planning for the local area (32%). However, a much smaller percentage felt that they had made a civic contribution by working with others to improve the area (17%) or contributing to shaping Green Square (13%). Related to this, only 22% felt that their thoughts about local issues in Green Square could be heard by people who make a difference and only 18% agreed that there was strong local leadership in the area.

- The majority of residents felt safe or unconcerned in all situations except for walking in Green Square alone after dark, in which circumstance 15% of people felt unsafe or very unsafe. This represents a notable improvement from the 2017 survey when 27% of respondents said that they felt unsafe in the area after dark.

- While the majority (51%) of people feel that most people can be trusted, a notable minority (12%) disagree. These findings are similar to 2017 but indicate a reduction in trust since 2014.

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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 Green Square most commonly used by residents were local cafés and restaurants (94%), local parks (79%) and regional parks (66%). Community or neighbourhood centres were used by 10% of all respondents and 19% of unemployed respondents.

- The most common limitation people experience to socialising with others in the area is time constraints (48% often or all of the time). Other important limitations are difficulty in finding information about social activities (26% often or all of the time), not being interested (23% often or all of the time), and not being confident with strangers (17% 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 (63%) and e-mails (56%). More than half (52%) still preferred to be notified via notice boards in public places and/or in their building. 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, placemaking, land use planning, open space and public domain planning, and local business development. The implications for practice presented here are preliminary and it is expected that City staff will further analyse and apply the survey findings to inform their work going forward. The City intends for the survey to be undertaken on a recurring basis over coming years, to monitor changes to the social fabric over time as the urban renewal area develops.

Implications for community development

Green Square is an area with a large proportion of new residents (72% of survey respondents have lived in the area for 5 years or less[1]), but that majority (70%) plan to remain resident in the area for a number of years. People feel more strongly connected to community at the larger scales of Sydney and Australia than at the local level of the suburb and street, but there is a desire to build more local connections, with the majority (68%) of residents wanting to have more interaction with others who live and work in the area. Private renters and younger people in particular desire more local social connection. Importantly, connection to community at the building scale is higher than at the suburb or street level, and the building scale was the only scale at which sense of community increased between 2017 and 2020. This suggests that community development at the building level is promising, but also that there is room to further develop community connections at the local suburb level. Interventions to encourage social interaction will be needed that engage residents who demonstrated a desire for greater involvement in social interactions but are constrained because of a lack of time and/or knowledge about the opportunities available to them, and a lack of confidence when dealing with strangers.

Implications for civic engagement

Around a third (32%) of residents felt they understood their rights around planning and urban development in the local area, slightly higher than in 2017 (27%). A smaller percentage (17%) felt they had made a civic

[1] Because of the timing of the latest Census in 2016, there is no feasible total population estimate to compare these figures against.

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contribution by working with others to improve the area. One in five felt that their thoughts about local issues could be heard by people who make a difference (22%) and that there was strong local leadership in the area (18%), demonstrating a slight improvement from 2017 (when the figures were 20% and 15% respectively). There is potential for improved engagement amongst residents in the area as demonstrated by their willingness to be engaged in political discussions, with more residents having participated in other research (25%) and signed petitions (35%). There was also a substantial increase in the proportion of people who had joined a protest or demonstration from 8% in 2017 to 17% in 2020. The survey also revealed that relationships between language spoken at home and civic engagement are complex. People who speak a language other than English at home are less likely to be involved in communicating with a local politician or participated in the running of a strata or community title scheme. However, participation in research and council planning processes were equal or higher amongst people who speak a language other than English at home. There were also differences between people who speak a Chinese language and other language at home, with participation in online discussions, attendance at community events and sending letters to the media being higher amongst Chinese speaking residents than those speaking another language at home. In comparison, participation in a protest or demonstration was higher for those speaking English and another language at home compared to Chinese-speaking residents. These observed differences are based on small sample sizes and should therefore be treated with caution. However, they suggest that different strategies may be needed to encourage civic engagement of people who speak a language other than English at home and that different strategies may be more effective for different language groups.

Implications for communications

Aside from time constraints, difficulty in finding information about social activities (26%) was the second most common limitation given by residents to socialising with others in the area. Barriers to participate in community activities were more pronounced among people speaking languages other than English at home. However, there are some interesting differences when comparing people speaking a Chinese language at home and people speaking another language at home, notably that people speaking a Chinese language are more likely to say that they are not confident with strangers, not interested in getting involved and have difficulty accessing facilities or venues, but are less likely to say that they do not feel welcome than people speaking another language at home.

Residents would like to receive information about social activities through social media (63%), e-mails (56%), noticeboards in public places and their buildings (52%) and websites (36%). 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, preferences for information differ greatly by age and language spoken at home. People aged over 50 were much less likely to want to receive information via social media (36%). However, e-mailed community newsletters were a more popular option amongst people over 50 (56%). People speaking a Chinese language at home are more likely to want to receive information via social media, noticeboards in public places or their building, websites, at the local community centre or library and in local newspapers and businesses and less likely to want to receive this information via word of mouth than both people speaking English and those speaking other languages at home. 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

The majority of residents (90%) agreed that the area is a good place to live. This proportion has changed little since the 2014 and 2017 surveys and did not change before and after the introduction of the Covid-19 restrictions. This suggests that a high level of satisfaction with the area. However, people felt more strongly connected to Australia, Sydney and the inner city and surrounds than to their local area, street or building. Respondents to the 2020 survey were less connected to the communities at different scales than in 2017,

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with the exception of the building scale. As there is a relationship between length of residence and community attachment, this likely reflects the high proportion of residents who have lived in the area for less than six years, but nevertheless suggests that there is potential for further community development at the local scale.

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 on the area and its overall density. Many people were also concerned about heavy traffic (48%) and parking (31%). However, while improvements to traffic management and public transport were the most important improvements residents wanted to see in 2017 (mentioned by 49% and 50% of resident respectively), in 2020 they remained important (mentioned by 43% and 43% of residents respectively) but were no longer the most commonly mentioned improvement. This likely reflects the gradual maturity of Green Square as a neighbourhood, where most hard infrastructure is now in place. More than half (58%) of residents travel to work or study using public transport and almost half (47%) of people said they moved to the area because of the proximity to public transport, 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, evening activities and public transport that connects to more parts of the city, while older people were more likely to desire landscaping in streets and parks a greater variety of retail shops and improved traffic management.

Implications for open space and public domain planning

Parks and public spaces are significant locations for social interaction in Green Square and heavily used by residents. After cafes and restaurants, local (79%) and regional (66%) parks were the most commonly used local facilities. This could influence local land use planning and infrastructure development in Green Square 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, demonstrated by the higher proportion of unemployed people making use of community centres (19%) compared to the population as a whole (10%).

Implications for local business

The most common places where people socialise with others in Green Square is cafes, restaurants and/or pubs (52%) and incidental interaction also commonly occurs in these places (52%). Cafes and restaurants are also the most commonly used services and facilities (94% of residents). Such businesses are therefore playing an important social role in the area, and two-thirds of residents (65%) said that they would like to see a wider variety of cafes, restaurants and bars in the area in the future. This suggests that the ideal of mixed-use development encouraging greater social interaction is supported by the findings in this case and has implications for development application planners who are making decisions about new businesses in the area.

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Introduction

Green Square is the largest urban redevelopment project in the southern hemisphere (COS 2017a:84). It is also one of the fastest growing areas in Sydney. According to the City of Sydney, 30,500 new residential dwellings are being built in the area and by 2036, Green Square is expected to have a total of 61,000 residents (COS 2020).

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

The City of Sydney has a high-level vision for Green Square: it will be a vibrant sustainable and connected community in which to live and work (COS 2020). In order to support resilient and inclusive local communities, the City is working to ensure that residents and workers in Green Square have the facilities, resources, capacity and confidence to adapt to changing circumstances (2017c, Strategic Direction 6).

So that the City of Sydney can identify how it might best support communities' social wellbeing associated with environmental, economic and social changes, it is essential to collect information about the experiences and desires of residents and workers. This includes their satisfaction with, and feelings of attachment and belonging to, the places they live and work, the nature of their social interactions and social cohesion, and their plans and desires regarding their local areas. To this end, this report presents the results of a community survey of residents and workers in the Green Square Urban Renewal Area in Sydney, Australia.

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

Research aims

The aim of this research was to develop a survey tool for on-going assessment of social interactions and social cohesion[2] 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.

Green Square

The Green Square urban renewal area covers 278 hectares, including a 14-hectare town centre that includes a library, public plaza, community park, creative hub and childcare centre (COS n.d.). Green Square includes the suburbs of Beaconsfield and Zetland and parts of Rosebery, Alexandria and Waterloo (see Figure 1).

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

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Figure 1: Map of Green Square Urban Renewal Area

Source: City of Sydney 2014

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

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

As the renewal progresses, newly refurbished public spaces and new community facilities are gradually introduced. In the last 2-3 years, these include a new town centre, a new library and community centre, updates to the Green Square train station and bus interchange, including improved access from the train station to the new residential towers and commercial, retail precinct.

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Background

Key points

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

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

Because of their significance for urban development overall, both local and state governments want to understand how well these urban renewal areas are performing. This includes their performance in 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 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.

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

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[3] 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).*

[3] 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)

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

Social sustainability

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

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

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

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

The City of Sydney has set out a vision for a socially sustainable Sydney as a city for all – a socially just and resilient city that offers all people opportunities to fulfil their potential and where people have a shared commitment to the wellbeing of their community (COS 2016a). The City's Social Sustainability Policy (COS 2017a) further defines this as a city that is inclusive and equitable, connected, liveable and engaged.

The neighbourhood as a site of social interaction and social cohesion

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

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

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

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

While community should not be thought of as entirely place-based, place and specifically neighbourhood of residence does continue to play a significant role in people's lives, sense of belonging and wellbeing.

The importance of local social networks to individuals' and societies' wellbeing and resilience is a key focus of current dialogue on approaches to strengthening community resilience at a neighbourhood level (Rockefeller Foundation 2017). Indeed, discussions about the impact of globalisation on the importance of local communities have recognised that while globalisation encourages broader social networks, it may also make familiar landmarks of the neighbourhood "take on greater significance as sources of comfort and security" (Forrest & Kearns 2001:2129). Recognition that local places are still important in a globalised world leads Forrest and Kearns (2001:2130) to argue that "the local neighbourhood remains important as a source of social identity but there are many other sources partly dependent upon our individual and collective time-geographies and action-spaces". We agree that local places are important, but must be considered within the broader social context, as people have social ties that extend beyond the neighbourhood.

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

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

Despite this extensive research on social interaction and cohesion, relatively little research on social interaction and social cohesion has been undertaken in urban renewal areas that have been built not in previously disadvantaged areas, but rather in brownfield areas previously dominated by industrial uses. A notable exception is research undertaken in Finland by 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.

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The results of this Green square community survey provide valuable context-specific information to assist with similar in-depth understanding of the relationship between density and social sustainability in the Green Square area.

Social interaction and cohesion

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

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

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

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

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

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

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

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

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

An example of this work is Jenson's (1998) five dimensions (indicators) of social cohesion, which have been adapted and expanded upon by numerous authors. These are: belonging, inclusion, participation, recognition and legitimacy. Whilst these are useful starting points for exploring social cohesion, they do not

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define the concept or encapsulate it. More recently Jenson (2010) has developed her conceptualisation of social cohesion to recognise that it is a "hybrid" concept in the sense described by Bernard (1999:2):

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

Kearns and Forrest (2000) identify five dimensions of social cohesion, which are all linked to each other and play out at different scales, from the neighbourhood to the city and beyond. These are:

i) common values and a civic culture
ii) social order and social control
iii) social solidarity and reductions in wealth disparities
iv) social networks and social capital, and
v) territorial belonging and identity.

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

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

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

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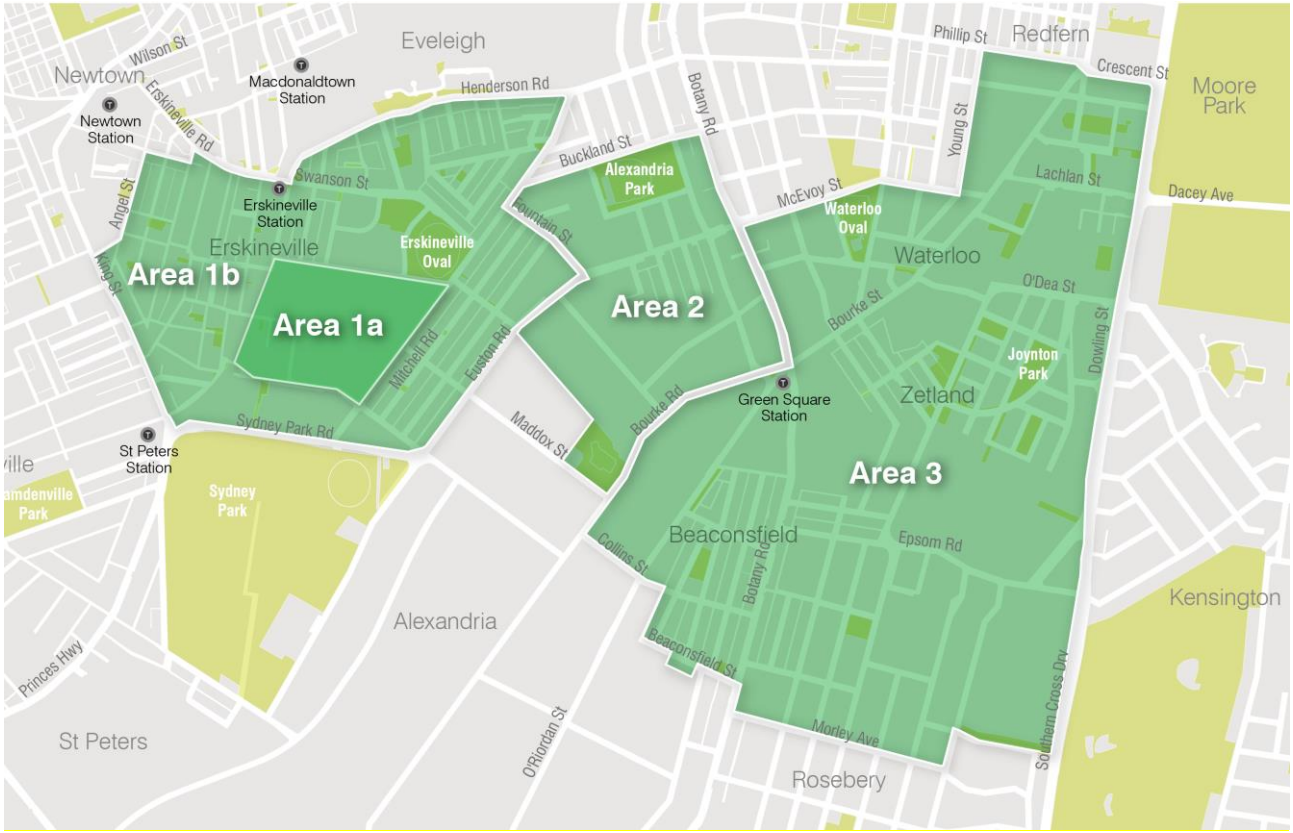
Survey development

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. There have been four surveys conducted to date in Green square, including a pilot survey (2013), and two full surveys (2014 and 2017) prior to the 2020 survey presented here.

The pilot survey and 2014 survey focused on the Green Square urban renewal area. In 2017, the survey boundaries were extended to include the Ashmore Precinct and surrounding area. The map below shows the wider survey area. This report reports on the data only for residents within the Green Square urban renewal area (areas 2 and 3 in Figure 2). A separate report on the survey findings for the Ashmore Estate Precinct and surrounding area (areas 1a and 1b in Figure 2) is available at unsw.to/MyPlace2020 (Easthope et al. 2020).

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



Survey design

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

The survey focuses on the attitudes and behaviours of residents and workers. Information collected can be used to assess existing usage of services and facilities and plan for new services and facilities provided by local councils in 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

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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 Green Square, 732 resident responses were classed 'Before Covid-19' and 372 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.

Survey promotion

Promotion for the 2020 survey commenced on 24 January when the online survey went live (as detailed in Table 1), 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. Residents were directed to collect hard copies of the survey in Simplified Chinese from their local libraries (see Figure 3) or to complete the survey online.

Figure 3: Survey promotion at Green Square Library (credit: Deirdre Coffey)

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 4), and asked for a survey link to be emailed to residents in any email databases.

Figure 4: Survey promotion in residential building lobby (credit: Victor Lin)

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

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copy surveys from their local libraries. Despite this, we received 1,104 responses from residents and 177 from workers in Green Square.

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 (2,000+ followers) advertised the survey on 11 February, and another from paid/boosted City of Sydney Facebook posts between 22 and 24 March.

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.

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 a 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 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, 1,104 people (95%) lived in Green Square and 177 (16%) worked in Green Square at the time of the survey (see Table 2). These figures do not sum to 100 per cent as 124 of the respondents both lived and worked in Green Square. It is likely that many of these worker respondents were people working from home.

The 2020 Green Square resident sample (1,104 people) compares to sample sizes for Green Square residents in the 2014 and 2017 surveys of 288 and 989 respectively.

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Table 2: Total resident and working population in Green Square

	Population	Survey response	Survey response as a proportion of total population	Confidence interval at 95% confidence
Total resident population	32,910	1,104	3.4%	2.90
Total working population	12,614	177	1.4%	7.31

Sources: resident data: ABS Estimated Resident Population 2019 (id n.d.); worker data: City of Sydney Floor Space and Employment Survey (2017)

Residents

Appendix 3 Demographic characteristics of resident survey respondents 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 5). In order to correct for this bias in the survey sample when compared to the total population, a weighting was applied to the survey results. This gives more weight to the responses given by people in under-represented age groups (in this case 18-29-year olds) and less weight to the responses given by people in over-represented aged groups. The weight is applied on the assumption that people with different demographic characteristics are likely to respond to questions differently. Once the weight for age was applied, this also partially corrected the biases in the survey sample relating to tenure, employment status, household type and household income. Compared to the population at the time of the last census (2016), the weighted survey results for residents are representative in terms of dwelling type, household type (with the exception of an over-representation of couples and under-representation of people living in share houses). There was an under-representation of private renters (45% of survey respondents compared to 61% in the census), an under-representation of men (39% in the survey and 51% in the census) and an under-representation of people speaking a language other than English at home (19% in the survey compared to 45% in the last census). The full survey results, including all information collected about survey participants, are presented in Appendix 5.

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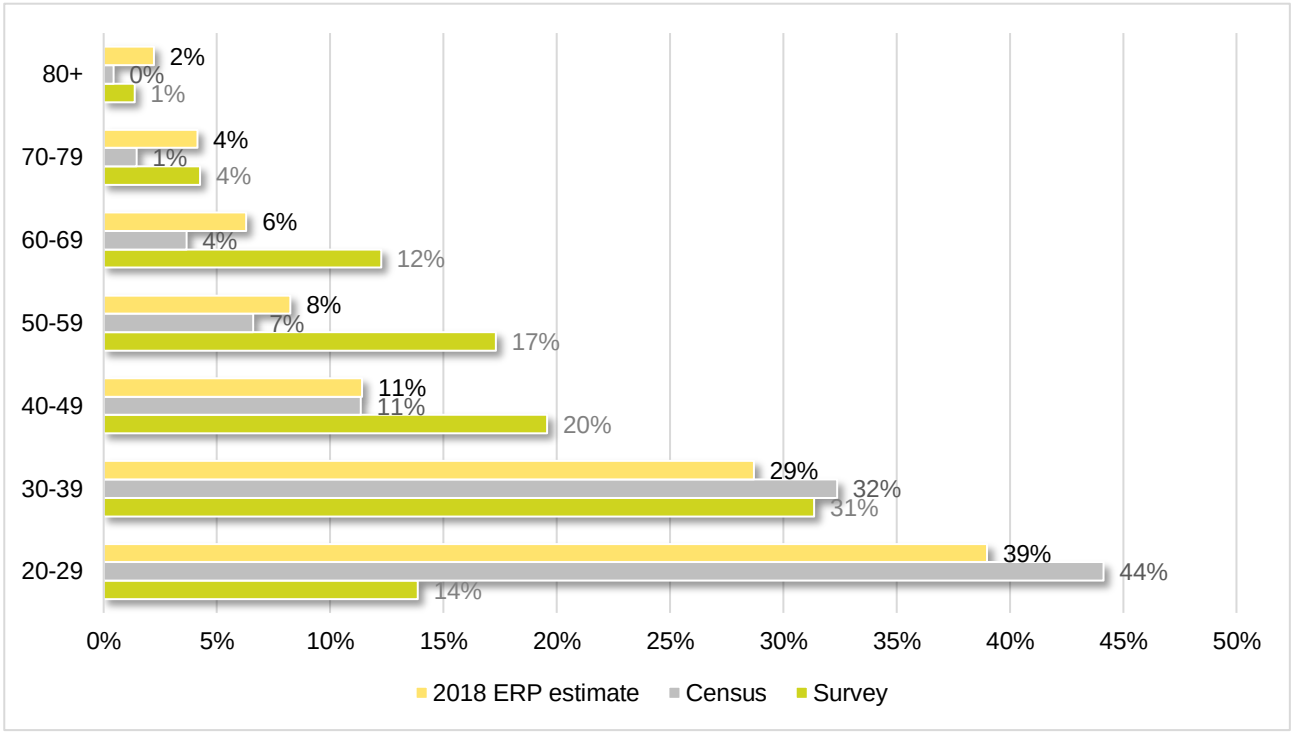
Figure 5: Age of 2020 survey respondents compared to age of total adult population from 2016 Census and 2018 ERP population estimate



Source: ABS (n.d.)

When reporting on residents' responses to the survey, confidence intervals for the survey are 2.90 at 95% confidence at 50% based on a total population of 32,910. 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 47.1% and 52.9% of all residents in the Green Square urban renewal area would have responded in that way. Confidence intervals improve when the percentage response is greater than 50%. For example, if 75% of residents who completed the survey answered the question in a particular way, then we can be 95% sure that between 72.49 and 77.51 of the total residential population of the area would have responded in this way (i.e. the confidence interval is 2.51 at 95% confidence at 75%).

Thus, with the weighting for age applied, the results for residents of Green Square can be understood as broadly representative of the total resident population of Green Square, with a margin of error in responses of 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.

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Workers

Comparing the working survey responses to the total working population in the area (see Table 2), 0.7% of the working population in Green Square completed the survey.

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

When reporting on workers, the confidence interval for the survey is 9.04 at 95% confidence at 50%. Because of the response rate for workers and associated confidence intervals*, the results for workers should not be considered representative of the total population of workers in Green Square*. However, the findings from workers are still of interest and provide an indication of some of the experiences of workers in Green Square. Appendix 4 provides a summary of all the survey findings for workers.

Summary

In summary, 1,104 residents and 177 workers completed the survey in Green Square (124 respondents both lived and worked in Green Square). The survey results reasonably reflect the total residential population (with a margin of error of less than 3%) once a weighting has been applied to correct for a bias in the age of respondents. However, the survey results for workers have a higher degree of error (around 9%) and as such should not be considered representative of the total working population of the area.

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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 5.

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 6 Comparative survey results for benchmarking.

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

Resident wellbeing

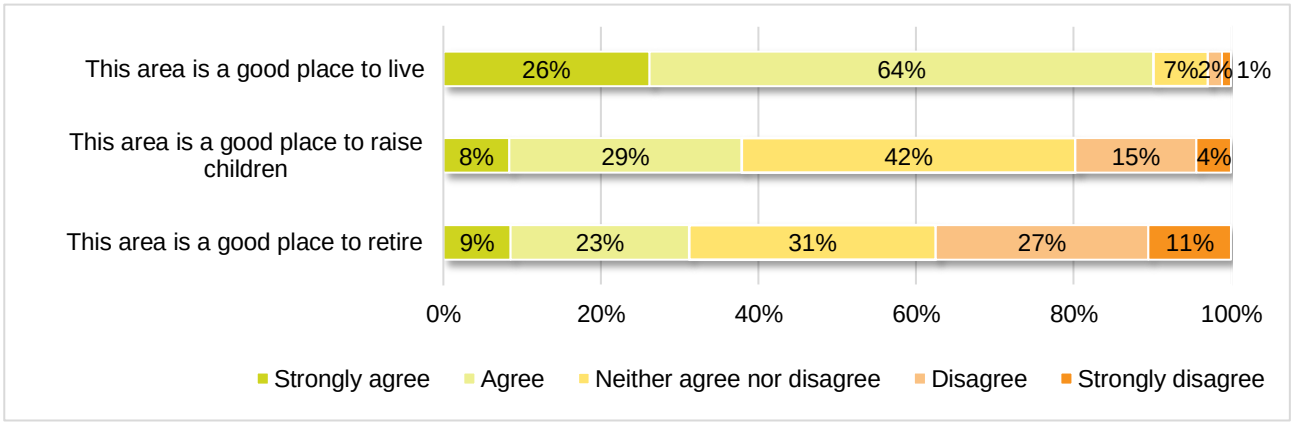
This section presents findings of the survey regarding satisfaction with the area, feelings of attachment and belonging and people's plans and desires regarding the area.

Satisfaction with area

Survey respondents were asked three direct questions about their satisfaction with the Green Square area. As can be seen in Figure 6, the vast majority of residents (90%) agreed that the area was a good place to live, while only 3% disagreed (7% neither agreed nor disagreed). However, when asked about whether Green Square was a good place for children and retirees, fewer respondents agreed (37% regarding children and 32% regarding retirees).

Key finding: *The majority of residents (90%) agreed that the area was a good place to live, but fewer agreed that it was a good place to raise children (37%) or retire (32%). Two-thirds of people (62%) in households with children agreed the area is a good place to raise children and the majority of people aged over 50 (61%) think the area is a good place to retire.*

Figure 6: To what extent do you agree with the following statements? (n = various, 1091-1099)



These findings in the 2020 survey are very similar to those in the 2017 and 2014 surveys (see Figure 7 and Figure 8).

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Figure 7: 2017 Survey Results for To what extent do you agree with the following statements? (n = various, 983-989)

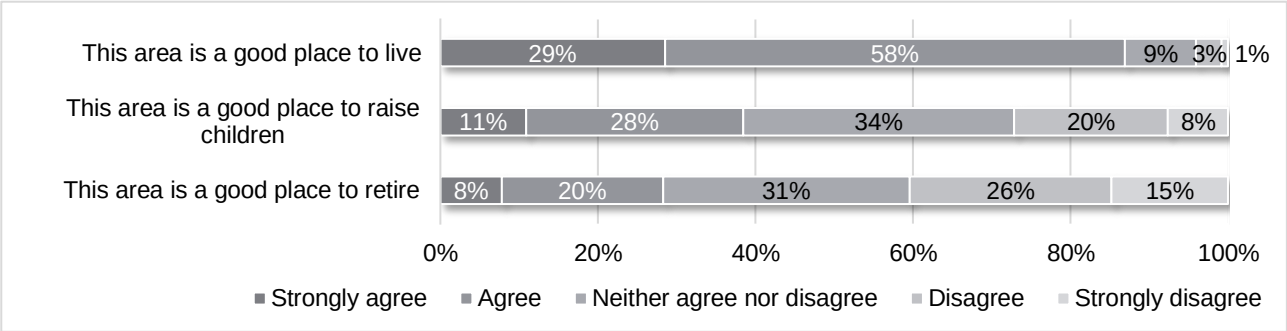
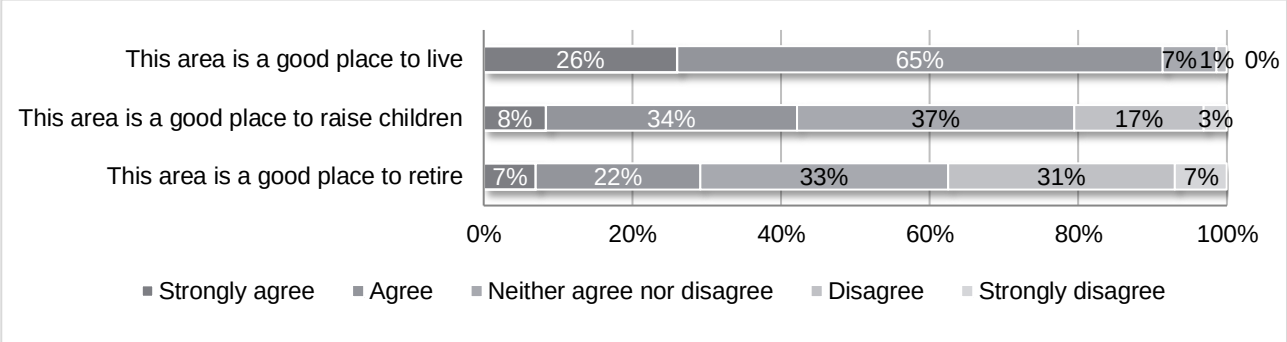
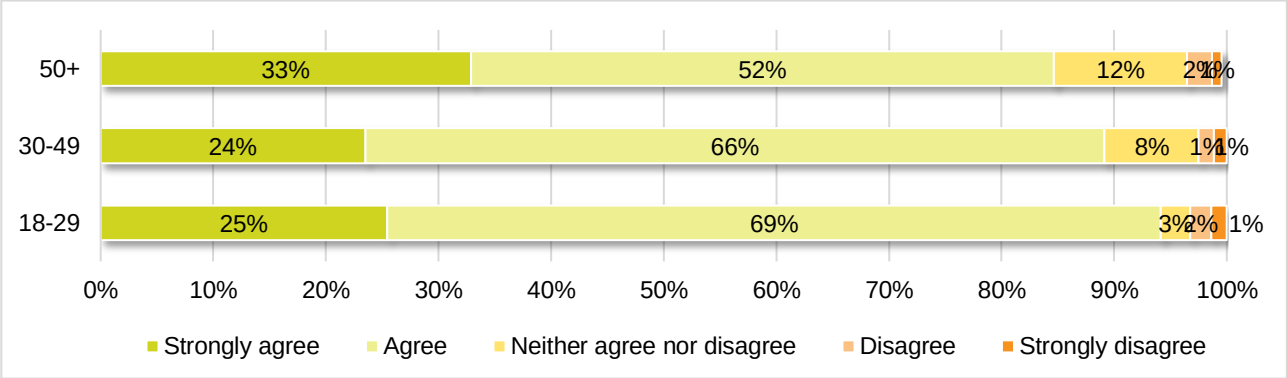


Figure 8: 2014 Survey Results for To what extent do you agree with the following statements? (n = various, 282-288)



In the 2020 survey, when responses to the statement 'the area is a good place to live' were compared with the ages of respondents, there was a significant relationship by age[4], with more younger people (94% of 18-29 year olds and 90% of 30-49 year olds) agreeing with this statement than people in older age groups (85% of people aged over 50). However, more over-50-year-olds strongly agreed with this statement than people in younger age groups (see Figure 9).

Figure 9: 'This is a good place to live' responses by age group (n18-29 = 428, n30-49 = 442, n50+ = 228)



[4] χ^2 (2, N = 1098) = 16.04, p <.001

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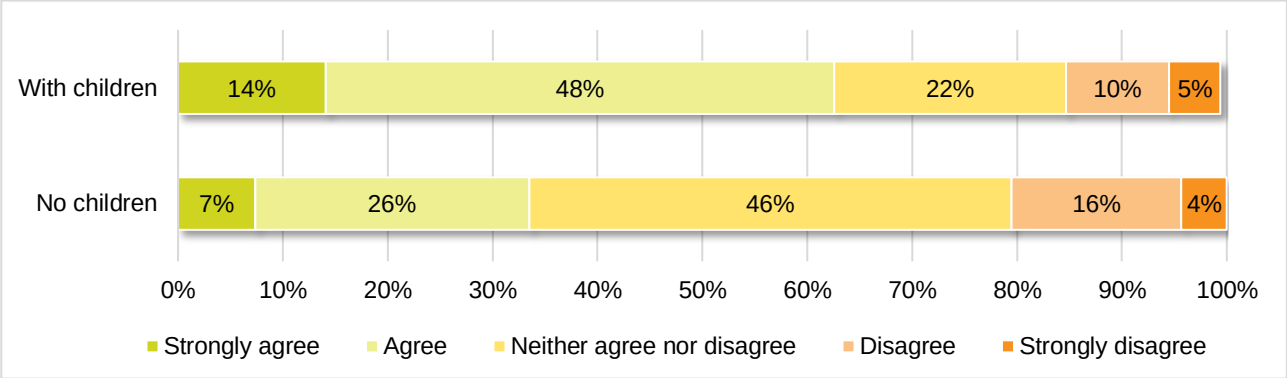
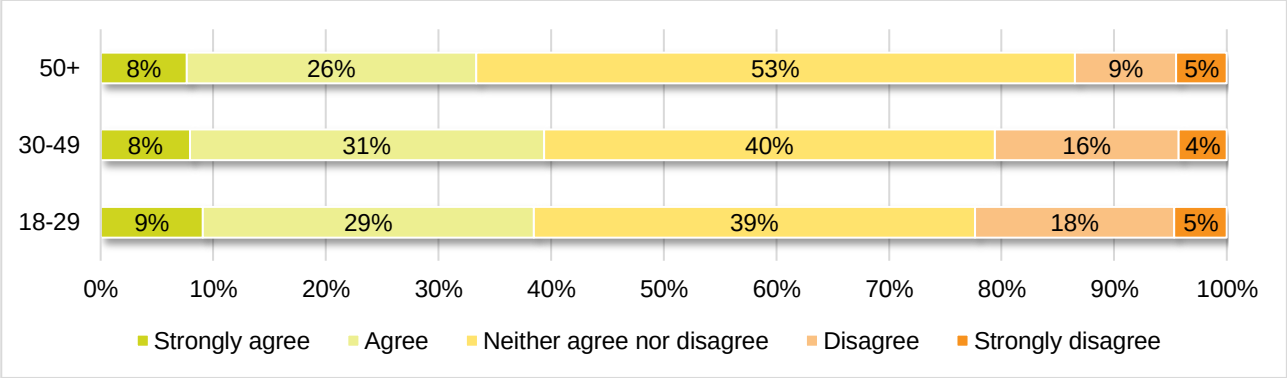
When responses to the statement 'this area is a good place to raise children' were compared with whether respondents lived in a household with children, there was a significant relationship[5] between household type and response, with more households with children (couple families plus children and single person plus children) agreeing with this statement than people in households without children (couple no children, single person and other)[6]. Over half (62%) of those respondents living in the area with children believe the area is a good place to raise children with 15% disagreeing (see Figure 10).

Figure 10: 'This area is a good place to raise children' responses by presence of children (nWith children = 163, nNo children = 926)



There was no significant difference between age groups on agreement that the area is a good place to raise children, with only 34% of people aged over 50 agreeing with this statement compared to 38% of people ages 18-29 and 39% of people aged 30-49 (see Figure 11).

Figure 11: 'This area is a good place to raise children' responses by age group (n18-29 = 429, n30-49 = 443, n50+ = 222)



There were significant differences[7] in the response to the statement 'this area is a good place to retire' by age. While only approximately one-third of people agreed that the area is a good place to retire or raise children; 61% of those aged over 50 agreed that it was a good place to retire (with 18% disagreeing), and 62% of those living in a household with children agreed that it was a good place to raise children (with only 15% disagreeing; see Figure 12).

[5] χ^2 (1, N = 1089) = 50.68, p <.001

[6] Responses for people 'living with other family members' excluded as unable to determine whether children are present in those households.

[7] χ^2 (2, N = 1097) = 127.105, p <.001

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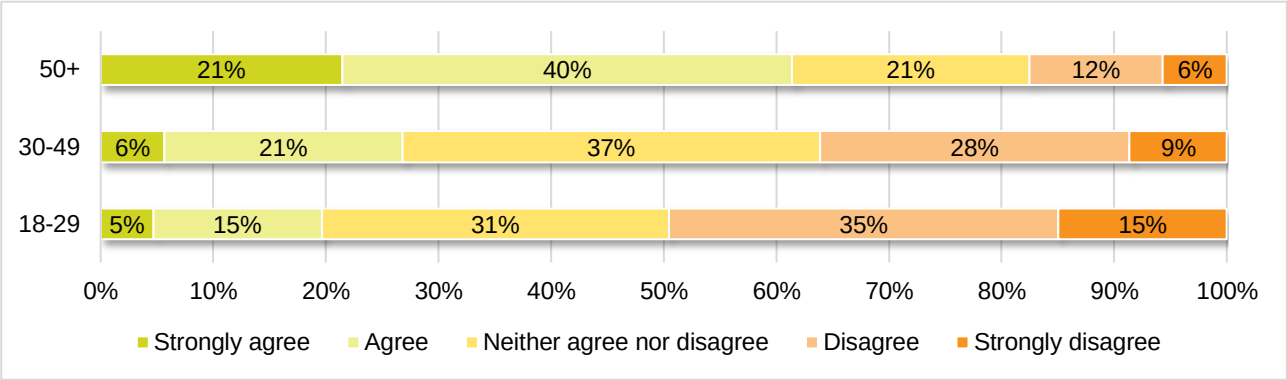
Figure 12: 'This is a good place to retire' responses by age group (n18-29 = 428, n30-49 = 440, n50+ = 228)



Responses before and after the Covid-19 lockdown were similar in response to the statements 'this area is a good place to live (90% before, 91% after agreed), this area is a good place to retire (32% before, 30% after) and this area is a good place to raise children (37% before and 40% after).

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 13). The most commonly selected reason for moving to the area was proximity to the Sydney CBD (70% of residents). Related to this, employment nearby (27%) and access to a university (12%) were also noted as important reasons for living in the area.

In addition to the convenient location of the area, a number of property-related factors were also noted as important by some respondents, including the availability of an appropriately sized property (43%), property purchase affordability (28%) and competitive rent (15%).

Lifestyle factors were also important for two-fifths of respondents (40%), and related to this, the attractive environment (32%), access to recreational and leisure facilities (24%) and good facilities and services (39%) were important. These results are very similar to those of the 2017 survey, with one notable exception: the availability of appropriately-sized property was much more important in 2020 than 2017 (see Figure 13).

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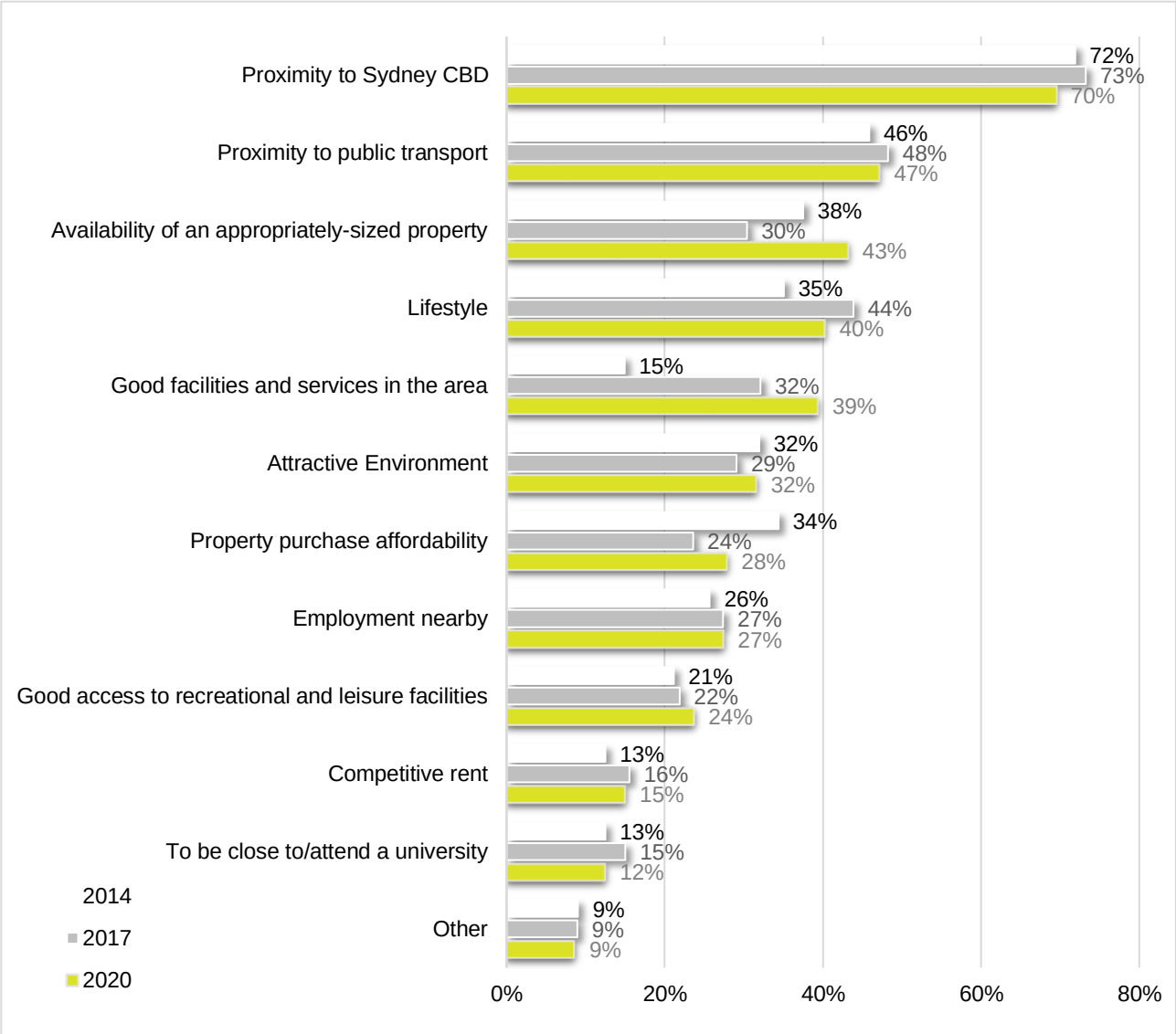
Figure 13: Why did you move to Green Square? Responses from 2017 and 2014 survey (n = 1105 in 2020, 997 in 2017, n = 288 in 2014)



Key finding: *The most commonly selected reasons for moving to the area were proximity to the Sydney CBD (70%) and proximity to public transport (47%). These were also the most commonly mentioned reasons in 2017 and 2014. However, the third most common reason in 2020 was availability of an appropriately sized property (43%), while it was 'lifestyle' in 2014 and 2017.*

Directly addressing the question of satisfaction with the area, survey respondents were asked what they liked the most and the least about living in Green Square. As indicated in Figure 14, the most common thing that people liked about living in Green Square was that it was close to the Sydney CBD, and a convenient location (82% and 73% respectively). Many people also indicated access to public transport as a benefit of living in the area (58%). Regarding public space, many people indicated being close to green space and parks as a benefit (47%).

People also indicated the positive atmosphere or feel of the area, with one-quarter indicating that it is quiet and peaceful (27%) with a community feel (22%), while others thought it was an urban (24%) or up and coming area (30%). Related to this, the restaurant and café culture in the area was also singled out by many as a particular advantage of the area (41%). 'Other' open answer responses included positive comments

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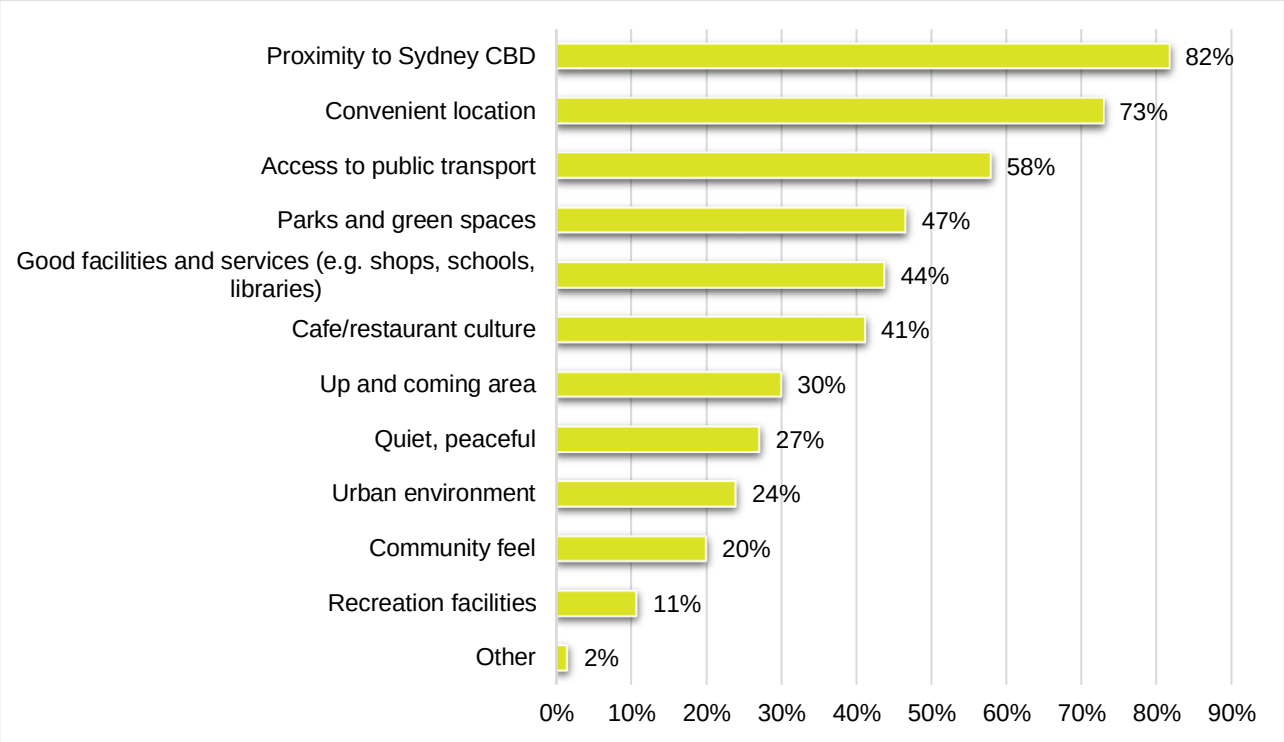
about the people (culture, welcoming), the fact it is a pet-friendly area, and its pedestrian and cycling infrastructure.

Key finding: *The things people most commonly said that they liked about living in Green Square were the proximity to the Sydney CBD (82%), convenience of the location (73%), access to public transport (58%), and parks and green spaces (47%). People also liked that there are good facilities and services like shops and schools in the area (44%).*

Figure 14: What do you like the most about living in the area? (n = 1105)



The aspects of living in Green Square that people like the most are very similar across all household types, with proximity to the Sydney CBD, the convenient location and access to public transport being the top three most important characteristics of the area for singles, couple, families with children and other households (Figure 15).

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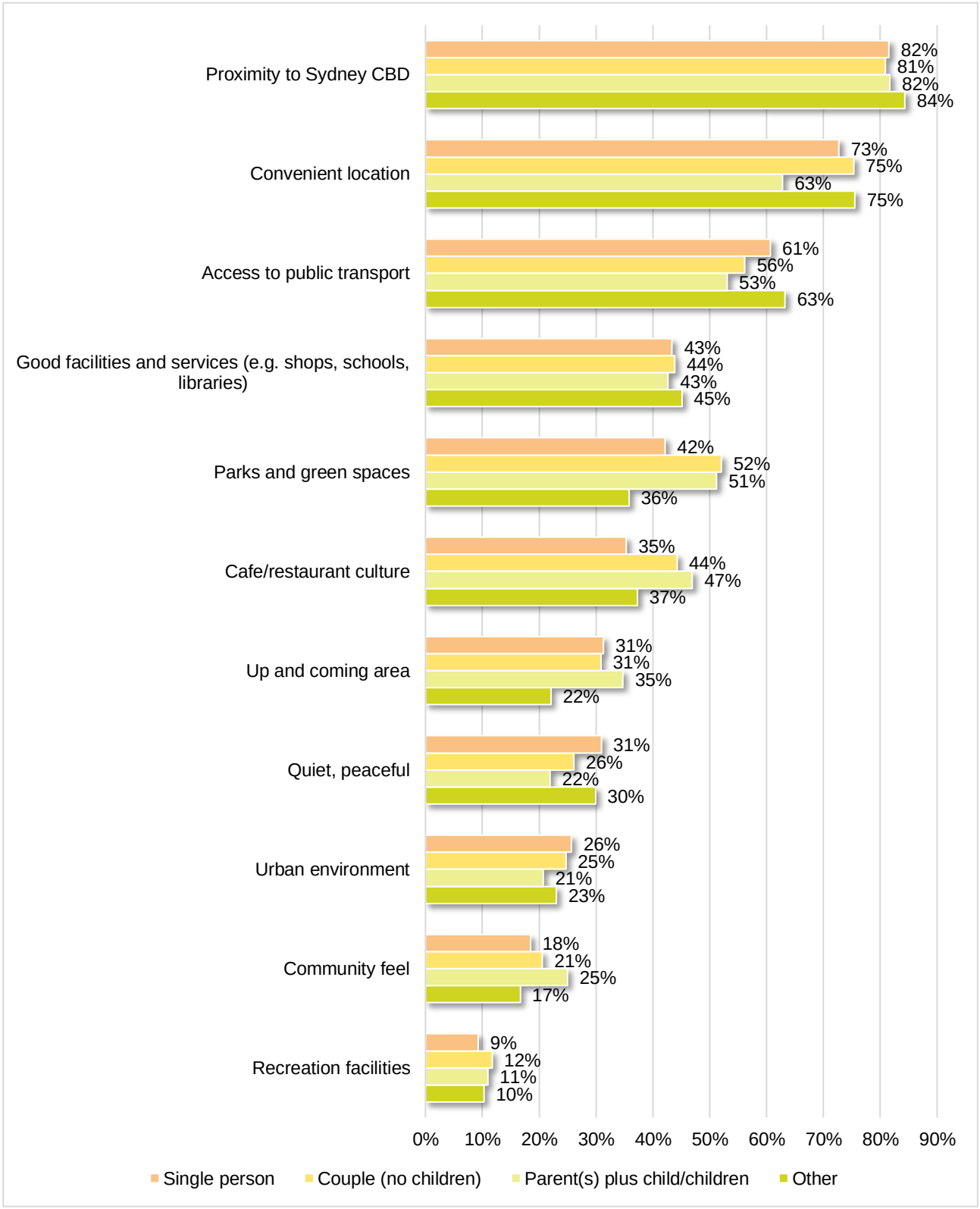
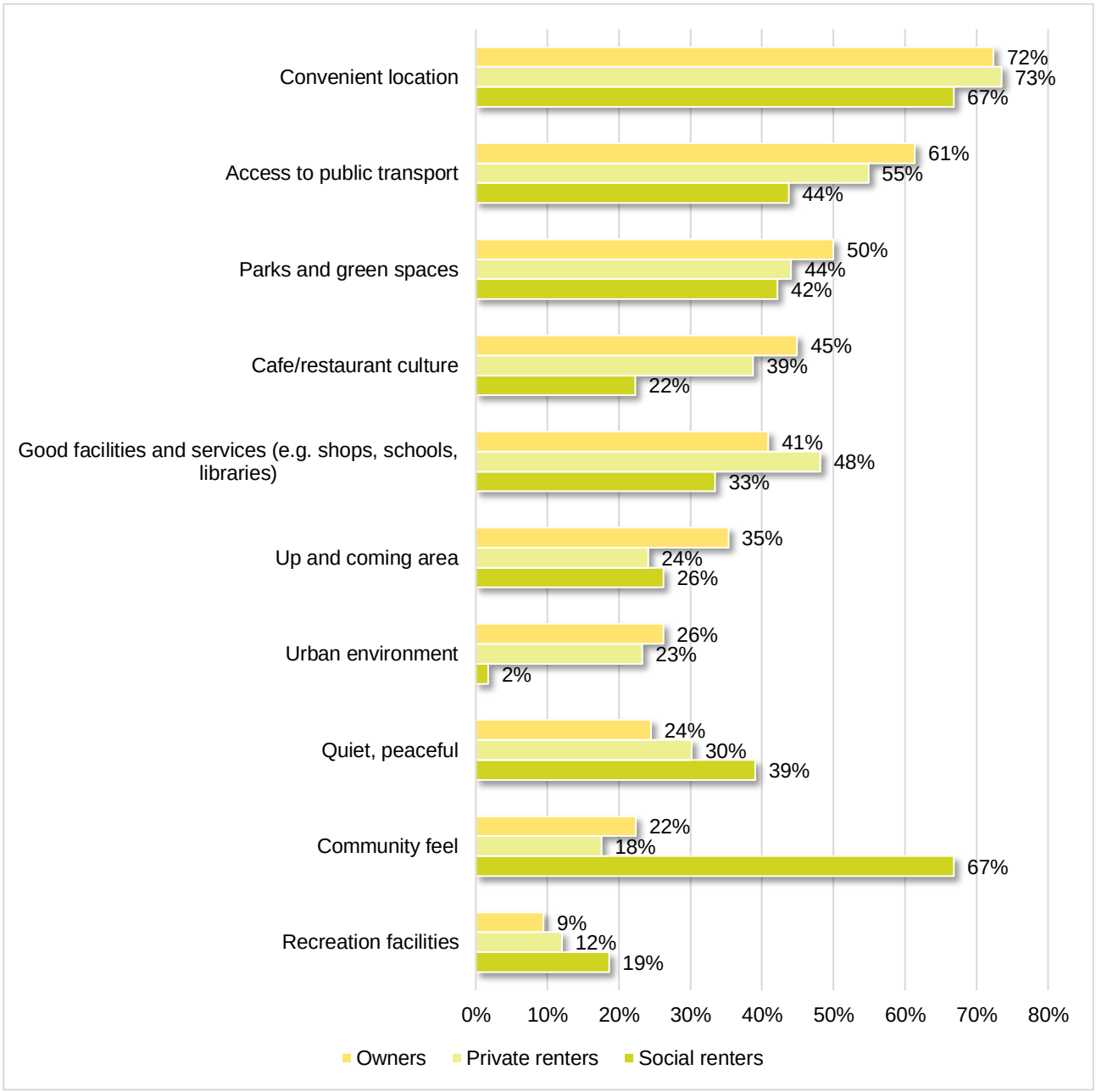
Figure 15: What do you like the most about living in the area? (nSingle person = 249, nParent(s) with children = 164, nCouple = 486, nOther = 204)



The aspects of Green Square that people like the most are also similar across tenures (Figure 16), with convenience of location, access to public transport and parks and green spaces being important for all groups. However, the community feel of the area was much more commonly mentioned by social renters (67%) and good facilities and services were mentioned more often by private renters (48%) than parks and green spaces (44%).

Figure 16: What do you like the most about living in the area? (nOwners = 572, nPrivate renters = 490, nSocial renters = 28[8])



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

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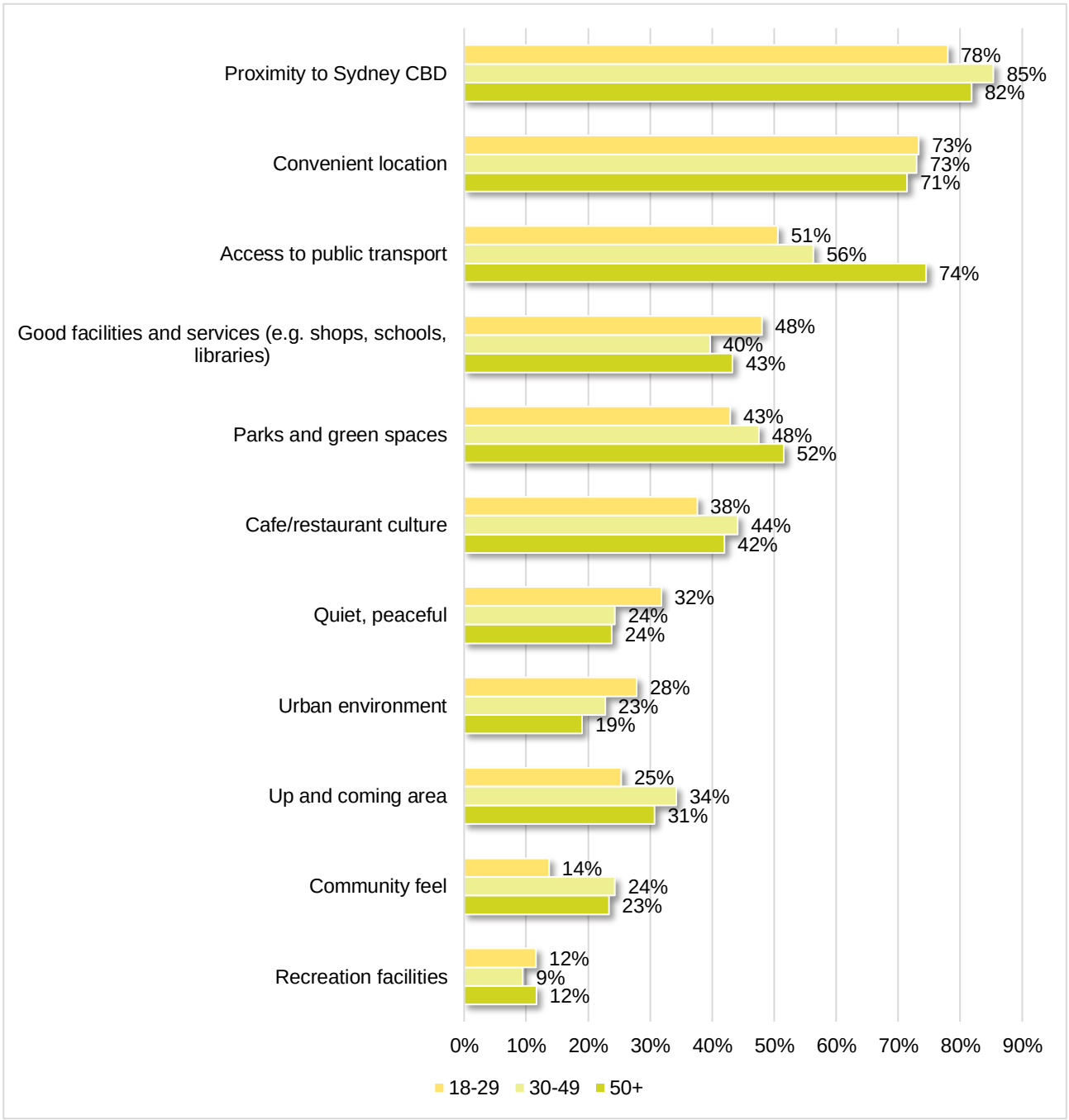
What people like the most is also similar across age groups (Figure 17), but with notable differences in the importance placed on access to public transport by people aged over 50 (74%) as well as differences between those in the younger age groups in the importance of the community feel of the area (more commonly mentioned by those over 30) and the quiet and peaceful nature of the area (more commonly mentioned by those under 30).

Figure 17: What do you like the most about living in the area? (n18-29 = 431, n30-49 = 444, n50+ = 231)



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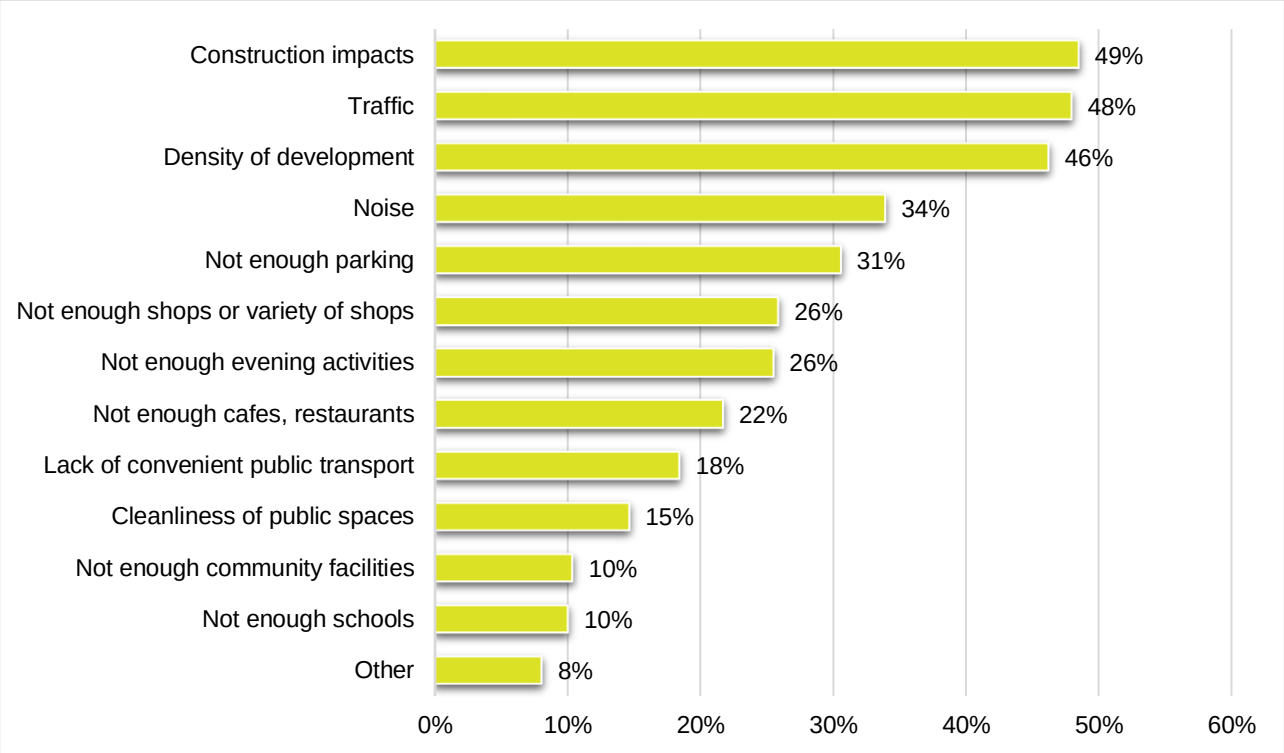
The most common thing that people indicated when asked what they liked the least about living in Green Square related to urban planning and development (see Figure 18). Most responses related to concerns about overdevelopment, such as construction impacts (49%) and density of development (46%). Almost half (48%) were also concerned about heavy traffic and congestion. Related concerns include noise disturbance in the area (34%), and not having enough parking (31%). Concerns about services and facilities included not enough shops or variety of shops (26%) and not enough evening activities (26%).

Figure 18: What do you like the least about living in the area? (n = 1105)



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

> *The area around Green Square station stopped developing after the library was built. It would be great if the council could finish developing the parks etc. in that area instead of leaving it chained up.*

> *Lack of infrastructure for booming population and government preference for car traffic and congestion over public transport.*

> *Lack of soul - urban apartment, no high street.*

> *Aircraft, traffic and pollution.*

Other open responses covered dislike for certain groups of people (transient residents, renters, public housing tenants, by ethnicity), not enough parks and green space, poor conditions for pedestrians and cyclists, concerns about road planning decisions, unaffordable housing and/or services, concerns about public safety and crime, and disruption caused by many dogs (safety, noise, mess).

Some people also wrote answers indicating the types of community facilities that they would like to have access to in the area. These included community halls with stages, community gardens, an active senior centre, indoor spaces that can be used by groups, and places to worship.

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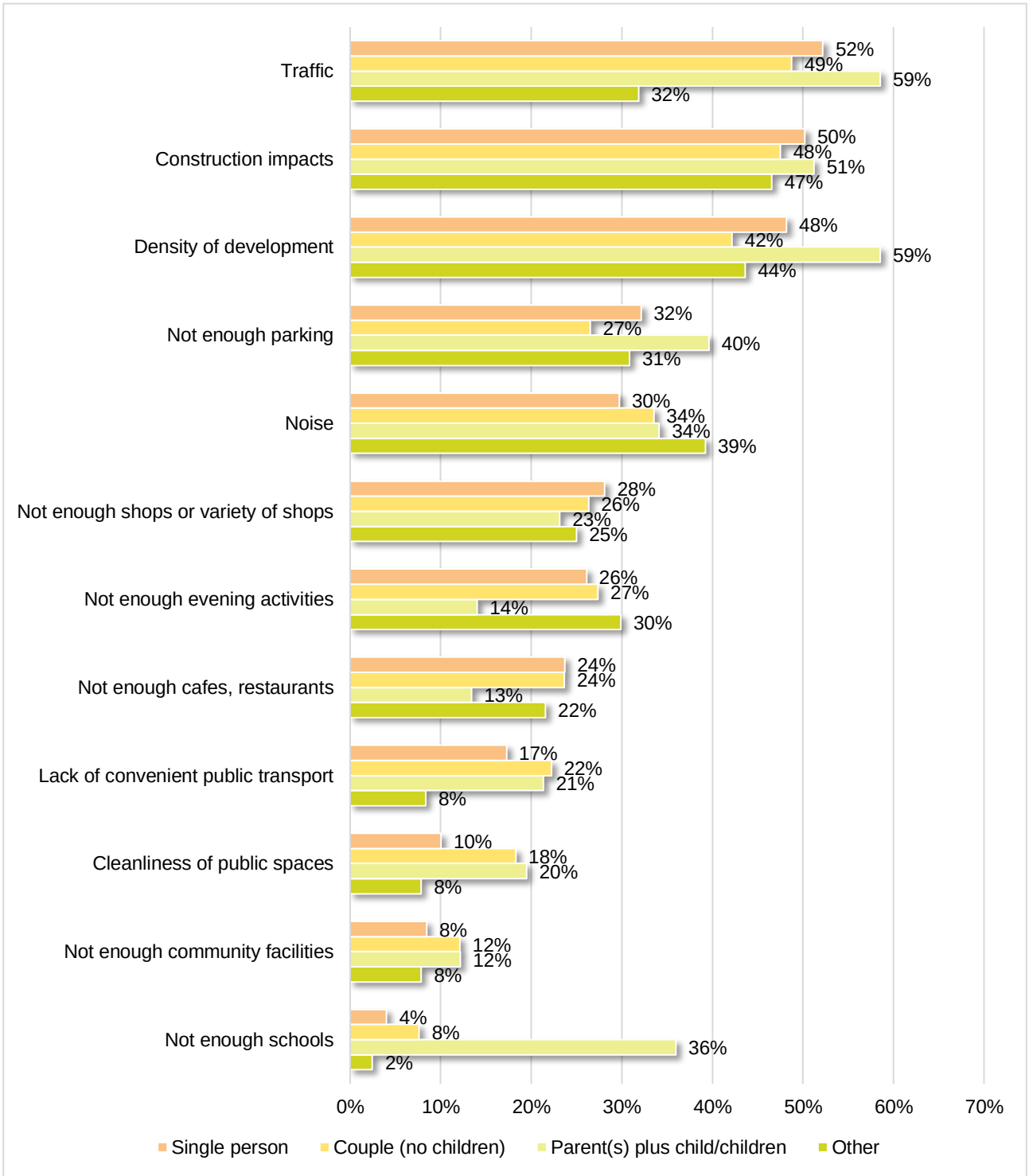
Key finding: *The things people most commonly said that they disliked about living in Green Square related to the impacts of construction on the area (49%) and its overall density (46%). Many people were also concerned about traffic (48%).*

Responses to the question of what people like the least about living in the area differ between different types of households (Figure 19). Notably, families with children are more concerned about traffic, density of development not enough schools in the area.

Figure 19: What do you like the least about living in the area? (nSingle person = 249, nParent(s) with children = 164, nCouple = 486, nOther = 204)



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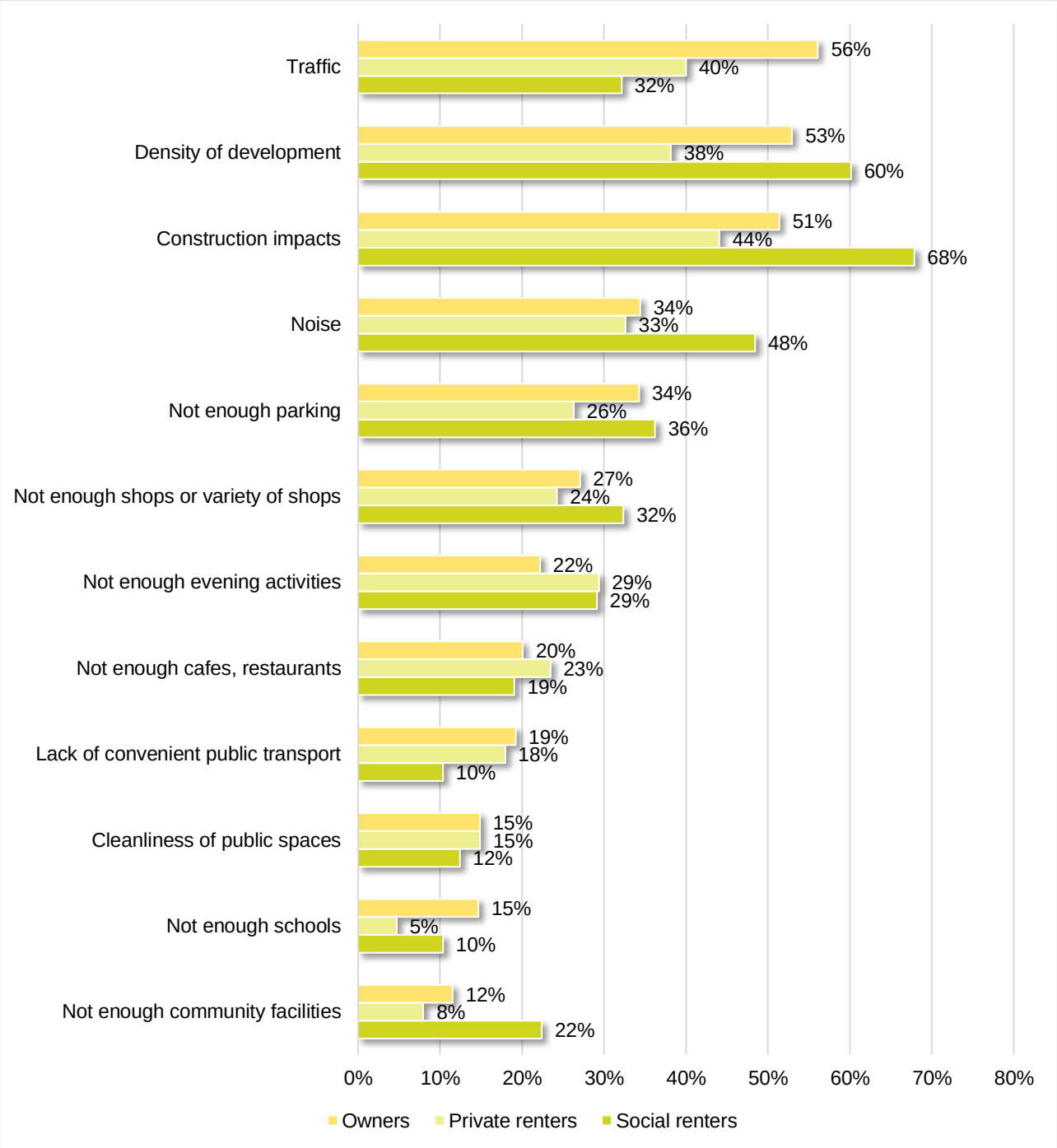
Responses also differed by tenure (Figure 20). Notably, owner occupiers were more likely to mention traffic (56%) than private or social renters, and social renters were more likely to mention construction impacts (68%) and density of development (60%) and noise (48%) than either owners or private renters. Social renters were also more likely to mention insufficient community facilities (22%) than owners (12%) or private renters (8%).

Figure 20: What do you like the least about living in the area? (nOwners = 572, nPrivate renters = 490, nSocial renters = 28[9])



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

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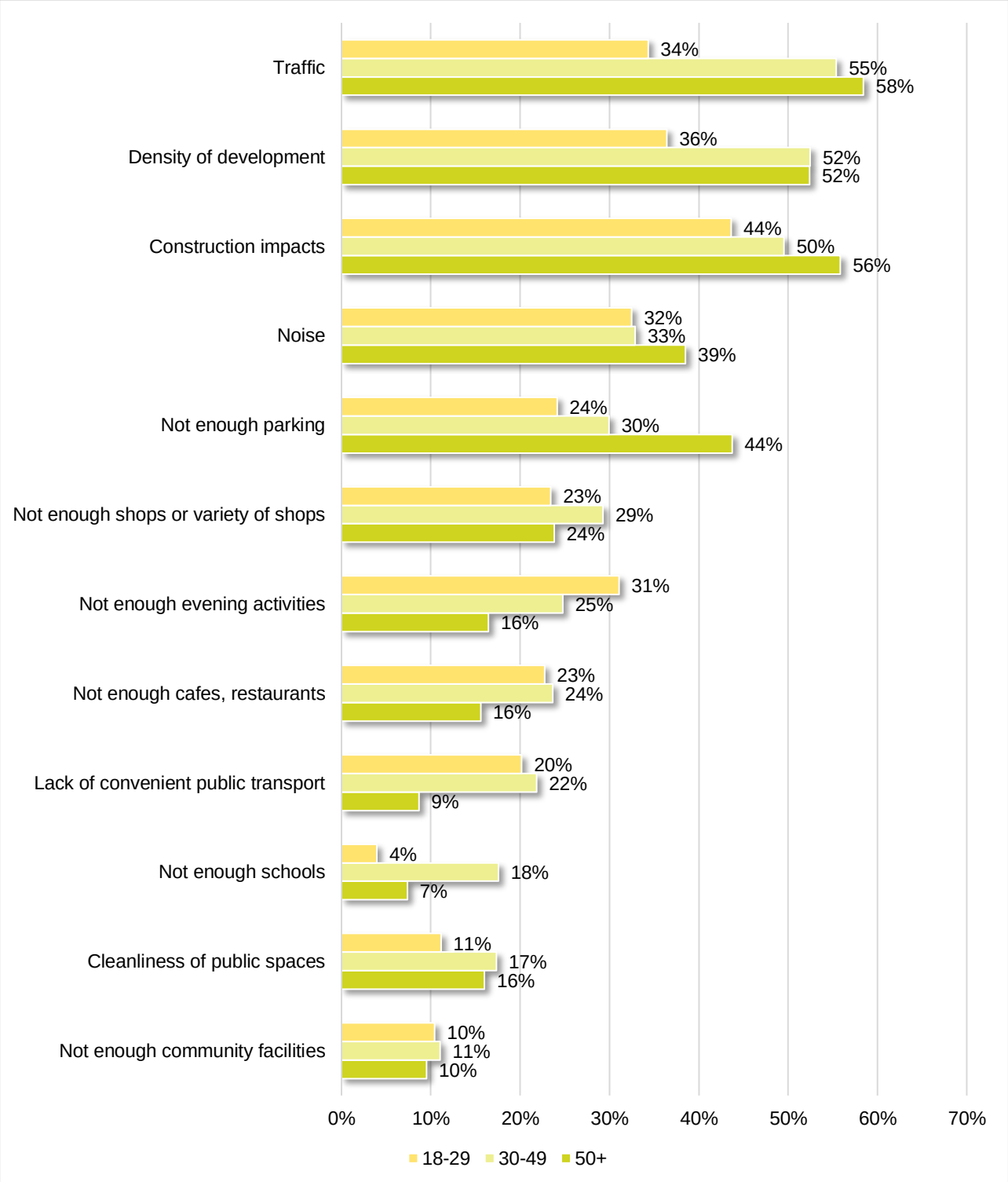
Responses also differed by age group (Figure 21). Most notably, both traffic and density of development were mentioned by more than half of people aged over 30, but only a third of those under 30 as things they liked least about the area. People aged over 50 were much more likely to be concerned about insufficient parking (44%), and people under 50 about not enough evening activities (31% of those under 30 and 25% of those 30-49).

Figure 21: What do you like the least about living in the area? (n18-29 = 431, n30-49 = 444, n50+ = 231)



There was some variation in resident responses to these questions before and after restrictions were introduced in response to Covid-19. As can be seen in Figure 22, the importance of the urban environment, community feel, recreational facilities and the quiet or peaceful nature of the area increased after the restrictions were introduced, but were still among the less mentioned options. Other aspects of the area that people appreciated retained a similar importance before and after the restrictions. Figure 23 shows that dissatisfaction with traffic and construction impacts was higher after the restrictions were introduced. Dissatisfaction was also higher regarding the variety or amount of shops, cafes and restaurants, likely because many of these closed during the period. However, dissatisfaction with the cleanliness of public spaced reduced during this period.

Figure 22: What do you like the most about living in the area? (nBefore Covid-19 = 736, nDuring Covid-19 = 370)

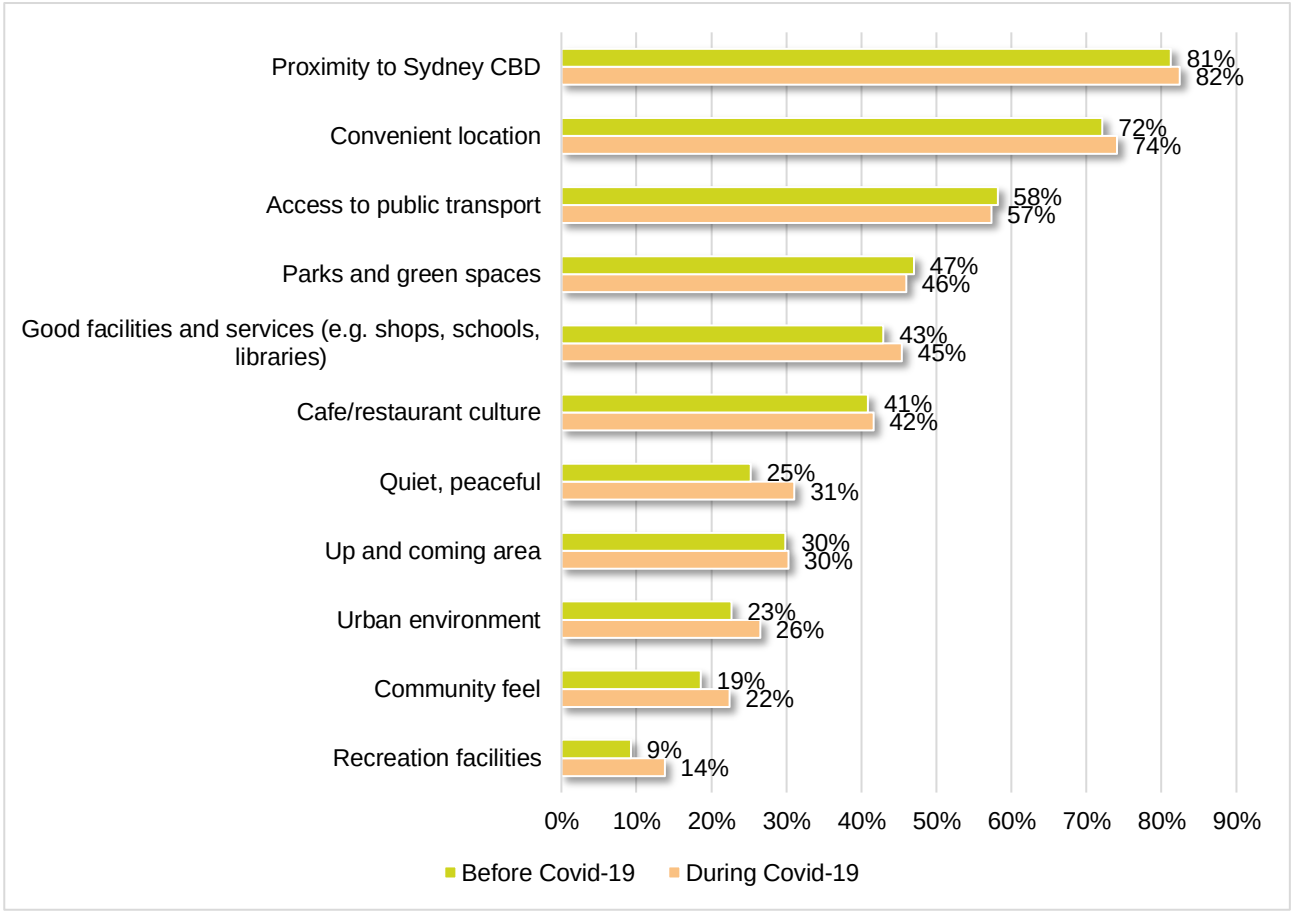


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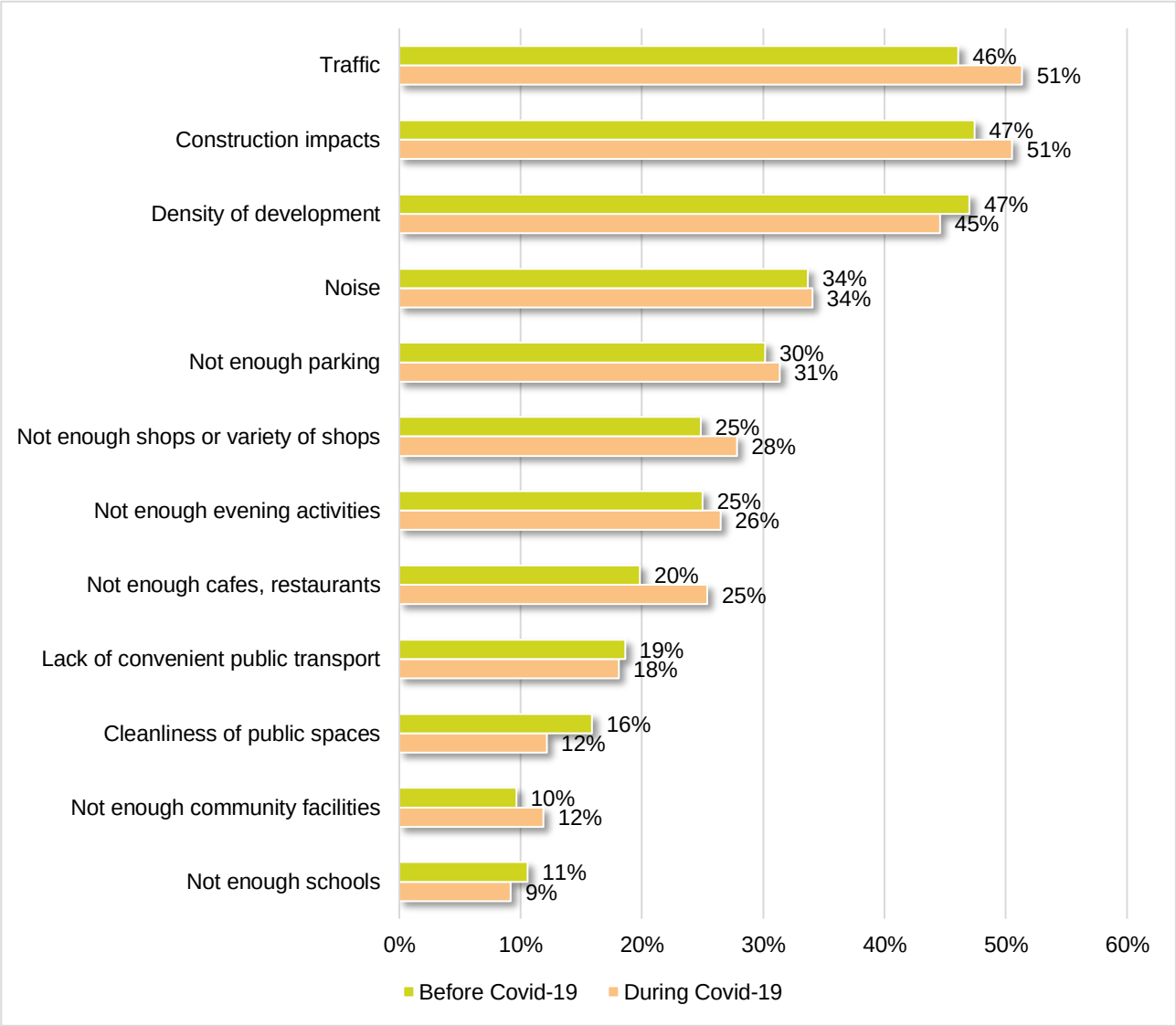
Figure 23: What do you like the least about living in the area? (nBefore Covid-19 = 736, nDuring Covid-19 = 370)[10]



Results from survey respondents who work in the area identified similar likes and dislikes (Figure 24 and Figure 25), possibly because so many of the workers who completed the survey also lived in the area. Workers appreciated having good access to public transport, and its café and restaurant culture. Traffic congestion and not having enough parking remained primary concerns.

[10] Note that the responses from 'dislike particular groups of people' down are back-coded responses.

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Figure 24: What do you like the most about working in the area? (n=177, workers)

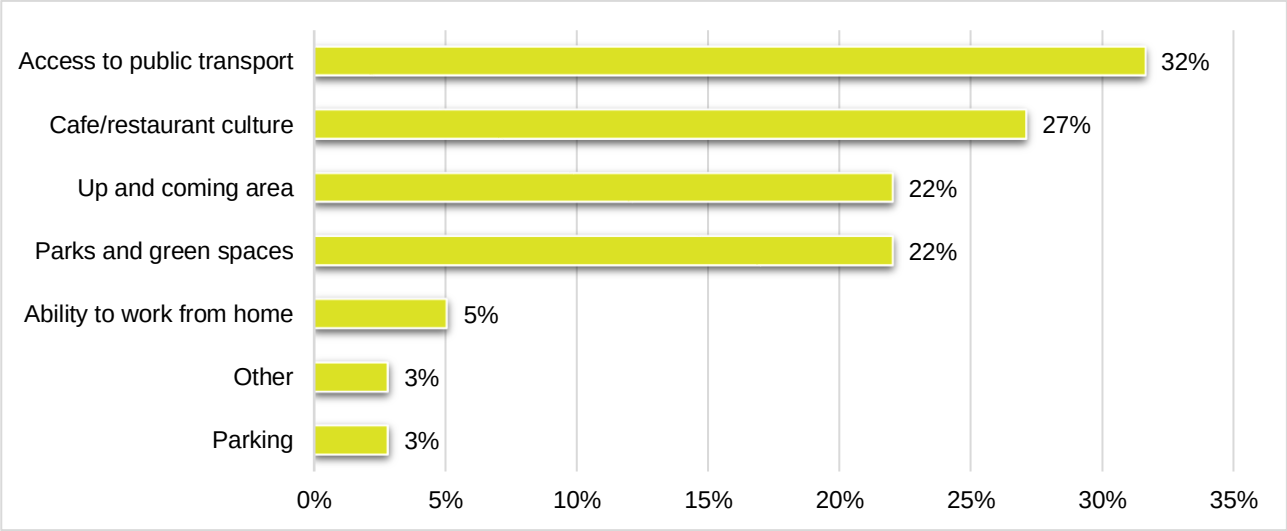
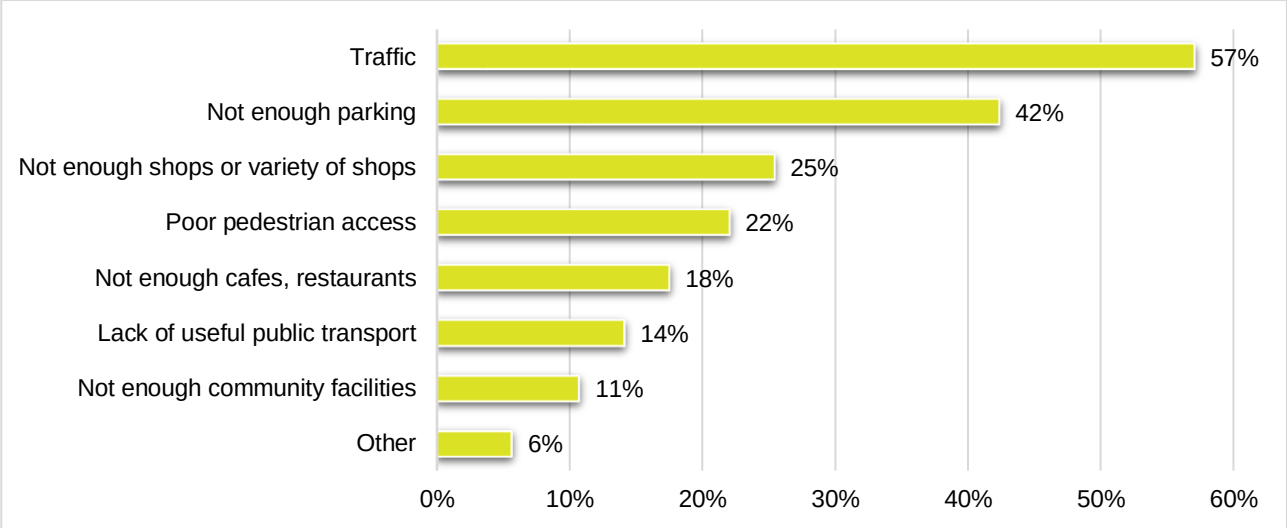


Figure 25: What do you like the least about working in the area? (n=177, workers)



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 26).

Of particular note, people were less likely to agree they felt part of the community in their street and more likely to disagree than in all of the other places listed. People felt most strongly part of the community in Australia and Sydney (57% and 56% strongly or very strongly attached respectively). Two-fifths of respondents (40%) also felt strongly or very strongly that they were part of the community in the building in which they lived, more so than in the street (23%), suburb (29%) and their local area (26%) (Figure 26).

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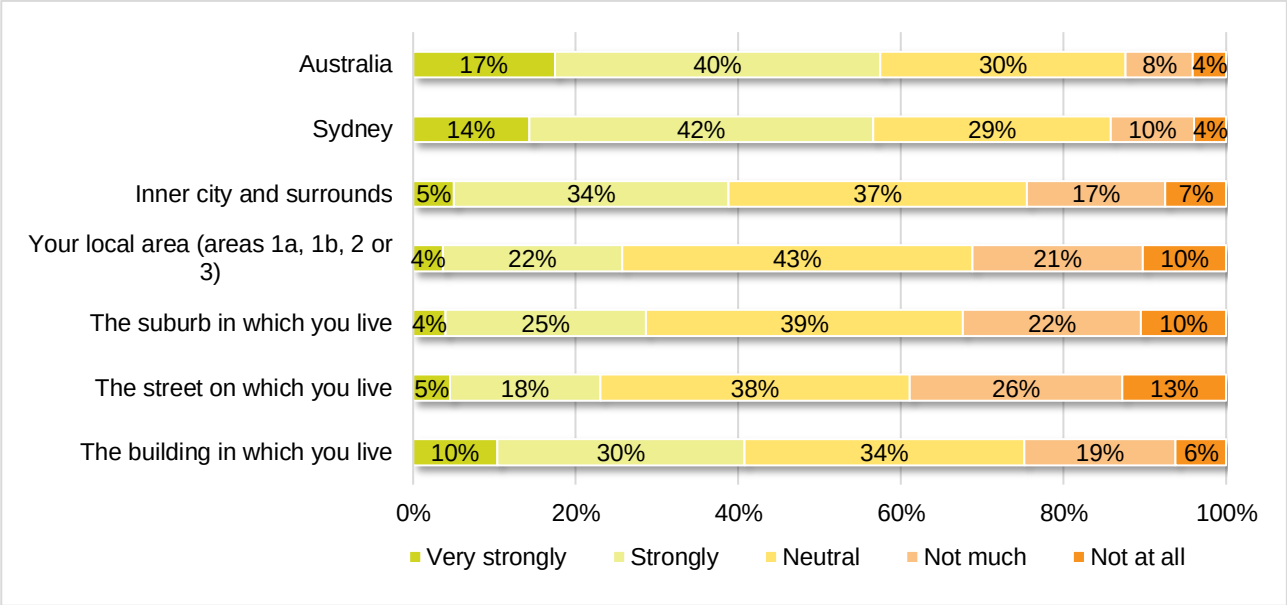
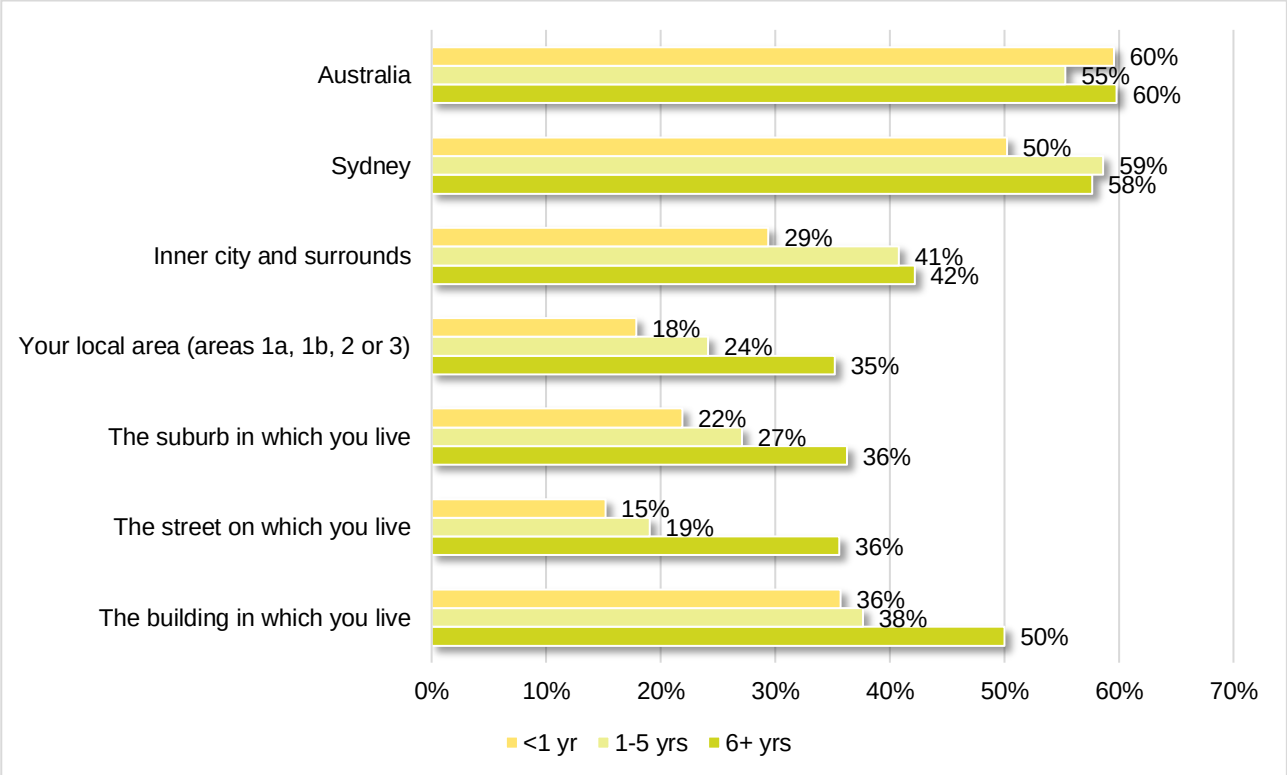
Figure 26: To what extent do you feel you are part of the community in …? (n=various, 1090-1100)



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 27).

Figure 27: Percentage feeling they are strongly/very strongly part of the community in... (n<1 yr = 221-225, n1-5 yrs = 559-563, 6+ yrs = 304-309)



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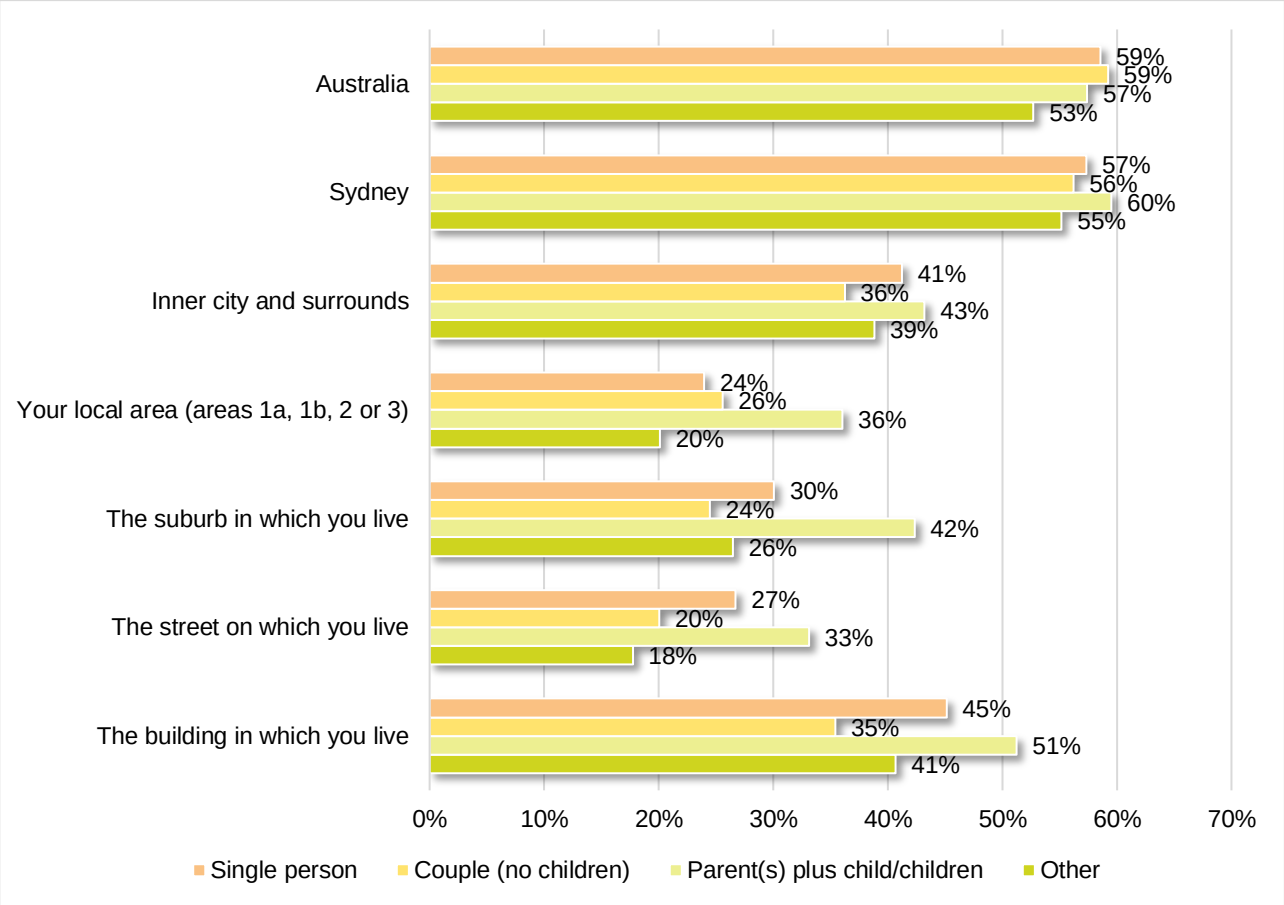
There were also significant differences in feelings of attachment between different household types. Most notably, households with children were more likely to feel part of the community at the local area, suburb, street and building levels than other households[11] (Figure 28).

Figure 28: Percentage feeling they are strongly/very strongly part of the community in... (various, nSingle person = 242-247, nParent(s) with children = 160-163, nCouple = 483-486, nOther = 201-204)



[11] The suburb in which you live, $\chi^2(3, N = 1099) = 19.72$, $p<.001$; The street on which you live, $\chi^2(3, N = 1097) = 16.91$, $p<.01$; The building in which you live, $\chi^2(3, N = 1093) = 14.95$, $p<.01$; Your local area (areas 1a, 1b, 2 or 3), $\chi^2(3, N = 1092) = 12.72$, $p<.01$

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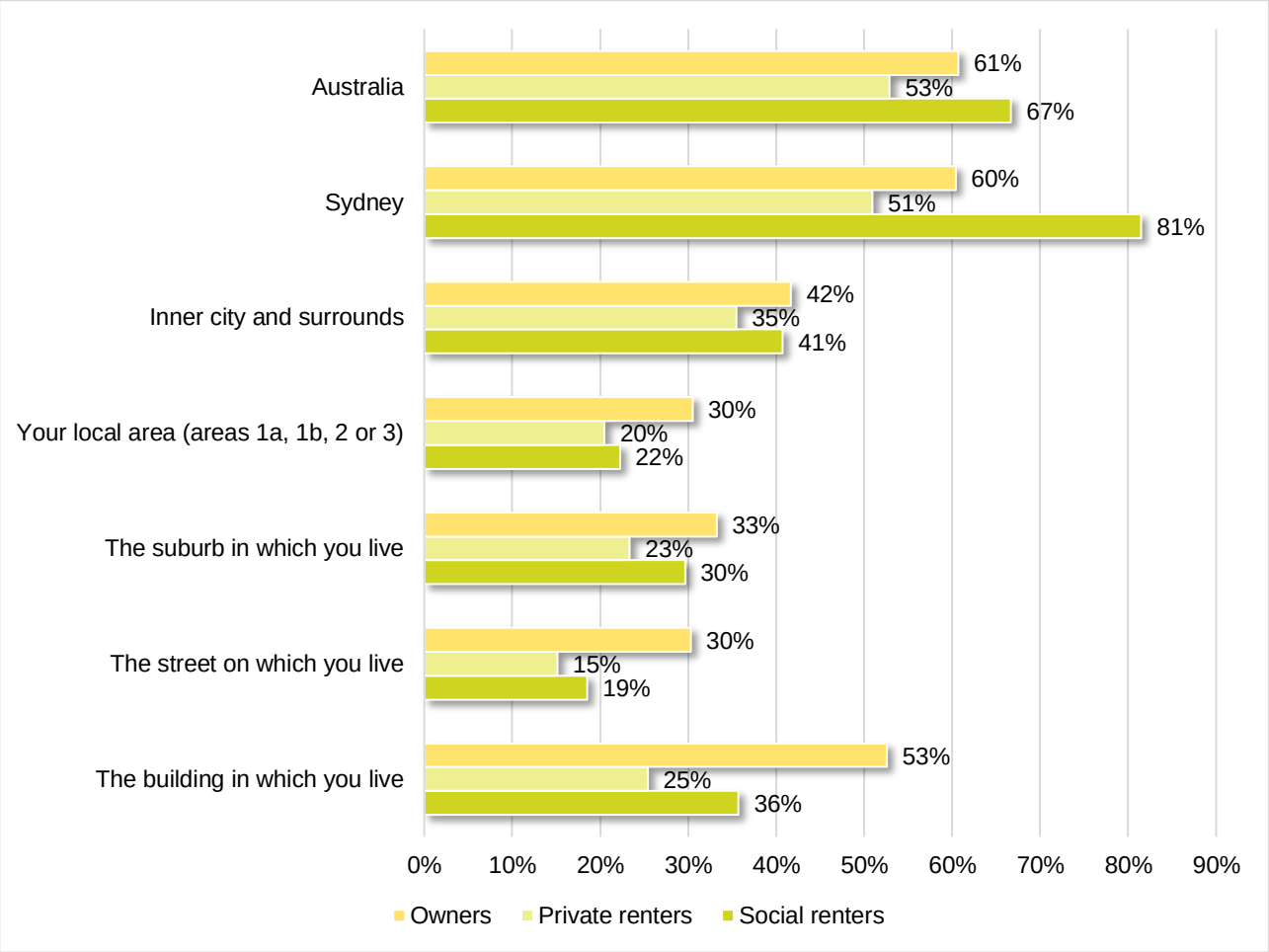
There were also differences in feelings of attachments between different tenures (Figure 29). Notably, owner occupiers were significantly more likely[12] (53%) to feel part of the community in their building than either social renters (36%) or private renters (25%). This was also the case at the scale of the street[13].

Figure 29: Percentage feeling they are strongly/very strongly part of the community in... (various, nOwners = 564-568, nPrivate renters = 485-489, nSocial renters = 27-28[14])



[12] $\chi^2(2, N = 1081) = 68.65, p<.001$
[13] $\chi^2(2, N = 1084) = 34.23, p<.001$
[14] The very small sample size for social renters mean that these results have a high margin of error and should be treated cautiously.

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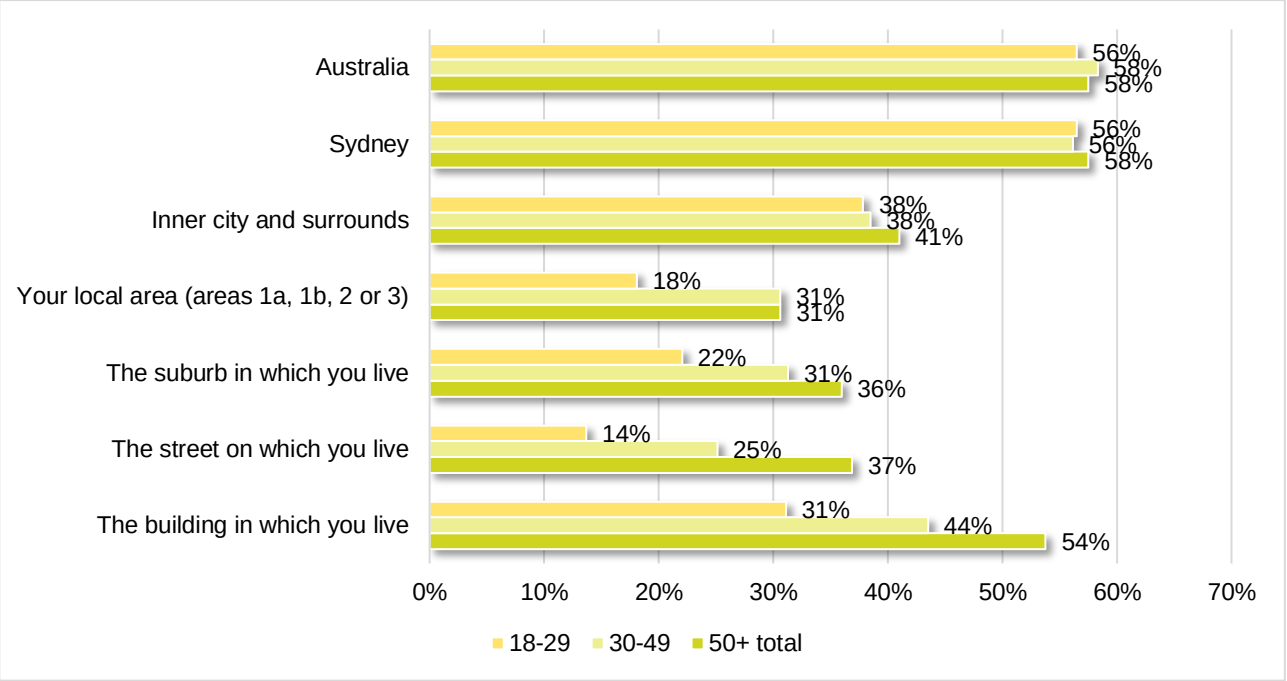
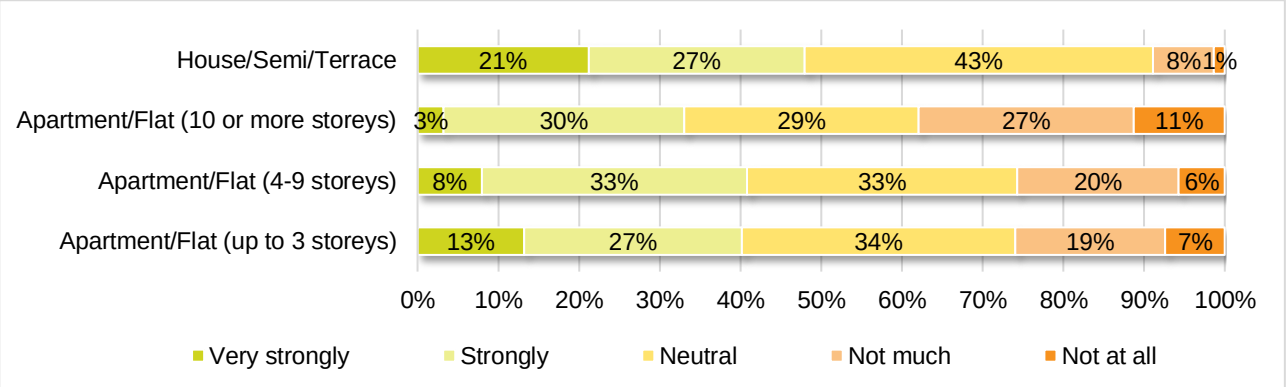
There were also significant differences in feelings of attachment by age. While attachment to Australia, Sydney and the inner city and surrounds was similar across age groups, people aged 29 and under were much less likely to feel attached to their local area, street or building than older residents[15] (Figure 30).

Figure 30: Percentage feeling they are strongly/very strongly part of the community in... (various, n18-29 = 428-432, n30-49 = 439-442, n50+ = 222-228)



When attachment to the building in which one lives was compared with the dwelling types in which respondents lived, we found that residents of houses, semis and terraces were most likely to say that they feel attached to their building (48%) and people in larger apartment buildings of 10 or more storeys least likely to agree (33%) (Figure 31).

Figure 31: To what extent do you feel part of the community in the building in which you live? (nHouse/Semi/Terrace = 146, nApartment 10+ storeys = 124, nApartment 4-9 storeys = 615, nApartment up to 3 storeys = 204)



[15] The street on which you live - $\chi^2(2, N = 1098) = 46.66$, p=.000; The building in which you live - $\chi^2(2, N = 1095) = 33.86$, p=.000; Your local area (areas 1a, 1b, 2 or 3) - $\chi^2(2, N = 1094) = 21.45$, p=.000; The suburb in which you live- $\chi^2(2, N = 1100) = 16.69$, p=.000

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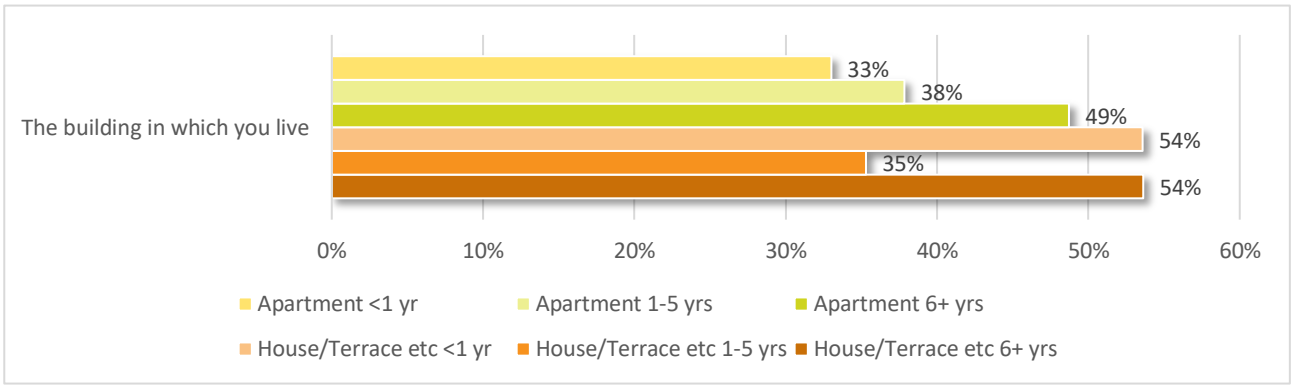
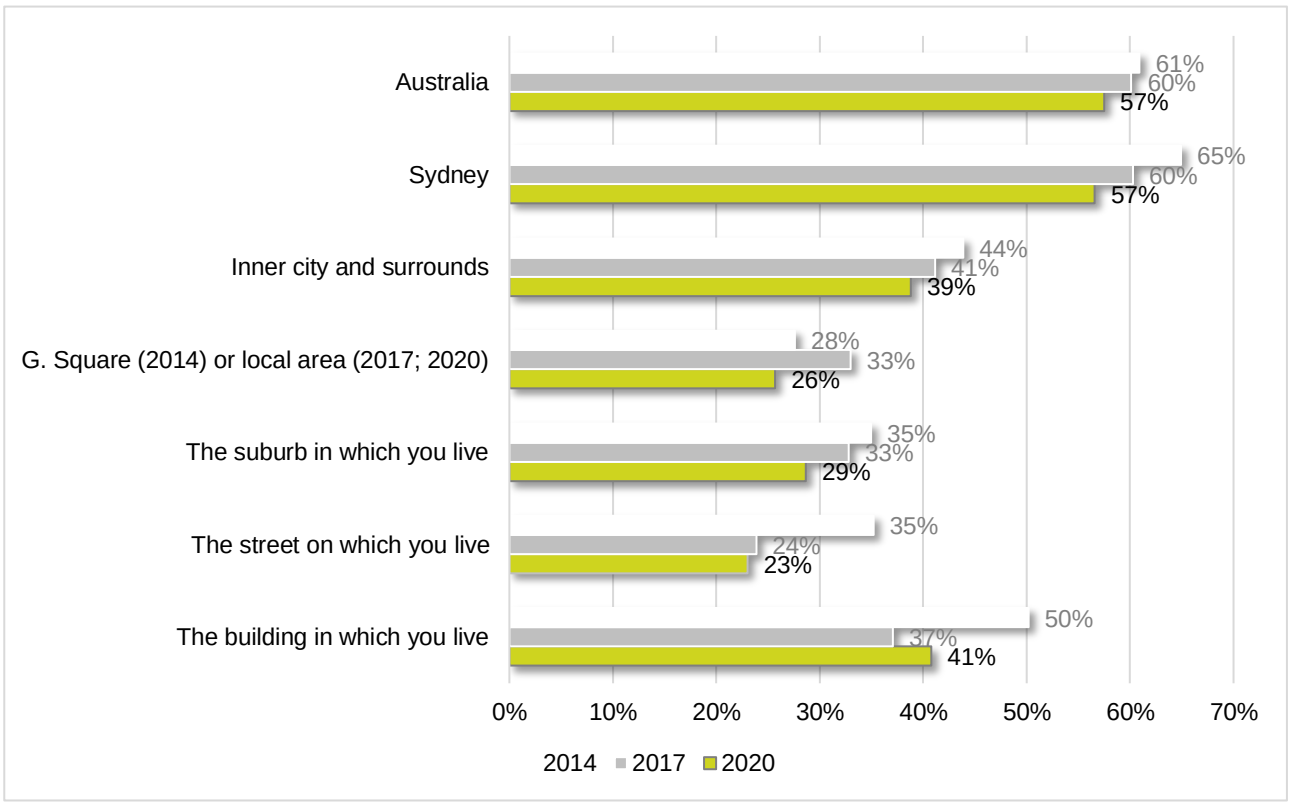
This relationship appears to be at least partially explained by length of residence. This is demonstrated in Figure 32, which shows that for apartment residents, feeling a part of the community in the building in which one lives increased by length of residence. Almost half (49%) of apartment residents who have lived in the area for 6 or more years agreed with this statement, compared to only one third (33%) of apartment residents who have lived in the area for less than 1 year.

Figure 32: Percentage feeling they are strongly/very strongly part of the community in... (nApt <1 yr = 197, nApt 1-5 yrs = 510, nApt 6+ yrs = 234, nHouse/Terrace etc <1 yr = 28, nHouse/Terrace etc 1-5 yrs = 51, nHouse/Terrace 6+ yrs = 69)



Results regarding attachment at different scales differed somewhat in the 2020 survey from the 2017 survey. Particularly notable differences include a higher proportion of people feeling attached at the scale of their building and less so across all other scales in 2020 than in 2017 (Figure 33). The results from 2014 demonstrate a higher level of attachment at all scales, but this may simply reflect the lower response rate in that year and the fact that more engaged residents may have been more likely to respond to the survey.

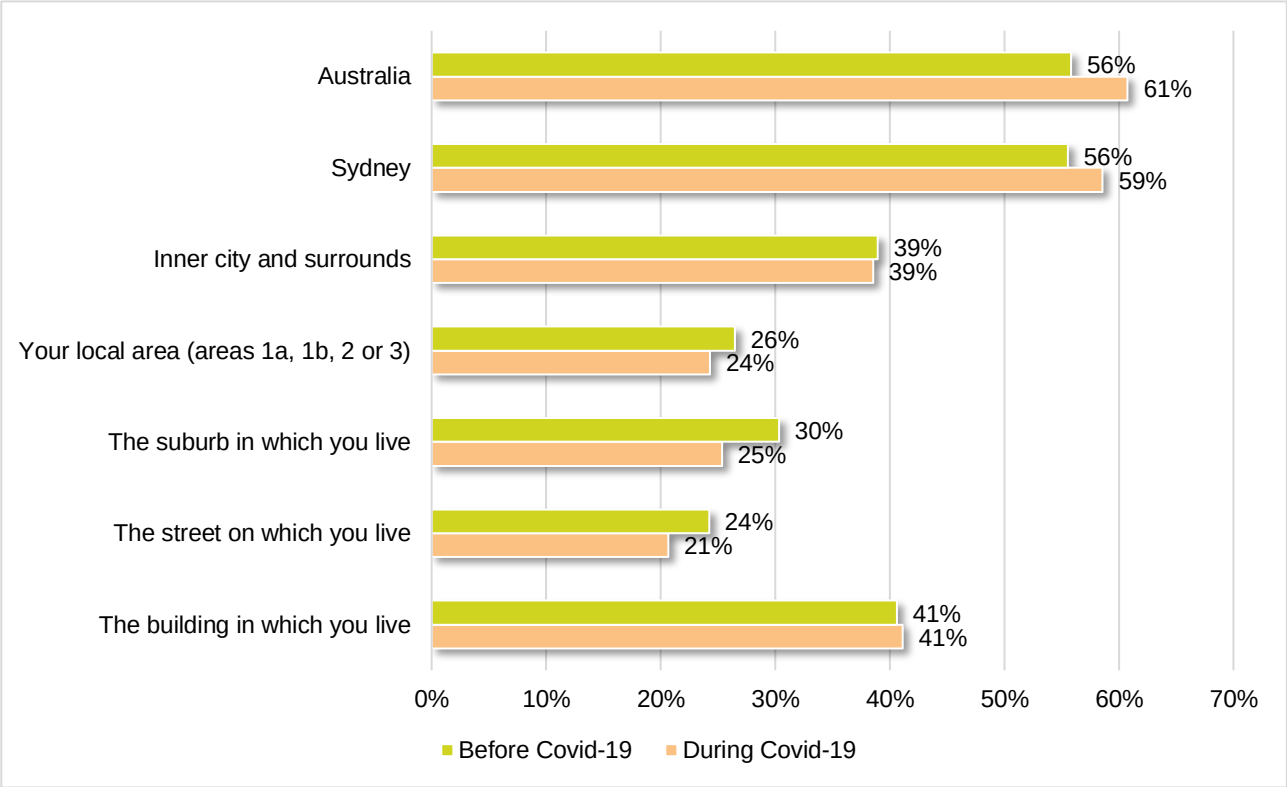
Figure 33: To what extent do you feel you are part of the community in…? *Total strongly/very strongly in 2017 and 2014* (n=1090-1100 in 2020, 975-985 in 2017, 283-285 in 2014)



Key finding: *People were less likely to feel a part of the community in their local area (26% 'strongly' or 'very strongly') than at larger geographical scales (57% 'strongly' or 'very strongly' for Sydney and Australia, 39% for inner city and surrounds), and least likely at the scale of their street (23%). The exception being the building in which they live (41%) where, in contrast to all other geographical scales there was an increasing sense of connection between 2017 and 2020. These results are lower than for the City of Sydney area as a whole (44% of City residents were satisfied with feeling part of their community in their local area in the 2018 City of Sydney Wellbeing Survey), and reflect the lower score found in the Green Square sub-sample of the 2018 City Wellbeing Survey (39% satisfied), which has decreased over time.*

Comparing responses to this question before and after the Covid-19 restrictions (Figure 34), while the differences observed are not statistically significant, it is still interesting to note that attachment at larger scales (Sydney and Australia) was higher and at the suburb and street level were lower after the restrictions, with attachment at the building level remaining unchanged.

Figure 34: Percentage feeling they are strongly/very strongly part of the community in... (various, nBefore Covid-19 = 729-732, nDuring Covid-19 = 366-368)



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). The majority of residents who completed the survey (72%) had lived in Green Square for less than 6 years (see Figure 35). This is to be expected as many new residential properties have been

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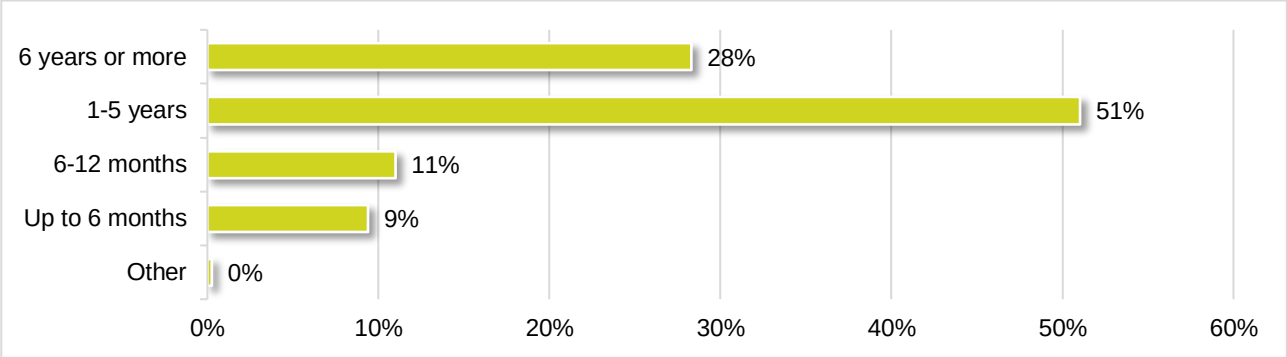
completed in the area over the past five years. However, one-third (28%) of respondents had lived in Green Square for a relatively long period, of six years or more.

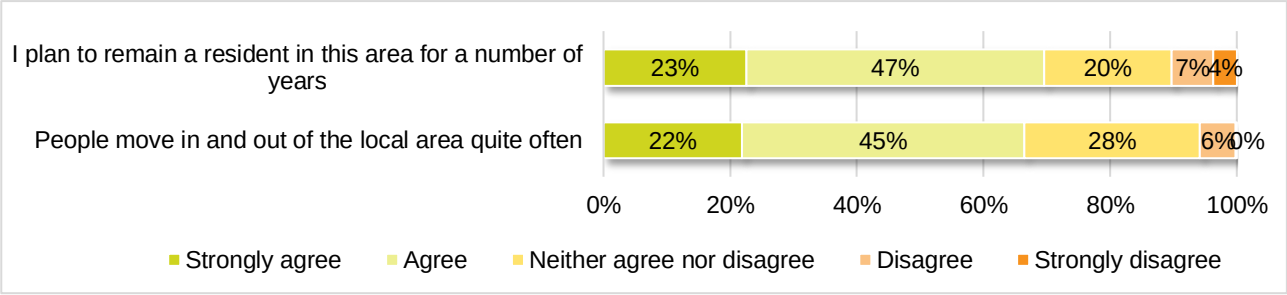
Figure 35: How long have you lived in Green Square? (n=1105)



The survey asked people about their plans to stay in the area (see Figure 36). Almost three-quarters (70%) of respondents agreed that they planned to remain resident in the area for a number of years.

'Other' households were significantly less likely[16] to plan to remain resident in the area (59%) than single person (71%), couple (72%) and households with children (74%). People aged under 29 were significantly less likely[17] (58%) to plan to remain resident in the area than those aged 30-49 (74%) and over 50 (83%).

Figure 36: To what extent do you agree with the following statements? (n = various, 1098, 1100)



Key finding: *The majority (72%) of the residents who completed the survey had lived in Green Square for 5 years or less and the majority (70%) planned to remain residents in the area for a number of years.*

When comparing respondents' plans to remain resident in the area with how long they have already been living in the area, there is a correlation, with people who have lived in the area for longer being more likely to intend to continue living in the area (see Figure 37). People aged over 50 were also more likely to agree with this statement[18], as were homeowners[19]. There was no significant difference in the response to this question before (69% agreed) and after (71% agreed) the introduction of Covid-19 restrictions.

[16] $\chi^2(3, N = 1097) = 12.78, p<.01$
[17] $\chi^2(2, N = 1097) = 49.59, p=.000$
[18] 83% aged 50+, compared to 58% aged 18-29 and 74% aged 30-49.
[19] 84% of homeowners and 53% of private renters agreed with this statement.

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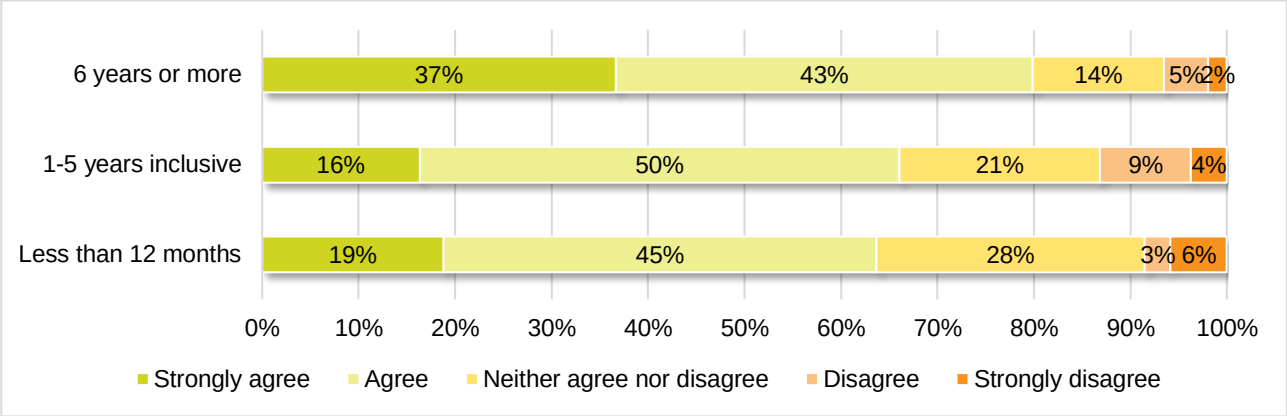
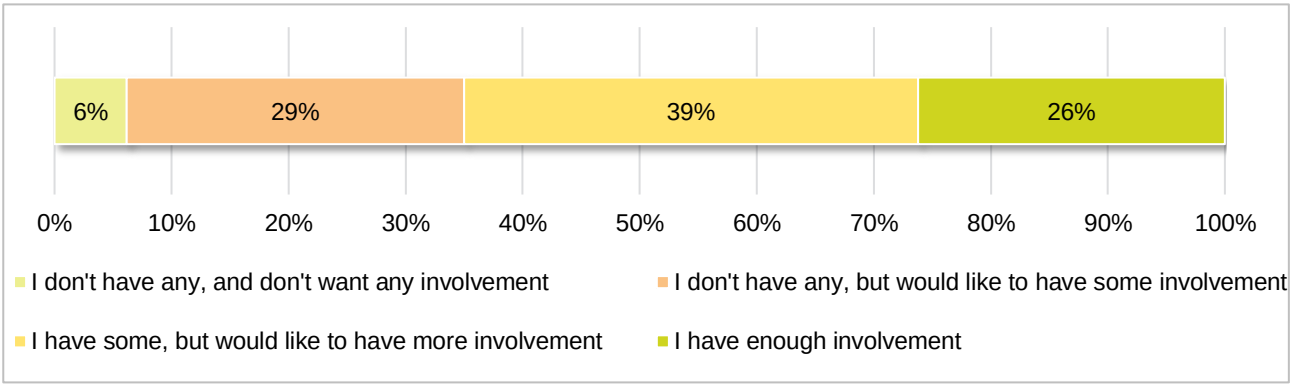
Figure 37: The extent to which people agree with the statement 'I plan to remain resident in this area' compared to their length of residence in the area (n6 years or more = 308, n1-5 years = 563, less than 12 months = 223)



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 38). Importantly, of those residents who completed the survey, only one-third were satisfied with their level of interaction with other people in Green Square (26% who had enough involvement and 6% who had none, but did not want any involvement). The remaining 68% all wanted to have more involvement with other people in Green Square, including one third (29%) who currently had no involvement with other people in the area.

Figure 38: How would you best describe your level of interaction with other people who live or work in the area? (n = 1185)



Responses to this question differed by length of residence (Figure 39), with people who had lived in the area for more than six years much more likely to feel that they have enough involvement (39%) and people who have 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 (44%).

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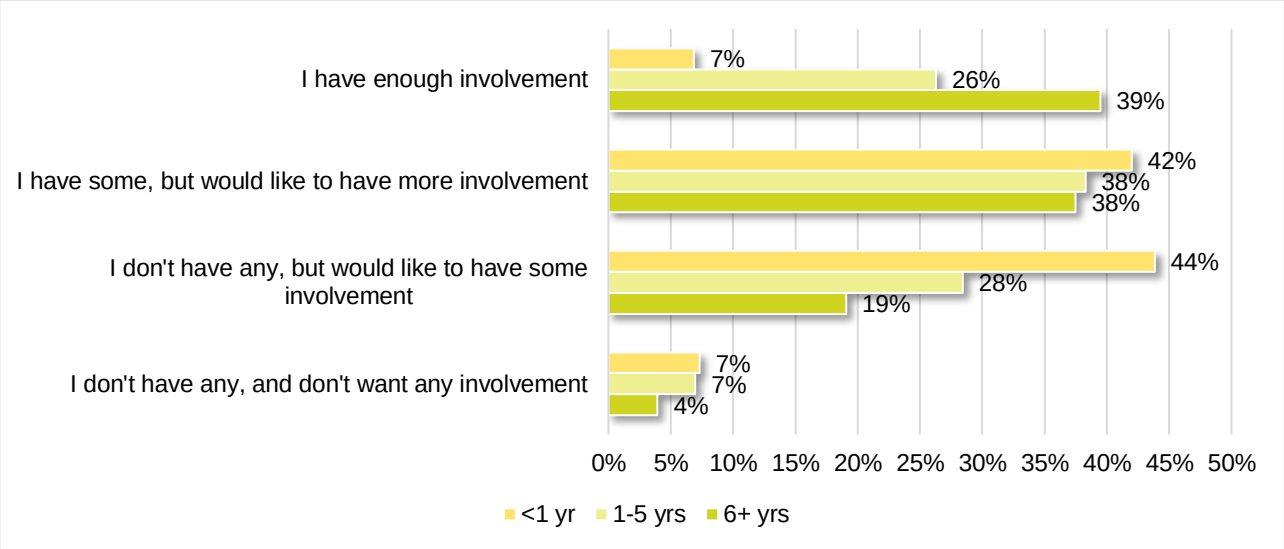
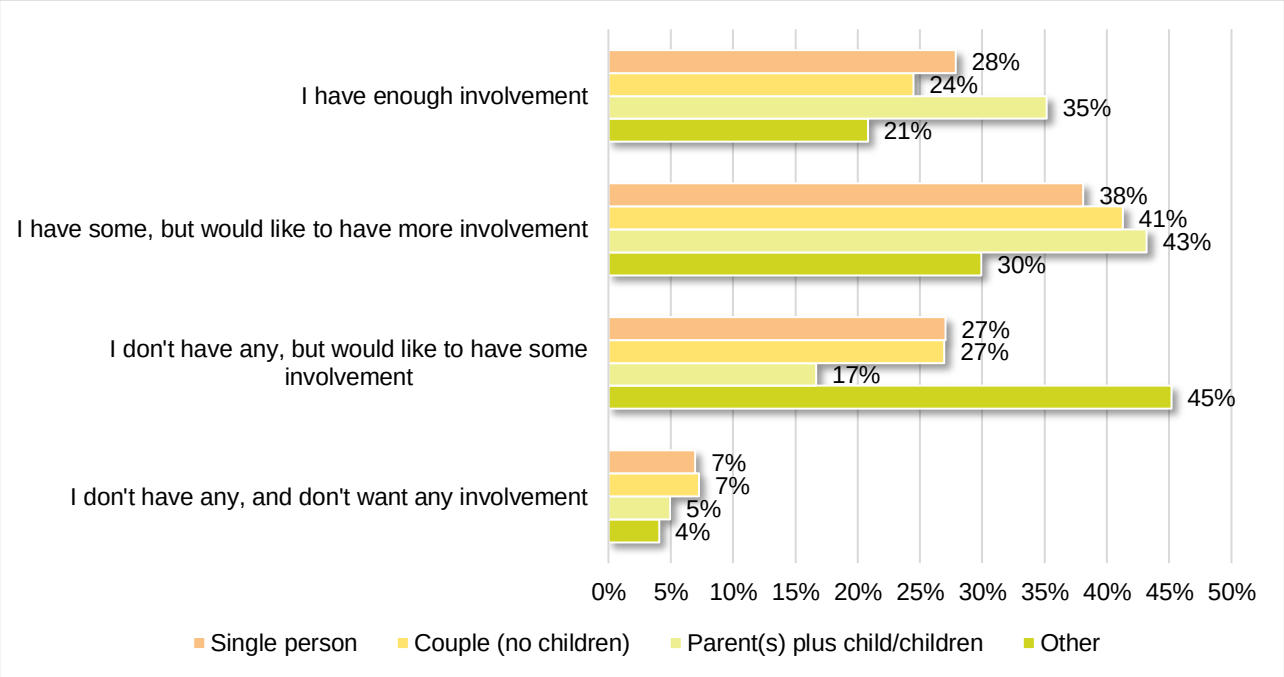
Figure 39: How would you best describe your level of interaction with other people who live or work in the area? By Length of residence (n<1 yr = 219, n1-5 yrs = 559, n6+ yrs = 304)



Responses to this question are also significantly different between different household types[20] (Figure 40). Most notably, parents living with children are more likely to feel they have enough involvement (35%) and people in other households (which includes group households) much more likely to not have any, but want some involvement (45%).

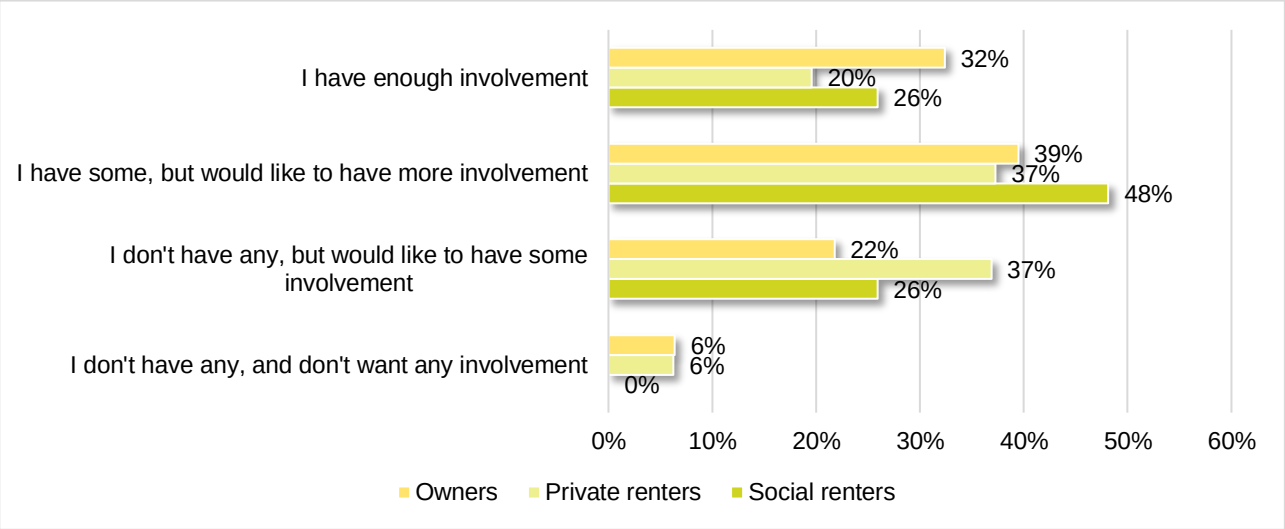
Figure 40: How would you best describe your level of interaction with other people who live or work in the area? (nSingle person = 244, nCouple = 482, nParent(s) with children = 162, nOther = 197)



[20] $\chi^2(12, N = 1089) = 53.64, p<.001$

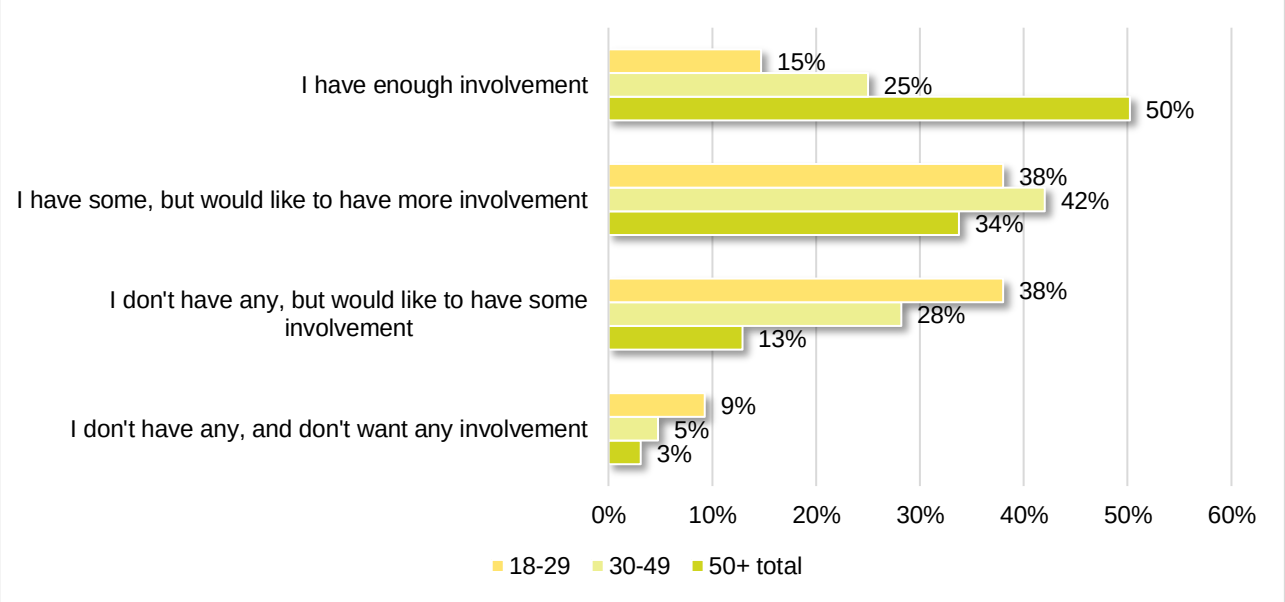
Responses are also significantly different between tenures[21] (Figure 41), with owner occupiers more likely to feel that they have enough involvement (32%) and private renters more likely to not have any but want some involvement (37%).

Figure 41: How would you best describe your level of interaction with other people who live or work in the area? (nOwners = 565, nPrivate renters = 480, nSocial renters = 27[22])



Responses are also significantly different for different age groups[23] (Figure 42), with people aged over 50 much more likely to feel they have enough involvement (50%) and people aged under 29 much more likely to state that they don't have any but would like more involvement with people in the area (38%).

Figure 42: How would you best describe your level of interaction with other people who live or work in the area? (n18-29 = 421, n30-49 = 440, n50+ = 225)



[21] $\chi^2(8, N = 1076) = 40.97$, $p<.001$. Note small n and 26.7% of cells have expected count less than 5.
[22] The very small sample size for social renters mean that these results have a high margin of error and should be treated cautiously.
[23] $\chi^2(8, N = 1090) = 119.91$, $p=.000$

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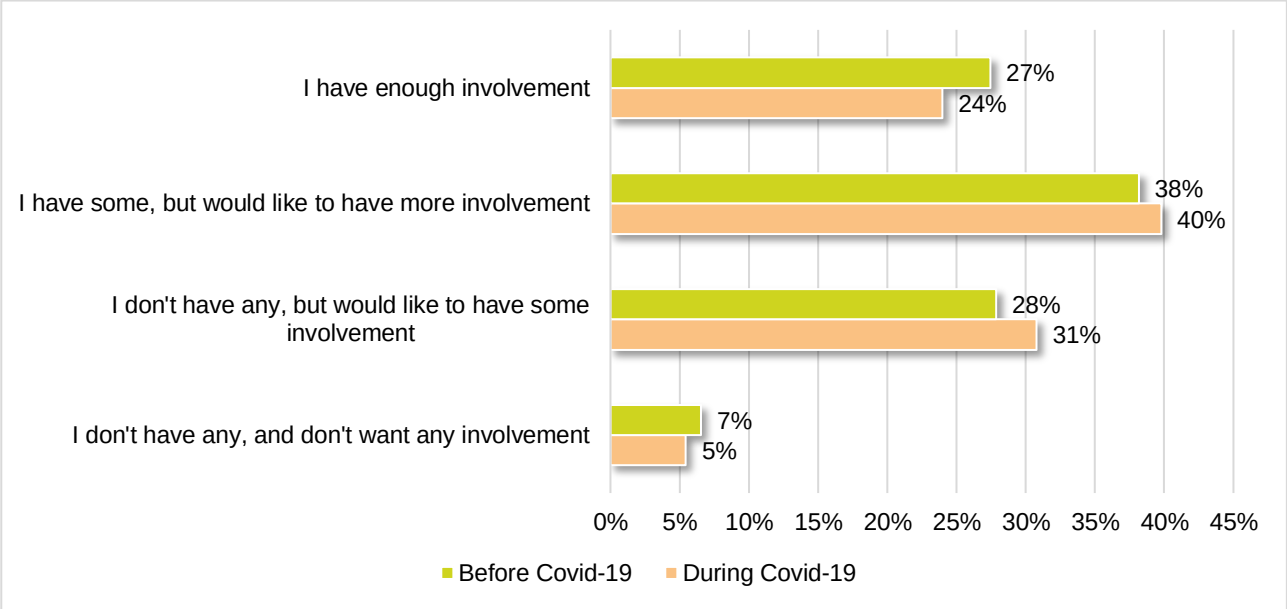
Responses to this question different somewhat before and after the Covid-19 restrictions, with slightly greater desire for more interaction after the restrictions were introduced (although these differences are not statistically significant) (see Figure 43).

Figure 43: How would you best describe your level of interaction with other people who live or work in the area? (nBefore Covid-19 = 718, nDuring Covid-19 = 367)



Key finding: *Only one-third (32%) of residents were satisfied with the level of social interaction they have with other people who live and work in Green Square, with the remaining 68% all wanting more interaction, including 29% who currently had no interaction with other people in the area. The vast majority (86%) of new residents who have lived in the area for less than one year would like to have more involvement with others in the area.*

The survey also asked a question about a range of different things that would make Green Square a better place to live or work in order to understand the desires of Green Square residents and workers. Figure 44 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 related to socialising opportunities, especially the variety of cafes, restaurants and bars (65%), and the availability of evening activities (46%). Improvements to traffic management (43%) and better public transport connectivity (43%) remained important. Responses were similar across all household types, with the exception that households with children were much more likely to note that good schools nearby (49%) and playgrounds (27%) were important.

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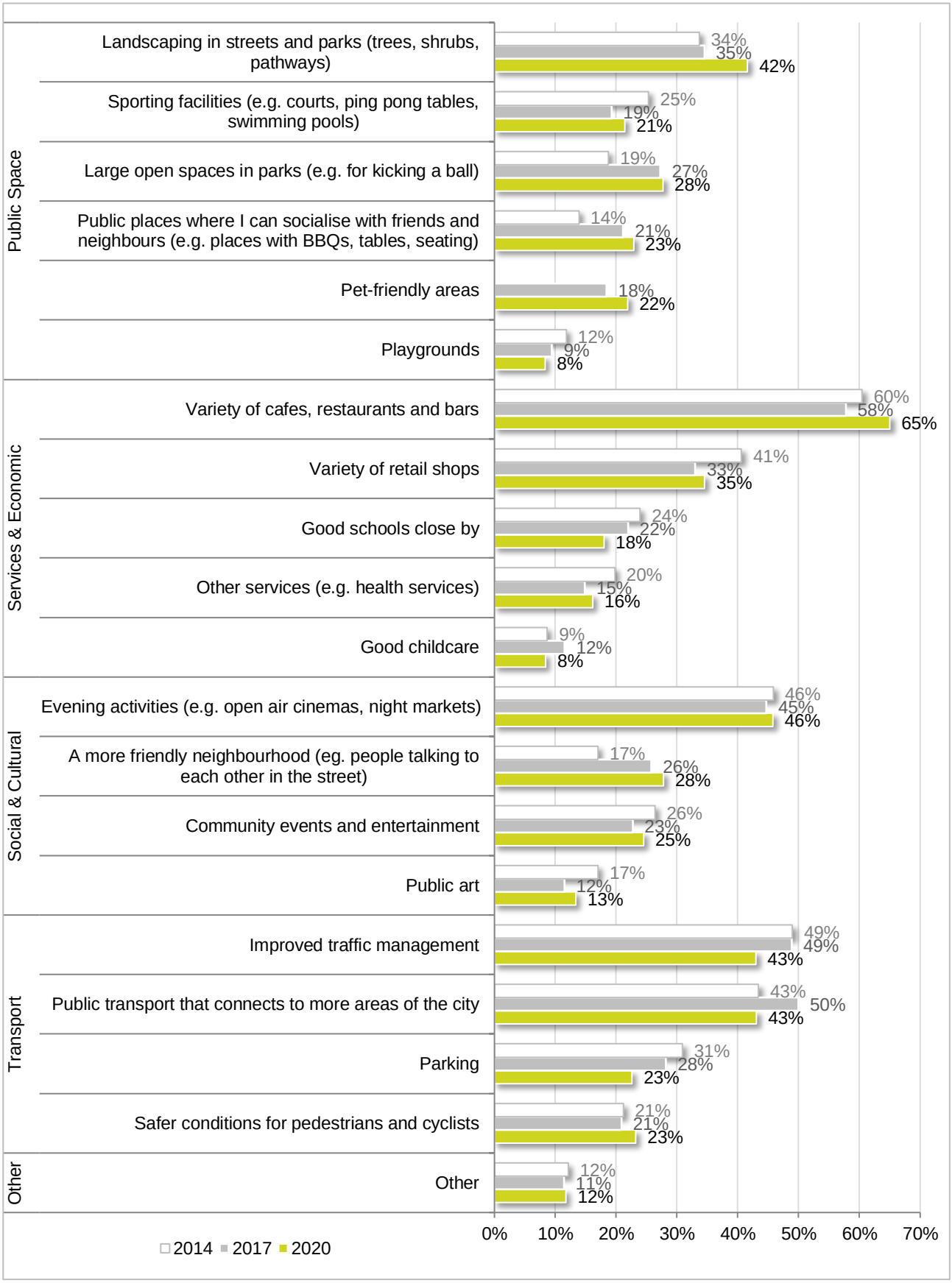
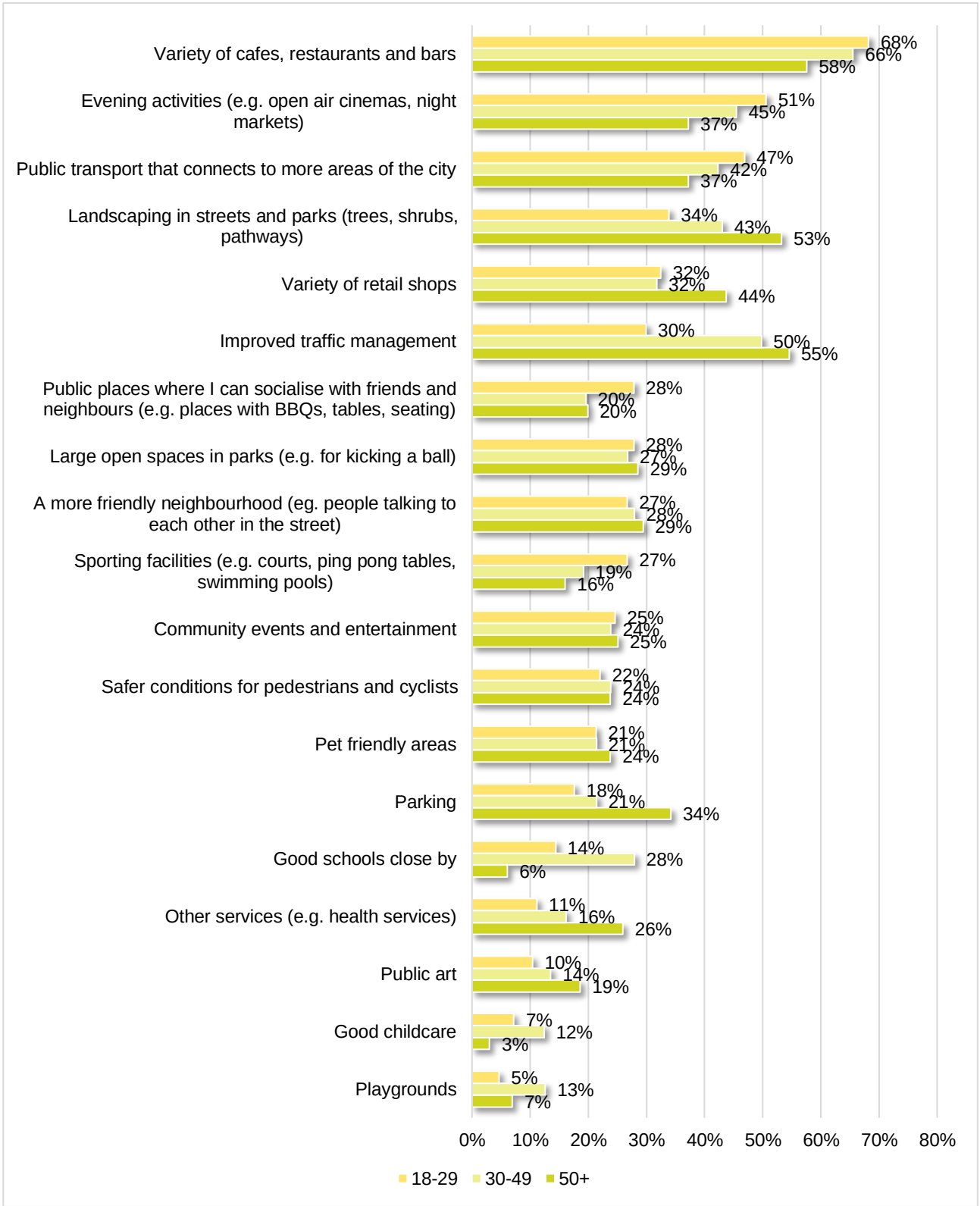
Figure 44: Comparison of 2014, 2017 or 2020 results to: What are the top 5 things that would make the area the kind of place you would like to live and/or work in in the future? (n2014 = 288, n2017 = 997, n2020 = 1105)



Responses differed by age (Figure 45), with younger people more likely to desire a greater variety of cafes, restaurants and bars, evening activities and public transport that connects to more parts of the city, while older people were more likely to desire landscaping in streets and parks a greater variety of retail shops and improved traffic management.

Figure 45: 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 = 431, n30-49 = 444, n50+ = 231)



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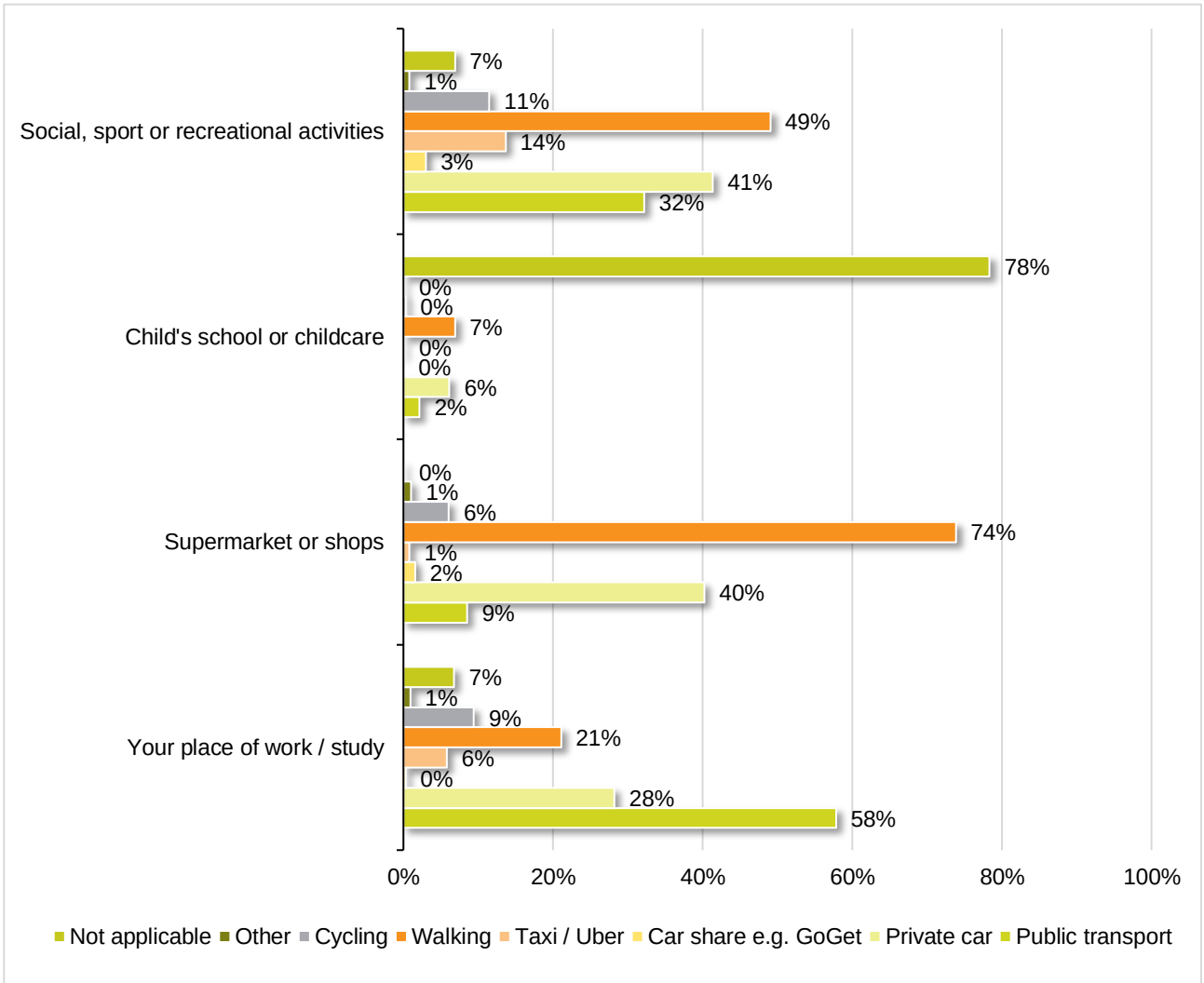
Key finding: *The most commonly mentioned group of improvements residents wanted in Green Square related to socialising opportunities, including the variety of cafes, restaurants and bars (65%) and the availability of evening activities (46%), especially amongst younger people. While remaining important, improvements to traffic management and better public transport connectivity were less important in 2020 than in 2017.*

The forms of transport Green Square residents use for various activities is an important consideration, given the respondents' indication of public transport access as a reason to live in Green Square and one of the things they like most in the area (Figure 13 & Figure 14), and that this was also seen as an aspect to improve upon in future (Figure 18). The survey asked Green Square residents how they travel to certain activities and places on a typical day (Figure 46). Most respondents (58%) travel to their locations of work or study via public transport, followed by private car (28%) and walking (21%). Most people walked (74%) or drove in a private car (40%) to the supermarket or shops. Many respondents did not need to access child's school or childcare (78%), likely because most respondents did not have children. But of the respondents that did travel to school or childcare, most walked (7%) or took a private car (6%). The modes of transport to social, sport or recreational activities were far more varied among respondents, with many people walking (49%), driving a private car (41%), taking public transport (32%) or catching a taxi or uber (14%) to the various activities.

Figure 46: On a typical day, how do you travel to…? (n = 1105)



Key finding: *Most Green Square residents travel to work or study using public transport (58%), and most walk (74%) and/or drive (40%) to the supermarket or shops. Many people also walk (49%) and/or drive (41%) to other social, sport or recreational activities.*

Nature of social interaction

This section presents findings of the survey in regard 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 47). Interestingly, while most people (90%) said that they would be willing to help their neighbours, fewer (48%) thought that they could rely on their neighbours for help, suggesting that people are more likely to help if asked, but reticent about asking for help themselves. These findings are exactly the same as those in the 2017 survey. They also reflect the findings of the City of Sydney's 2018 Wellbeing Survey for the Green Square and City South area, in which 96% said they would be willing to help their neighbours definitely or sometimes and 45% said they could sometimes or definitely get help from their neighbours.

There was little change in willingness to help neighbours before (89%) and after (90%) the Covid-19 restrictions, however, feeling able to get help from neighbours dropped from 50% before to 44% after the restrictions were introduced (although this difference is not statistically significant). Families with children are significantly more likely to feel that they can get help from neighbours (60%) compared to all other household types[24]. Owner occupiers were significantly more likely to feel they could get help from neighbours (59%) than social renters (44%) or private renters (36%)[25]. Younger people are significantly less likely to feel they can get help (32% of those aged 29 and under) than older people[26].

Less people agreed (22%) than disagreed (57%) that they borrowed things and exchanged favours with their neighbours; and less people also agreed (30%) than disagreed (51%) that they regularly stopped to talk with people in their neighbourhood.

Households with children (41%) and people living alone (33%) were significantly more likely to stop and talk with people in their neighbourhood than other households[27]. Younger people were significantly less likely to stop and talk with people in their neighbourhood[28] (18% of people under 29, 33% of people aged 30-49 and 49% of people aged over 50). Younger people are also less likely to borrow things and exchange favours with their neighbours[29] (only 12% of people aged under 29, compared to 25% of 30-49-year-olds and 35% of those aged over 50).

Owner occupiers (37%) and social renters (30%) were significantly more likely to stop and talk with people in their neighbourhood than private renters (23%)[30]. They were also more significantly likely to exchange favours with neighbours[31] (30% owners, 25% social renters, compared to 13% private renters). Exchanging

[24] $\chi^2(3, N = 1097) = 12.34, p<.01$
[25] $\chi^2(2, N = 1076) = 53.31, p<.001$
[26] $\chi^2(2, N = 1089) = 85.13, p=.000$
[27] $\chi^2(3, N = 1097) = 12.80, p<.01$
[28] $\chi^2(2, N = 1099) = 69.85, p=.000$
[29] $\chi^2(2, N = 1092) = 43.39, p=.000$
[30] $\chi^2(2, N = 1084) = 24.22, p<.001$
[31] $\chi^2(2, N = 1079) = 42.89, p<.001$

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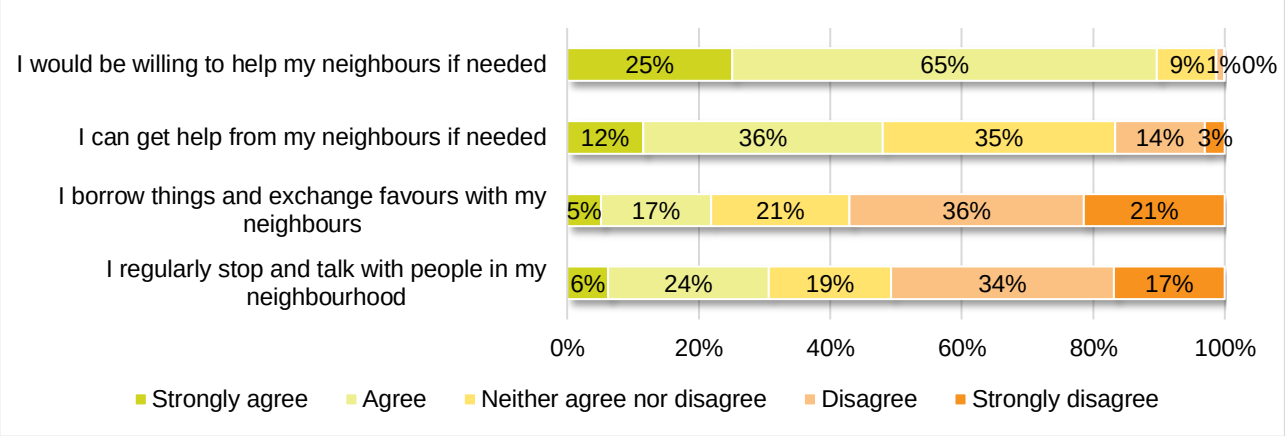
favours with neighbours reduced (from 23% to 20%) after Covid-19, while talking with people in the neighbourhood increased (from 30% to 33%), but these differences are not statistically significant.

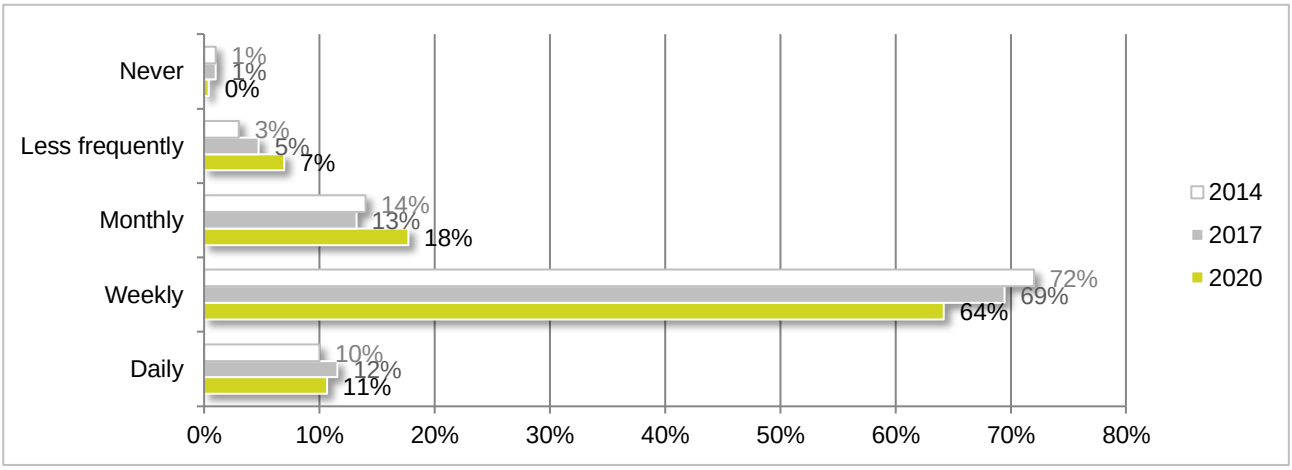
Figure 47: To what extent do you agree with the following statements? (n = various, 980-990)



Key finding: *While most people (90%) said they would help their neighbours, fewer (48%) thought their neighbours would help them, repeating the findings from the 2017 survey. These figures are slightly lower than the figures for the city as a whole (95% of people said they would help their neighbours and 50% said they could get help from their neighbours when needed in the 2018 City of Sydney Wellbeing Survey). A fifth of resident respondents (22%) borrowed things and exchanged favours with neighbours and 30% regularly stopped to talk with people in their neighbourhood.*

In regards to social interactions with friends, relatives or work colleagues, the majority of survey respondents met at least weekly (64% weekly and 11% daily), with the remainder meeting with these people less frequently (25%) and only 4 respondents (0%) never meeting with these people (see Figure 48).

Figure 48: Comparison of 2014, 2017 and 2020 results to: How often do you meet with friends, relatives or work colleagues? (n2014 = 287, n2017 = 992, n2020 = 1093)



Key finding: *Most (75%) resident survey respondents meet with friends, relatives or work colleagues at least weekly. A small proportion (7%) meet with friends, relatives or work colleagues less than once per month.*

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 49). Of particular note when

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examining these findings is that socialising in cafés, restaurants and/or pubs (52% of respondents), chatting to people on the street (49%), and socialising in one's own home or others' homes (45% of respondents) were the most common ways people socialised with others in their local area. These were followed by chatting to people while shopping (39%) and connecting with people online (33%).

Key finding: *The most common ways in which people have contact with other people while in Green Square were socialising is in cafés, restaurants and/or pubs (52%) and chatting on the street (49%). Socialising in their own or others' homes is becoming increasingly important (37% in 2014, 41% in 2017, and 45% in 2020).*

In terms of the activities that people were least likely to have contact with people, few people had contact with others through volunteering (6%), in clubs, groups, religious groups or associations (10%) or attending community events (10%).

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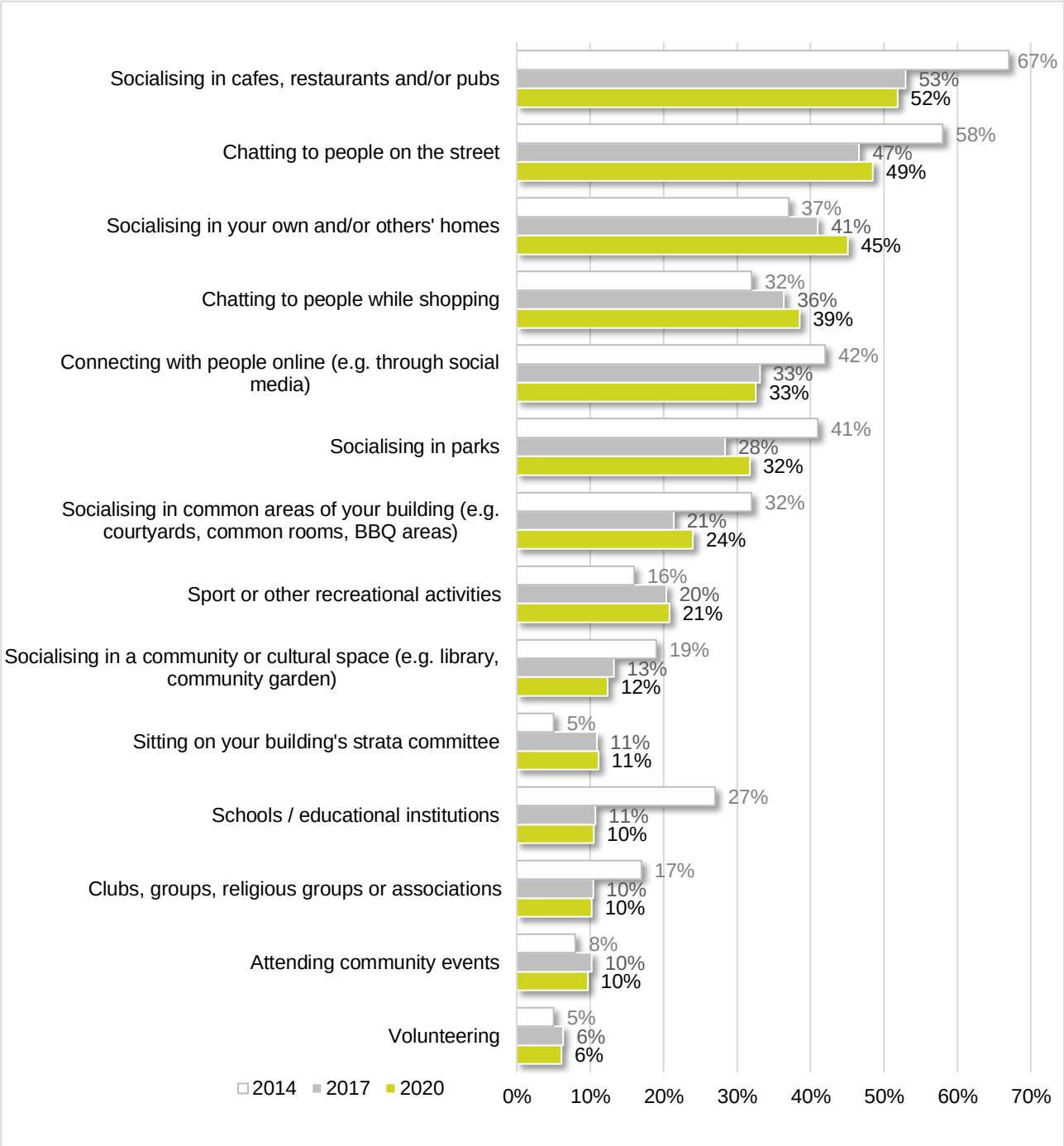
Figure 49: Comparison of 2014 and 2017 results to: In the past month, have you had contact with people in any of the following ways? (n2014 = 288, n2017 = 997, n2020 = 1105)



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 50). Importantly, these findings suggest that the building in which one lives is a very important location in which incidental social interaction occurs, with 54% of residents bumping into people they know at the entrance or near the building that they live in. Also important, with more than half of resident survey respondents bumping into people in these places, were local shops (56%), café's, restaurants and pubs (52%), and on local streets (50%).

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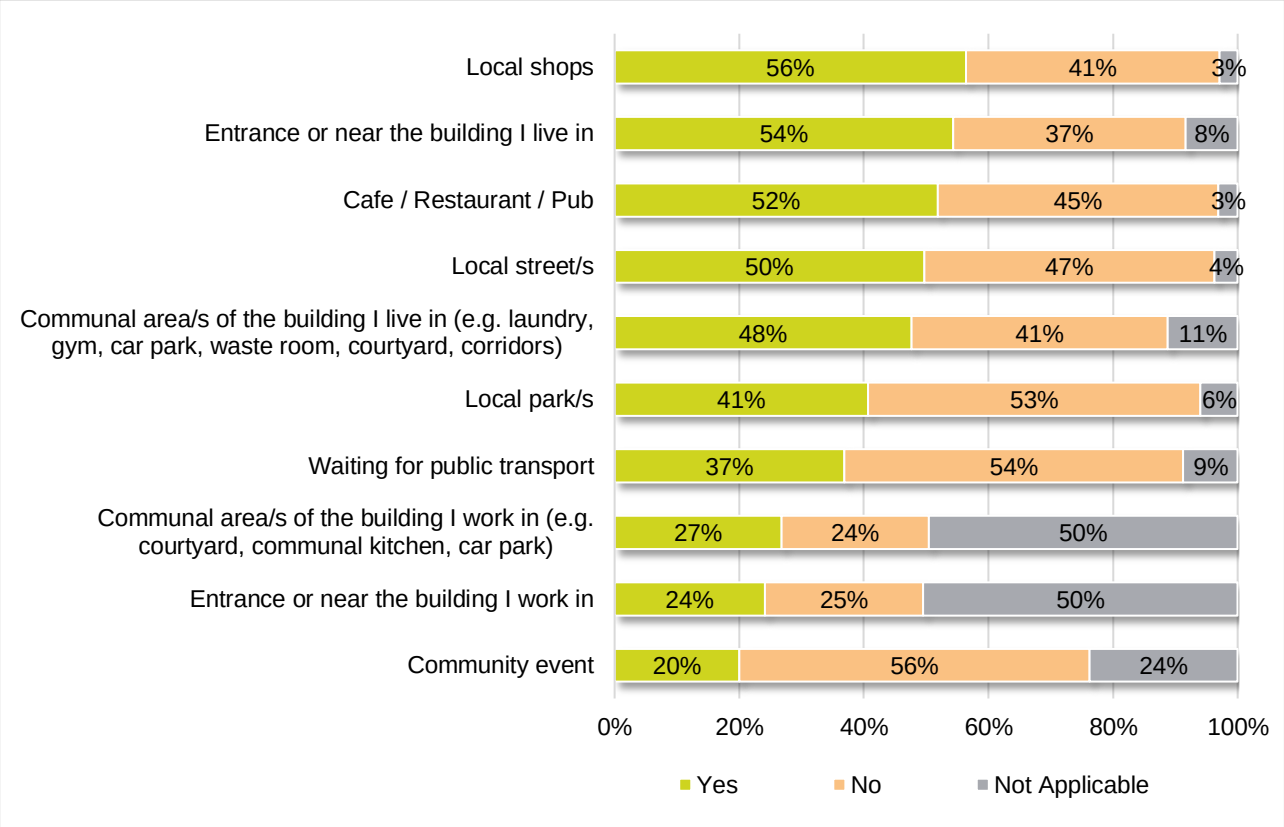
Figure 50: Do you run into people you know in the following places in your area? (n = various, 779-1072)



Key finding: *Incidental interaction (running into people you know) was most likely to occur at local shops (56%), in the entrance or near the building in which people live (54%), at a local café, restaurant or pub (52%), and or the local streets (50%).*

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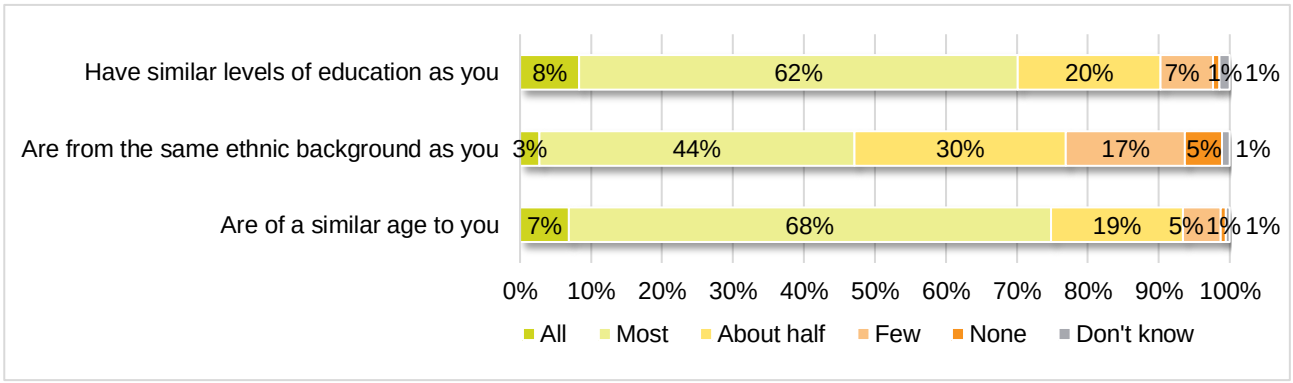
Nature of social cohesion

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 (75%) residents said that most or all of their friends were of a similar age to them, just less than half (47%) said that many or most of their friends were of a similar ethnic background to them and 70% said that many or most of their friends had a similar educational background to them (see Figure 51). The same question was asked in the Australian General Social Survey (2010) (see Appendix 6).

Figure 51: Of your friends, how many …? (n = various, 977-988)



Interestingly, a slightly higher percentage of Green Square survey respondents said that their friends were of a similar age (the Australia-wide figure from the General Social Survey was 64.9%) and a similar educational background (the Australia-wide figure was 56.2%). However, much fewer respondents to the Green Square survey said that most of their friends were of the same ethnic background as them (the Australia-wide figure was 72.7%), suggesting that friendship groups amongst Green Square residents are more ethnically mixed than for the Australian population as a whole.

Key finding: *Many residents said most of that their friends were of a similar age (75%) and educational background (70%) and just less than half (47%) that they were of a similar ethnic background.*

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

Civic culture and participation

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

As demonstrated below, the majority of residents in Green Square are not involved in formal civic activities (see Figure 52). Around a third (35%) of the respondents had signed a petition, and one-quarter of respondents had previously taken part in another research project in the past year (24%), and 17% had

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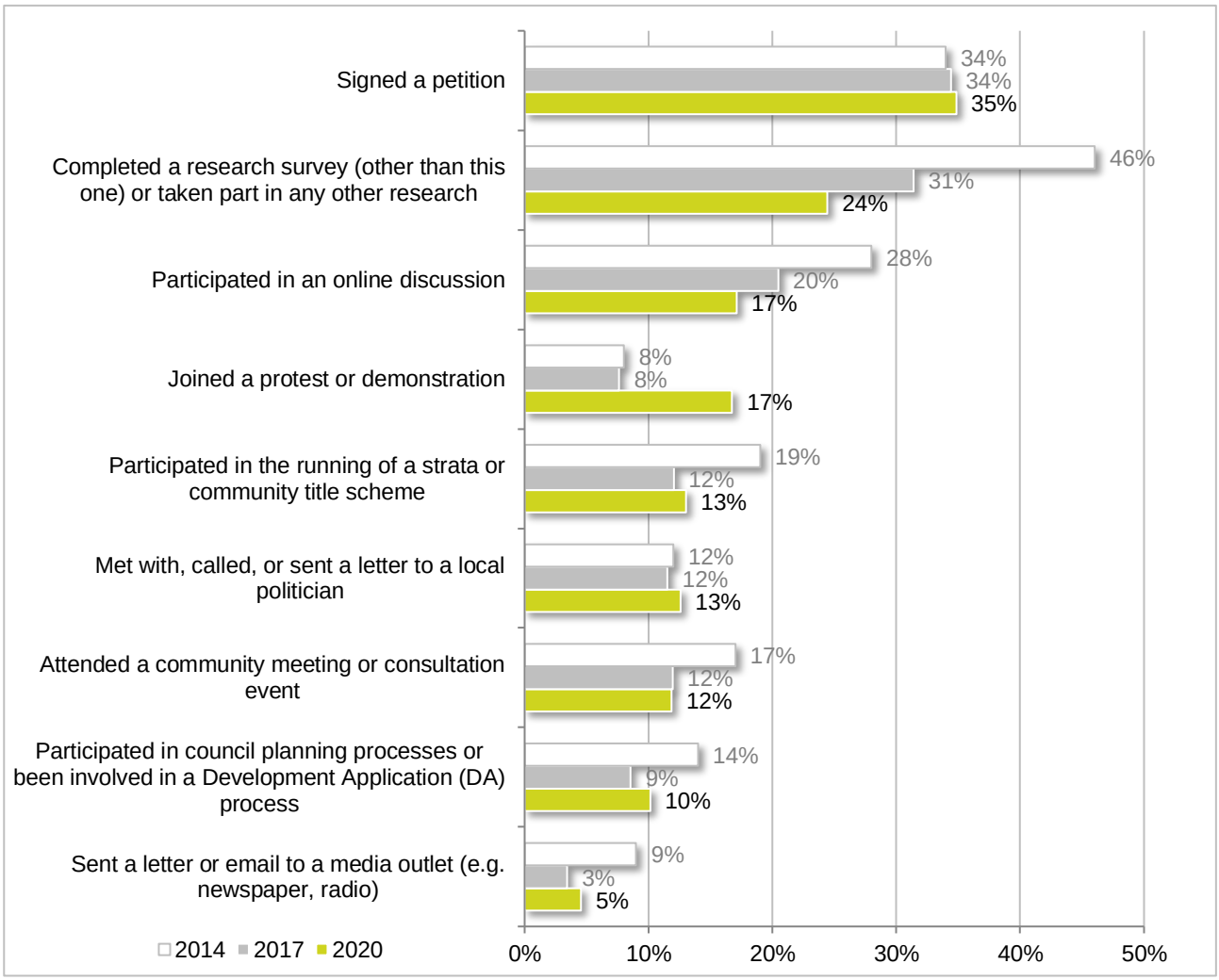
participated in an online discussion. There was a notable increase in the proportion of residents who had participated in a protest or demonstration (17%, up from 8% in 2014 and 2017), possibly a reflection of the regular climate change protests occurring in Australia and globally throughout 2019. A smaller, but still significant, proportion of people had participated in the running of a strata or community title scheme (13%) or been involved in civic engagement activities related to the local council, with 13% having met with, called, or sent a letter to a local politician, 12% having attended a community meeting or consultation event, and 10% had participated in council planning processes or been involved in a Development Application process. These figures are similar to those recorded in the 2017 survey.

Key finding: *Most Green Square residents are not involved in formal civic activities. However, 24% had previously taken part in another research project in the past year, 35% had signed a petition and 17% had participated in an online discussion in the past 12 months. There was a notable increase in the proportion of people who had joined a protest or demonstration from 8% in 2014 and 2017 to 17% in 2020. This reflects an increase across the city in people joining a protest or demonstration (28% of city residents in the 2018 City Wellbeing Survey). This may be explained by the widely attended climate change protests that occurred in 2019.*

Figure 52: Comparison of 2014 and 2017 results to: In the past 12 months, have you …? (n2014 = 288, n2017 = 997, n2020 = 1105)



When looking at the results broken down by language spoken at home, some interesting patterns emerge. Because Mandarin and Cantonese are the most common languages spoken in the area after English, we

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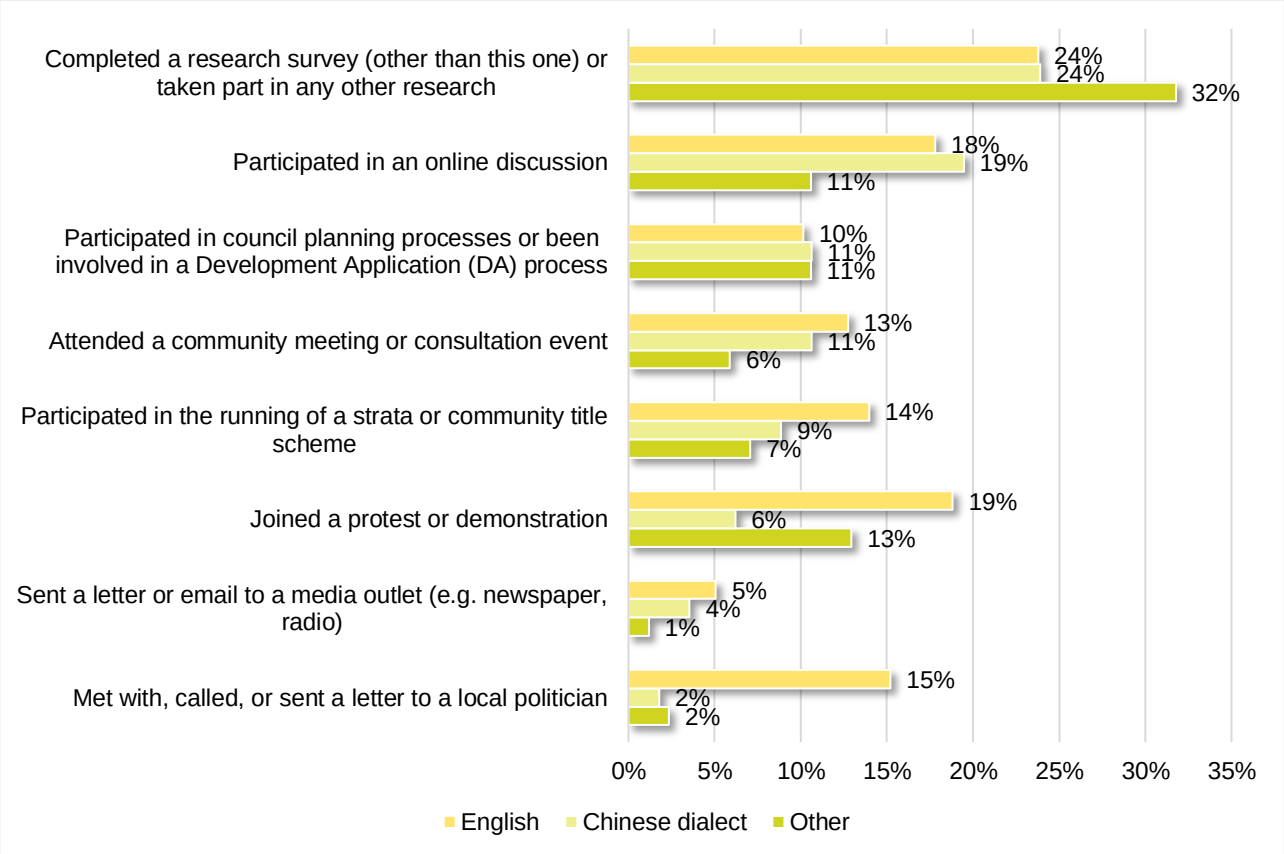
divided our analysis between speaking English at home, speaking a Chinese language and speaking another language at home (see Figure 53). People who speak a language other than English at home are less likely to be involved in communicating with a local politician or participated in the running of a strata or community title scheme. However, participation in research and council planning processes were equal or higher amongst people who speak a language other than English at home. There were also differences between people who speak a Chinese language and other language at home, with participation in online discussions, attendance at community events and sending letters to the media being higher amongst Chinese speaking residents than those speaking another language at home. In comparison, participation in a protest or demonstration was higher for those speaking English and another language at home compared to Chinese-speaking residents. These findings suggest not only that different strategies may be needed to encourage civic engagement of people who speak a language other than English at home, but that different strategies may be needed for different language groups.

Figure 53: In the past 12 months, have you …? By language spoken at home (nEnglish = 887, nChinese dialect = 113, nOther = 85[32])



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 54). The results of this question suggest that while one-third of people think that they understand the rights around urban development and planning for the local area (32% agree or strongly agree), a much smaller percentage feel that they have made a civic contribution in the area. Indeed, only 17% of people said that they had worked with others to improve the area and only 13% said that they had contributed to shaping Green Square.

[32] The small sample size for language sub-groups mean that these results have a high margin of error and should be treated cautiously.

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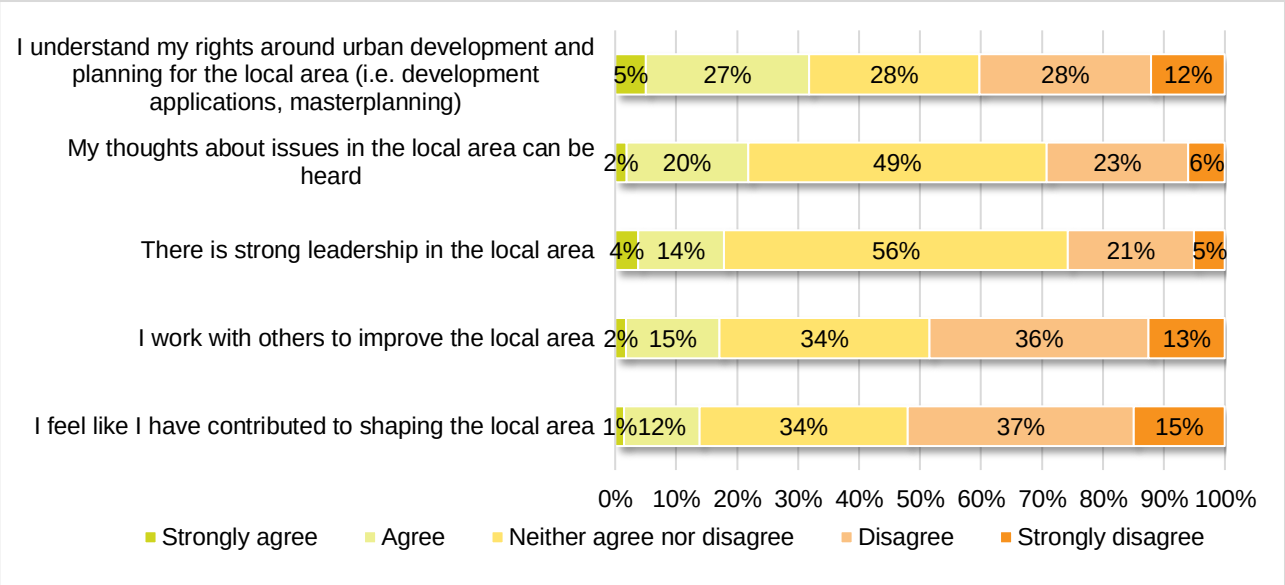
Related to this, only 18% of people agreed that there was strong local leadership in the community and only 22% felt that their thoughts about local issues in Green Square could be heard by people who make a difference. This paints a picture of a community of people who are reasonably well-informed of their civic rights, but many of whom do not feel that they have contributed to the development of the area, or that there is strong leadership in the community.

Key finding: *One third of residents thought that they understand the rights around urban development and planning for the local area (32%). However, a much smaller percentage felt that they had made a civic contribution by working with others to improve the area (17%) or contributing to shaping Green Square (13%). Related to this, only 22% felt that their thoughts about local issues in Green Square could be heard by people who make a difference and only 18% agreed that there was strong local leadership in the area.*

Figure 54: To what extent do you agree with the following statements? (n = various, 1076-1084)



Social order and control

The survey included a question to gauge how safe people feel in the Green Square area under different circumstances. As can be seen in Figure 55, the vast majority of people felt safe or unconcerned in all situations except for walking in Green Square alone after dark, in which circumstance 15% of people felt unsafe or very unsafe. There was little difference between respondents of different ages, but women were much more likely to feel unsafe walking in Green Square alone after dark (18%) than men (11%) (see Figure 56: How safe do you feel walking in Green Square alone after dark? by gender (nMen = 432, nWomen = 667)) and older people (70+ years) feeling less safe generally than all other age groups. The proportion of people feeling unsafe alone after dark in Green Square has dropped considerably from 27% in 2017. This proportion is also lower than for the wider City of Sydney area, where 20% of people reported feeling unsafe walking in the local area after dark in the 2018 City Wellbeing Survey.

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Figure 55: How safe do you feel …? (n = various, 1101-1103)

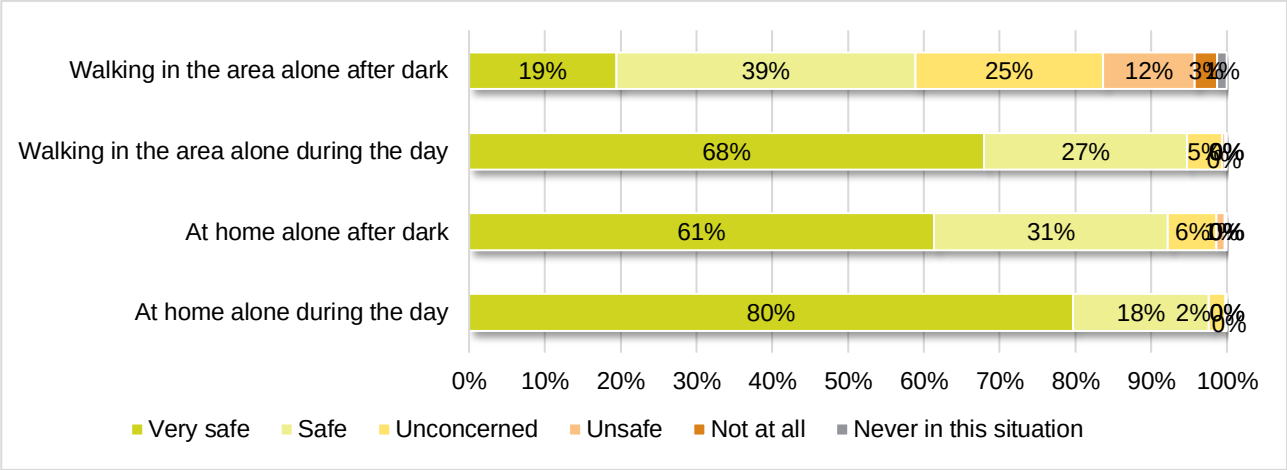
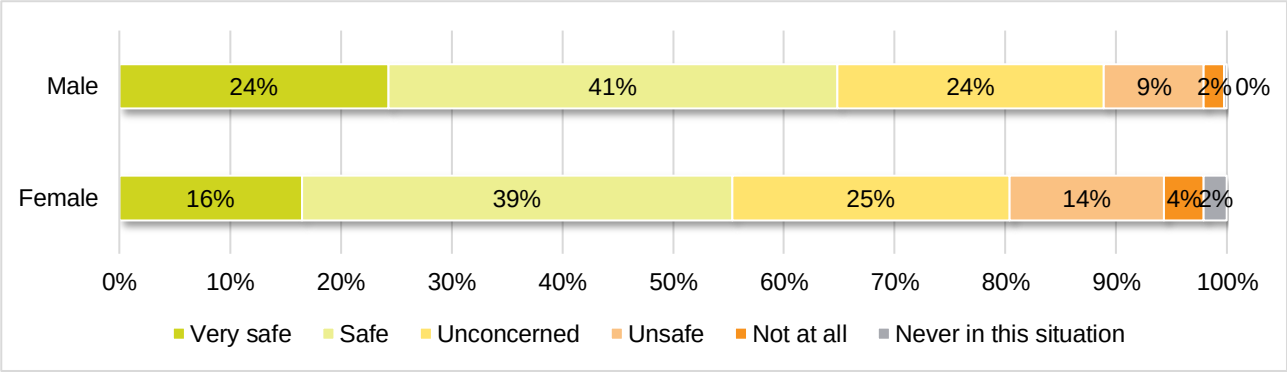


Figure 56: How safe do you feel walking in Green Square alone after dark? by gender (nMen = 432, nWomen = 667)



Key finding: *The majority of residents felt safe or unconcerned in all situations except for walking in Green Square alone after dark, in which circumstance 15% of people felt unsafe or very unsafe. This represents a notable improvement from the 2017 survey when 27% of respondents said that they felt unsafe in the area after dark.*

People were also asked whether they thought most people can be trusted. The majority of people agreed with this statement in 2020 (51%), but one in ten people (12%) disagreed. These results are similar to those of 2017 but demonstrate a reduction in trust since 2014 (Figure 57). These results are similar to those in the Australian General Social Survey (2014) in which 55% of people agreed that most people can be trusted. A reduction in trust is consistent with the overall results of the City's Wellbeing Survey between 2015-2018 both for the City total and the Green Square Village area, however, the drop in Green Square is greater than the average across the city. This is aligned with the broader drop in personal wellbeing sentiment captured in other Wellbeing Survey questions.

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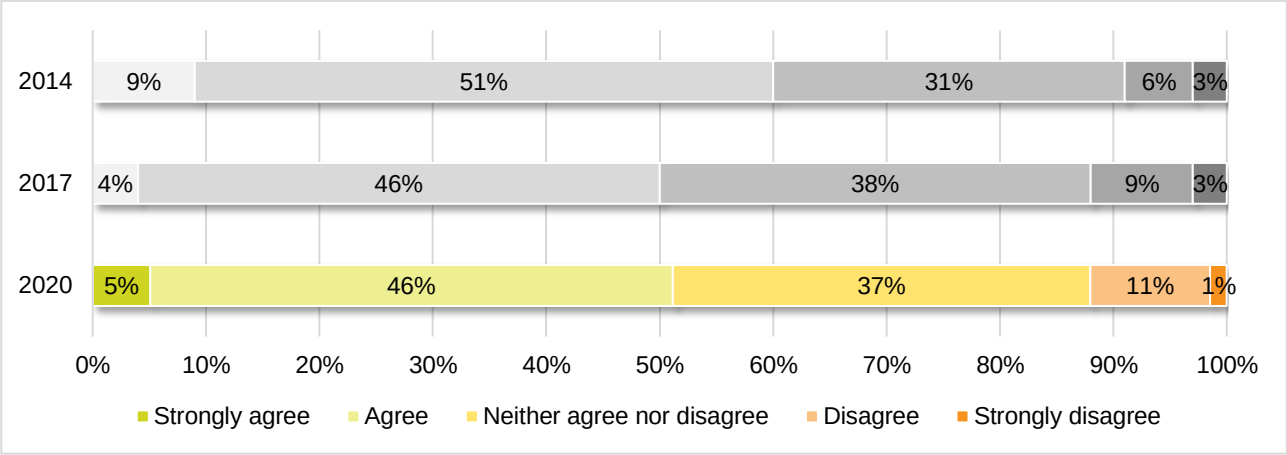
Figure 57: Agreement with 'Most people can be trusted' (n2014 = 287, n207 = 987, n2020 = 1097)



Key finding: *While the majority (51%) of people feel that most people can be trusted, a notable minority (12%) disagree.*

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Opportunities and barriers to social interaction and social cohesion

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.

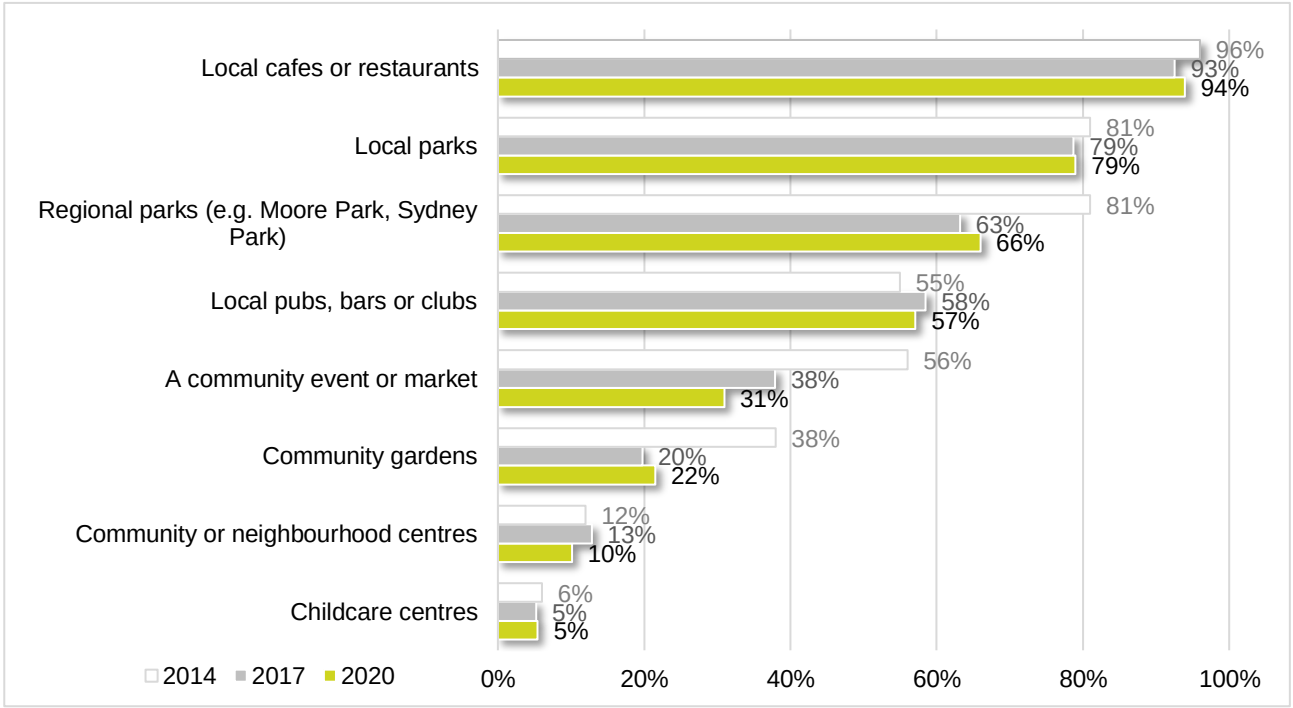
In regard to people's use of facilities, survey respondents were asked whether they had used a range of services and facilities in the area. Of the services and facilities listed (see Figure 58), almost all residents had used local cafés and restaurants (94%) and most had used local parks (79%). Two-thirds had used regional parks (66%) and more than half had been to local pubs, bars or clubs (57%).

Of the formal community infrastructure provided by council in the area, much fewer people had used community or neighbourhood centres (10%). Community gardens, however, had been used by a fifth (22%) of residents.

As can be seen in Figure 58, the results to this question in 2020 were similar to the results in 2017, with very few exceptions. Higher proportion of residents have been to local cafes and restaurants, as well as more having used local community gardens. some of these differences may be due to more cafes and restaurants having open in the Green Square area, especially near and around the upgraded train station entry.

Key finding: *The services and facilities in the Green Square most commonly used by residents were local cafés and restaurants (94%), local parks (79%) and regional parks (66%). Community or neighbourhood centres were used by 10% of all respondents and 19% of unemployed respondents.*

Figure 58: Comparison of 2014 and 2017 results to: Which services and facilities have you used within Green Square over the past six months? (n2014 = various, 282-288, n2017 = 997, n2020 = 1105)



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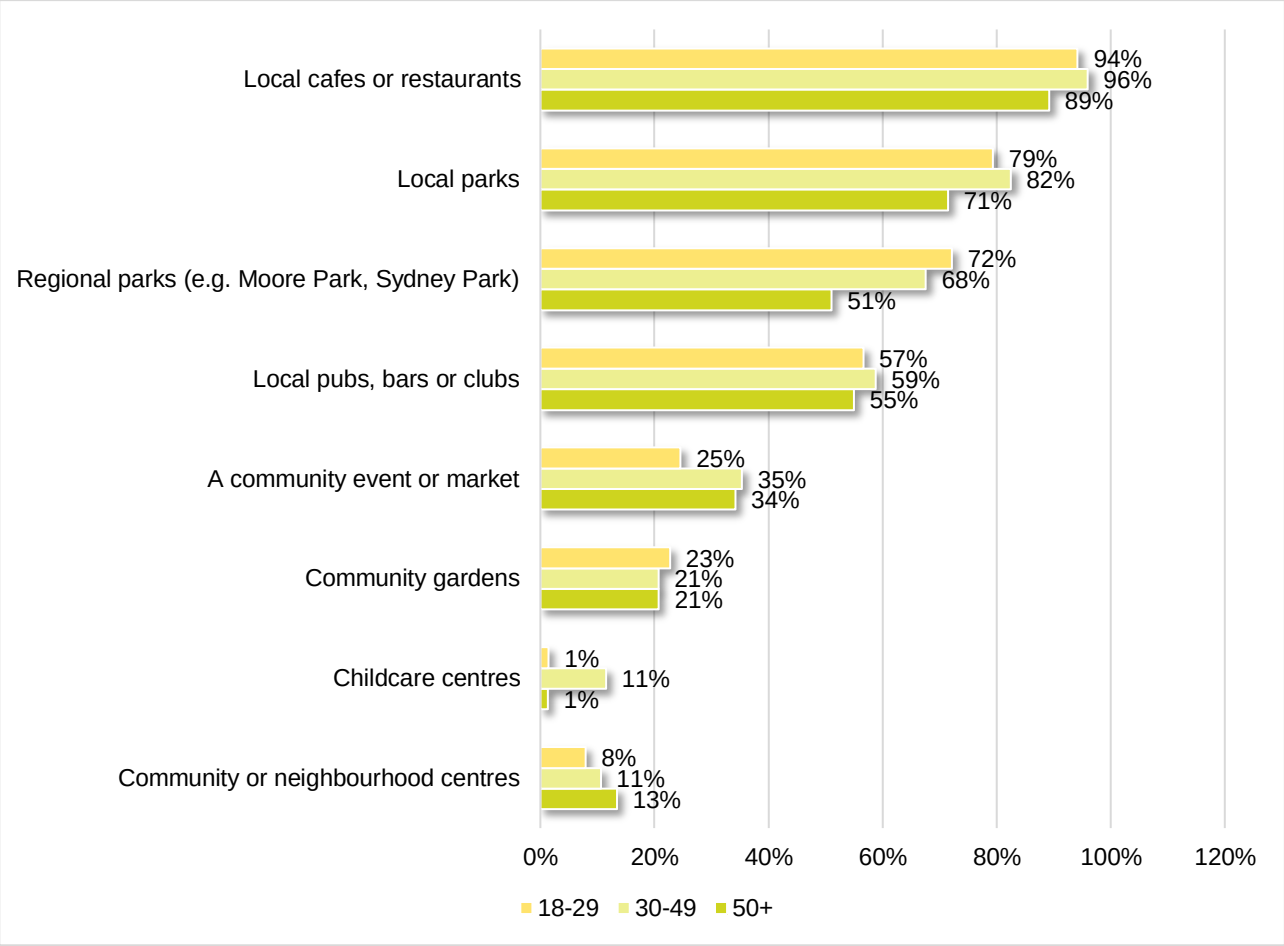
Responses differed somewhat by age, with people over 50 less likely to use local and regional parks, people under 29 less likely to attend community events and markets and people aged 30-49 more likely to use childcare centres.

Figure 59: Which services and facilities have you used within Green Square over the past six months? By age (n18-29 = 431, n30-49 = 444, n50+ = 231)



While the survey did not ask about household or individual income, Figure 60 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 or not in the labour force are less likely to use regional parks or local pubs, bars and clubs. It is also important to note that while use of community and neighbourhood centres was low overall, one fifth (19%) of unemployed respondents use these facilities.

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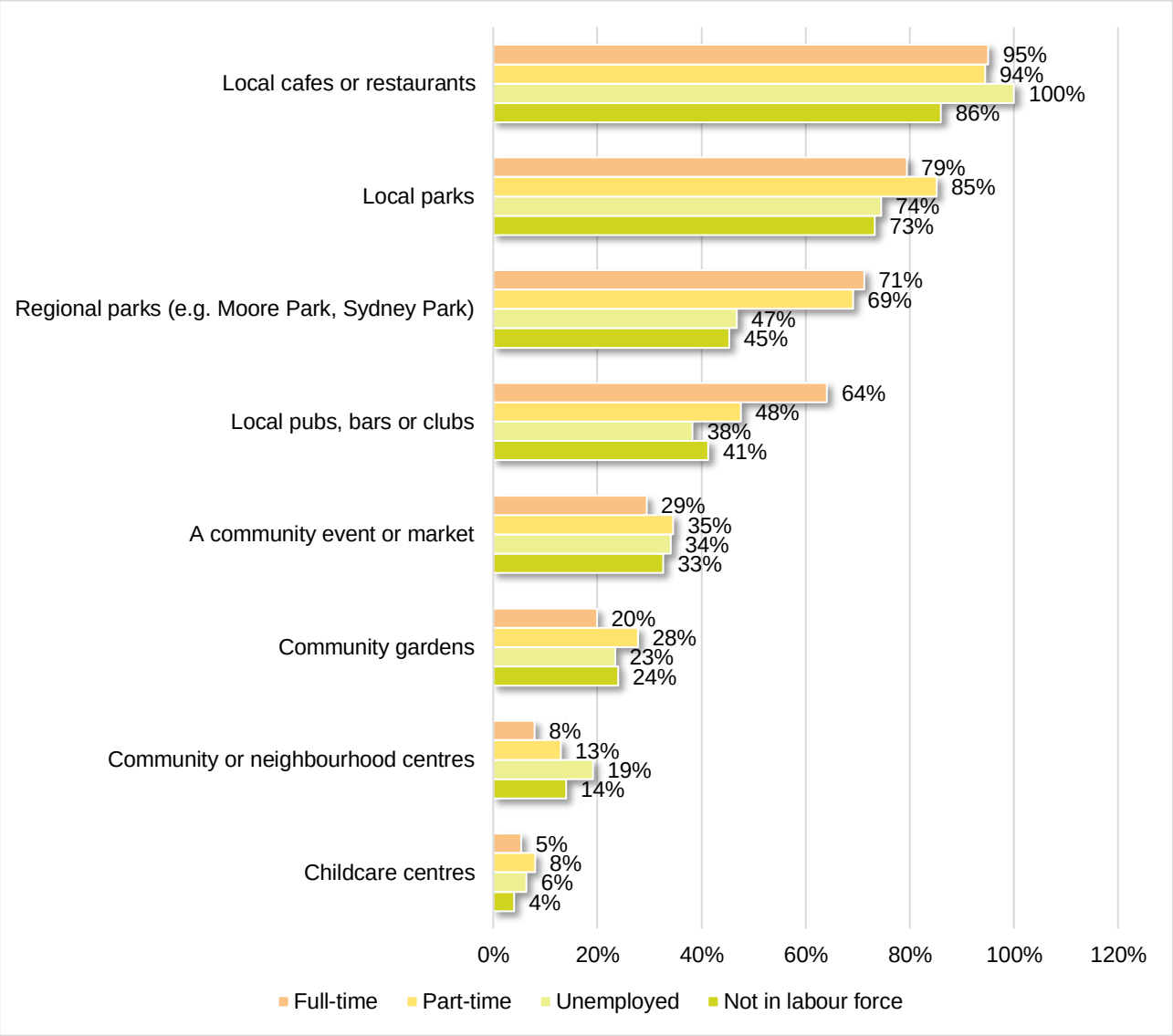
Figure 60: Which services and facilities have you used within Green Square over the past six months? By employment status (nFull-time = 733, nPart-time = 47, nUnemployed = 47, nNot in labour force = 150)



In addition to questions asking about the use of, and knowledge of, different facilities in the Green Square area, the survey also included a question that directly asked people about factors that might limit the extent to which they socialise with other people in Green Square. As can be seen in Figure 61, the most common limitation people experience to socialising with other people in the area is time constraints, which impact on many people often (39%) or all of the time (9%). Other important reasons are difficulty in finding information about social activities (26% often or all of the time), not being interested (23% often or all of the time), and not being confident with strangers (17% often or all of the time). While other barriers to social interaction were mentioned less often by survey respondents, almost a third said that financial reasons (36%) and not feeling welcome (28%) limited their social interactions at least some of the time. Difficulty accessing facilities or venues (25%), language difficulties (12%) and health reasons (11%) also limited some people's 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%).

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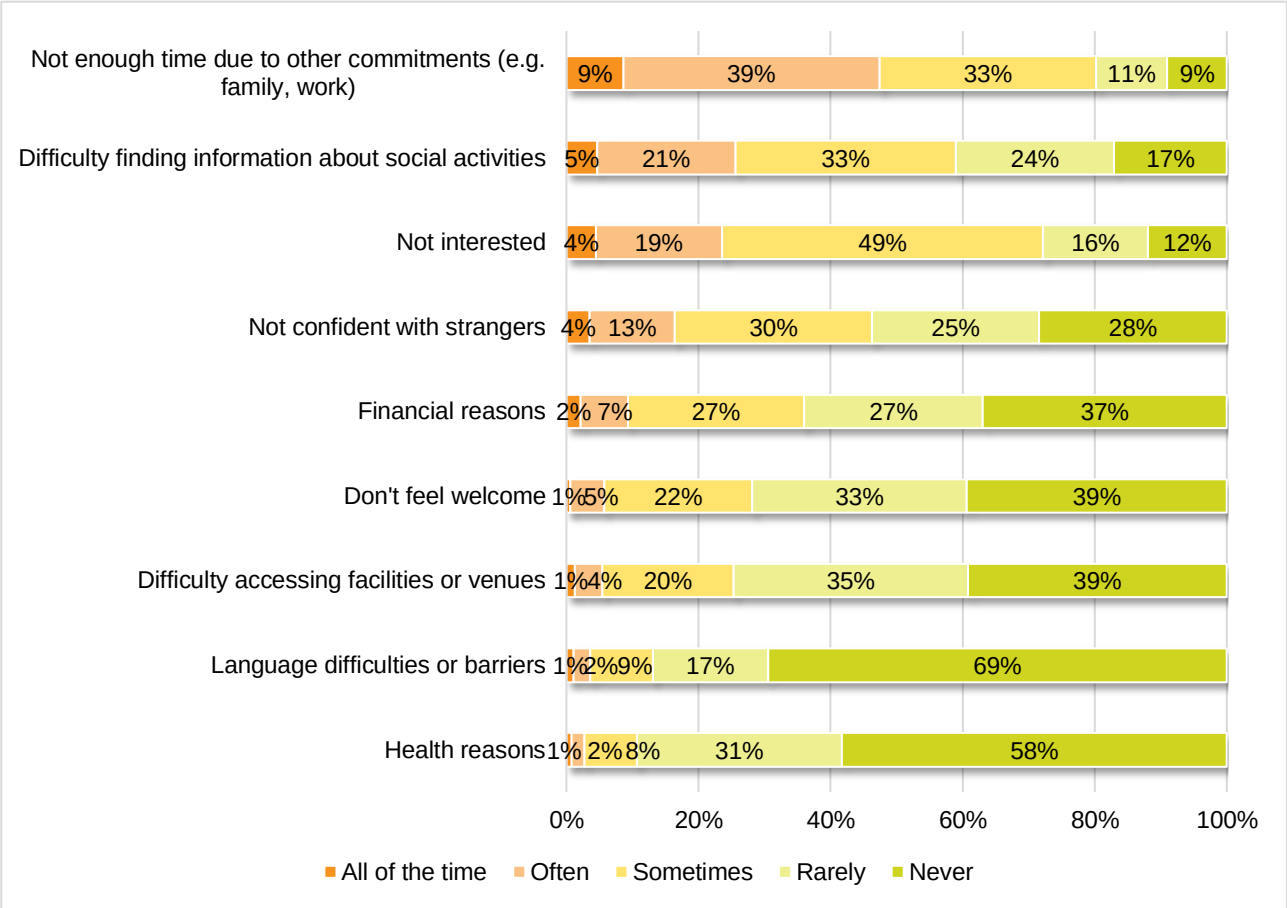
Figure 61: Do any of the following limit you from socialising or participating in organised social activities in the area? (n = various, 981-1031)



The City of Sydney 2018 Wellbeing Survey demonstrated that barriers to participate in community activities were more pronounced among people speaking languages other than English at home. The MyPlace survey reflects these findings for Green Square, with more people speaking a language other than English at home mentioning insufficient time, difficulty finding information, financial reasons and language barriers than people who speak English at home (see Figure 62). However, there are some interesting differences when comparing people speaking a Chinese language at home and people speaking another language at home, notably that people speaking a Chinese language are more likely to say that they are not confident with strangers, not interested in getting involved and have difficulty accessing facilities or venues, but are less likely to say that they do not feel welcome than people speaking another language at home.

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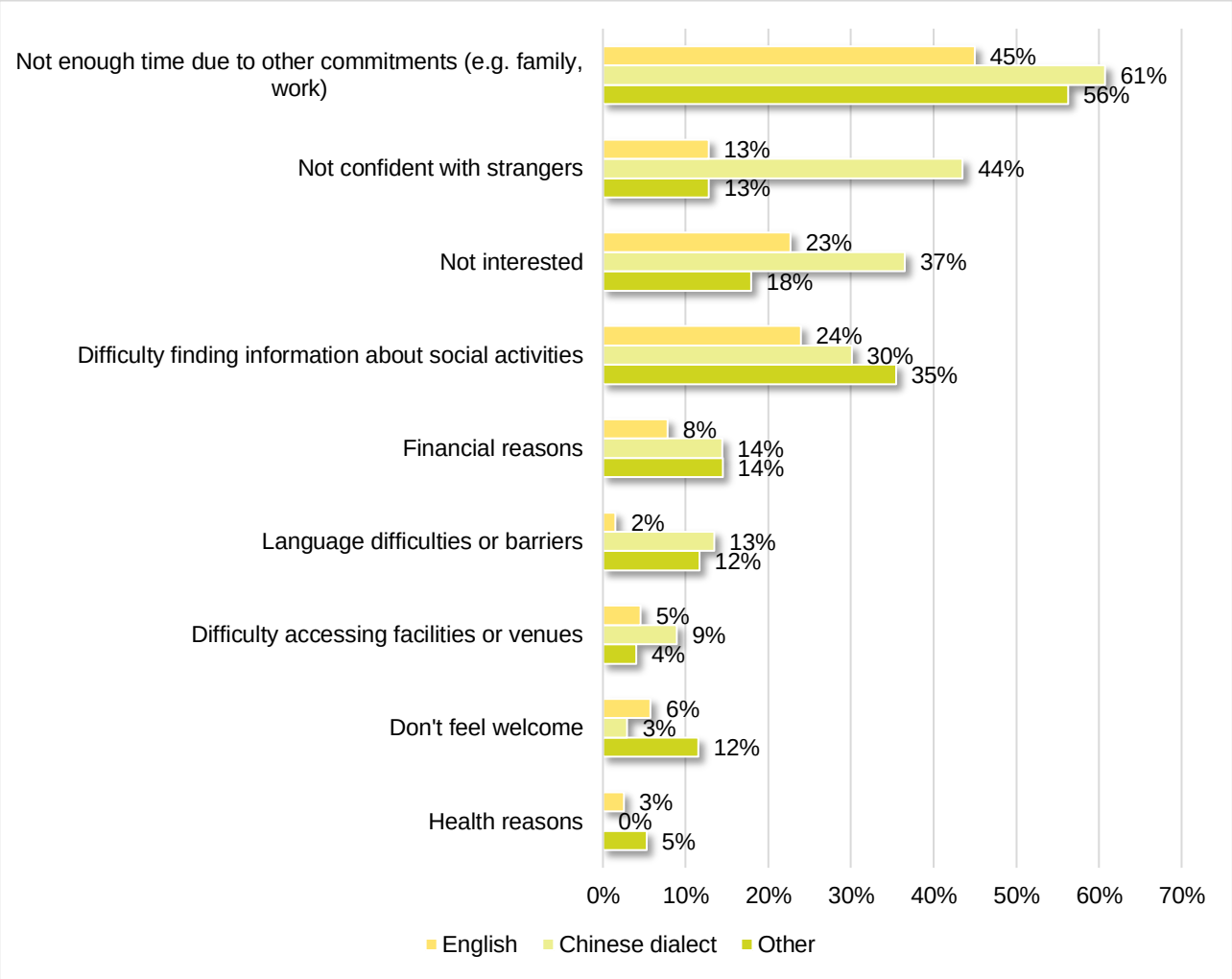
Figure 62: Do any of the following limit you from socialising or participating in organised social activities in the area? Always/often by language spoken at home (various, nEnglish = 782-823, nChinese dialect = 101-108, nOther = 75-80[33])



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). Other important limitations are difficulty in finding information about social activities (26% often or all of the time), not being interested (23% often or all of the time), and not being confident with strangers (17% often or all of the time).*

These results suggest that some people in Green Square are unaware of the services and facilities, and opportunities for social interaction that exist for them in the area. The survey asked a question about how people would like to receive information about opportunities to participate in social activities in their local area (Figure 63). A large proportion of residents who would like to receive information electronically such as through social media and emailed newsletters.

[33] The small sample size for language sub-groups mean that these results have a high margin of error and should be treated cautiously.

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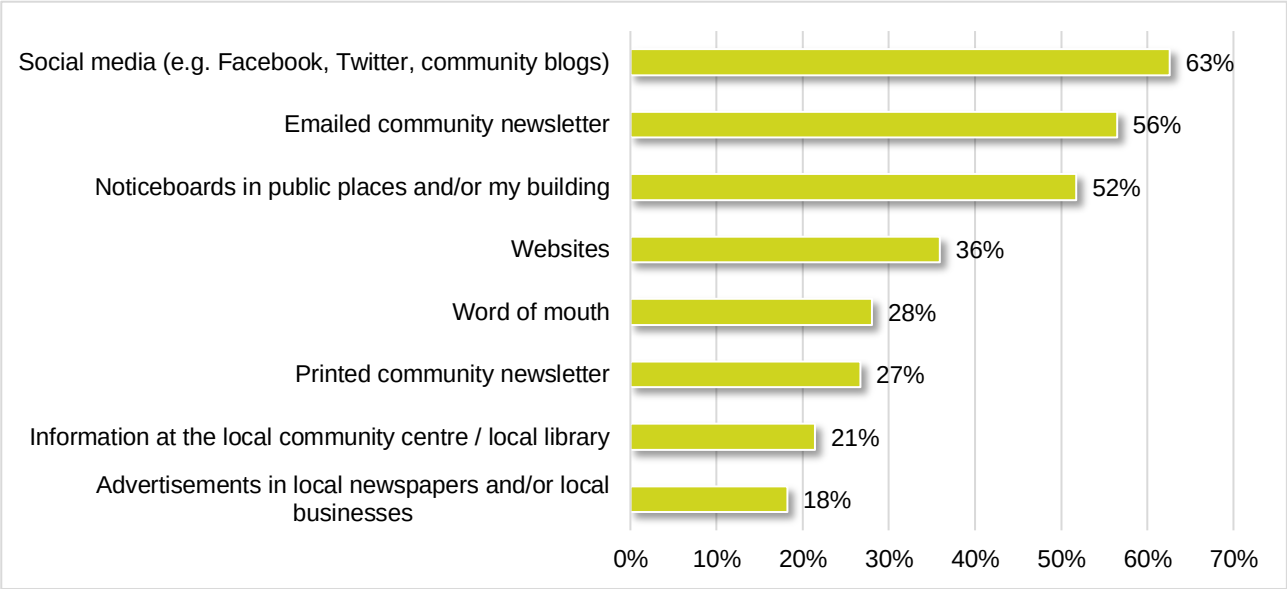
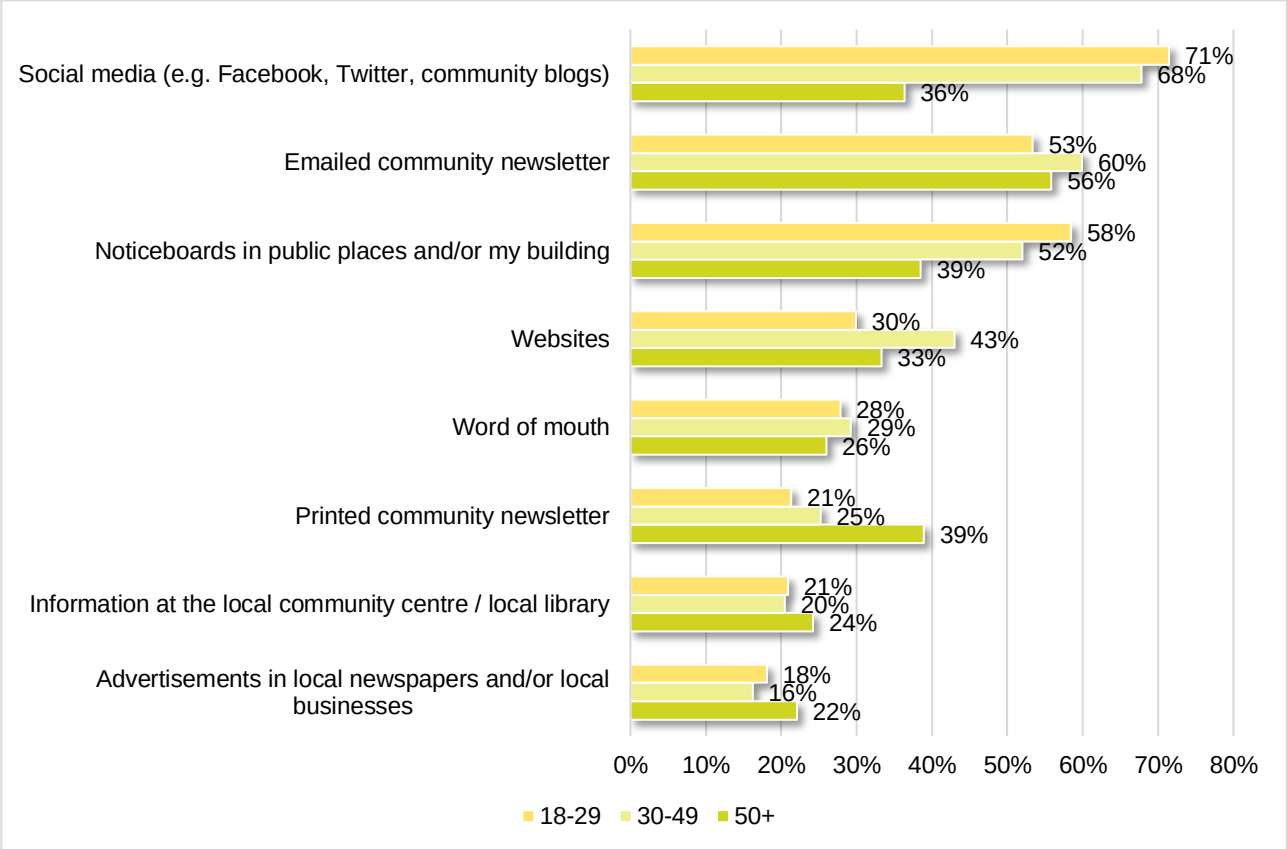
Figure 63: How would you like to get information about opportunities to participate in social activities in your local area? (n = 1105)



Responses to this question differed by age (Figure 64). Notably, people aged over 50 were much less likely to want to receive information via social media (36%) 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 (56%).

Figure 64: How would you like to get information about opportunities to participate in social activities in your local area? By age (n18-29 = 431, n30-49 = 444, n50+ = 231)



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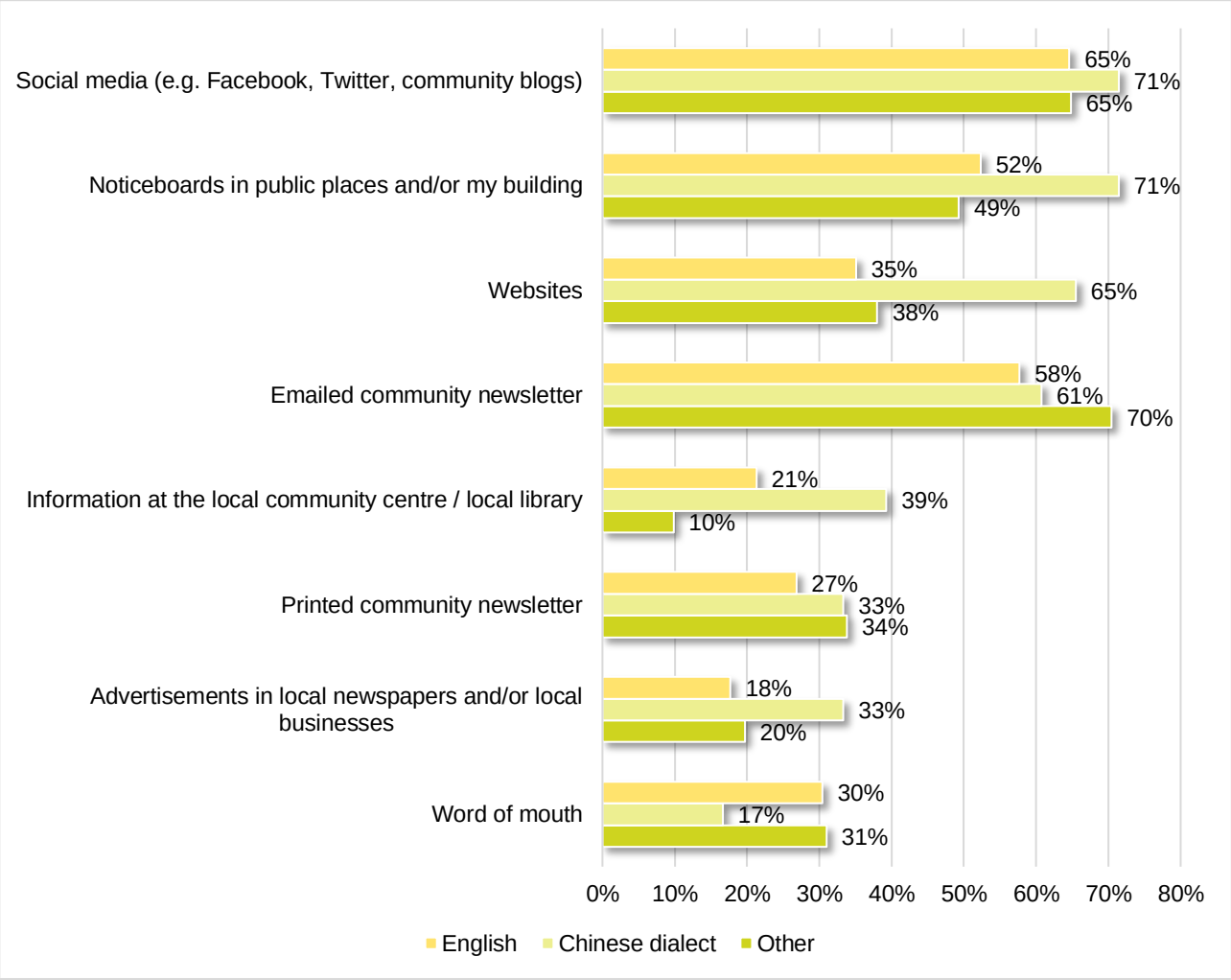
Responses were also different between people speaking different languages at home (Figure 65). Interestingly however, the most notable differences were not between those speaking English and a language other than English at home, but between Chinese language speakers and other households. Most notably, people speaking a Chinese language at home are more likely to want to receive information via social media, noticeboards in public places or their building, websites, at the local community centre or library and in local newspapers and businesses and less likely to want to receive this information via word of mouth.

Figure 65: How would you like to get information about opportunities to participate in social activities in your local area? By language spoken at home (nEnglish = 887, nChinese dialect = 113, nOther = 85[34])



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 (63%) and e-mails (56%). More than half (52%) still preferred to be notified via notice boards in public places and/or in their building. Preferences differ by age and language spoken at home.*

[34] The small sample size for language sub-groups mean that these results have a high margin of error and should be treated cautiously.

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Implications for practice

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

Implications for community development

Green Square is an area with a large proportion of new residents (72% of survey respondents have lived in the area for 5 years or less[35]), but that majority (70%) plan to remain resident in the area for a number of years. People feel more strongly connected to community at the larger scales of Sydney and Australia than at the local level of the suburb and street, but there is a desire to build more local connections, with the majority (68%) of residents wanting to have more interaction with others who live and work in the area. Private renters and younger people in particular desire more local social connection. Importantly, connection to community at the building scale is higher than at the suburb or street level, and the building scale was the only scale at which sense of community increased between 2017 and 2020. This suggests that community development at the building level is promising, but also that there is room to further develop community connections at the local suburb level. Interventions to encourage social interaction will be needed that engage residents who demonstrated a desire for greater involvement in social interactions but are constrained because of a lack of time and/or knowledge about the opportunities available to them, and a lack of confidence when dealing with strangers.

Implications for civic engagement

Around a third (32%) of residents felt they understood their rights around planning and urban development in the local area, slightly higher than in 2017 (27%). A smaller percentage (17%) felt they had made a civic contribution by working with others to improve the area. One in five felt that their thoughts about local issues could be heard by people who make a difference (22%) and that there was strong local leadership in the area (18%), demonstrating a slight improvement from 2017 (when the figures were 20% and 15% respectively). There is potential for improved engagement amongst residents in the area as demonstrated by their willingness to be engaged in political discussions, with more residents having participated in other research (25%) and signed petitions (35%). There was also a substantial increase in the proportion of people who had joined a protest or demonstration from 8% in 2017 to 17% in 2020. The survey also revealed that relationships between language spoken at home and civic engagement are complex. People who speak a language other than English at home are less likely to be involved in communicating with a local politician or participated in the running of a strata or community title scheme. However, participation in research and council planning processes were equal or higher amongst people who speak a language other than English at home. There were also differences between people who speak a Chinese language and other language at home, with participation in online discussions, attendance at community events and sending letters to the media being higher amongst Chinese speaking residents than those speaking another language at home. In comparison, participation in a protest or demonstration was higher for those speaking English and another language at home compared to Chinese-speaking residents. These observed differences are based on small sample sizes and should therefore be treated with caution. However, they suggest that different strategies

[35] Because of the timing of the latest Census in 2016, there is no feasible total population estimate to compare these figures against.

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may be needed to encourage civic engagement of people who speak a language other than English at home and that different strategies may be more effective for different language groups.

Implications for communications

Aside from time constraints, difficulty in finding information about social activities (26%) was the second most common limitation given by residents to socialising with others in the area. Barriers to participate in community activities were more pronounced among people speaking languages other than English at home. However, there are some interesting differences when comparing people speaking a Chinese language at home and people speaking another language at home, notably that people speaking a Chinese language are more likely to say that they are not confident with strangers, not interested in getting involved and have difficulty accessing facilities or venues, but are less likely to say that they do not feel welcome than people speaking another language at home.

Residents would like to receive information about social activities through social media (63%), e-mails (56%), noticeboards in public places and their buildings (52%) and websites (36%). 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, preferences for information differ greatly by age and language spoken at home. People aged over 50 were much less likely to want to receive information via social media (36%). However, e-mailed community newsletters were a more popular option amongst people over 50 (56%). People speaking a Chinese language at home are more likely to want to receive information via social media, noticeboards in public places or their building, websites, at the local community centre or library and in local newspapers and businesses and less likely to want to receive this information via word of mouth than both people speaking English and those speaking other languages at home. 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

The majority of residents (90%) agreed that the area is a good place to live. This proportion has changed little since the 2014 and 2017 surveys and did not change before and after the introduction of the Covid-19 restrictions. This suggests that a high level of satisfaction with the area. However, people felt more strongly connected to Australia, Sydney and the inner city and surrounds than to their local area, street or building. Respondents to the 2020 survey were less connected to the communities at different scales than in 2017, with the exception of the building scale. As there is a relationship between length of residence and community attachment, this likely reflects the high proportion of residents who have lived in the area for less than six years, but nevertheless suggests that there is potential for further community development at the local scale.

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 on the area and its overall density. Many people were also concerned about heavy traffic (48%) and parking (31%). However, while improvements to traffic management and public transport were the most important improvements residents wanted to see in 2017 (mentioned by 49% and 50% of resident respectively), in 2020 they remained important (mentioned by 43% and 43% of residents respectively) but were no longer the most commonly mentioned improvement. This likely reflects the gradual maturity of Green Square as a neighbourhood, where most hard infrastructure is now in place. More than half (58%) of residents travel to work or study using public transport and almost half (47%) of people said they moved to the area because of the proximity to public transport, demonstrating the important role that public transport plays in the attractiveness of the area.

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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, evening activities and public transport that connects to more parts of the city, while older people were more likely to desire landscaping in streets and parks a greater variety of retail shops and improved traffic management.

Implications for open space and public domain planning

Parks and public spaces are significant locations for social interaction in Green Square and heavily used by residents. After cafes and restaurants, local (79%) and regional (66%) parks were the most commonly used local facilities. This could influence local land use planning and infrastructure development in Green Square 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, demonstrated by the higher proportion of unemployed people making use of community centres (19%) compared to the population as a whole (10%).

Implications for local business

The most common places where people socialise with others in Green Square is cafes, restaurants and/or pubs (52%) and incidental interaction also commonly occurs in these places (52%). Cafes and restaurants are also the most commonly used services and facilities (94% of residents). Such businesses are therefore playing an important social role in the area, and two-thirds of residents (65%) said that they would like to see a wider variety of cafes, restaurants and bars in the area in the future. This suggests that the ideal of mixed-use development encouraging greater social interaction is supported by the findings in this case and has implications for development application planners who are making decisions about new businesses in the area.

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Appendices

Appendix 1 Boundaries of SA1s used to determine area population

This map shows the boundaries of the area from which the resident population figures presented in this report refer. It is a combination of 29 Statistical Area Ones (SA1s). There are some areas included in this map that are not in the Green Square urban renewal area. These are the areas protruding to the south west along O'Riordan Street, and Perry Park to the west. However, no residents live in these additional areas and so their inclusion will have no bearing on the population figures presented.

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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

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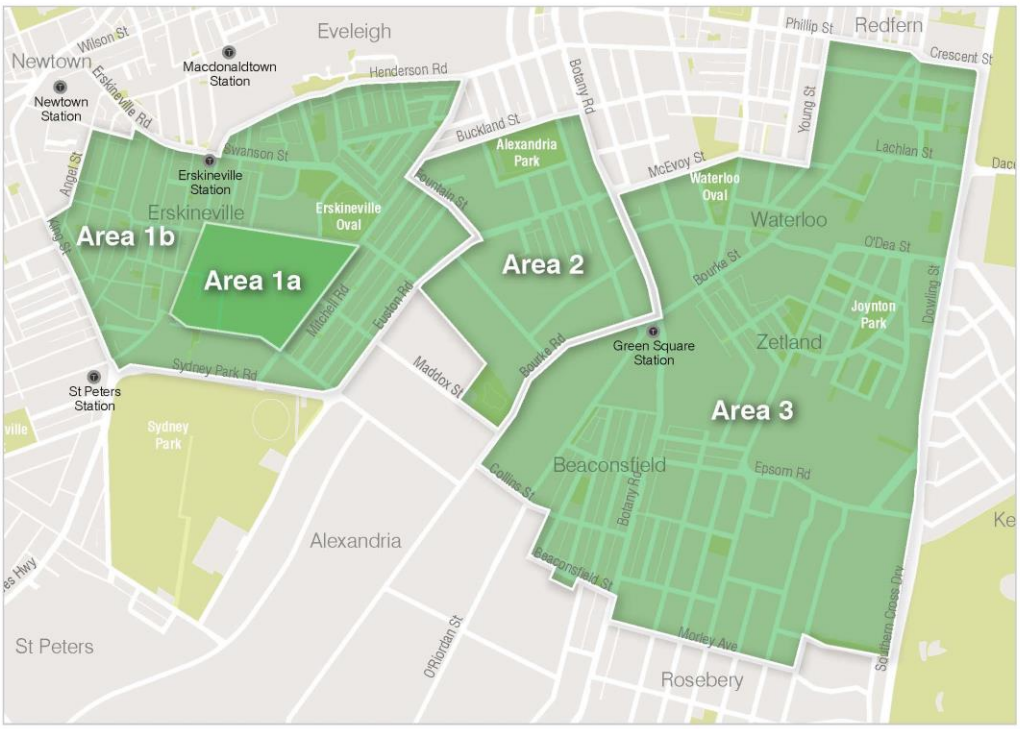

We would love to hear from you if you are over 18 and currently live or work in one of the areas shown above. We will use your feedback to continue to work with you to shape a more vibrant, inclusive and connected community.

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.

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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):

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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	○	○	○	○	○

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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	○	○	○	○	○

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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	○	○	○	○	○	○

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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

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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	○	○	○	○	○	○

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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)	○	○	○	○	○

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Section 3 – A few questions about you

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

○ 18-19 years	○ 50-59 years
○ 20-29 years	○ 60-69 years
○ 30-39 years	○ 70-79 years
○ 40-49 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	○ Indonesian	○ Russian
○ Arabic	○ Korean	○ Spanish
○ Cantonese	○ Mandarin	○ Vietnamese
○ Greek	○ Other (Please specify):	

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

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

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

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

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

- ○ Yes, I have a dog
- ○ Yes, I have a cat
- ○ Yes, I have another type of animal
- ○ No

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

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

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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

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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!!

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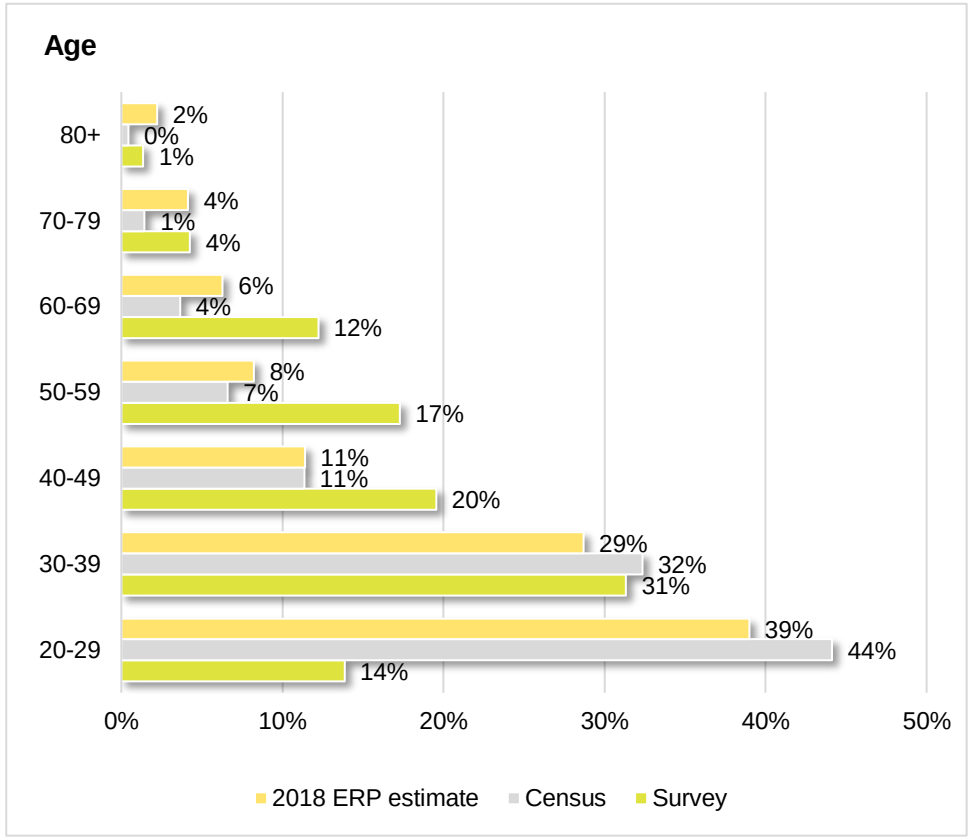
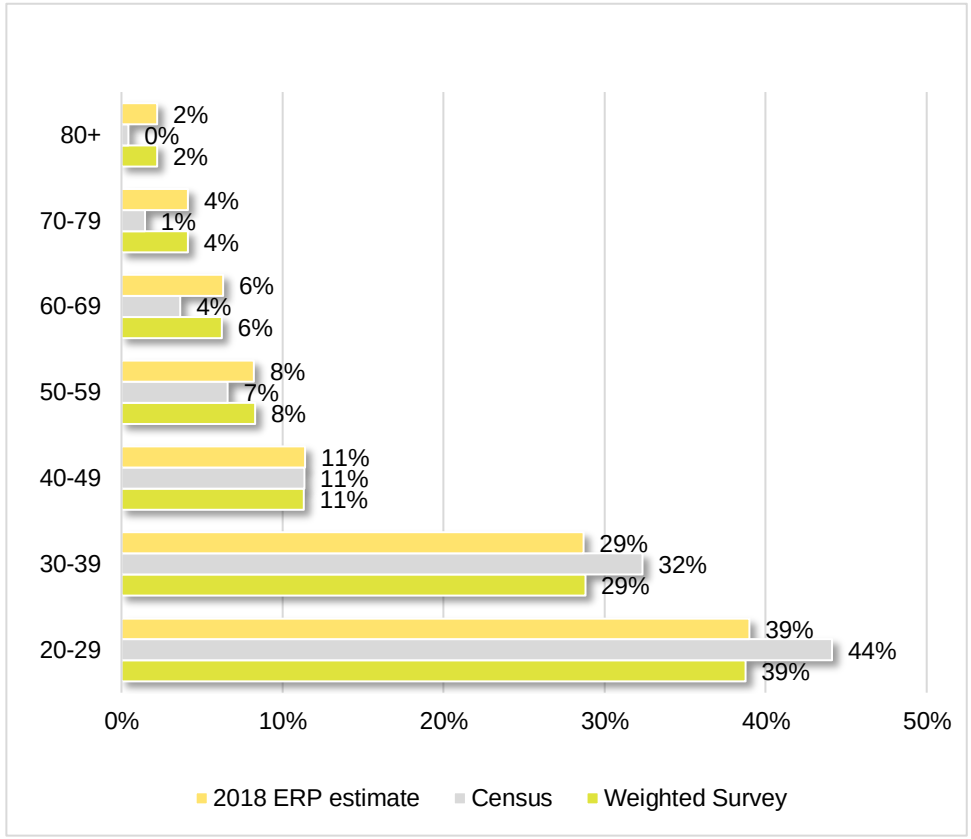
Appendix 3 Demographic characteristics of resident survey respondents

Un-weighted survey results



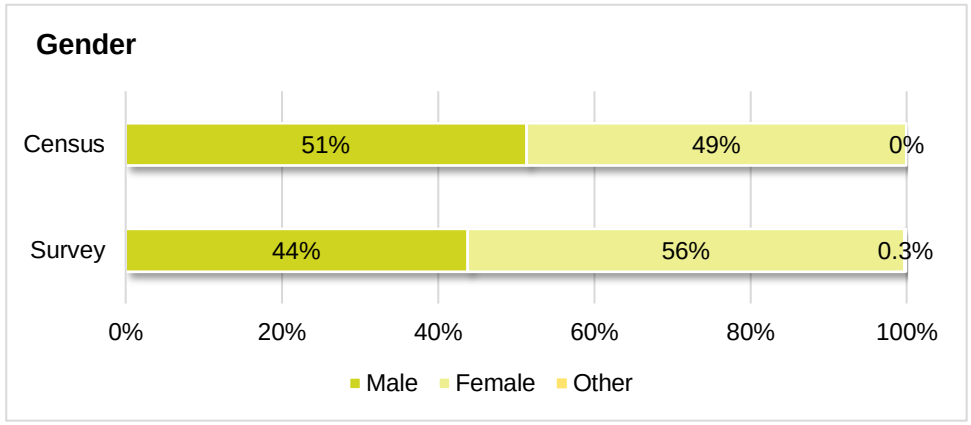
Weighted survey results



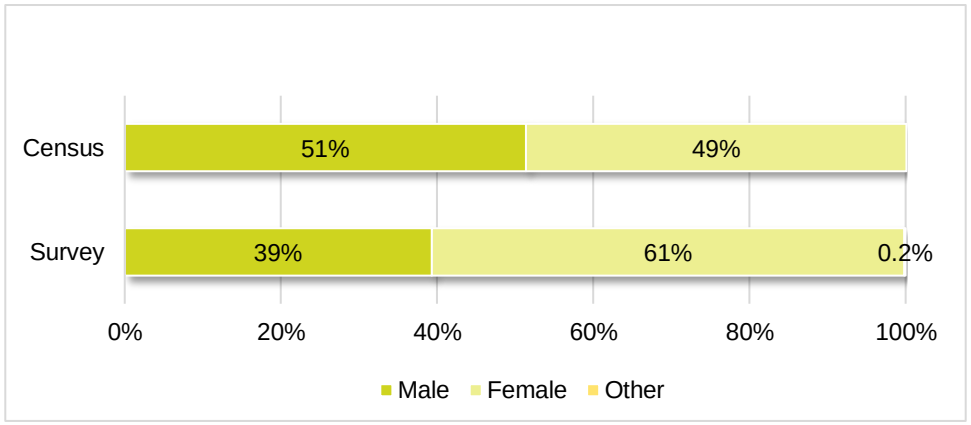
Survey: 1104 people Census: 21,531 people

© City Futures 2020

Un-weighted survey results



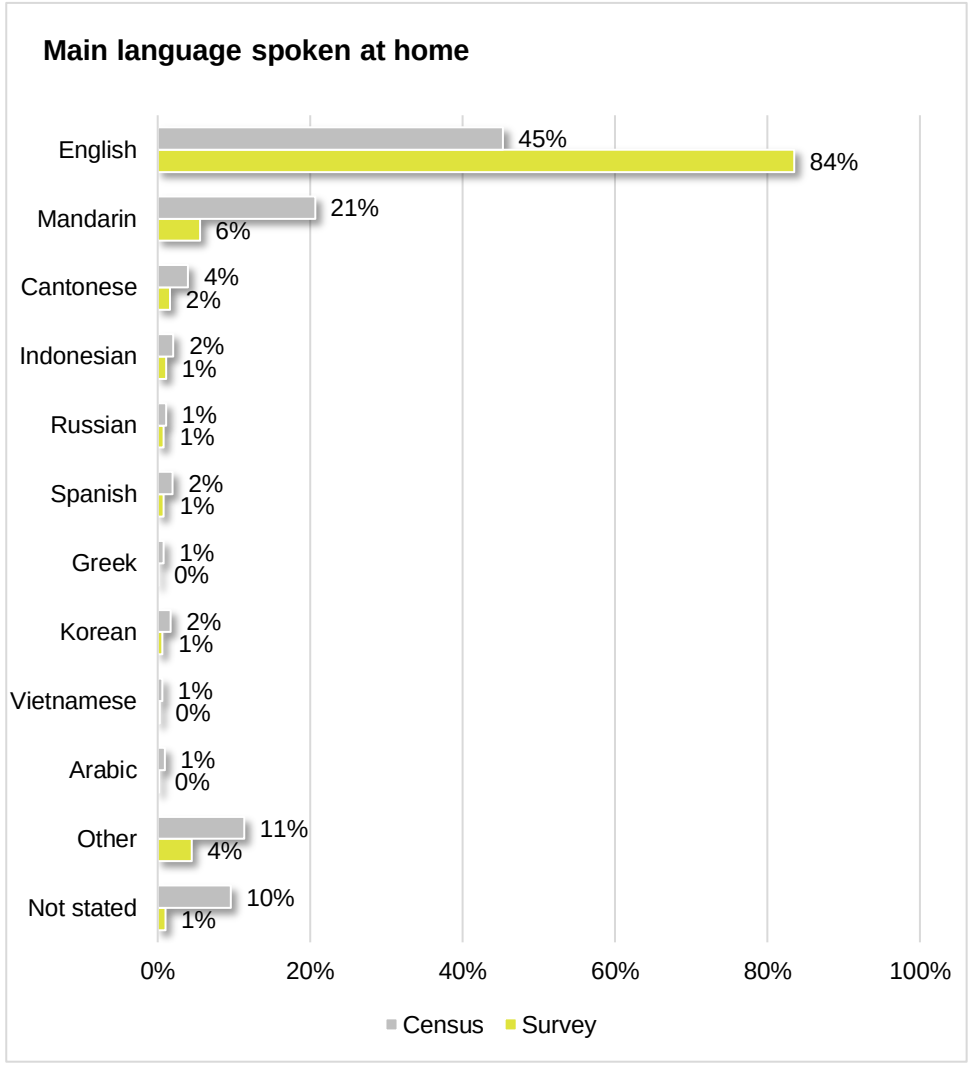
Weighted survey results



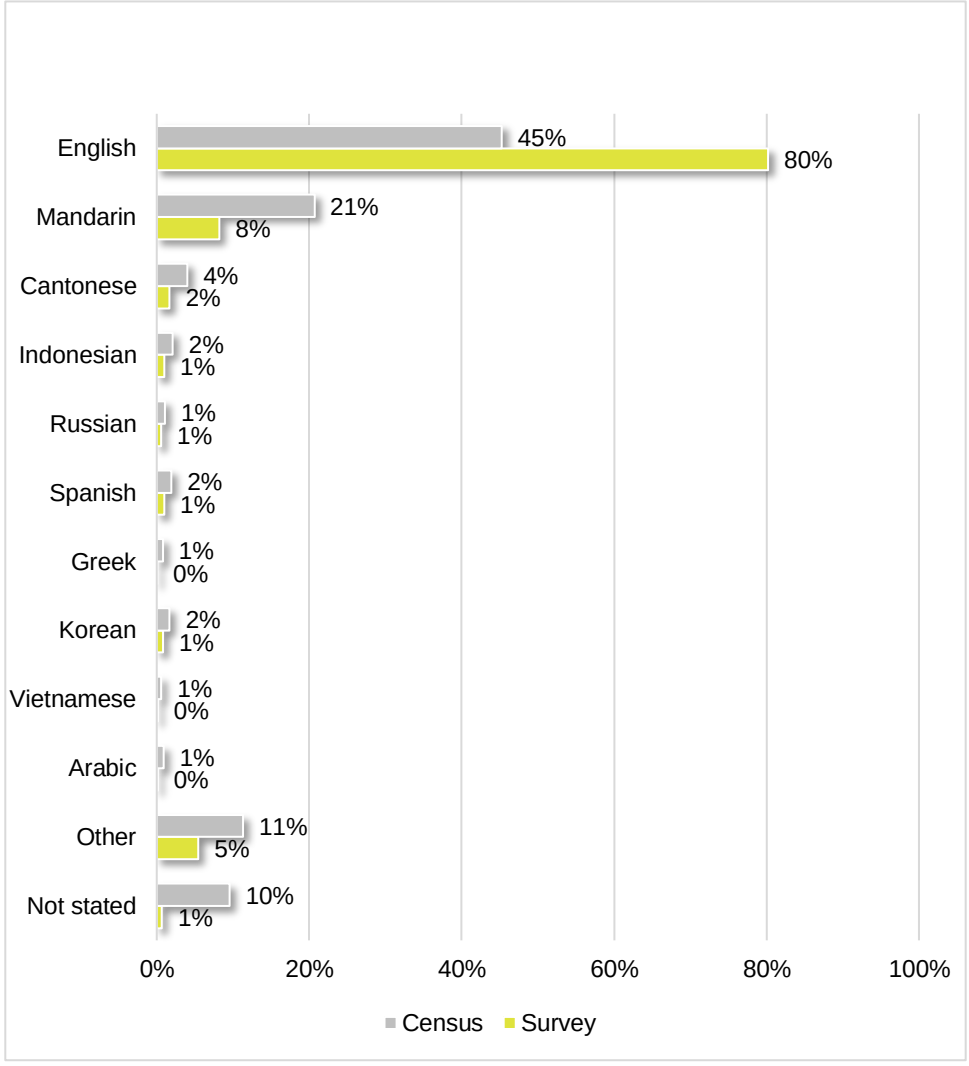
Survey: 1100 people Census: 24,953 people

© City Futures 2020

Un-weighted survey results



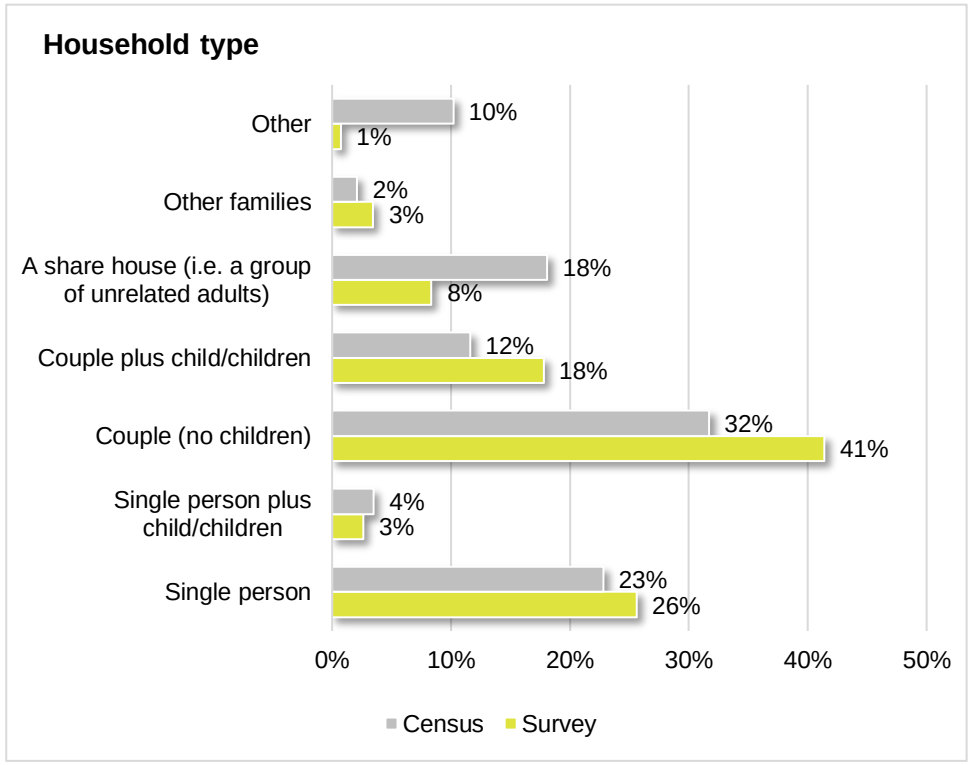
Weighted survey results



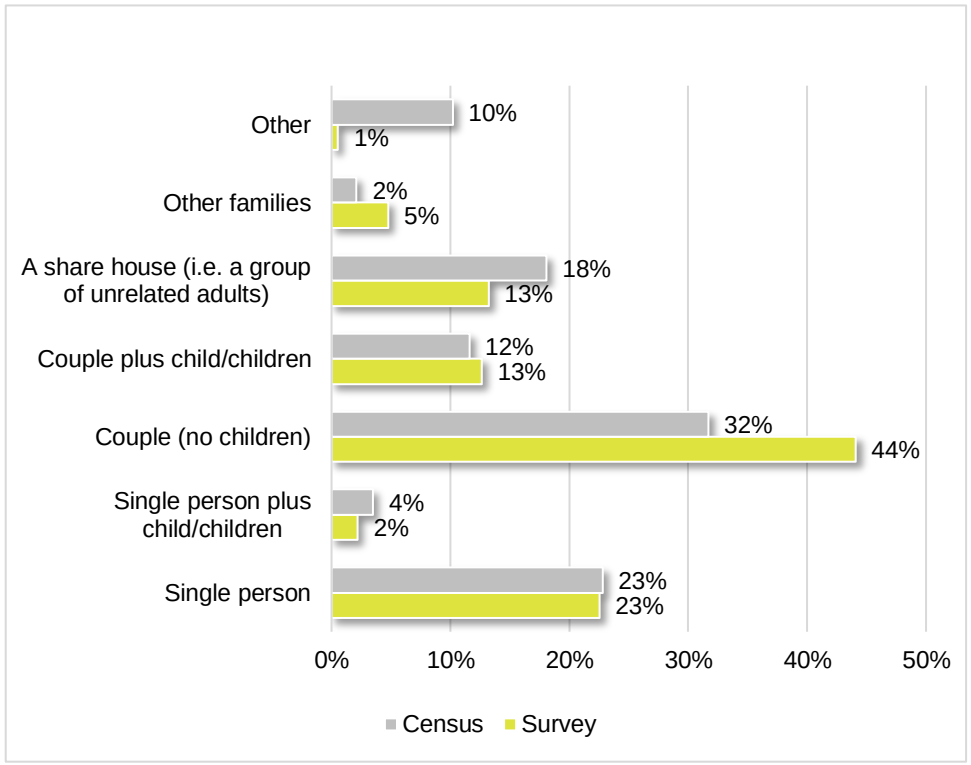
Survey: 1104 people Census: 24,672 people

© City Futures 2020

Un-weighted survey results



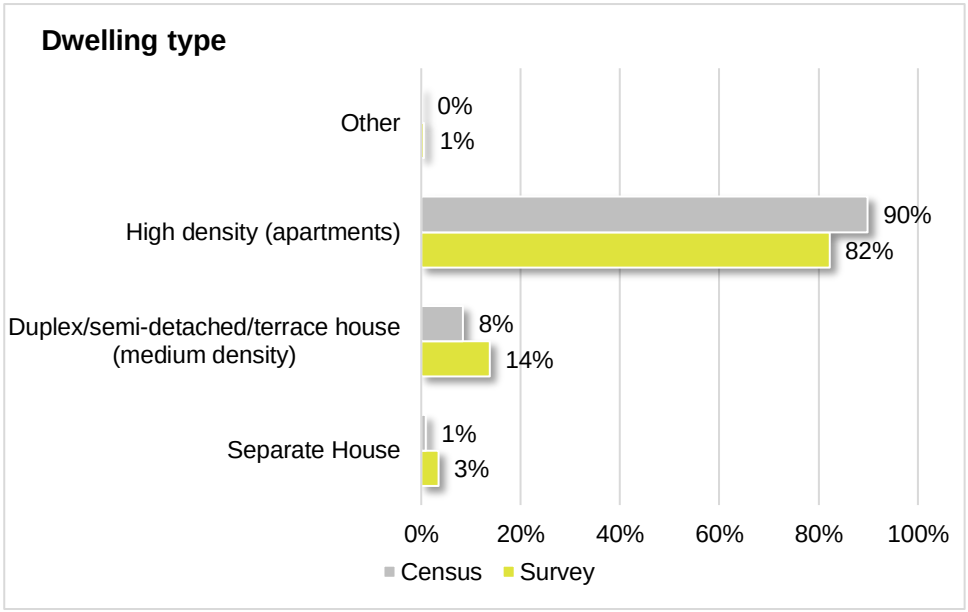
Weighted survey results



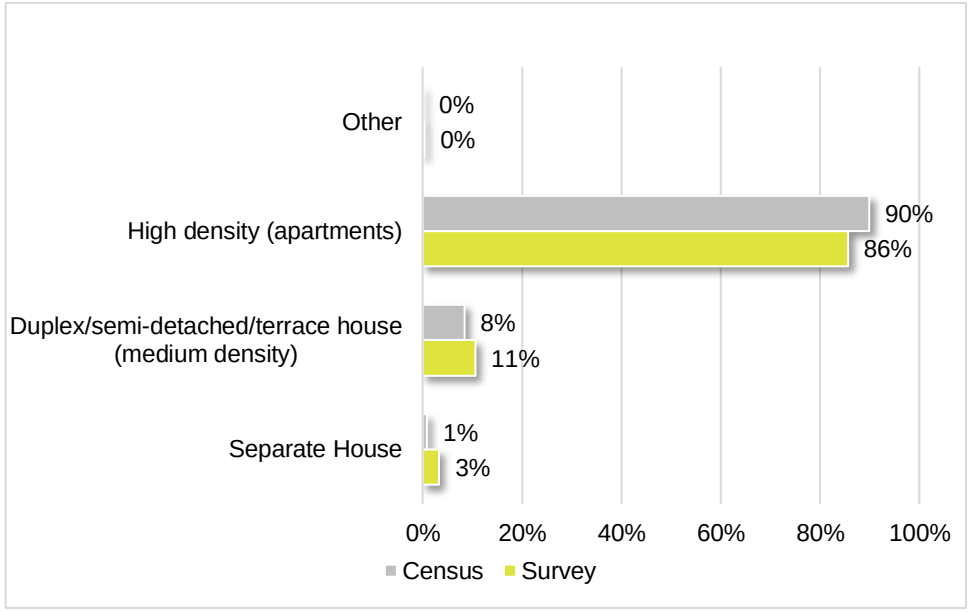
Survey: 1101 people Census: 11,506 households

© City Futures 2020

Un-weighted survey results



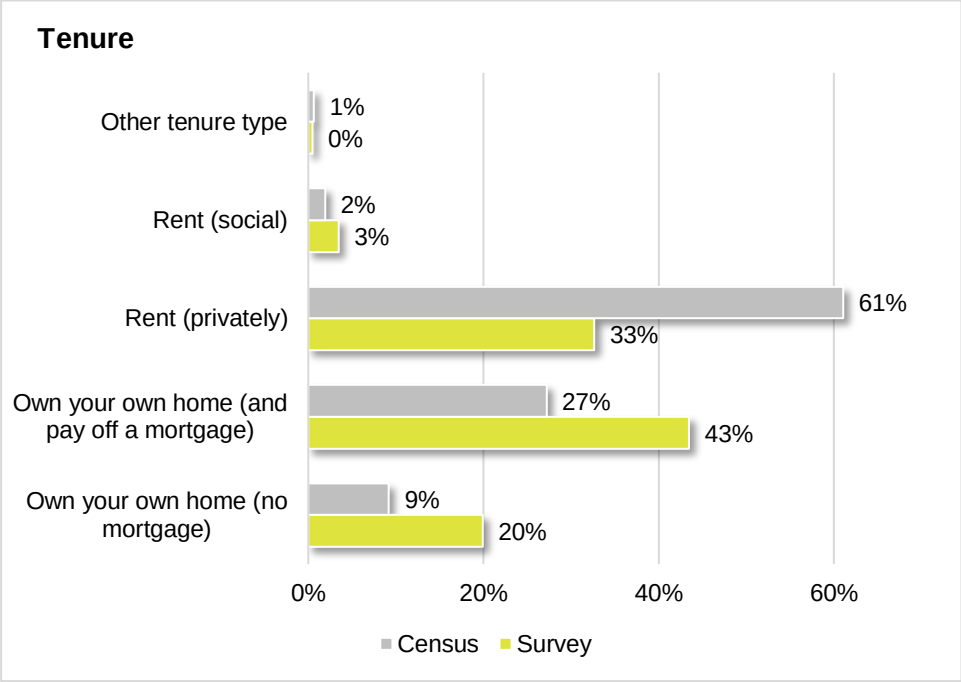
Weighted survey results



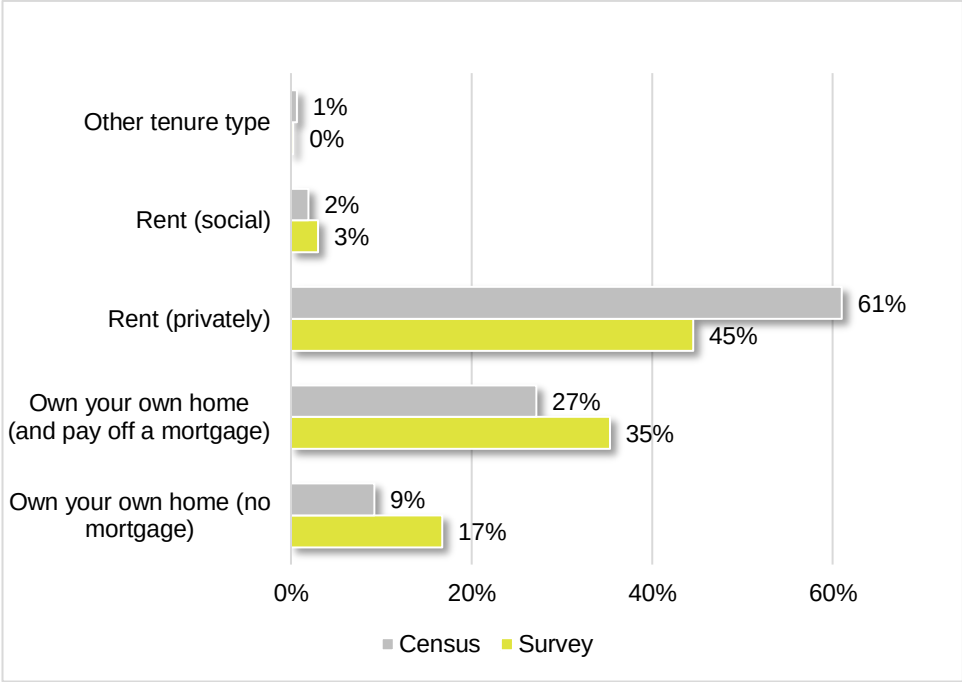
Survey: 1101 people Census: 12,490 households

© City Futures 2020

Un-weighted survey results



Weighted survey results



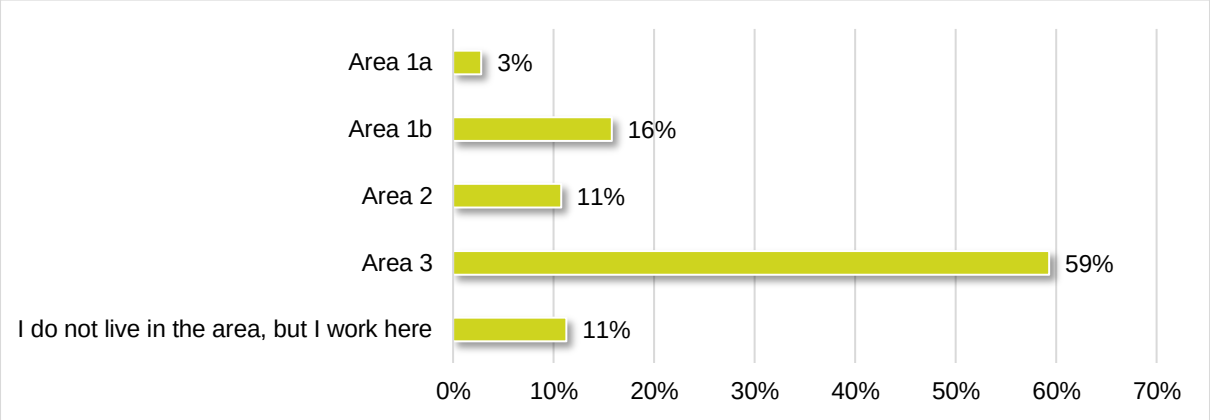
Survey: 1099 people Census: 10,217 households, excluding ‘not stated’

© City Futures 2020

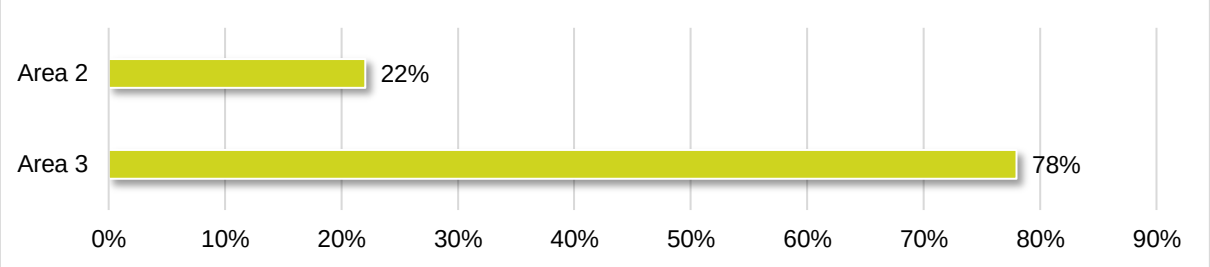
Appendix 4 Full survey results for worker respondents (unweighted)

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

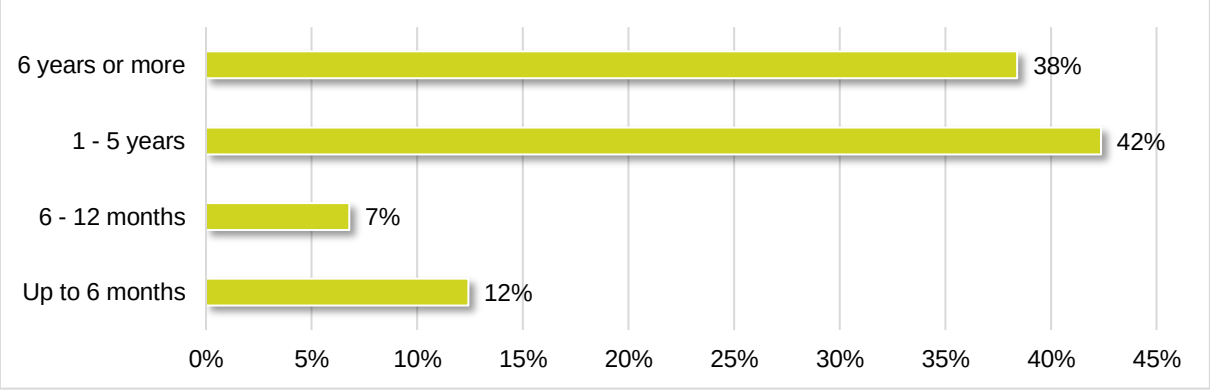
1. Which area do you live in? (n = 177)



8. Which of the 4 areas in the map at the beginning of the survey do you work in? (n = 177)



9. How long have you worked in the area? (n = 177)



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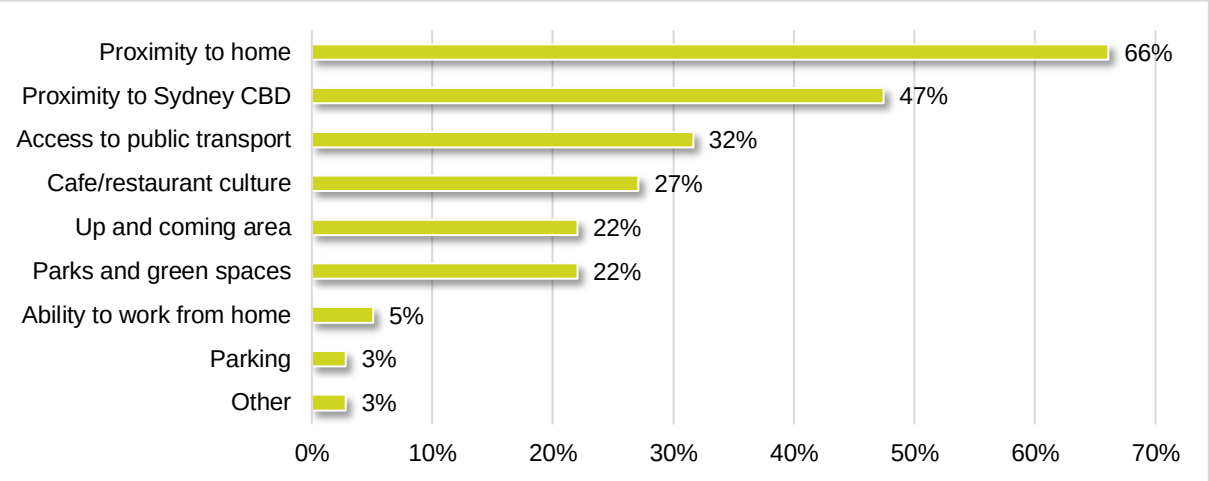
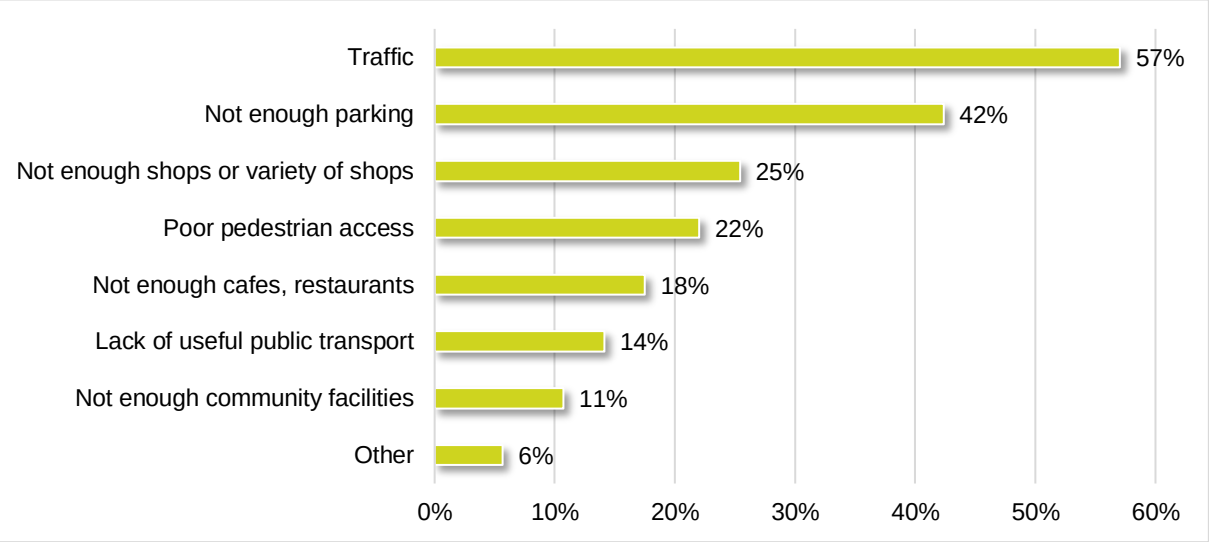
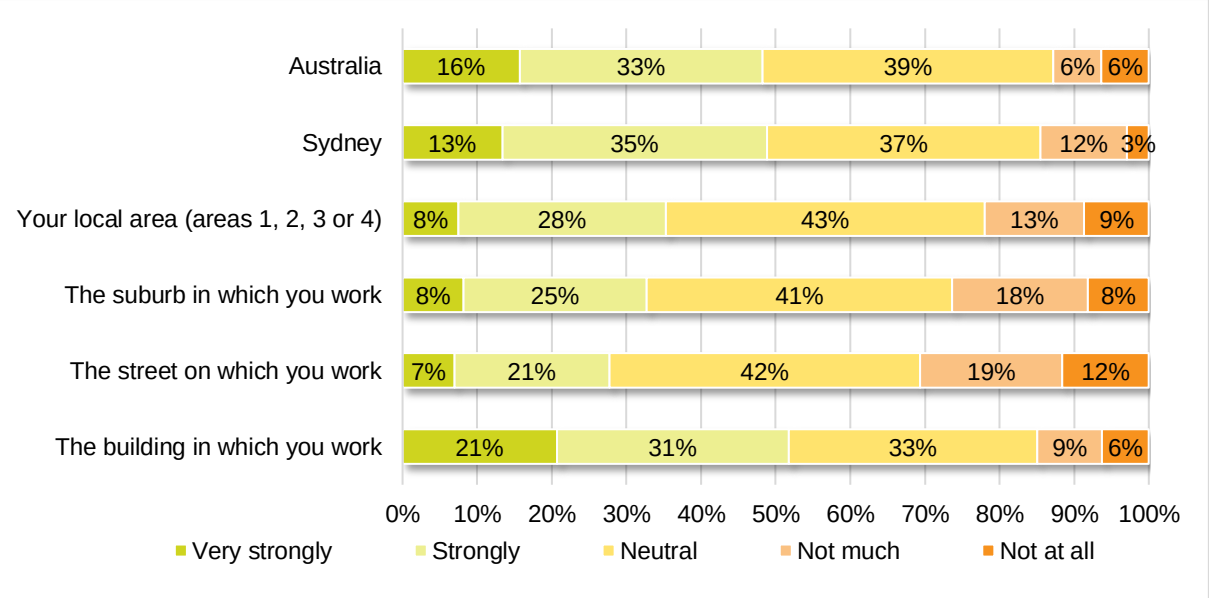
10. What do you like the most about working in the area? (n = 177)



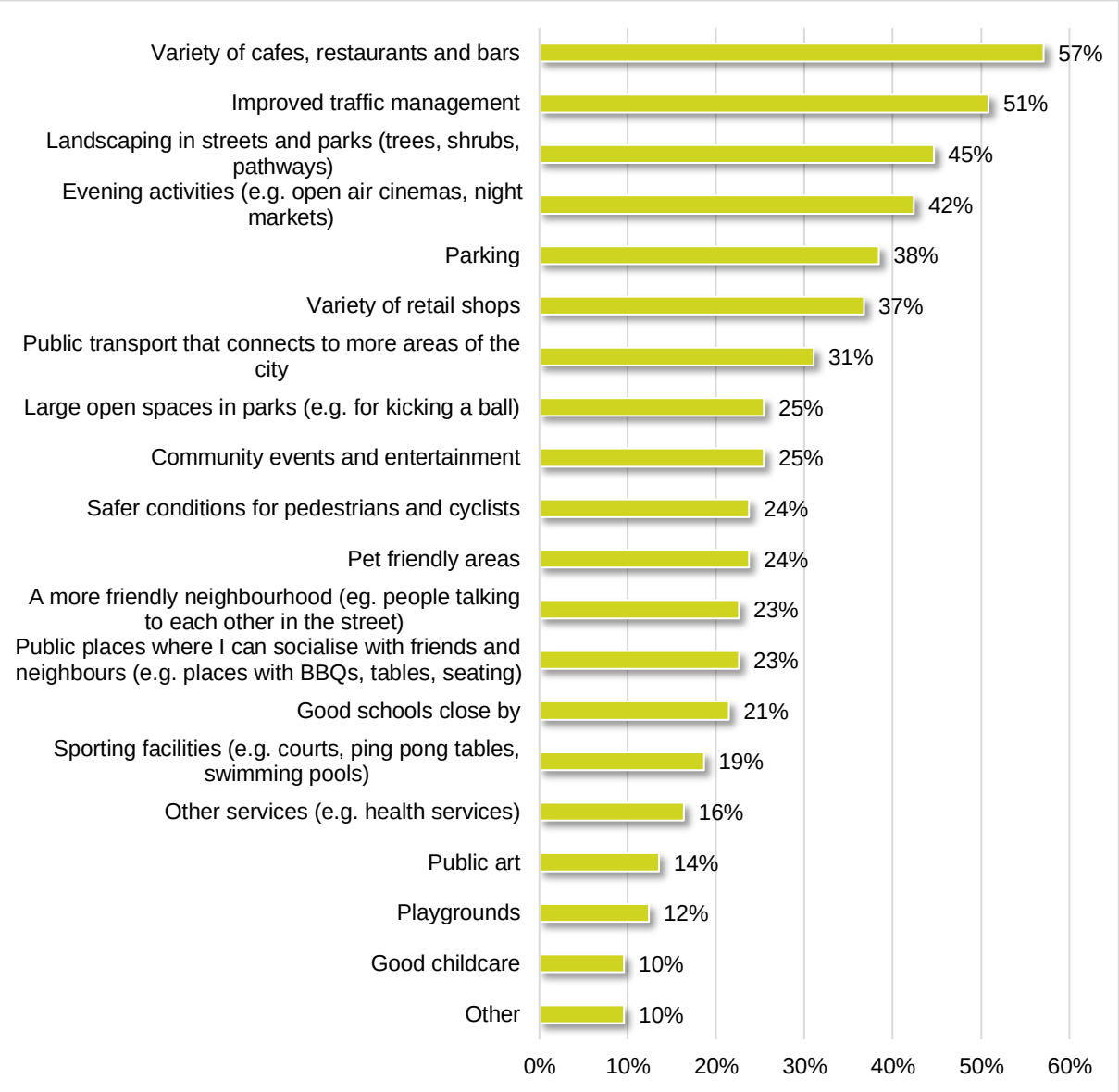
11. What do you like the least about working in the area? (n = 177)



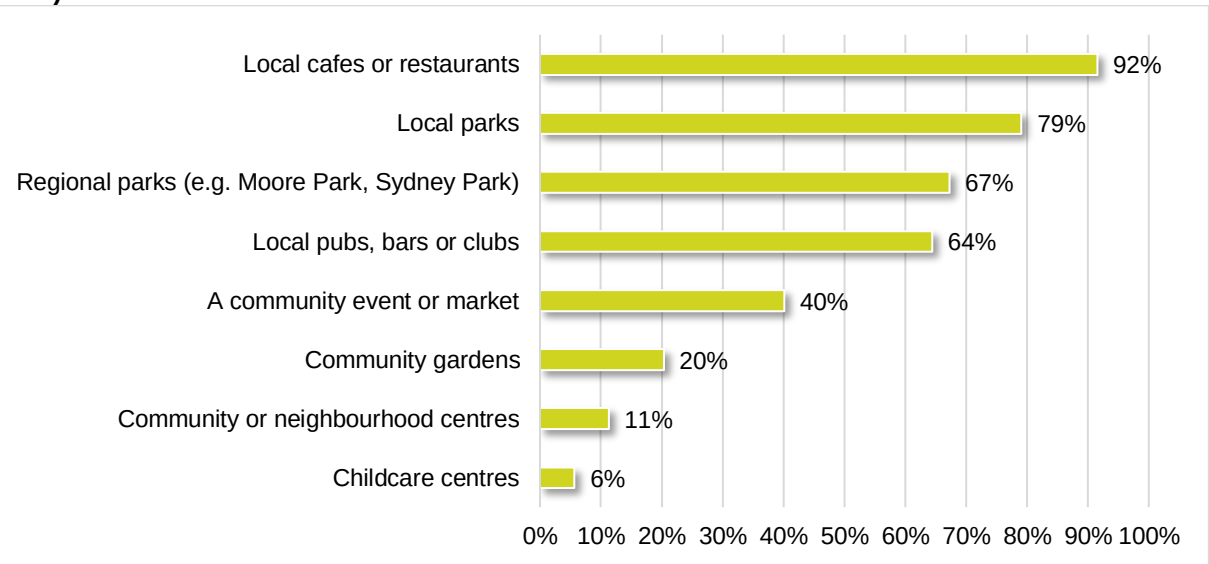
12. To what extent do you feel that you are part of the community in…? (n = various, 171-174)



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 = 177)



14. Which services and facilities have you used within the area over the past six months? (n = 177)



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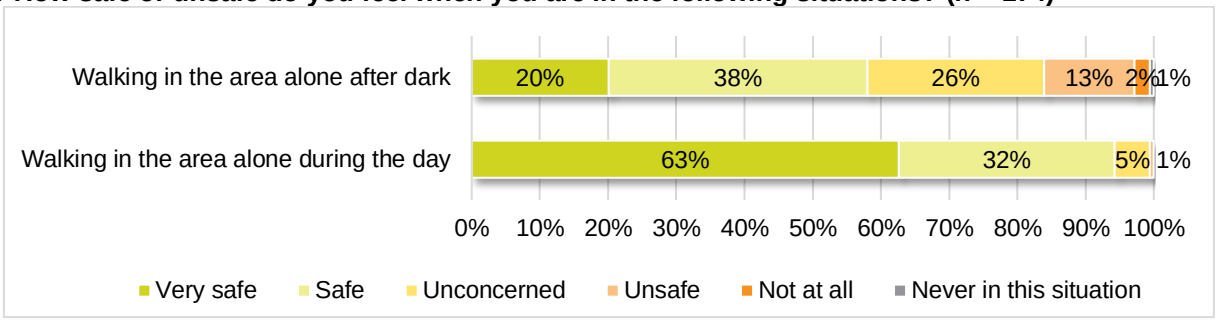
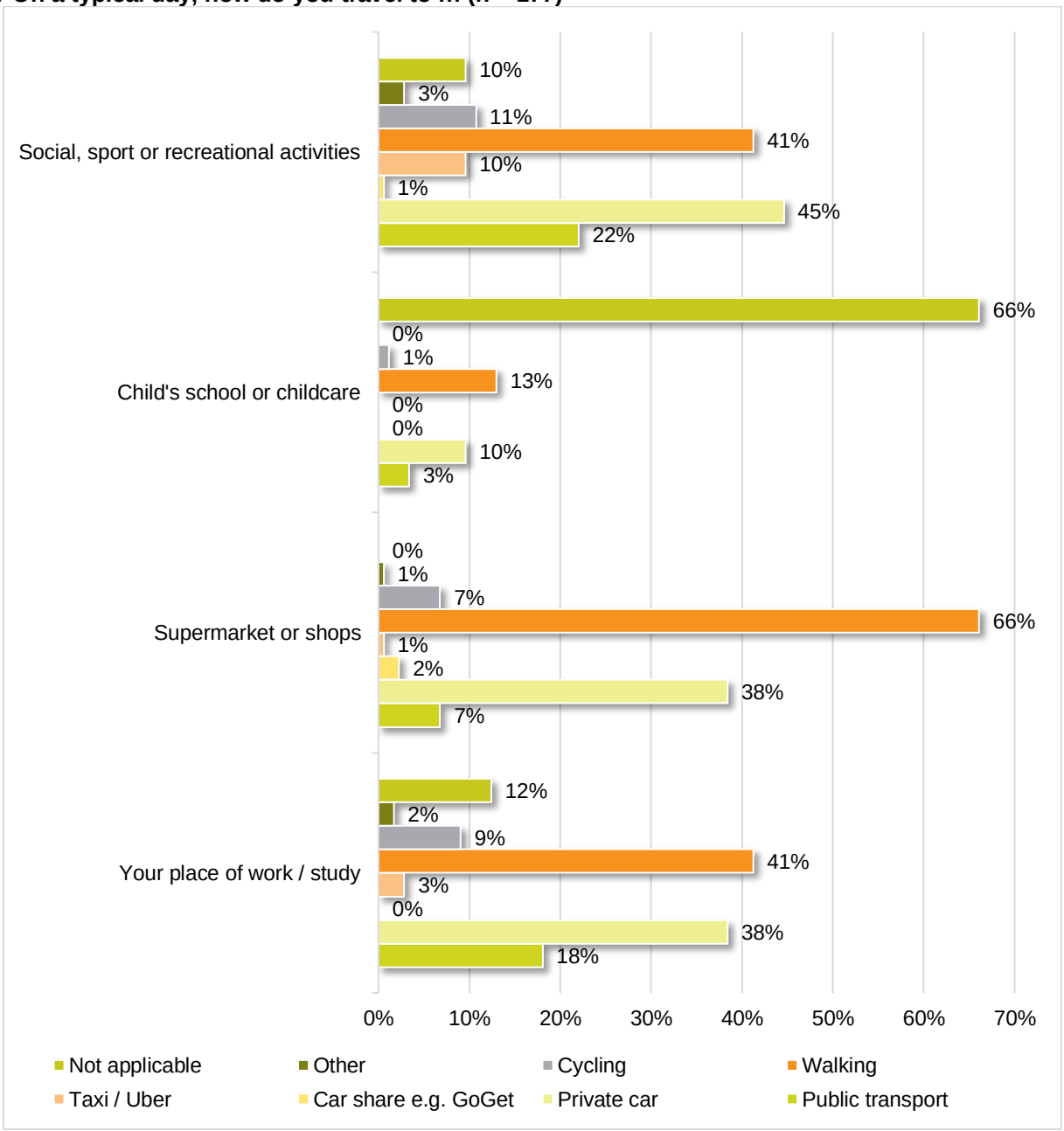
15. How safe or unsafe do you feel when you are in the following situations? (n = 174)

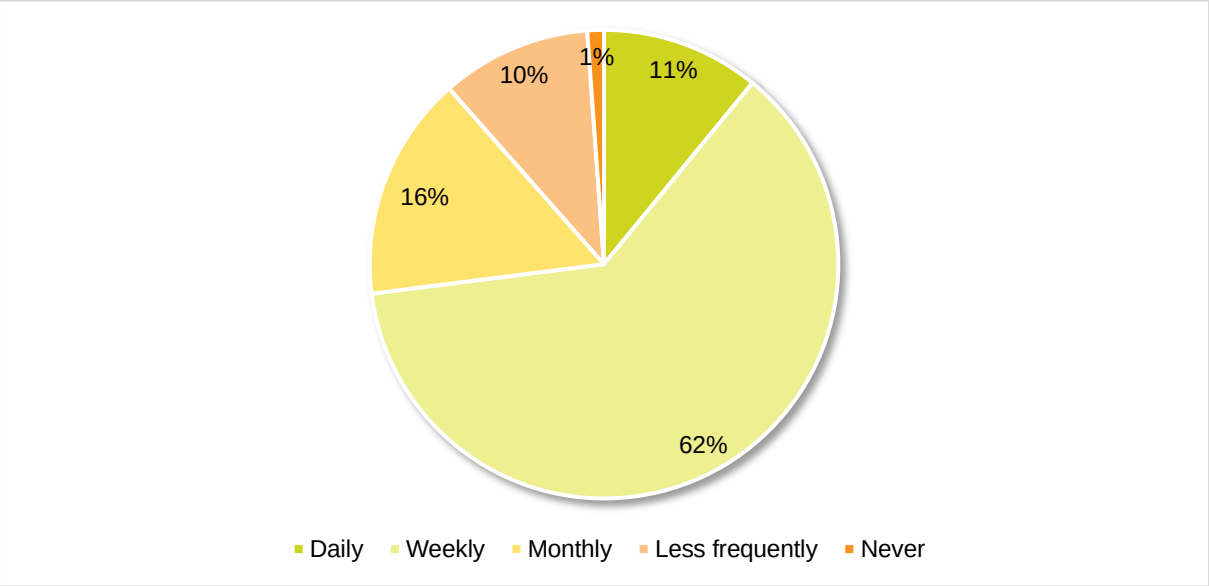


16. On a typical day, how do you travel to … (n = 177)

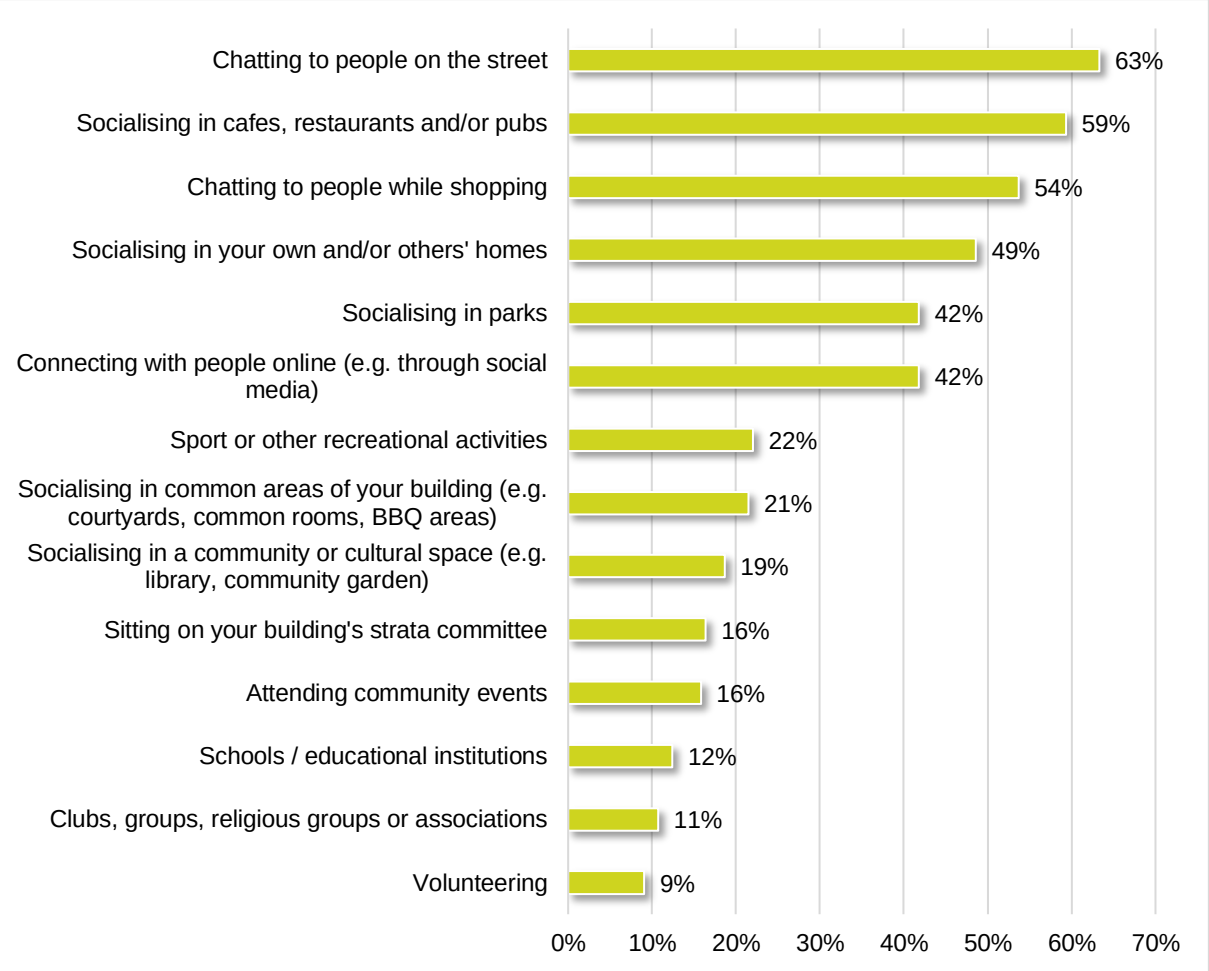


Section 2 – Community in your local area

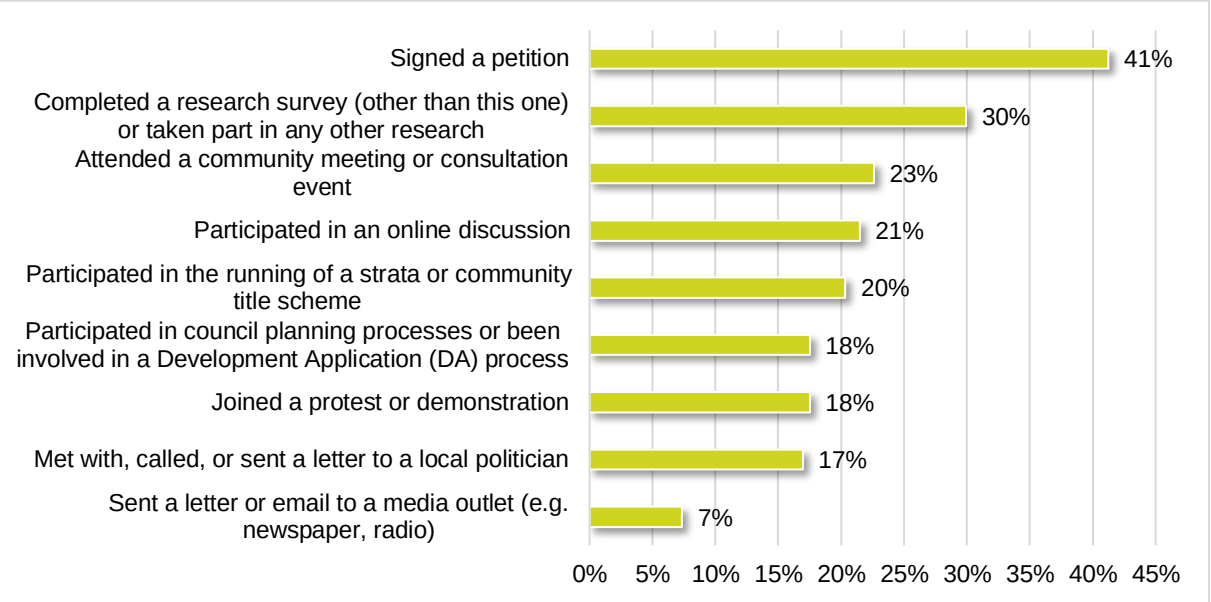
17. How often do you meet socially with friends, relatives or work colleagues? At least… (n = 174)



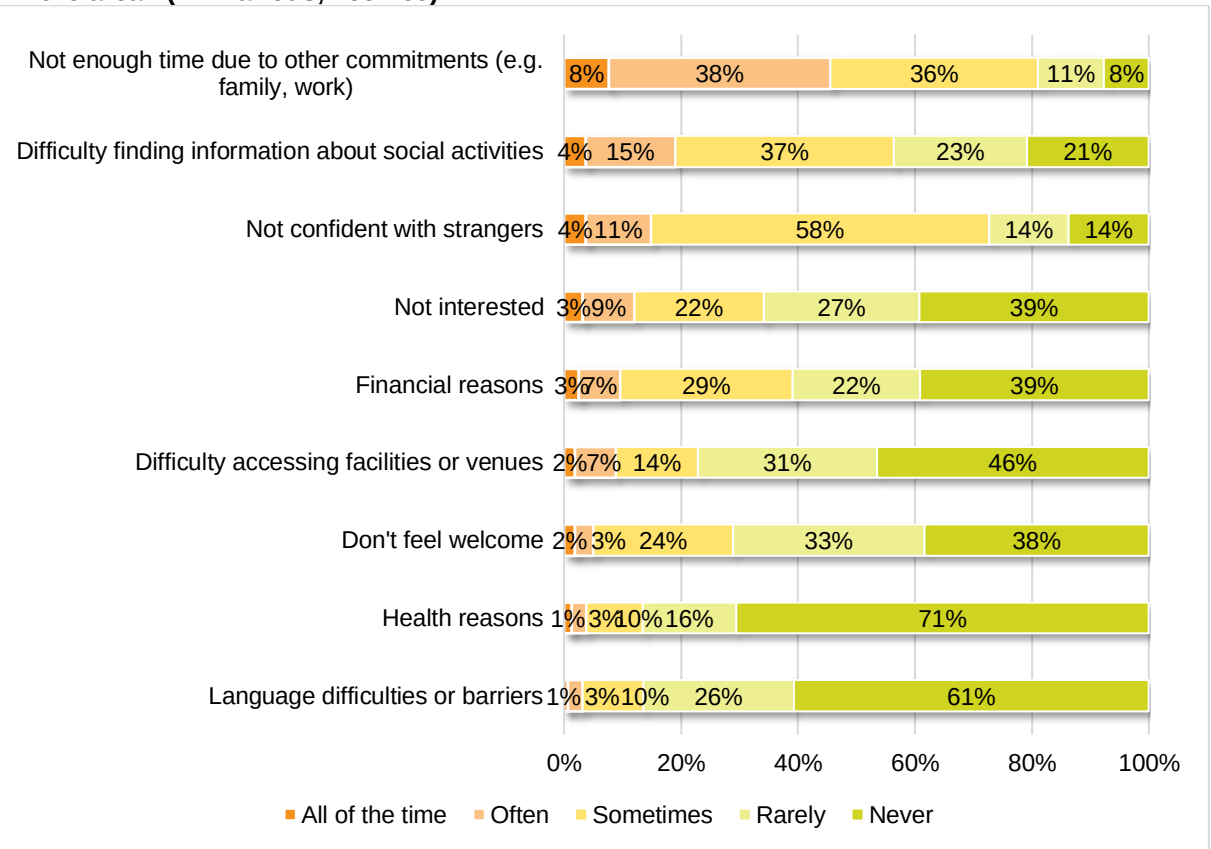
18. In the past month, have you had contact with people in your local area in any of the following ways? (n = 177)



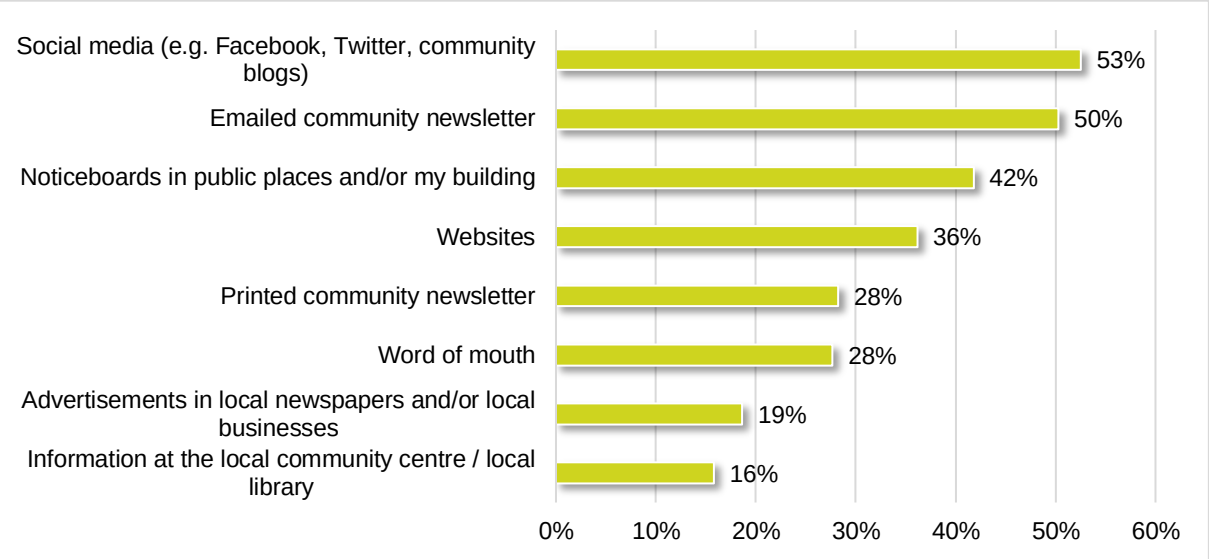
19. In the past 12 months, have you done any of the following? (n = 177)



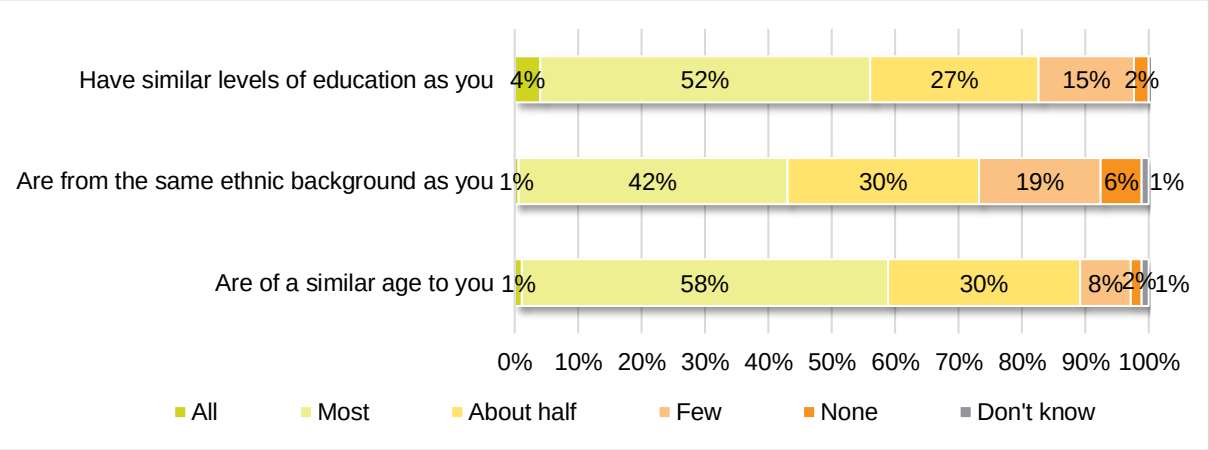
20. Do any of the following limit you from socialising or participating in organised social activities in the area? (n = various, 155-169)



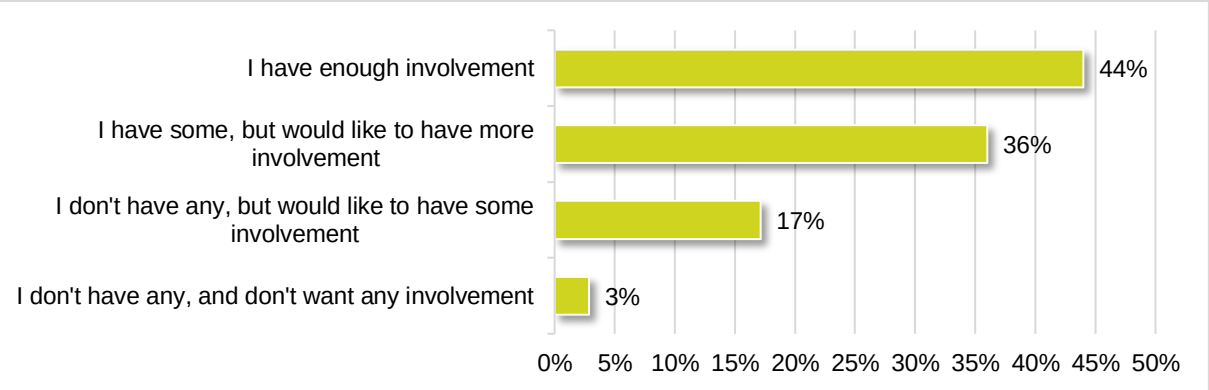
21. How would you like to get information about opportunities to participate in social activities in your local area? (n = 177)



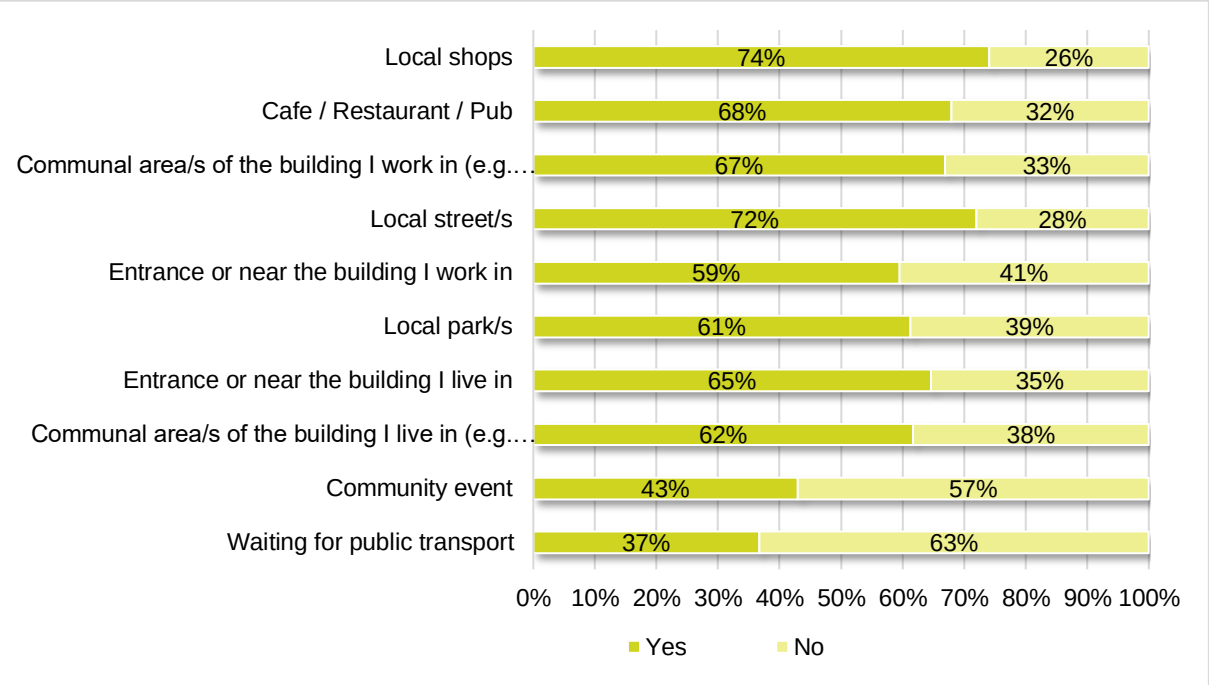
22. Of your friends, how many…? (n = various, 172-175)



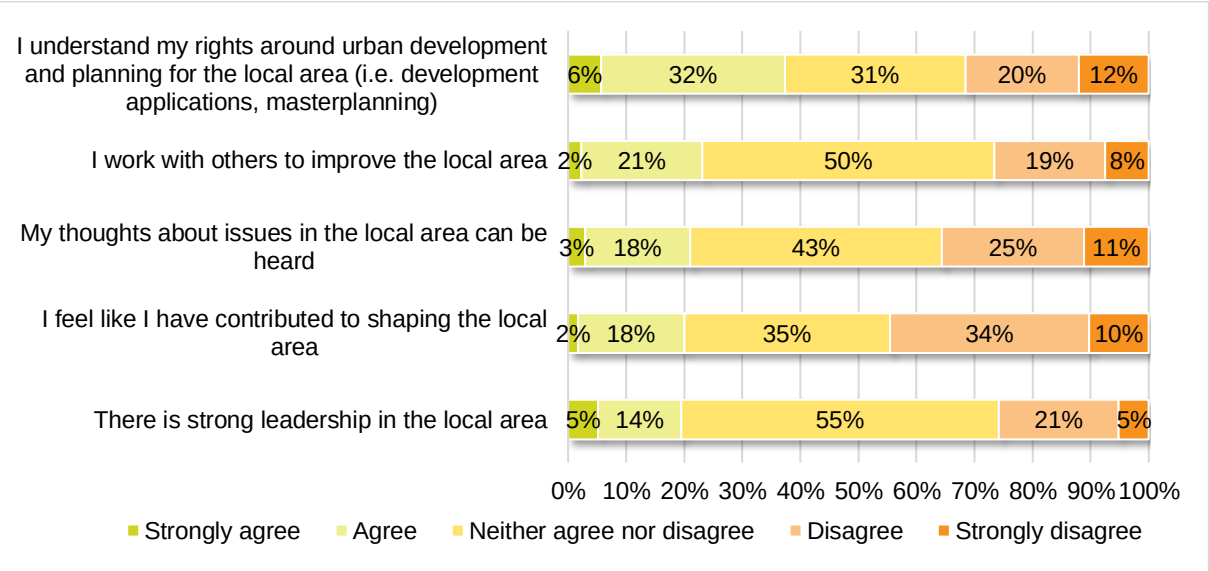
23. How would you best describe your level of interaction with other people who live or work in the area? (n = 175)



24. Do you often run into people you know in the following places in the area? (n = various, 115-166)

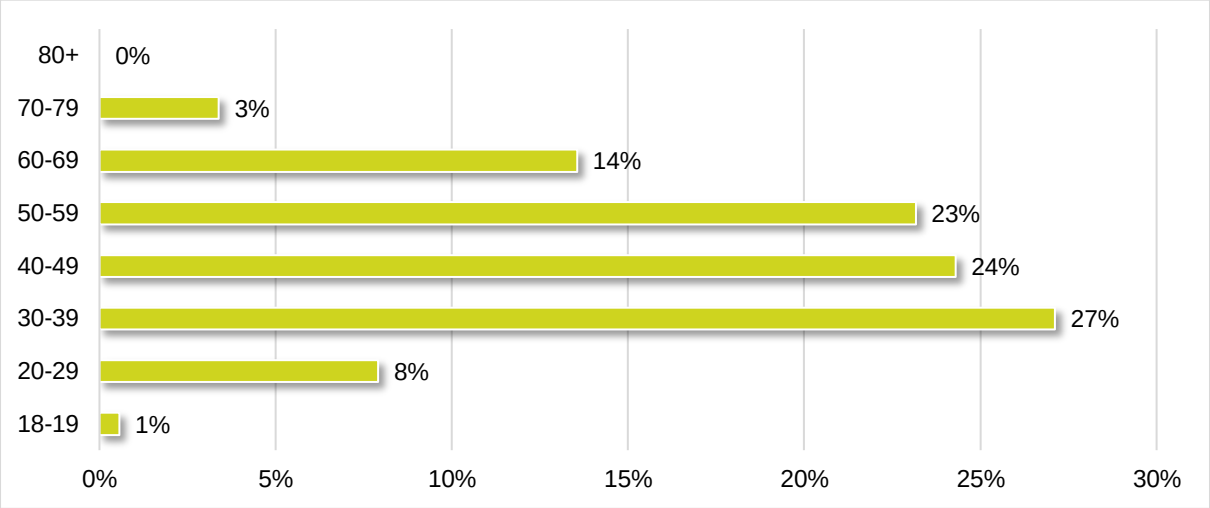


25. To what extent do you agree with the following statements? (n = various, 171-175)

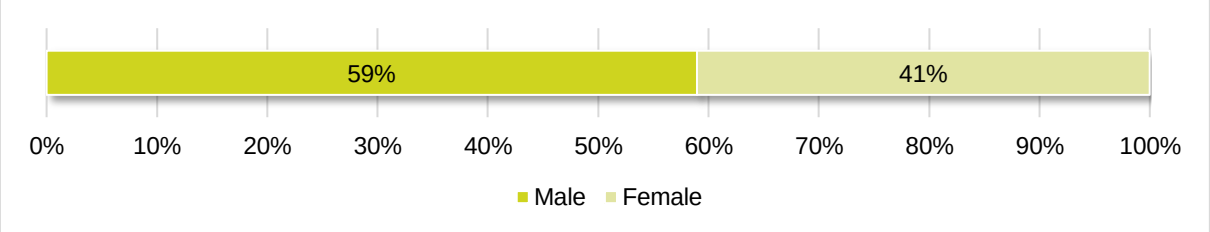


Section 3 – A few questions about you

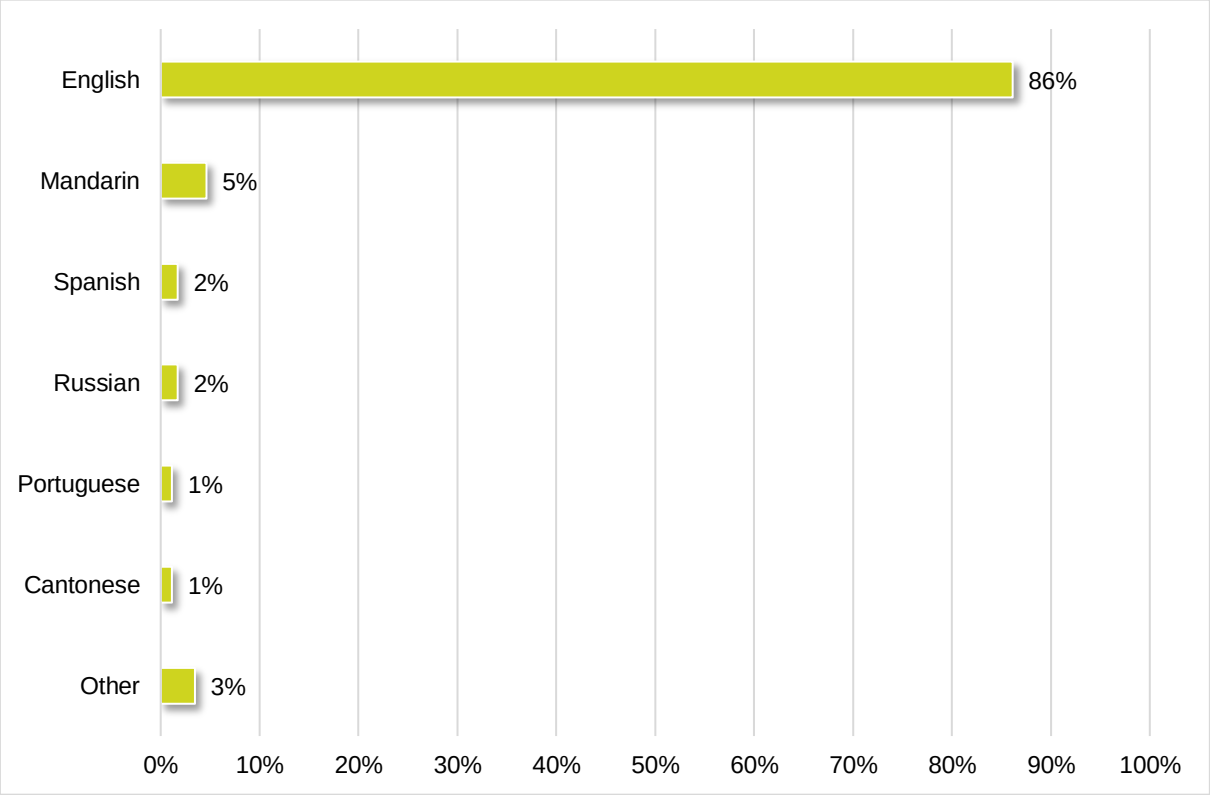
26. What is your age group? (n = 177)



27. Are you …? (n = 173)



28. What is the main language spoken in your home? (n = 173)



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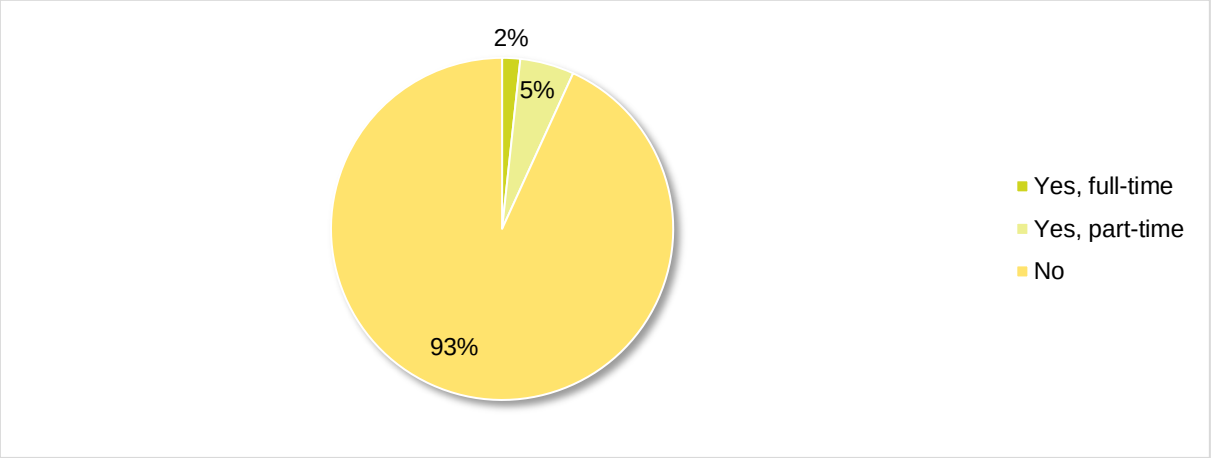
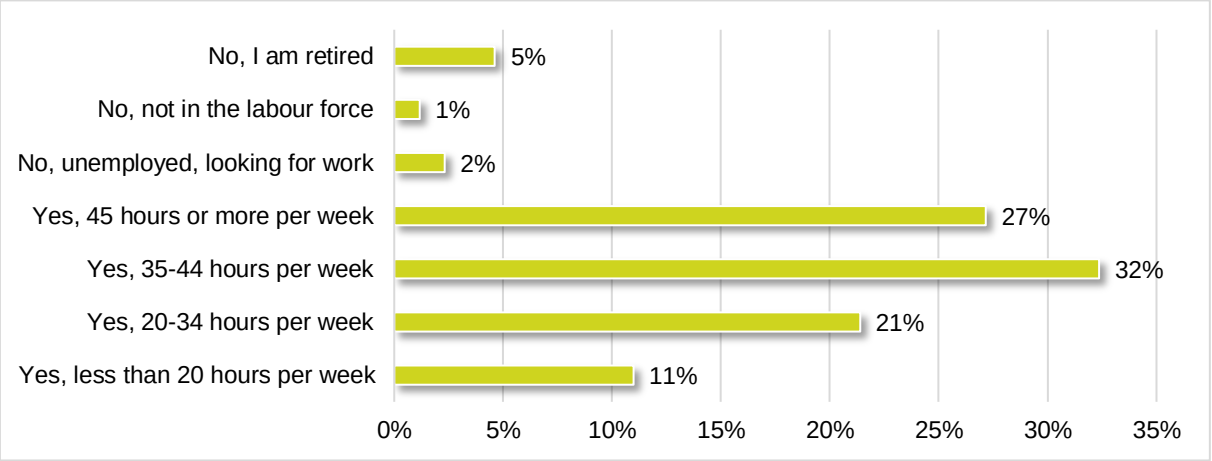
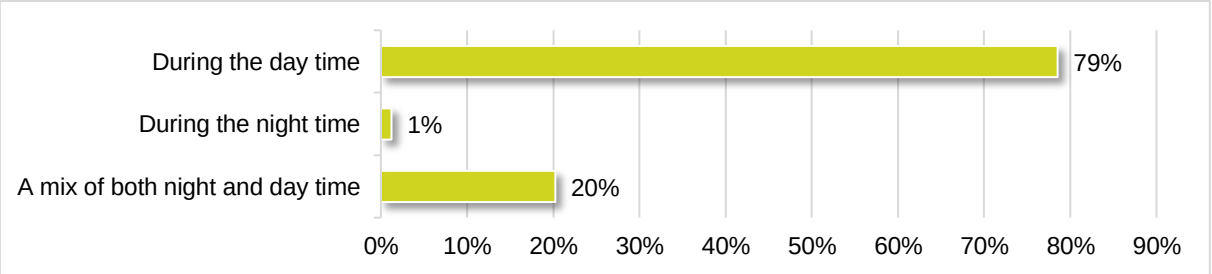
34. Are you currently studying? (n = 176)



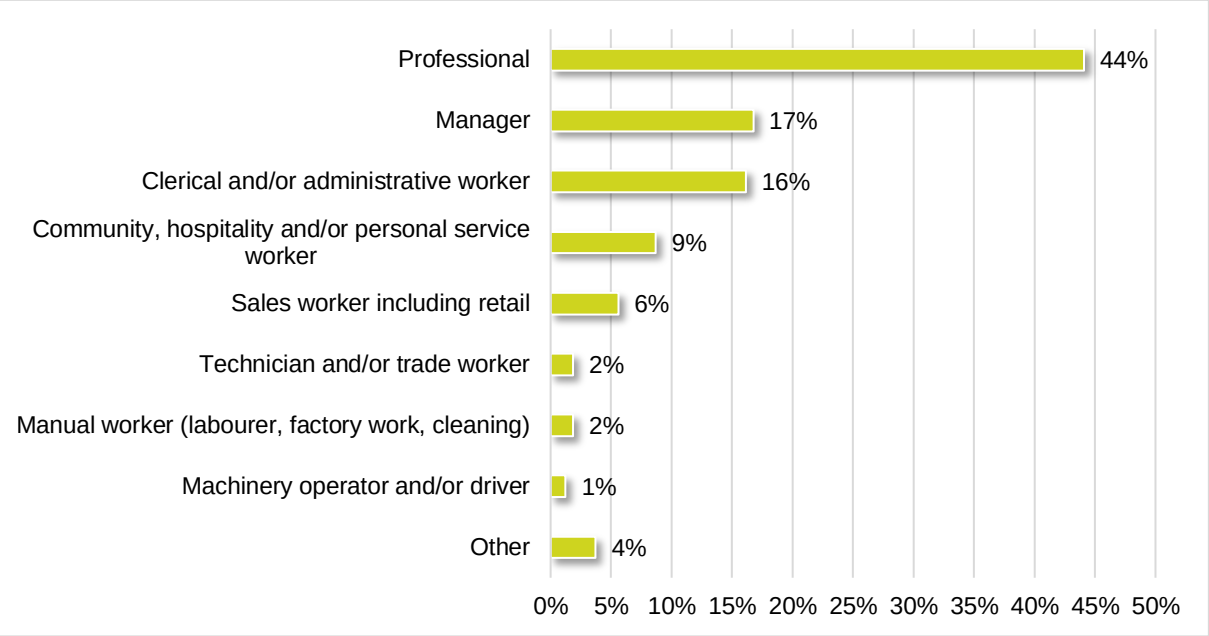
35. Are you currently in paid employment? (n = 173)



36. Do you work predominantly during the day or at night time? (n = 163)



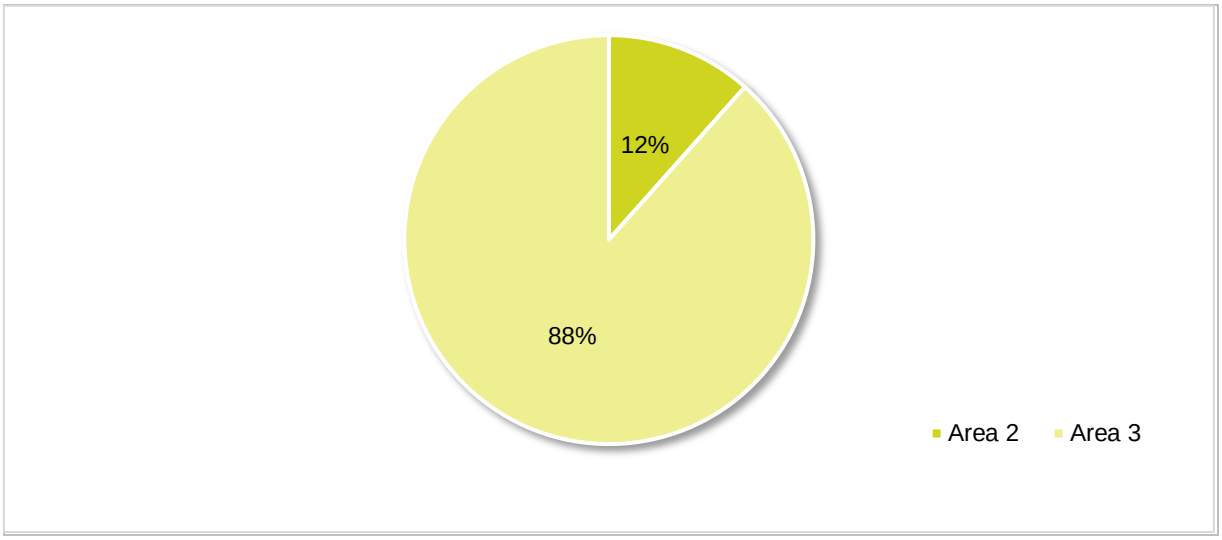
37. Which of the following best describes your current occupation? (n = 161)



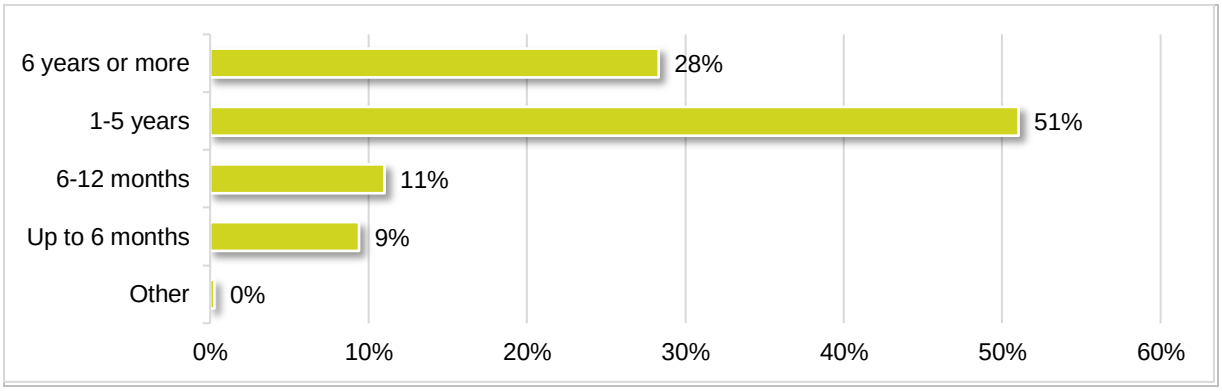
Appendix 5 Full survey results for resident respondents (weighted)

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

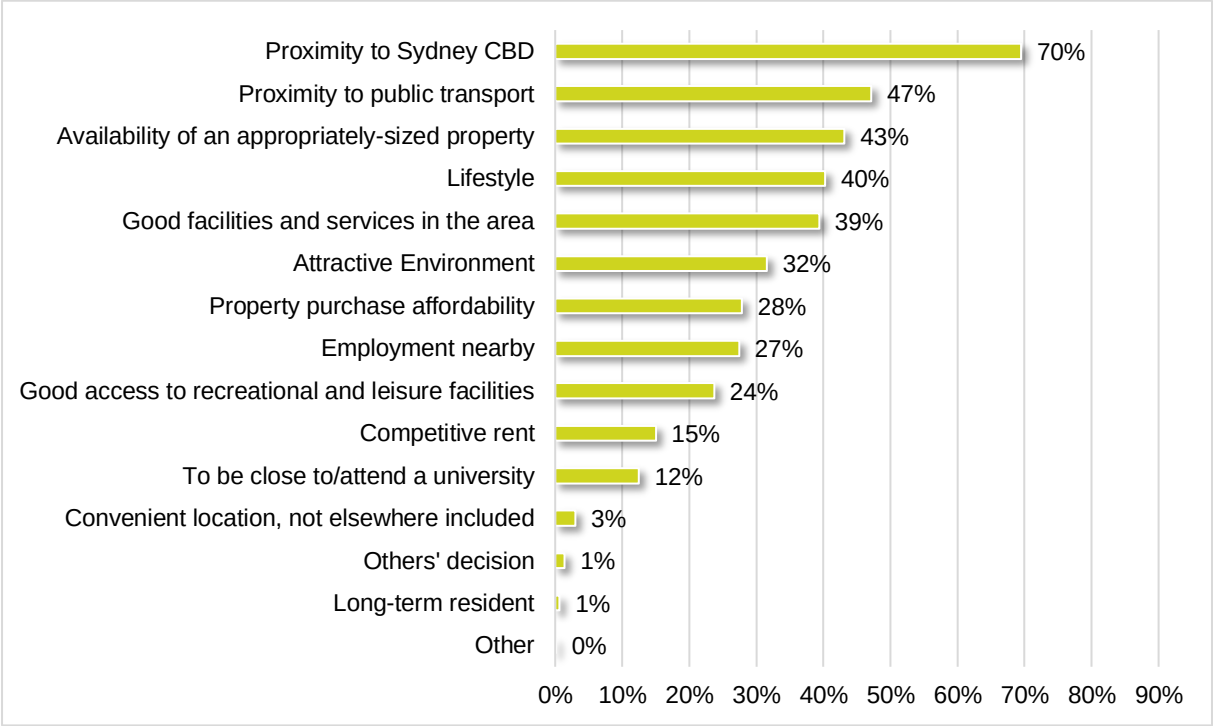
1. Which area do you live in? (n = 1105)



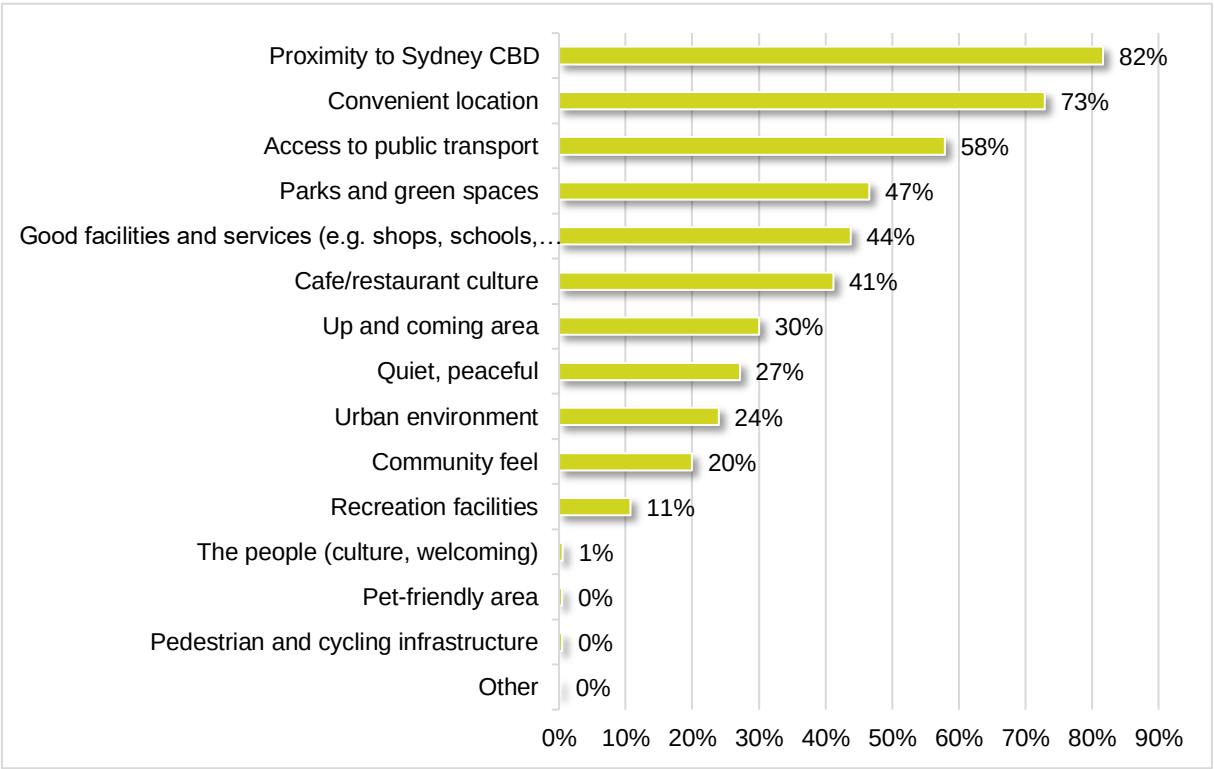
2. How long have you lived in the area? (n = 1105)



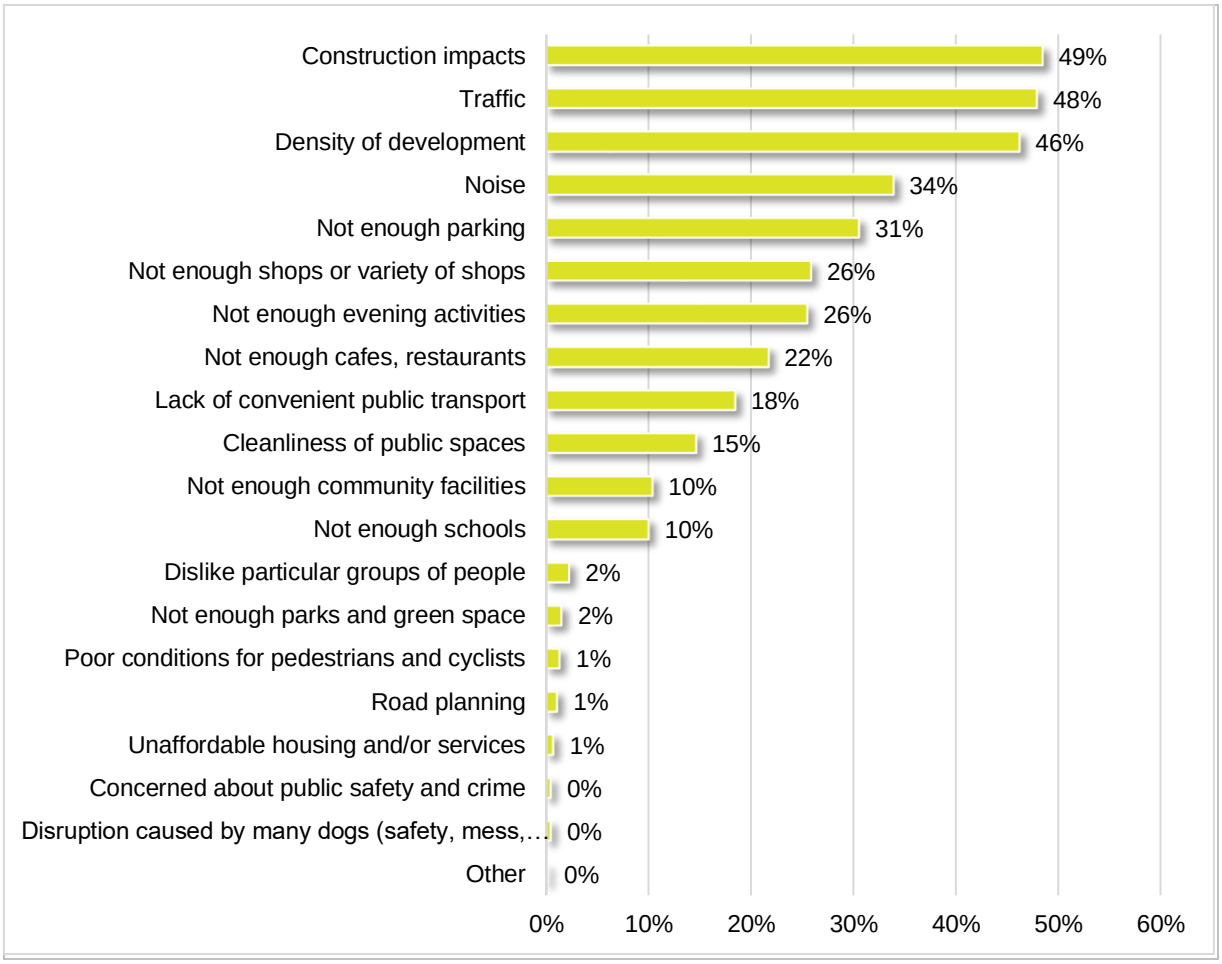
3. Why did you move to the area? (n = 1105)



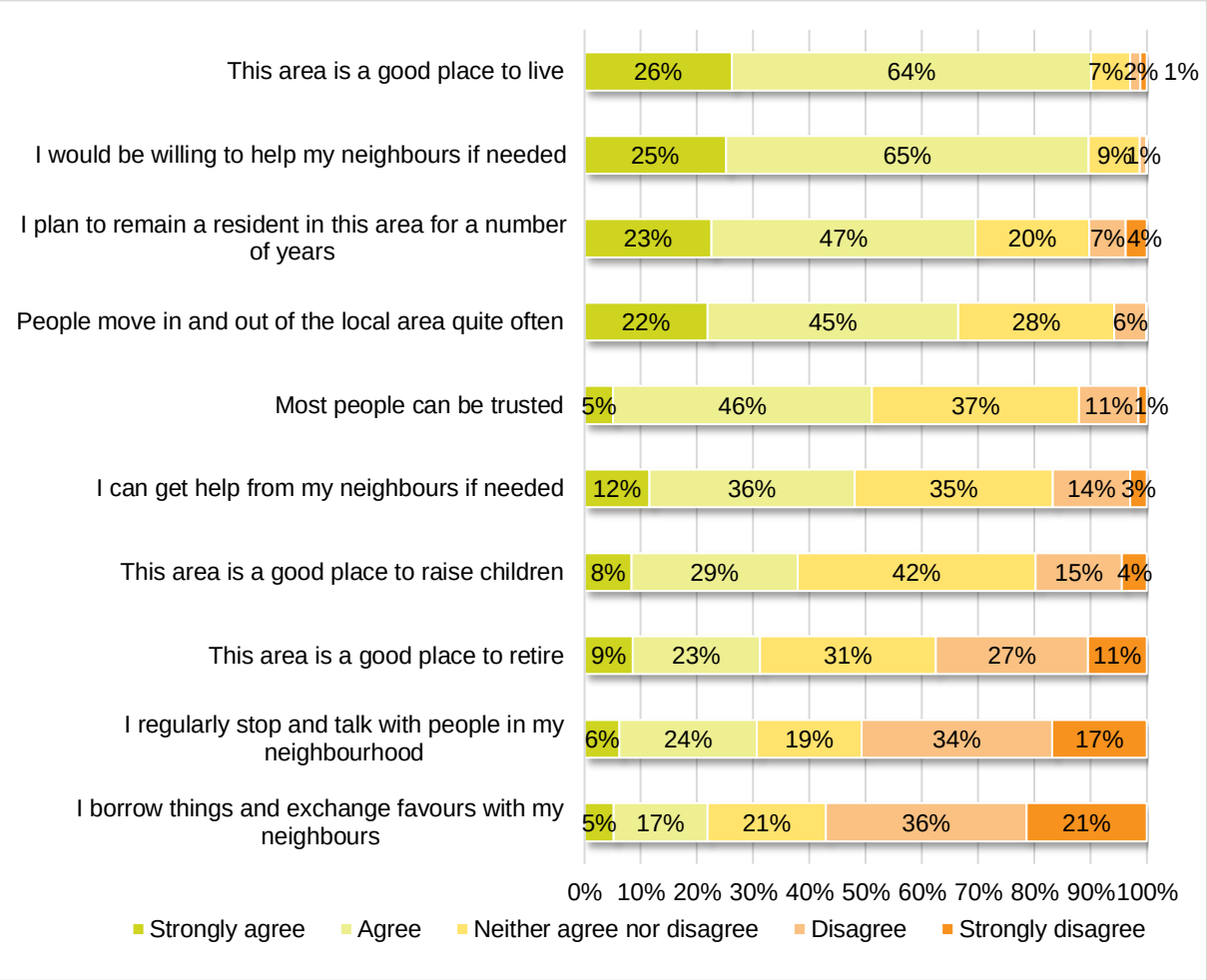
4. What do you like the most about living in the area? (n = 1105)



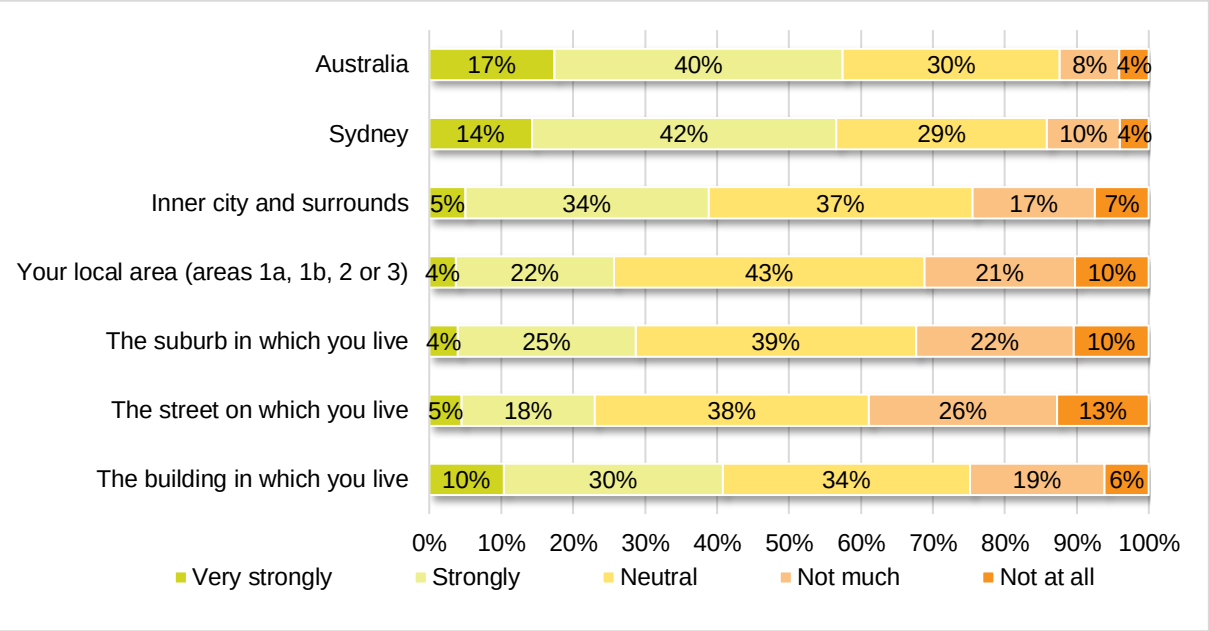
5. What do you like the least about living in the area? (n = 1105)



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



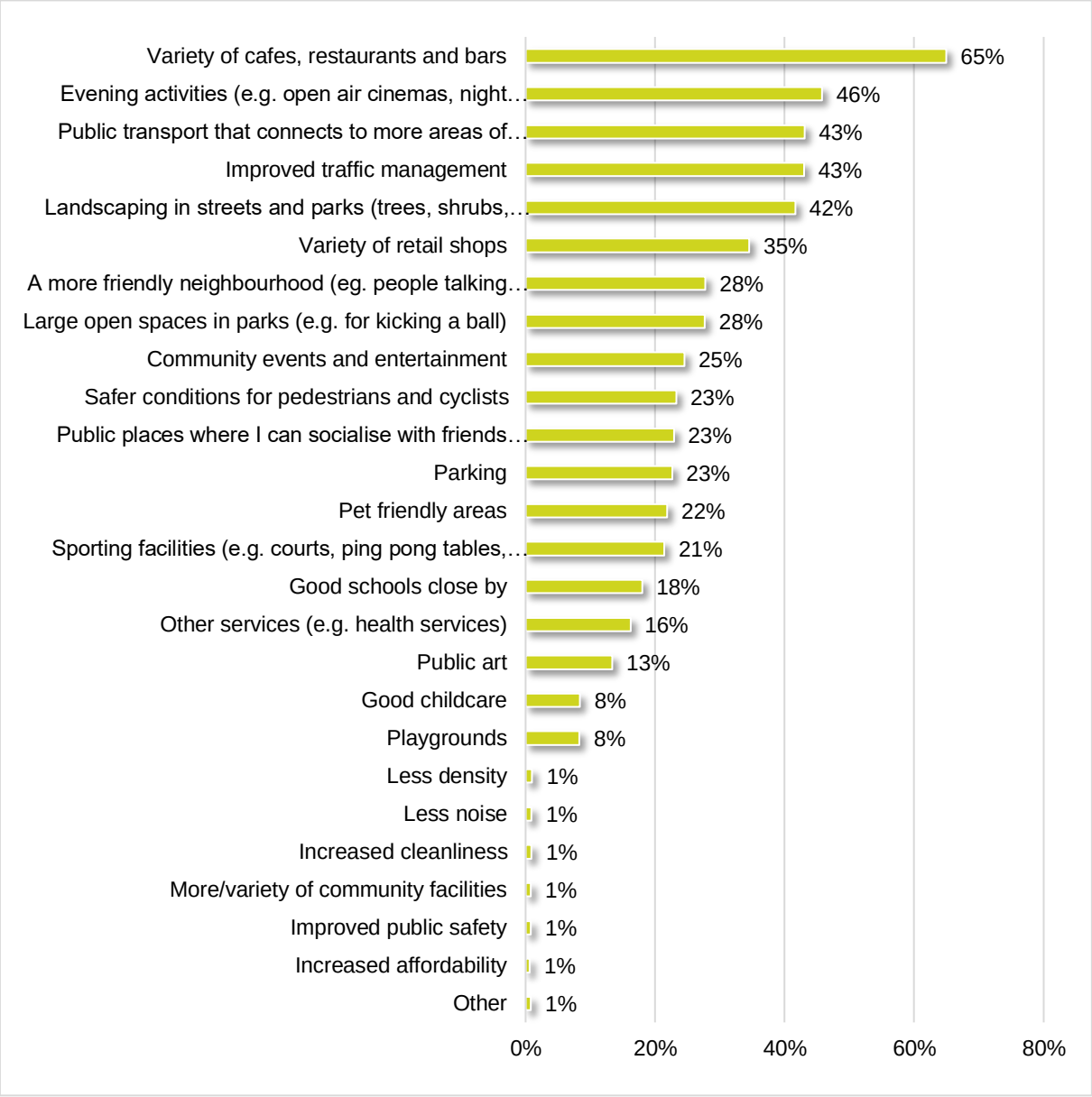
7. To what extent do you feel that you are part of the community in…? (n = various, 1090-1100)



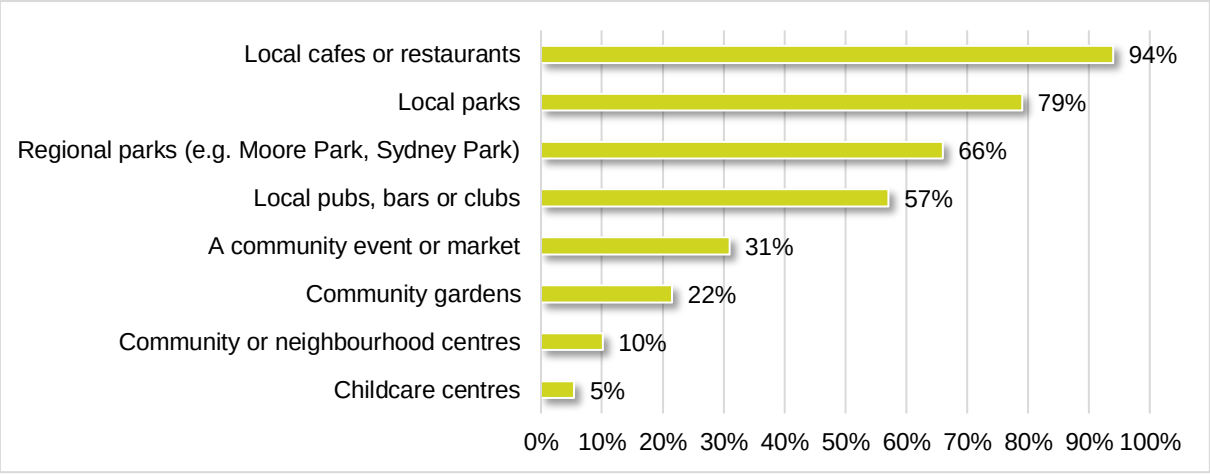
8. Which of the 4 areas in the map at the beginning of the survey do you work in? (n = 1101)

97 of the resident respondents also worked in Areas 2 or 3 (Green Square). 10 resident respondents worked in Areas 1a or 1b.

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 = 1105)



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



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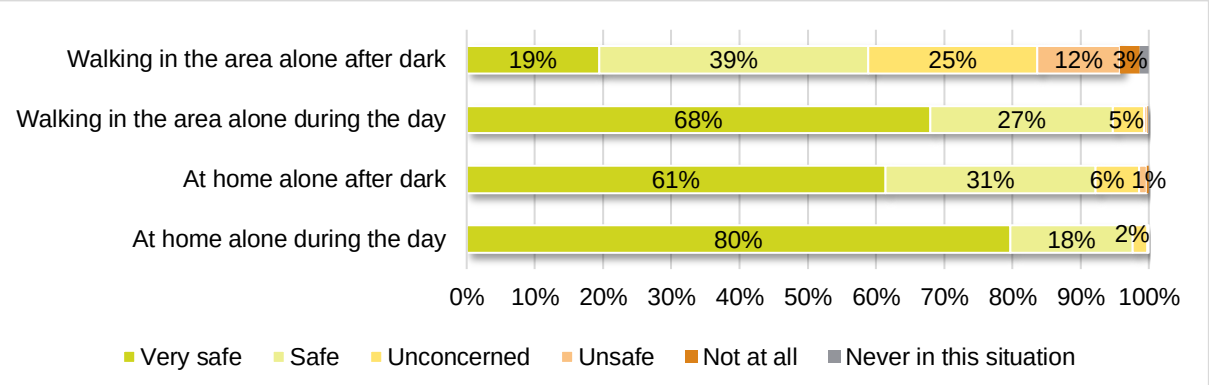
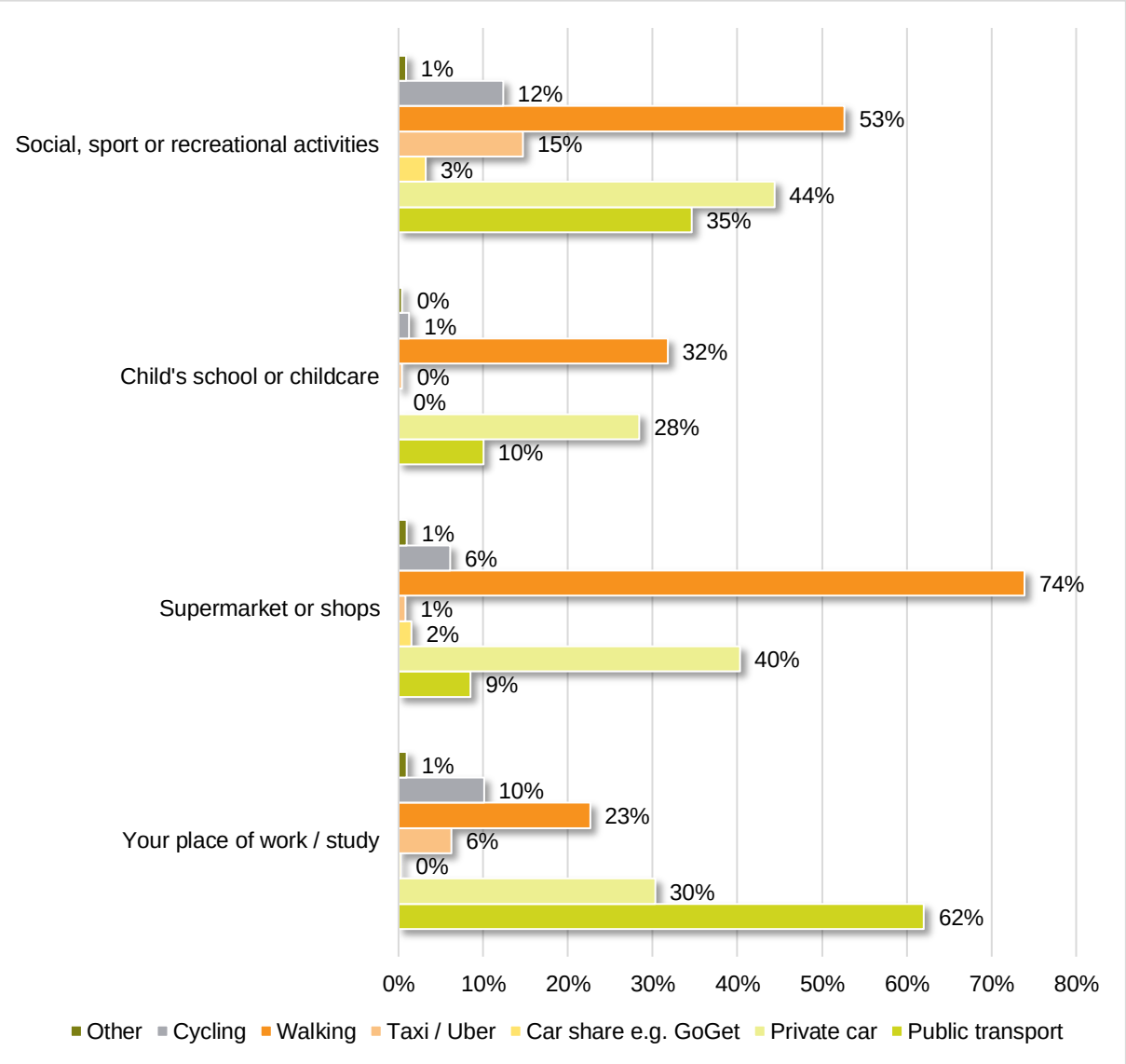
15. How safe or unsafe do you feel when you are in the following situations? (n = various, 1101-1103)

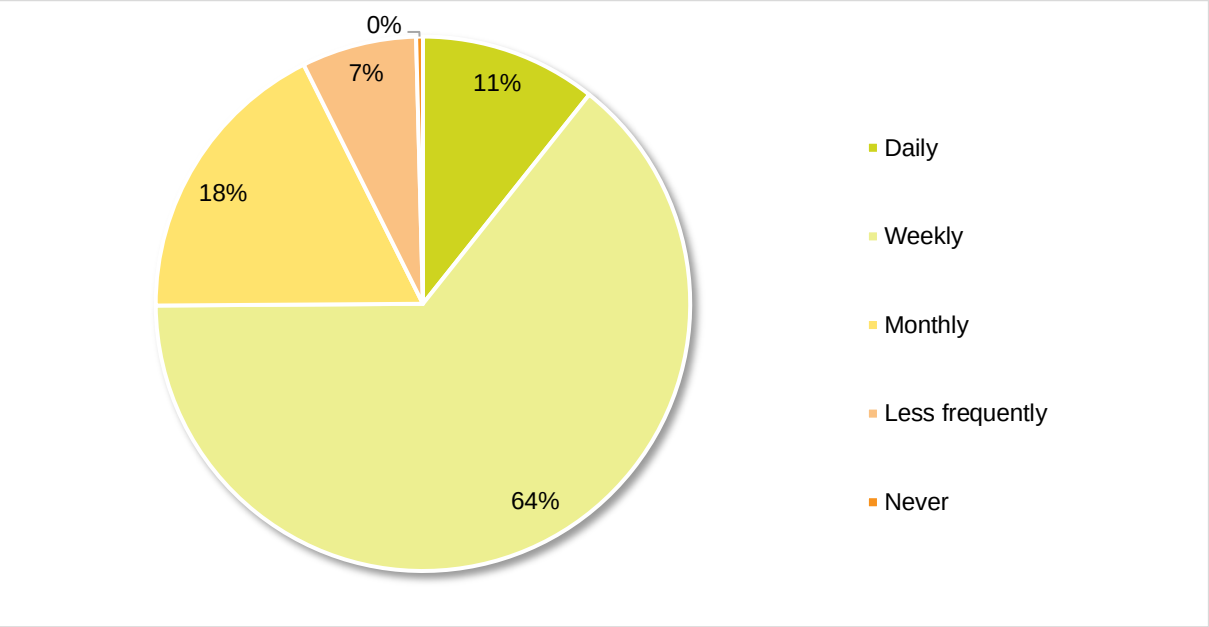


16. On a typical day, how do you travel to … (n = various, 239-1104) [Results presented are the percentage of people who use each mode for each purpose, with 'not applicable' responses removed. Figures do not sum to 100% as multiple responses allowed]

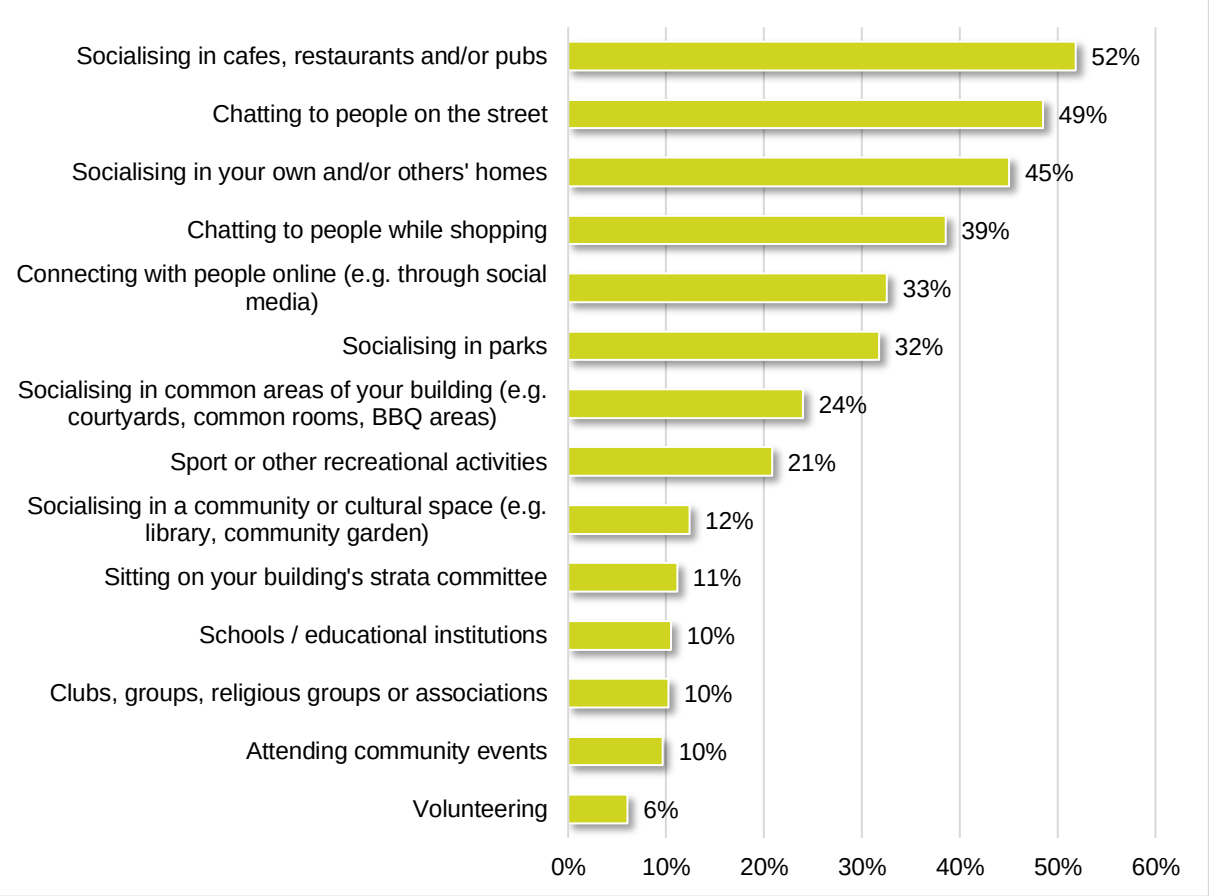


Section 2 – Community in your local area

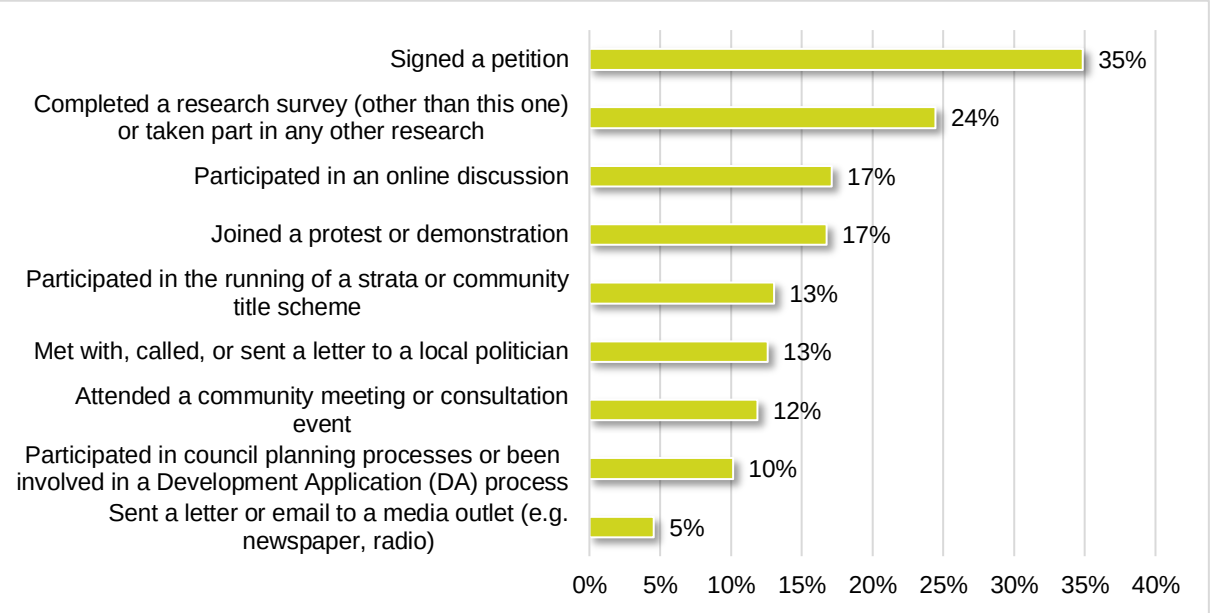
17. How often do you meet socially with friends, relatives or work colleagues? At least… (n = 1093)



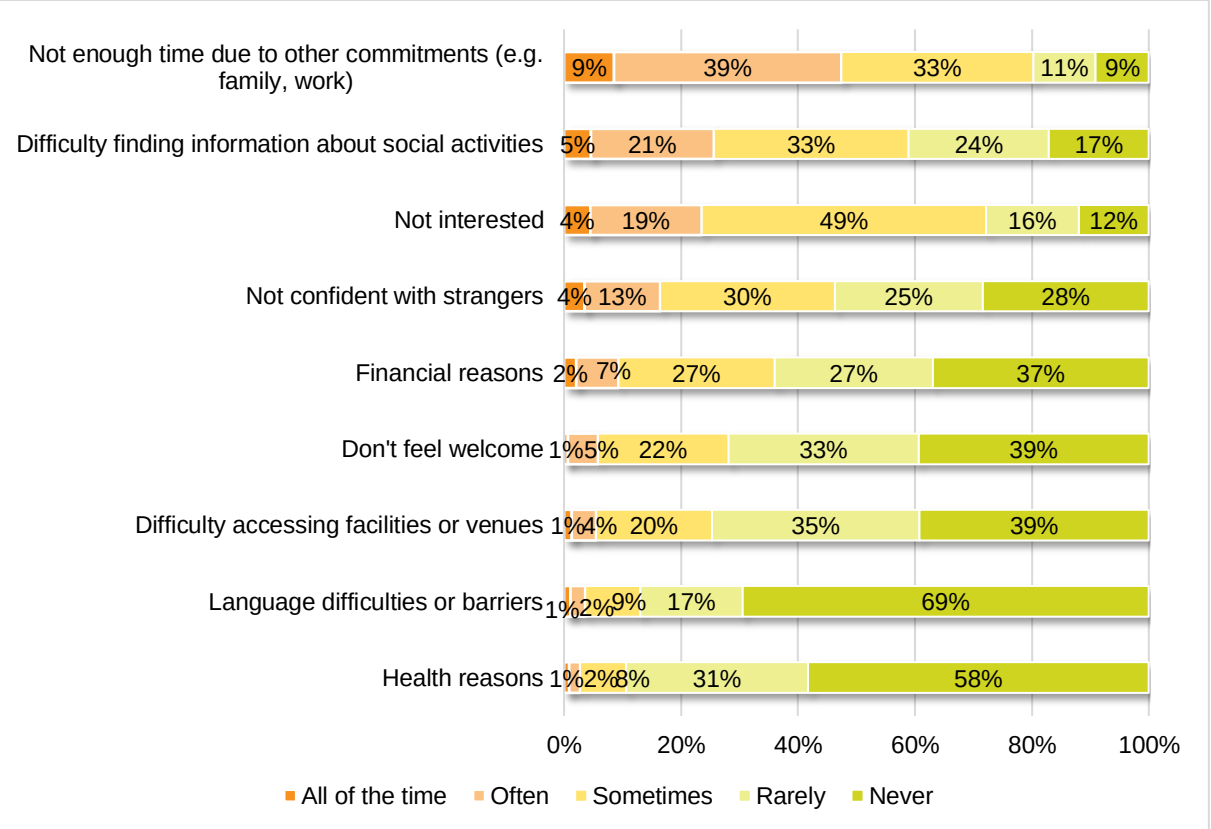
18. In the past month, have you had contact with people in your local area in any of the following ways? (n = 1105)



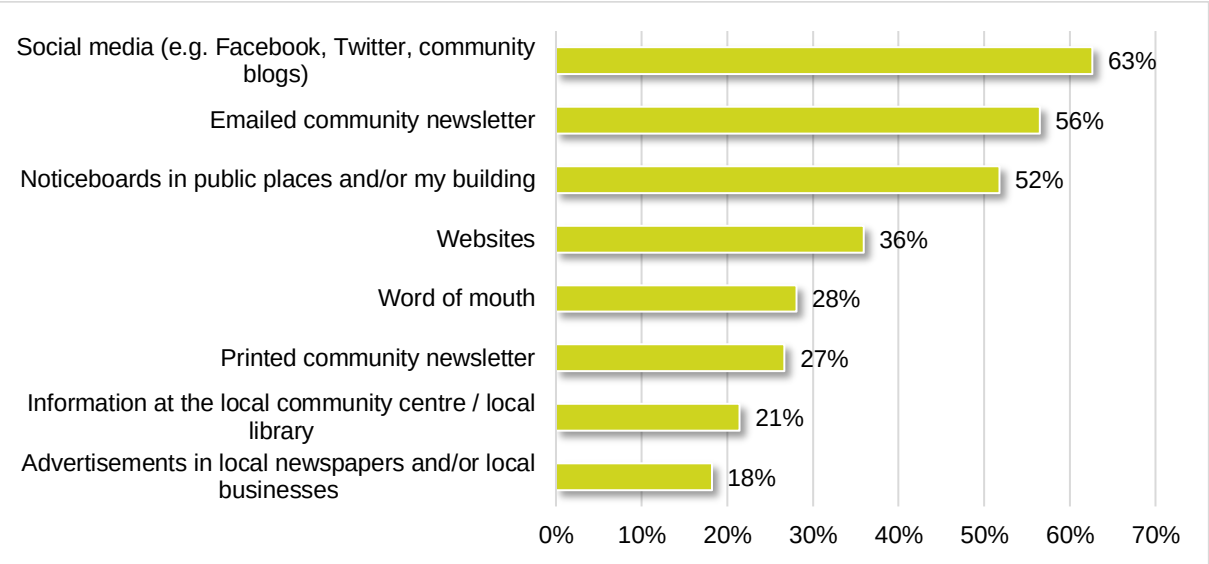
19. In the past 12 months, have you done any of the following? (n = 1105)



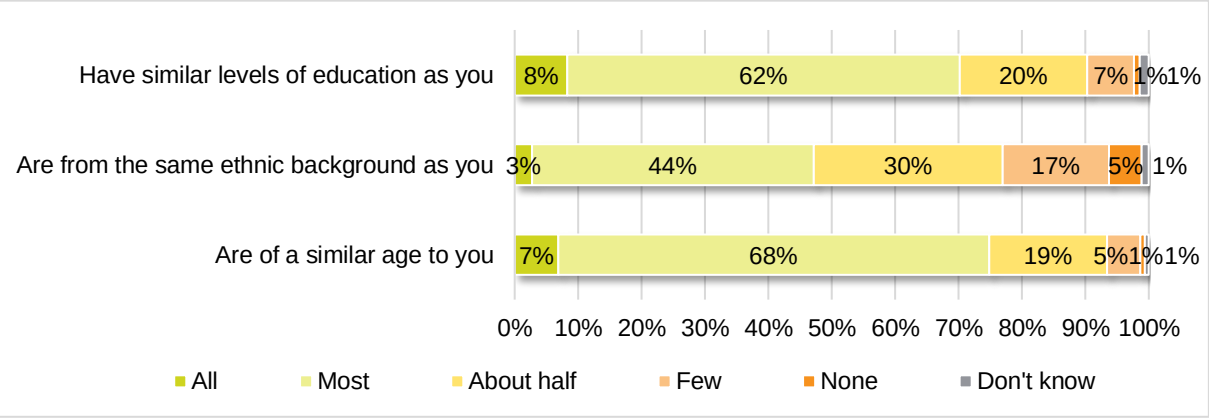
20. Do any of the following limit you from socialising or participating in organised social activities in the area? (n = various, 981-1031)



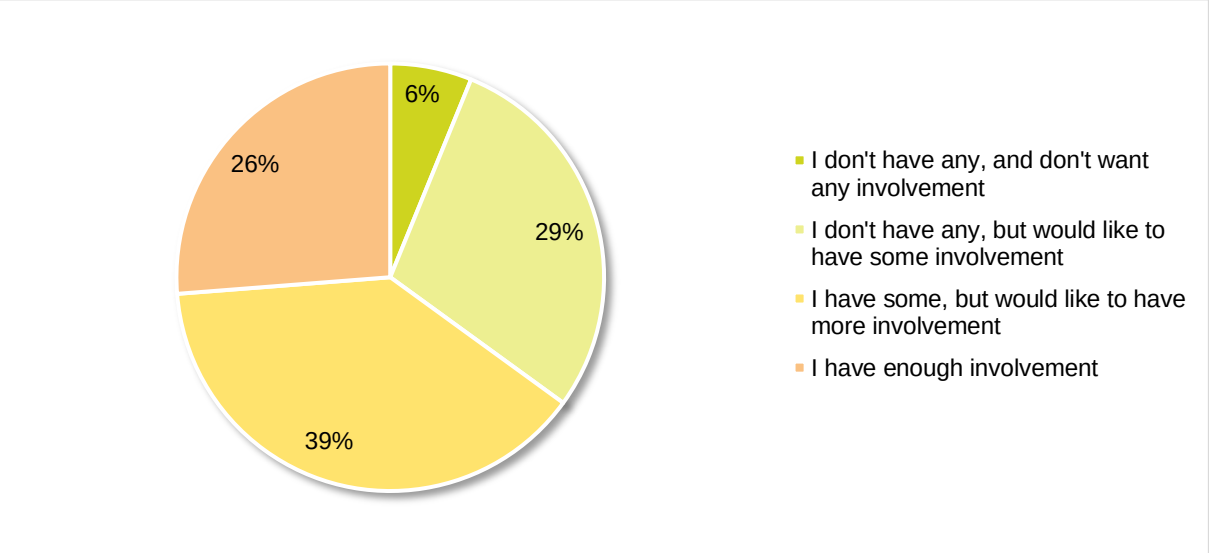
21. How would you like to get information about opportunities to participate in social activities in your local area? (n = 1105)



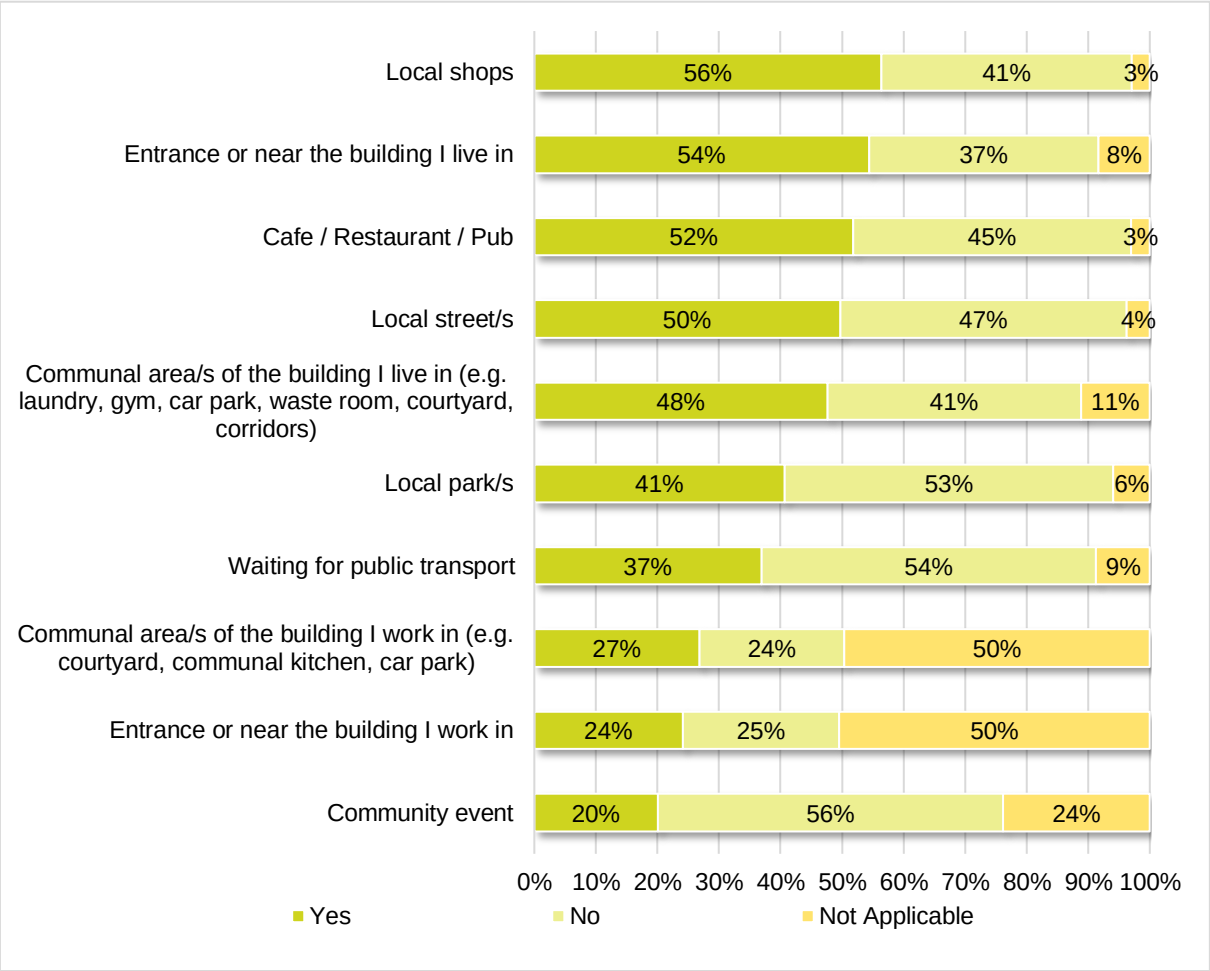
22. Of your friends, how many…? (n = various, 1084-1089)



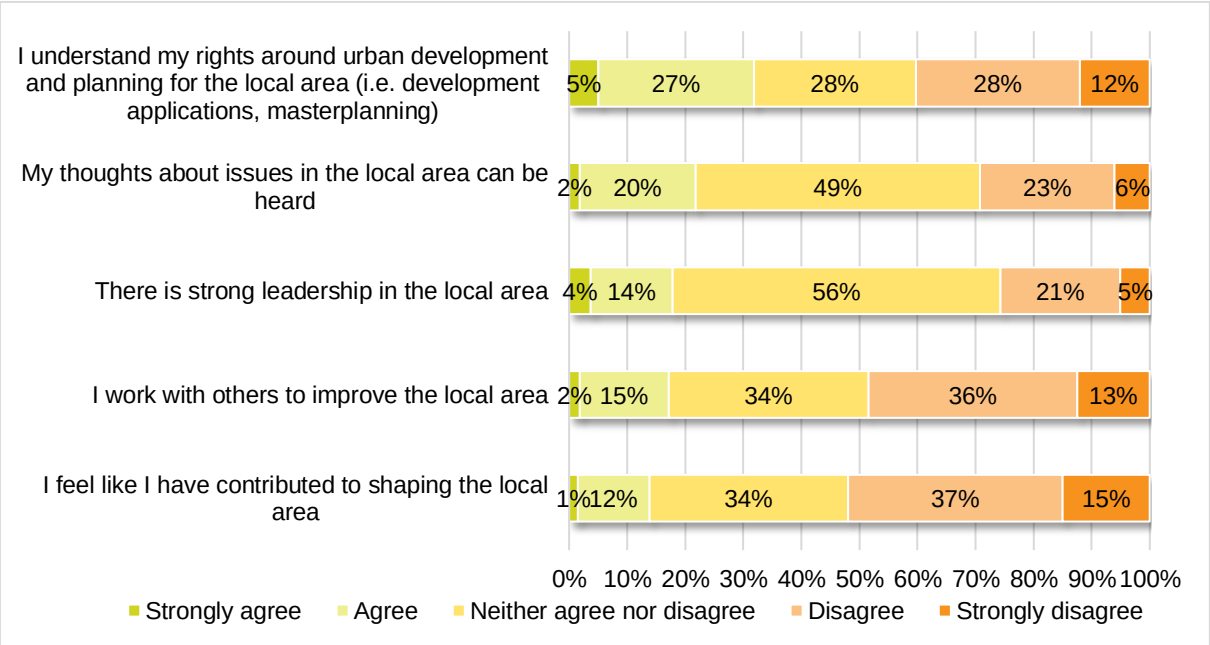
23. How would you best describe your level of interaction with other people who live or work in the area? (n = 1085)



24. Do you often run into people you know in the following places in the area? (n = various, 779-1064)



25. To what extent do you agree with the following statements? (n = various, 1076-1084)



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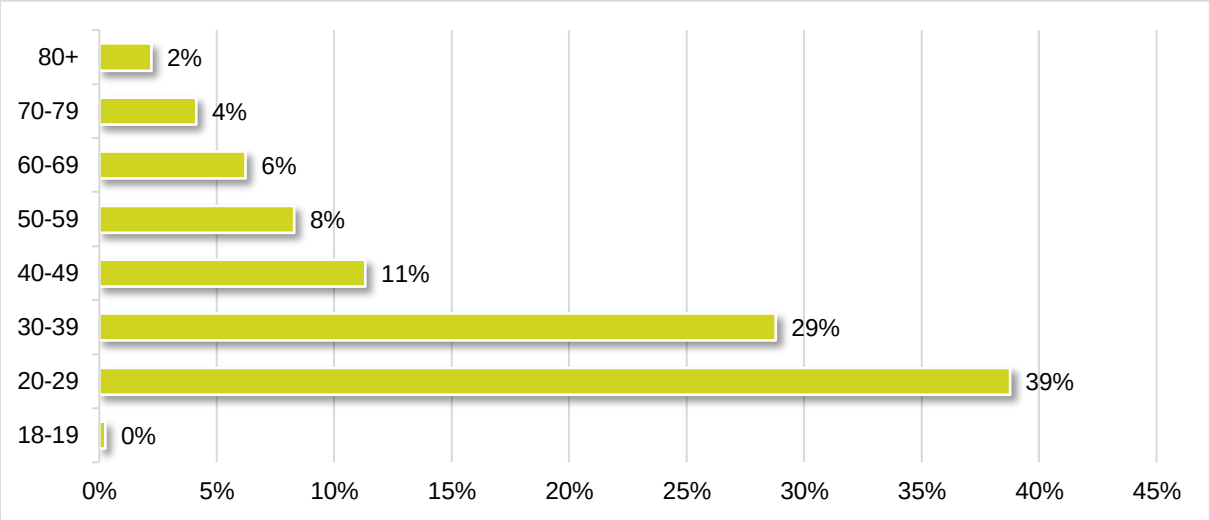
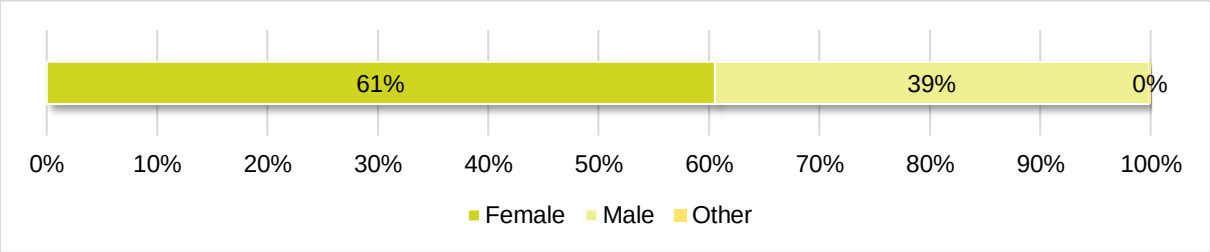
Section 3 – A few questions about you

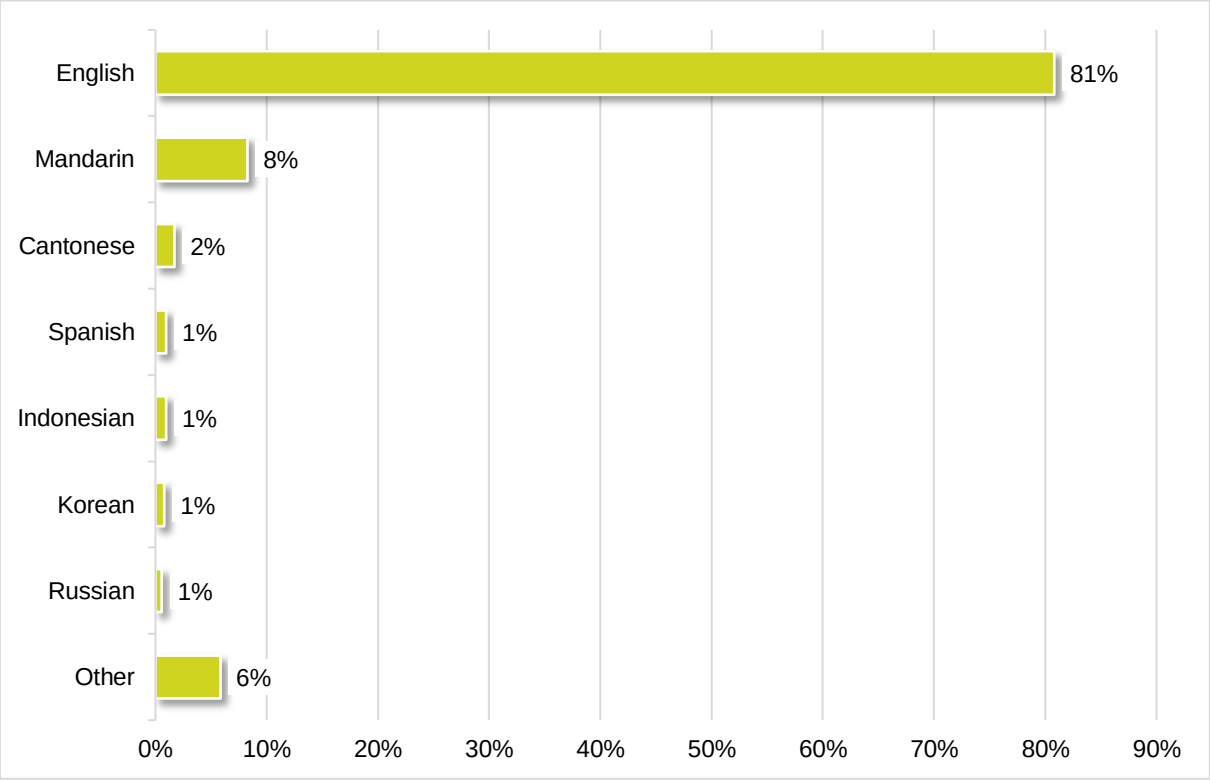
26. What is your age group? (n = 1105)



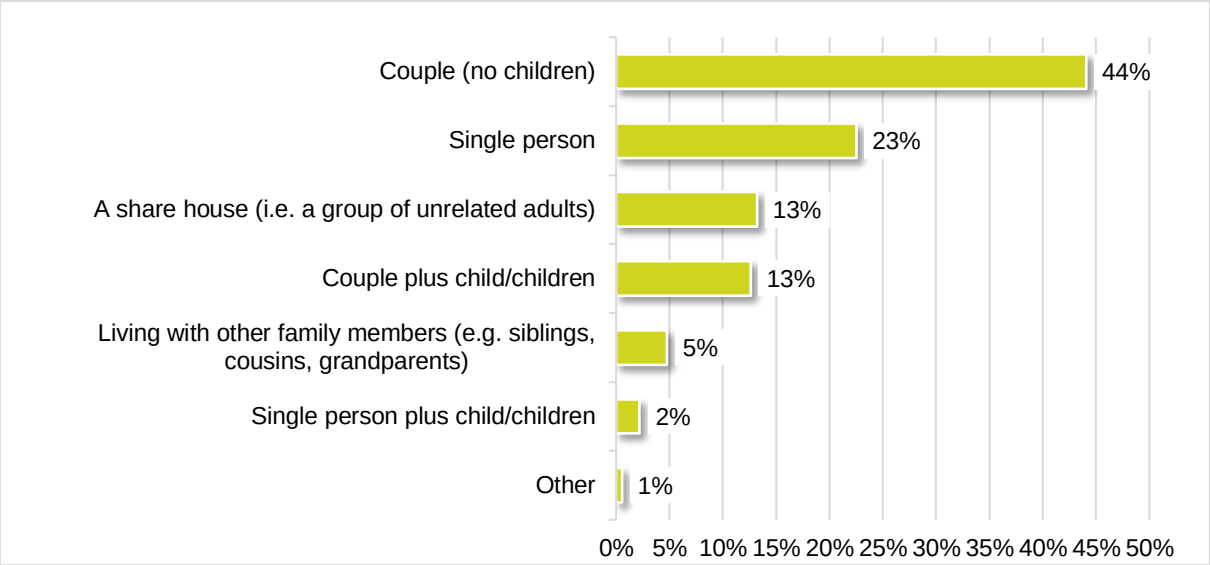
27. Are you …? (n = 1102)



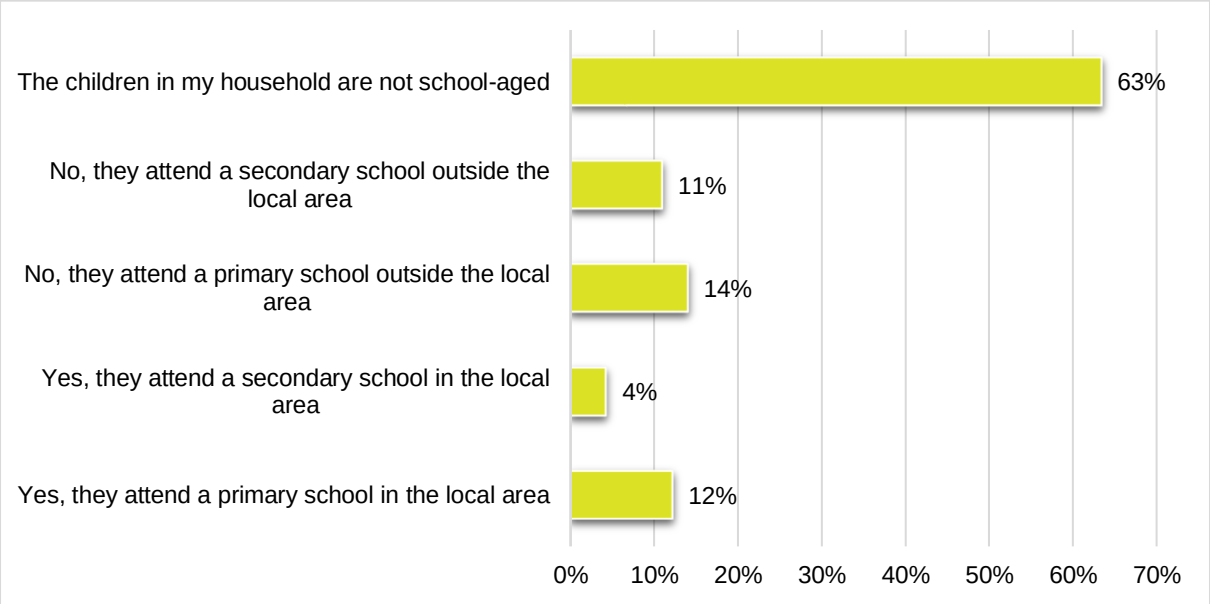
28. What is the main language spoken in your home? (n = 1098)



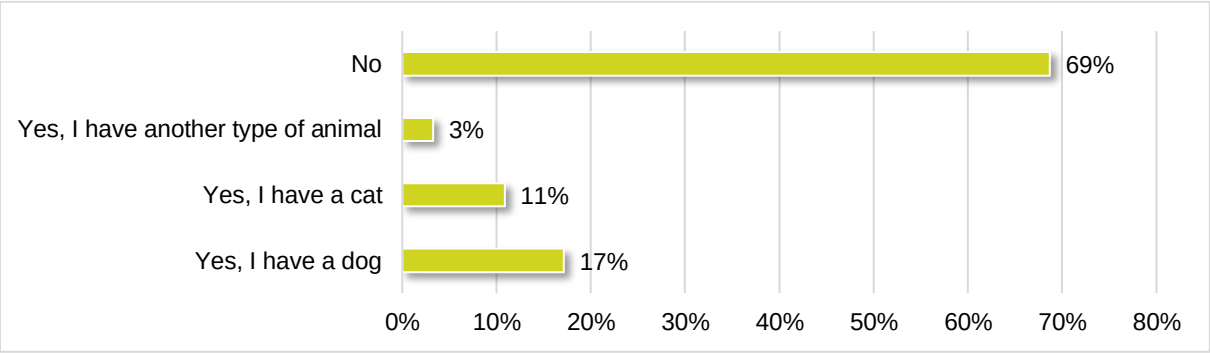
29. How would you best describe your household? (n = 1103)



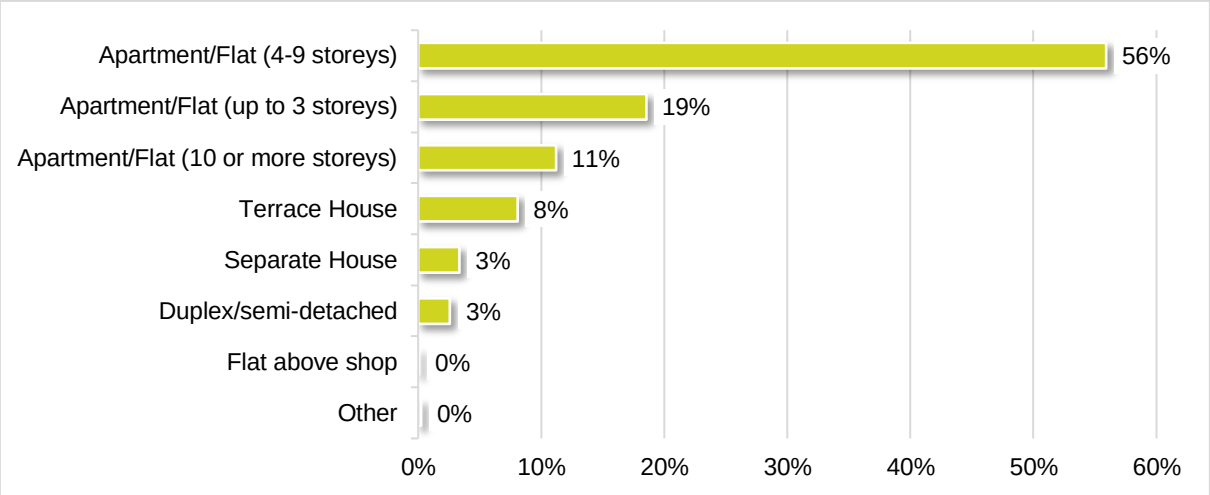
30. If there are children in your household, do you send them to a school in the local area? (n=164)



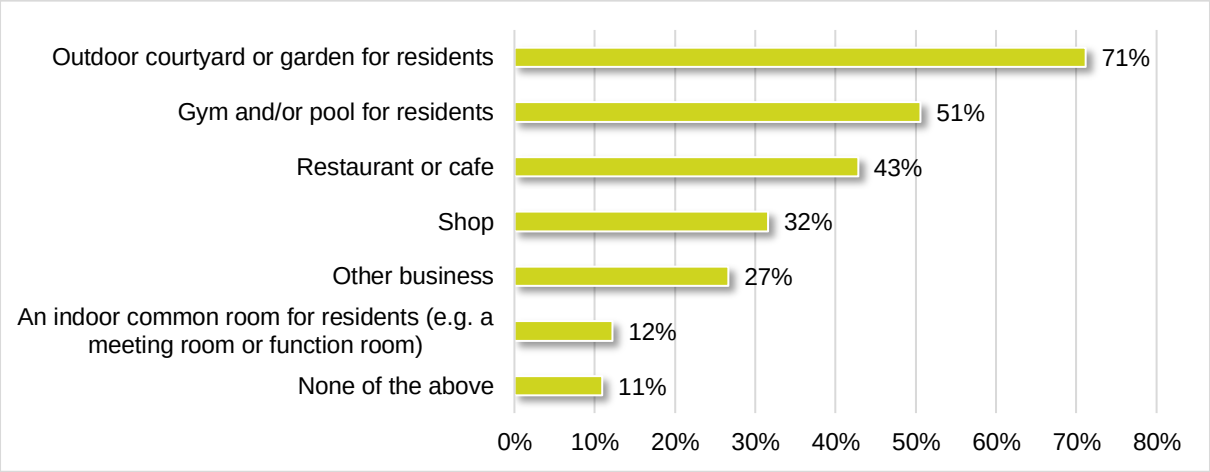
31. Do you own a pet? (n = 1105)



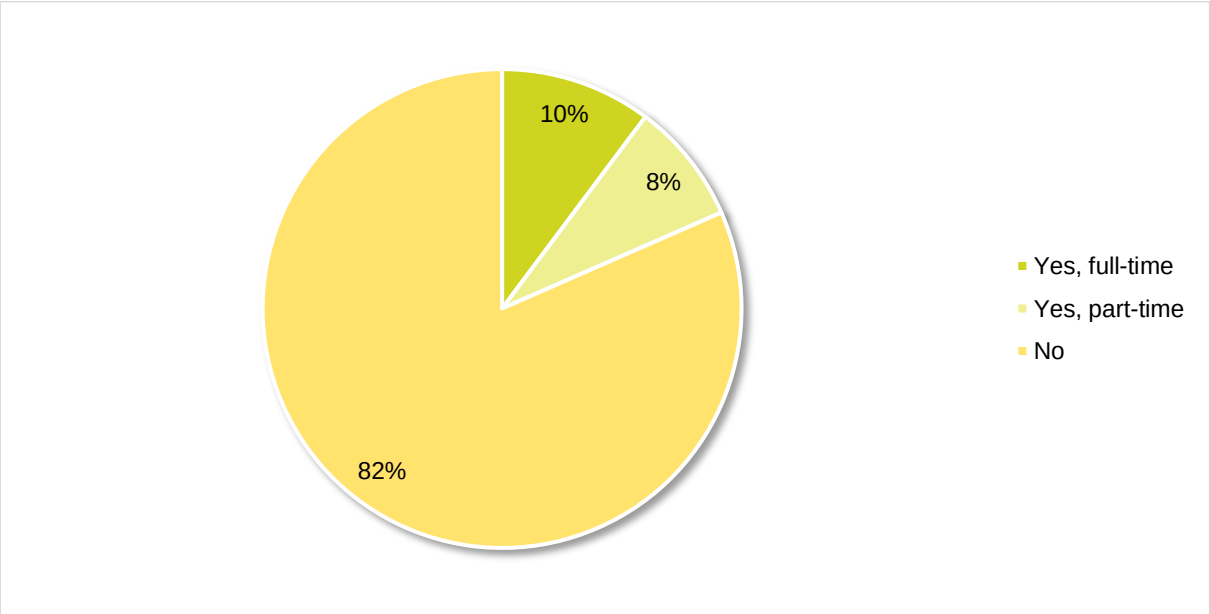
32. Which of these best describes the property you currently live in? (n = 1103)



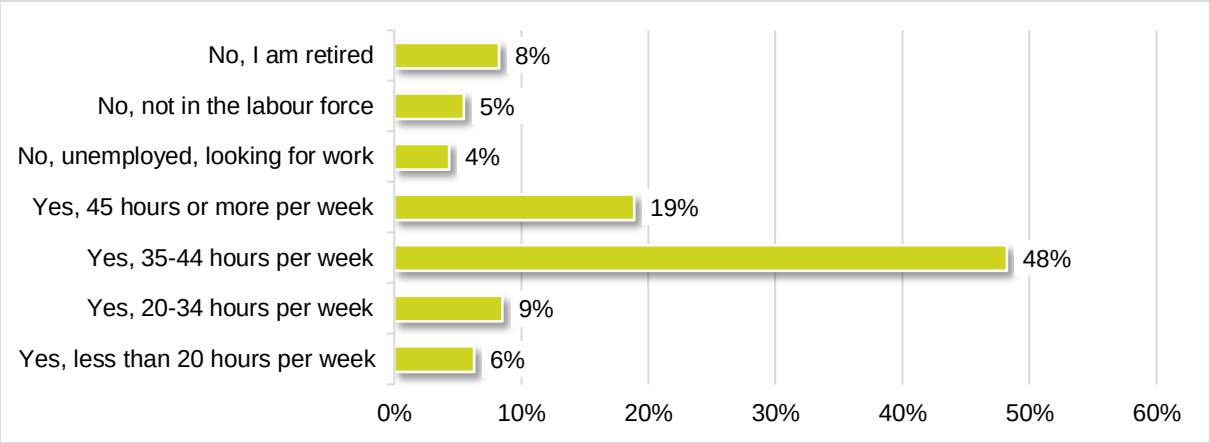
33. Are there any of the following in your building? (n = 948)



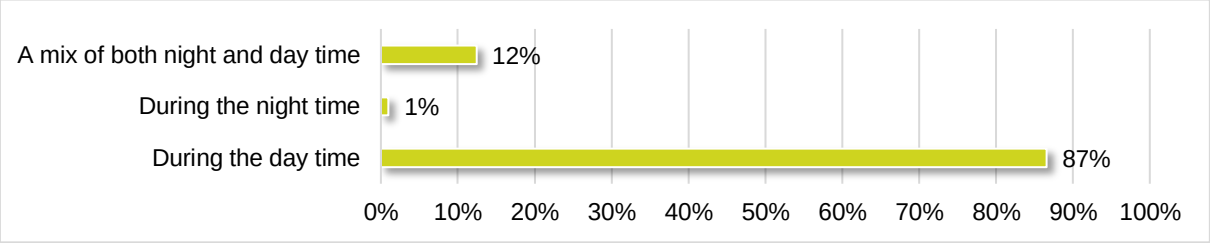
34. Are you currently studying? (n = 1096)



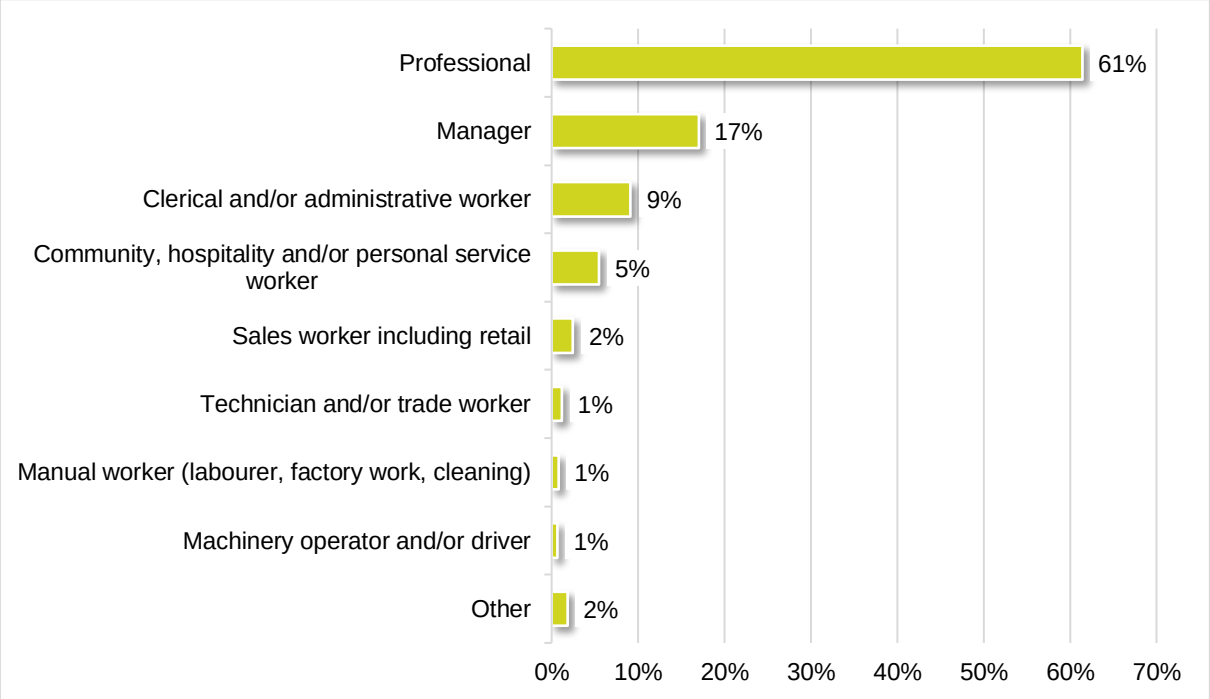
35. Are you currently in paid employment? (n = 1091)



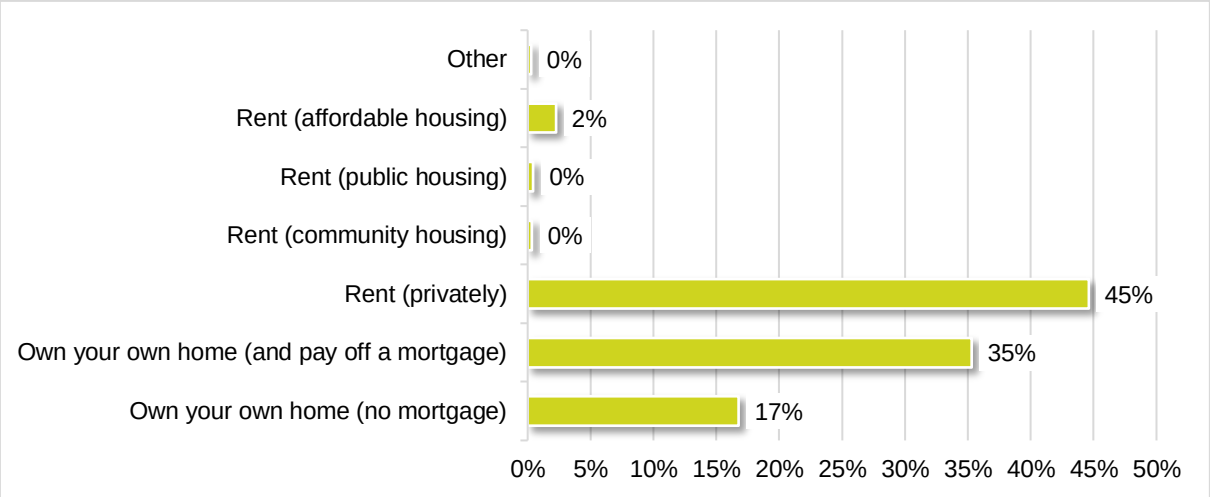
36. Do you work predominantly during the day or at night time? (n = 908)



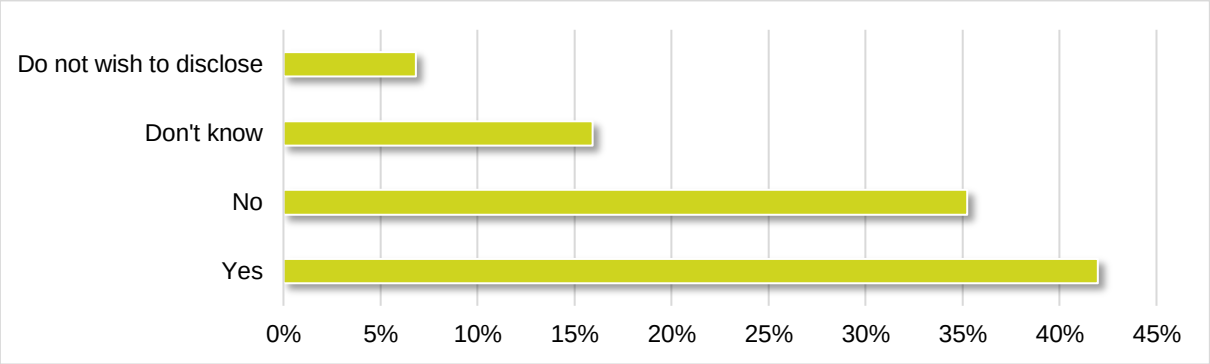
37. Which of the following best describes your current occupation? (n = 898)



38. Does your household…? (n = 1097)

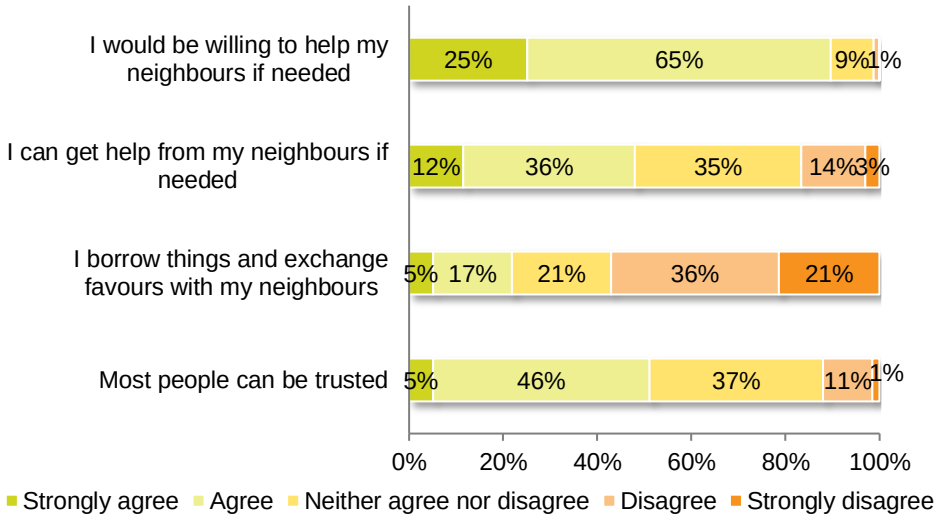


39. Does your household usually spend more than 30% of the combined household income on housing costs (rent or mortgage and/or strata levies)? (n = 1098)

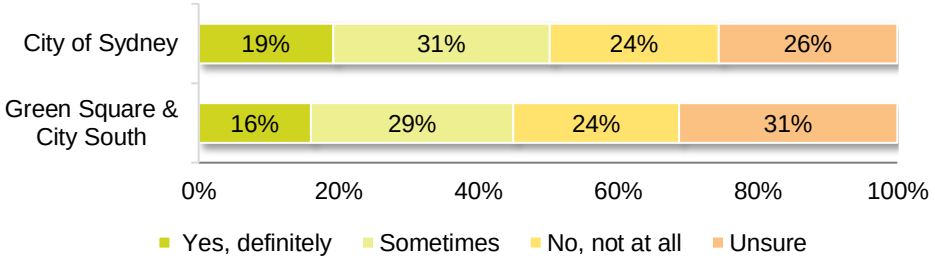


Appendix 6 Comparative survey results for benchmarking

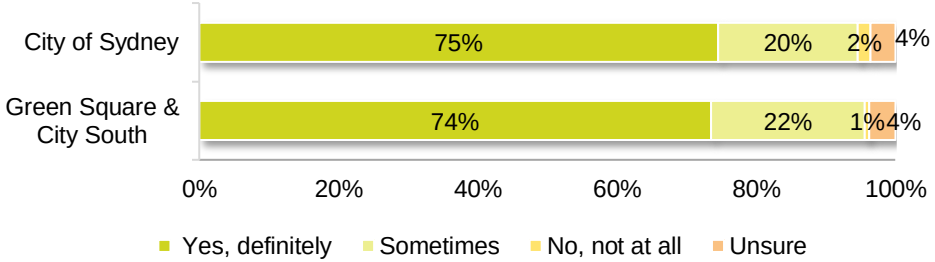
Question 6 – Green Square Survey 2020	Various studies (most recent equivalent survey response reported)
To what extent do you agree with the following statements about where you live? (n = various, 1089-1094)	**When needed, can you get help from your neighbours? (City of Sydney Wellbeing Survey, 2018)** **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**



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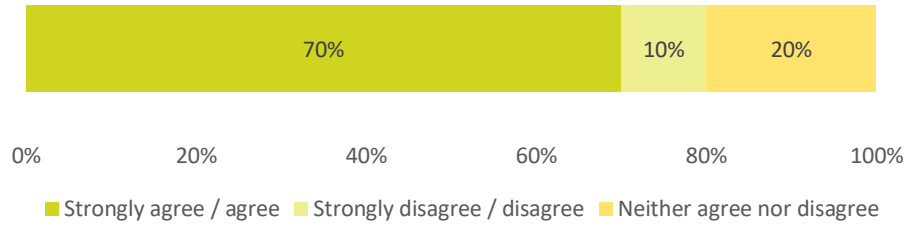
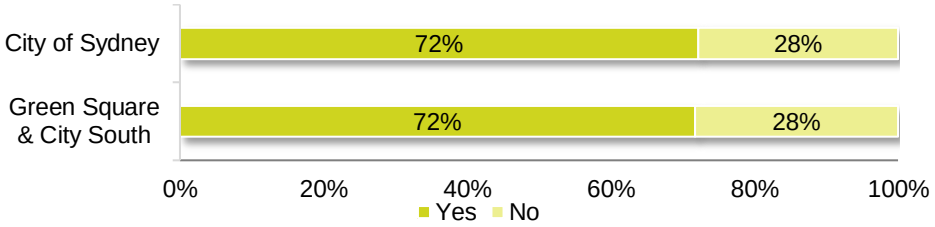
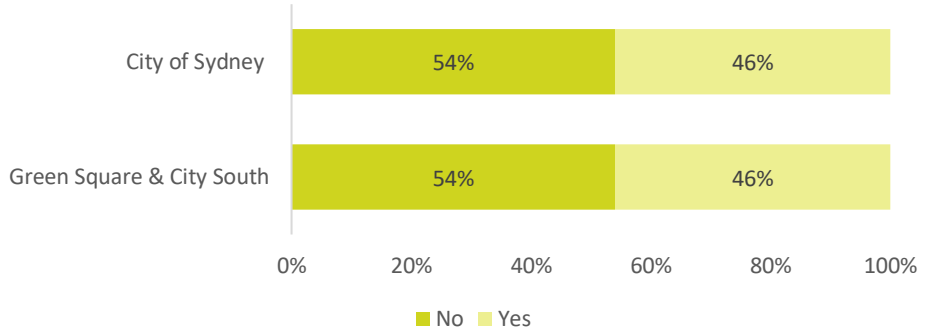
- **I plan to remain a resident in this area for a number of years (n=1098)**



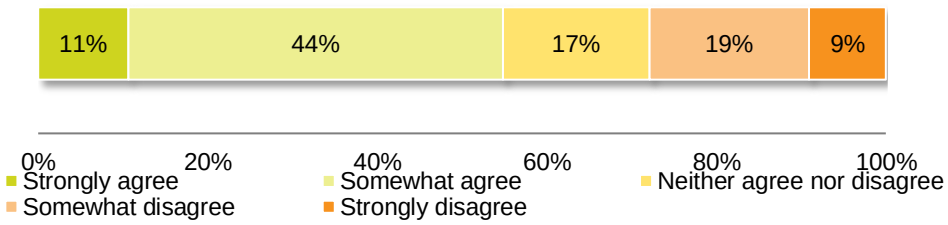
- **Most people can be trusted (City of Sydney Wellbeing Survey, 2018)***



- **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)**



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	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 and 739 respondents from Green Square and South Sydney, 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.

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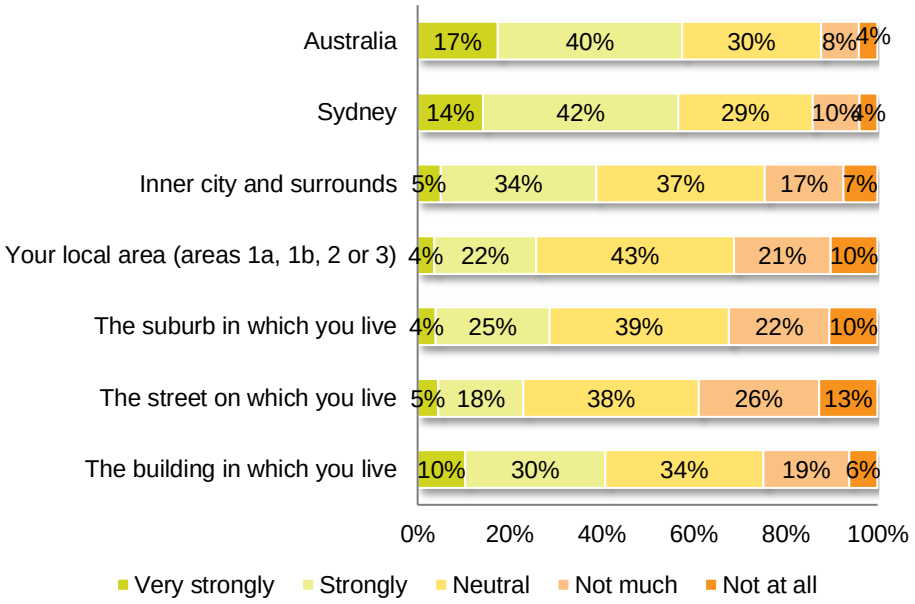
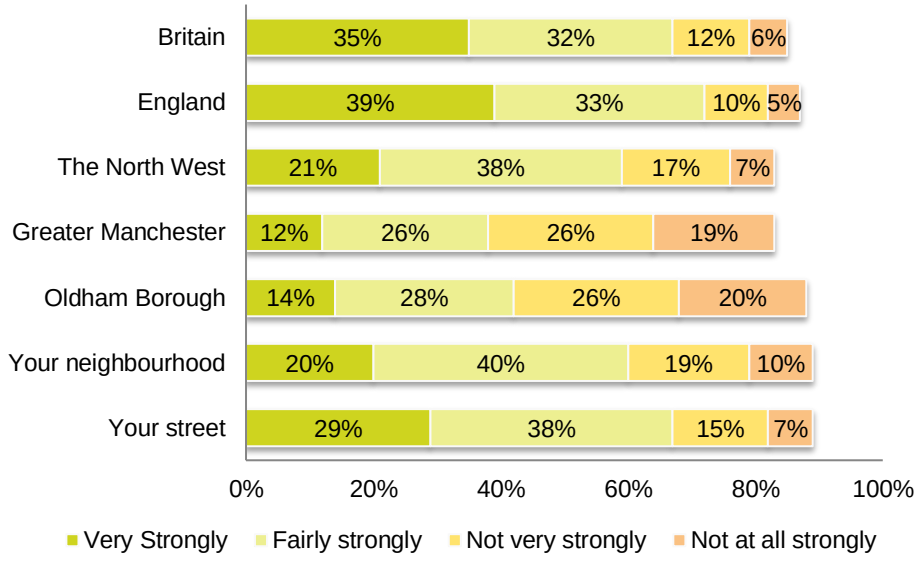
Question 7 – Green Square Survey 2020	**Various studies (most recent equivalent survey response reported)**
To what extent do you feel that you are part of the community in…? (n = various, 975-985)	**How strongly do you feel that you belong in…? (MORI North, 2006)** **For each area listed below, please 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)** 

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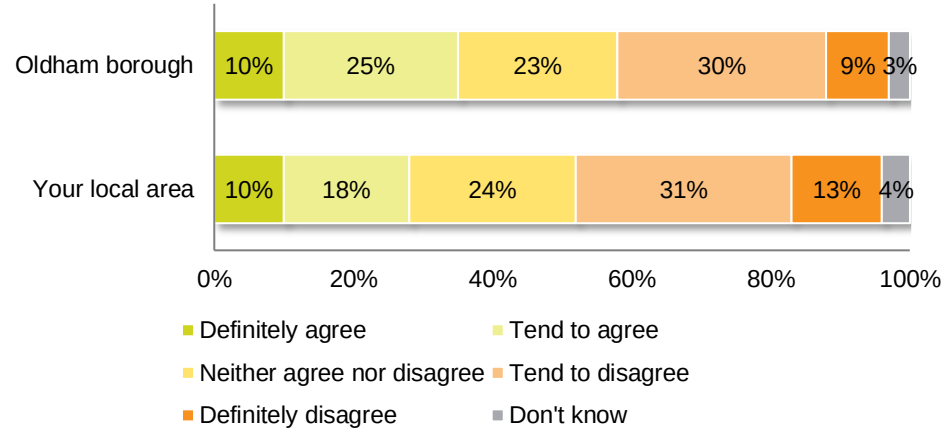
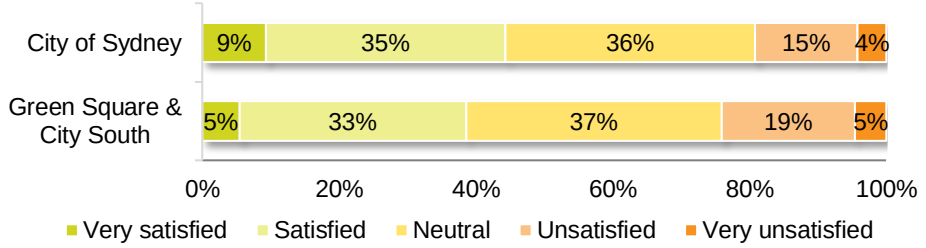
- **For each area listed below, please say how strongly or not you feel you belong to that area? (MORI North, 2013)**



- **Thinking about personal wellbeing, how satisfied are you with <u>feeling part of your community</u> [in your local area, for respondents city-wide and respondents in Green Square/City South] (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. *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 and 739 respondents from Green Square and South Sydney, 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.

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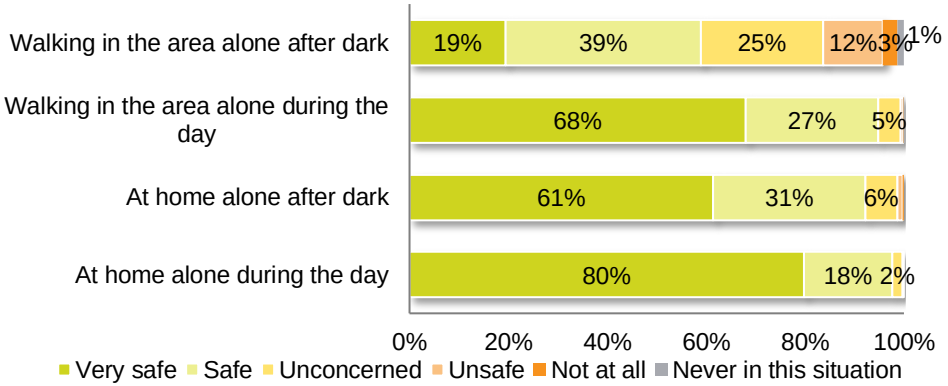
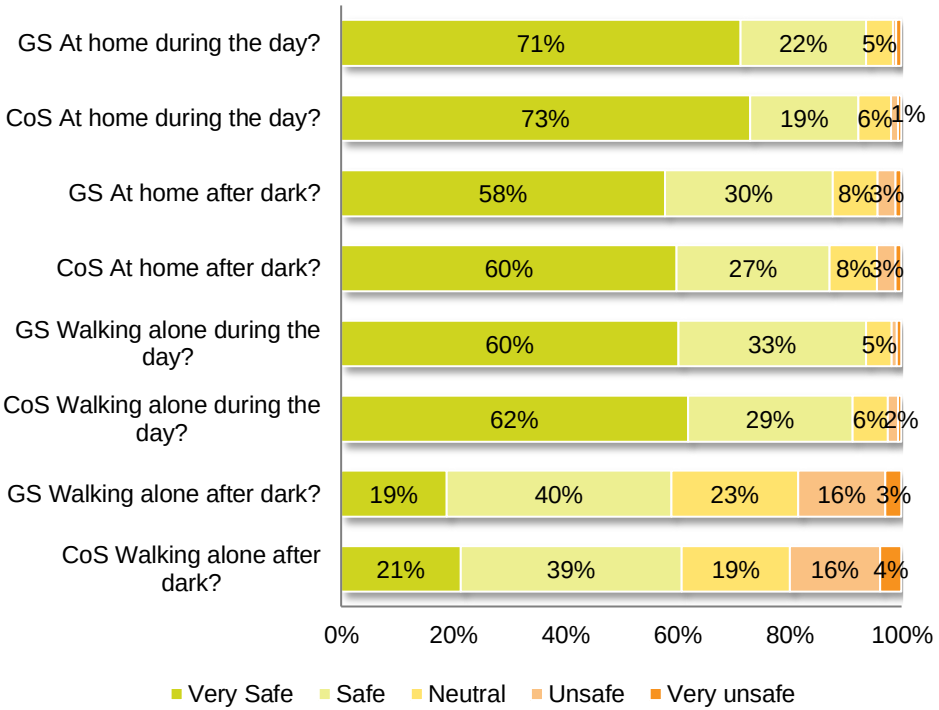
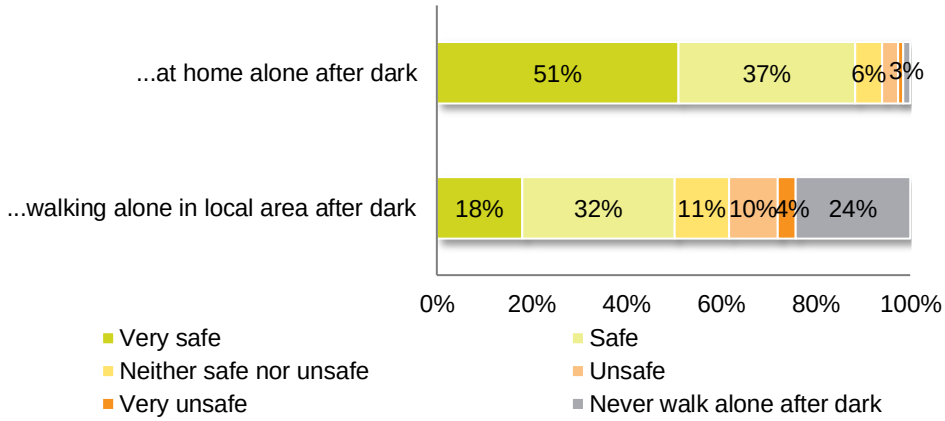
Question 15 – Green Square Survey 2020	**Various studies (most recent equivalent survey response reported)**
How safe or unsafe do you feel when you are in the following situations? (n = various, 1101-1103)	**How safe or unsafe do you feel when you are in the following situations? (City of Sydney Wellbeing 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? For Green Square/City South respondents, and City of Sydney respondents (City of Sydney Wellbeing Survey 2018)**



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



Sample:

City of Sydney Wellbeing Survey (2018)

- 6,904 respondents across the LGA and 739 respondents from Green Square and South Sydney, 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.

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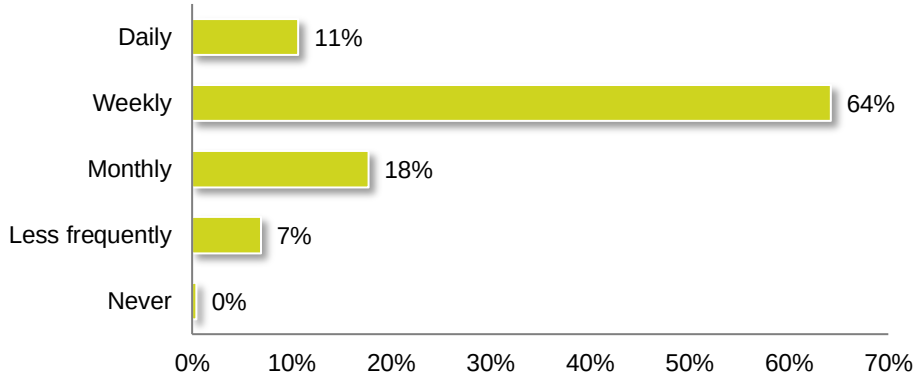
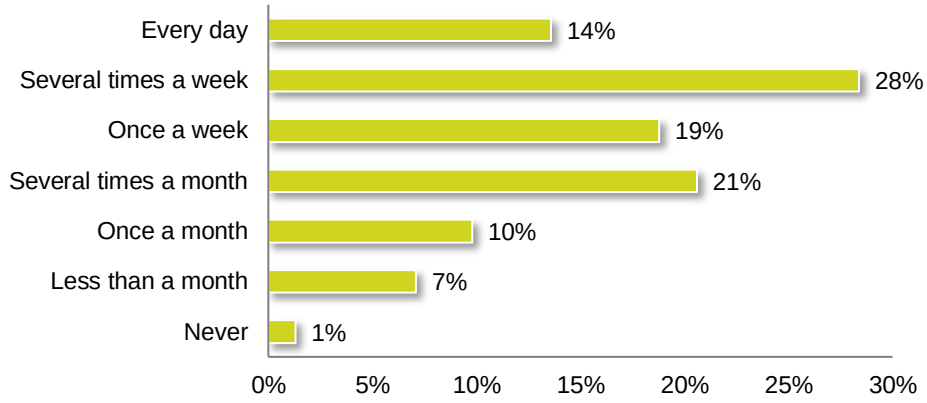
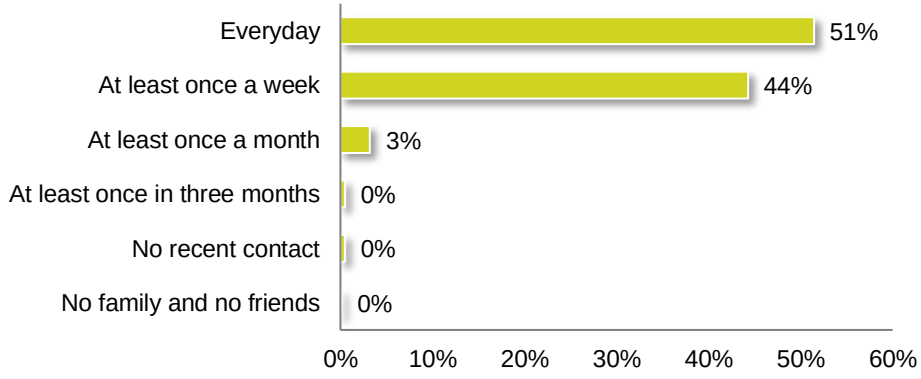
Question 17 – Green Square Survey 2020	**Various studies (most recent equivalent survey response reported)**
How often do you meet socially with friends, relatives or work colleagues? At least… (n = 1093)	**European Social Survey (2016)** **Australian General Social Survey (2014)**



How often do you meet socially with friends, relatives or work colleagues?



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



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	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.

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Question 18 – Green Square 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 = 1105)	**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: 10%	• 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 Wellbeing Survey 2018) City of Sydney: 88.6% (at least one activity) 19.1% (5 or more types of activities). Green Square & City South: 86.5% (at least one activity) 14.6% (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 the executive committee of your building: 11%	• resident or community action group (Baum et al., 2000) 5.9%

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	• 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: 6%	• 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: 39%	• Shopping Locally (Sunshine Coast Council, Community Planning & Strategy, 2010) 11.9% of respondents
• Through involvement with schools / educational institutions: 10%	• 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: 21%	• 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) Green Square & City South: 5% as participant, 29% as spectator, 12% both participated and was a spectator, City of Sydney: 4% as participant, 30% as spectator, 12% both participated and was a spectator ***
• Socialising in cafés, restaurants and/or pubs: 52%	• Been to a café or restaurant (Baum et al., 2000) 58.1%

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	• Went out with or met a group of friends – indoor activities (Australian General Social Survey, 2010) 72.5%
• Socialising in parks: 32%	• 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: 10%	• 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): 12%	• 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: 45%	• 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): 33%	• 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 and 739 respondents from Green Square and South Sydney, 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.

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Question 19 – Green Square 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 = 1105)	**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 12%	• 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 13%	• 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 17%	• 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 35%	• Signed a petition (Baum et al., 2000) 40.6%
• Participated in an online discussion 17%	• 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 13%	• 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%

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	Sample *City of Sydney Wellbeing Survey (2018)* • 6,904 respondents across the LGA and 739 from the Green Square and City South village area, 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.

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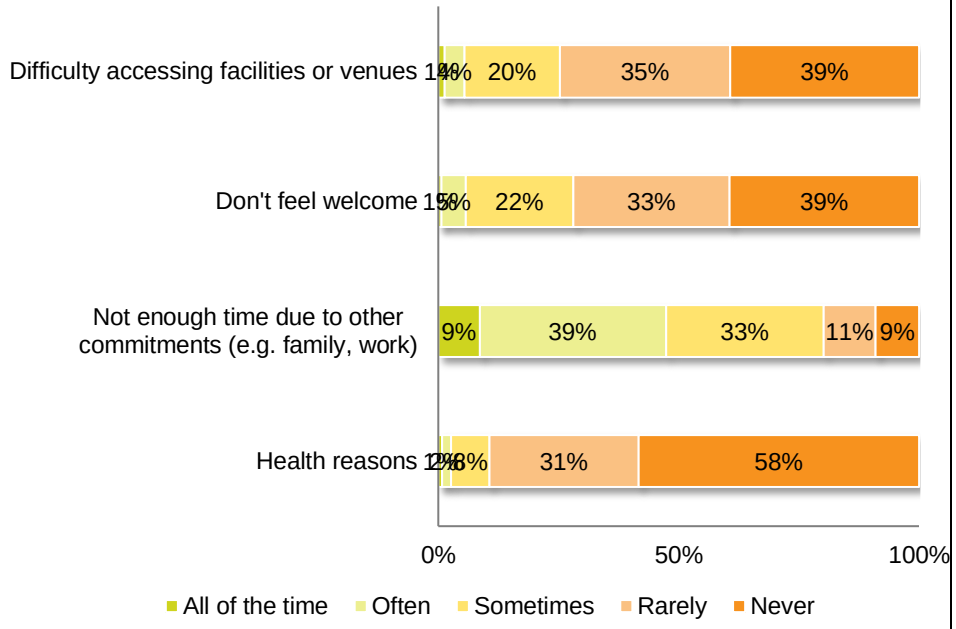
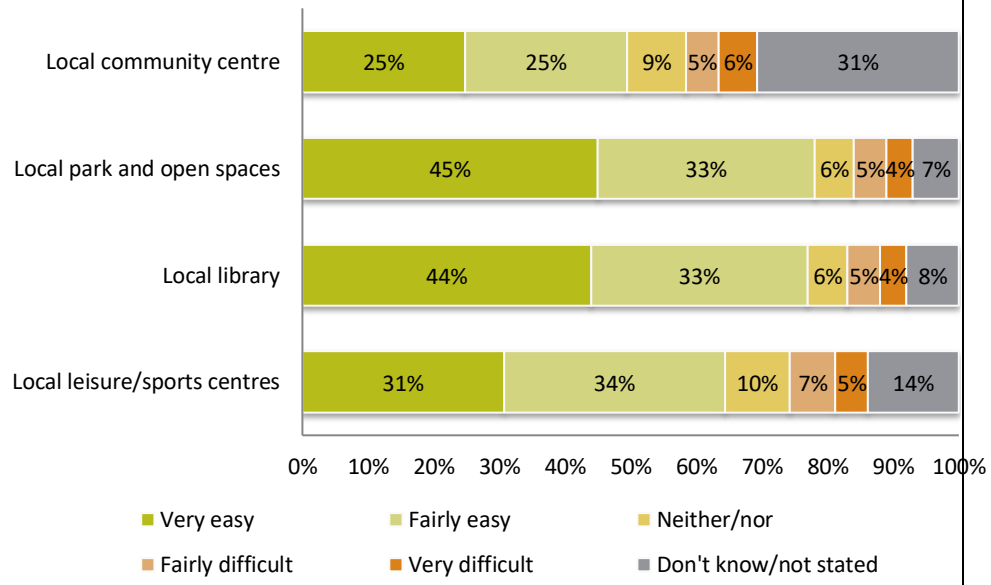
Question 20 – Green Square Survey 2020	Various Studies
Do any of the following limit you from socialising or participating in organised social activities in the area? (n = various, 988-1031)	**What is the main reason you are not more actively involved in community groups or activities in your local area 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) 

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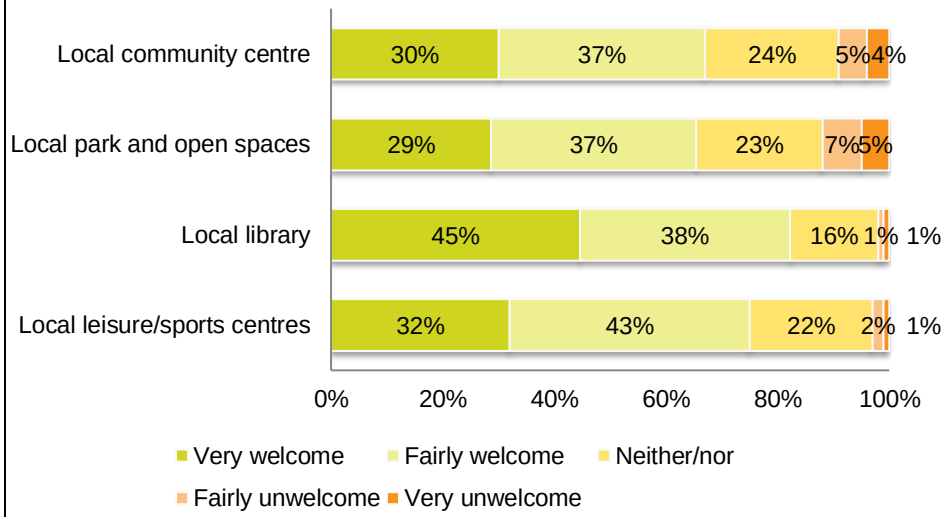
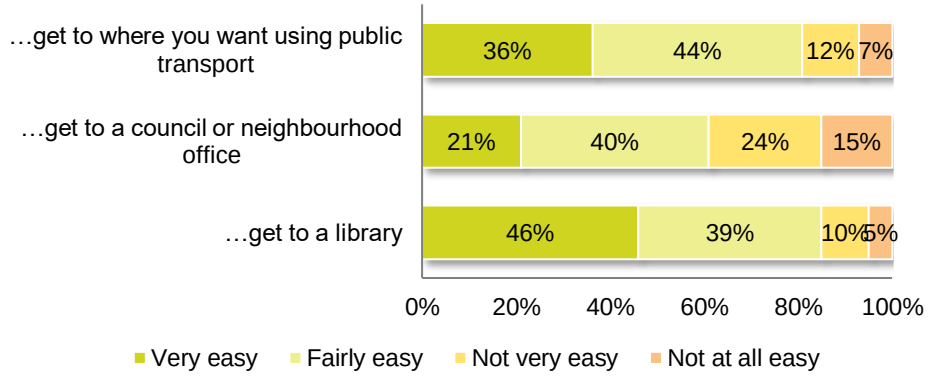
- **Welcome received at…** (MORI North, 2006)



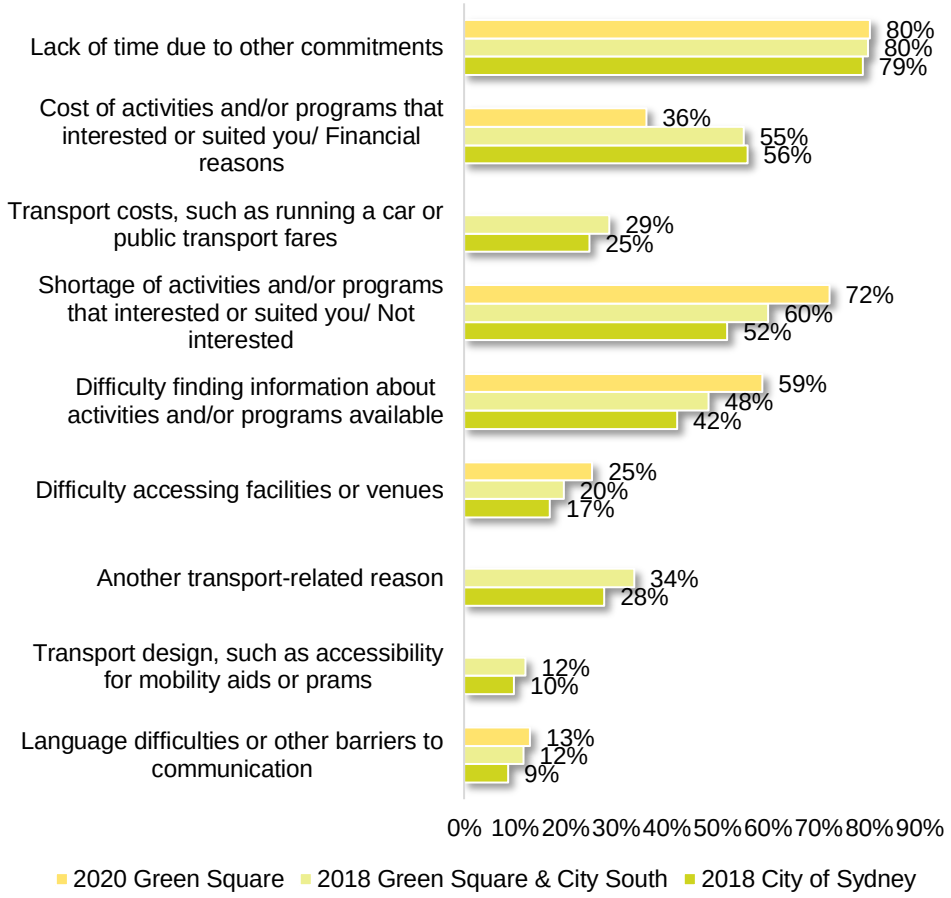
- **Thinking about your day-to-day life, how easy or not is it to…? (MORI North, 2013)**



- "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 Green Square/City South respondents, and City of Sydney respondents, compared to 2020 My Place Green Square '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 and 739 respondents from Green Square and South Sydney, 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.

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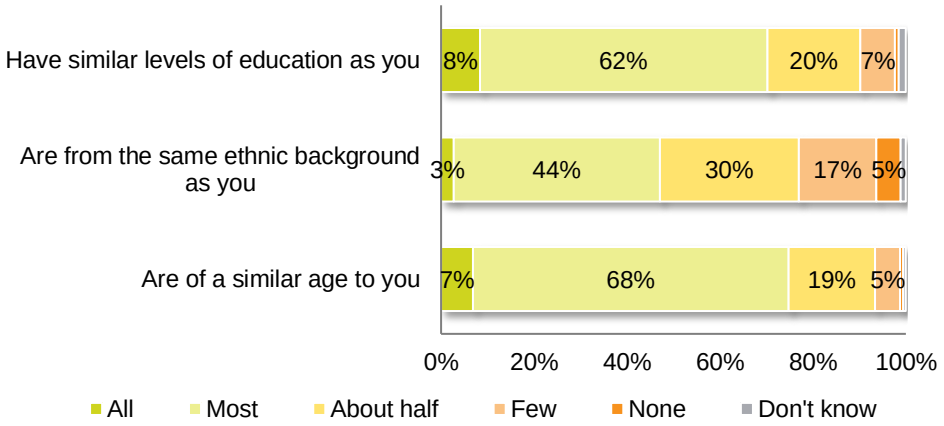
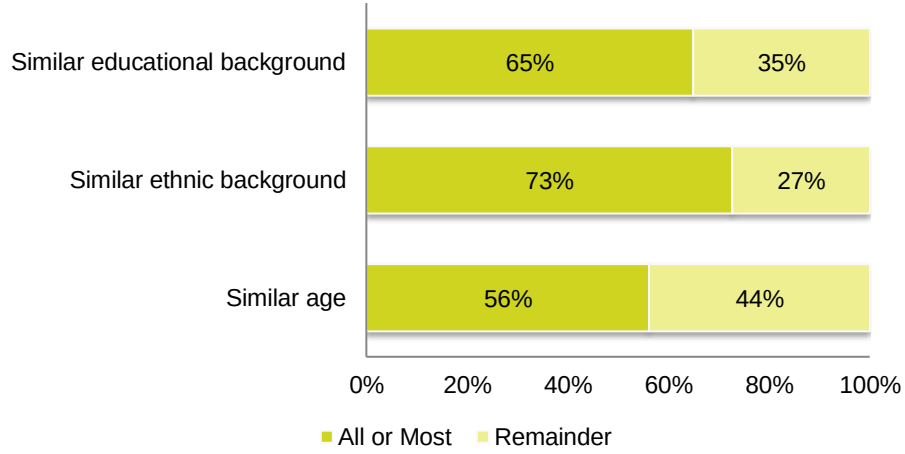
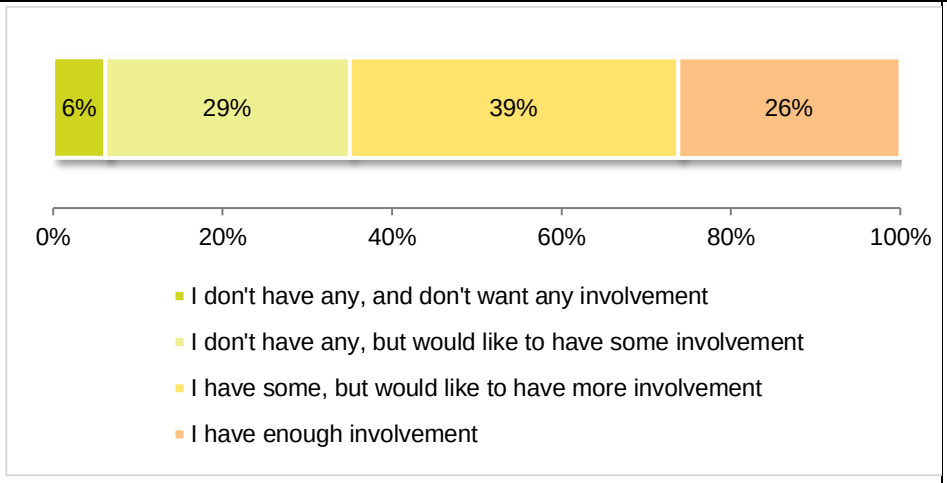
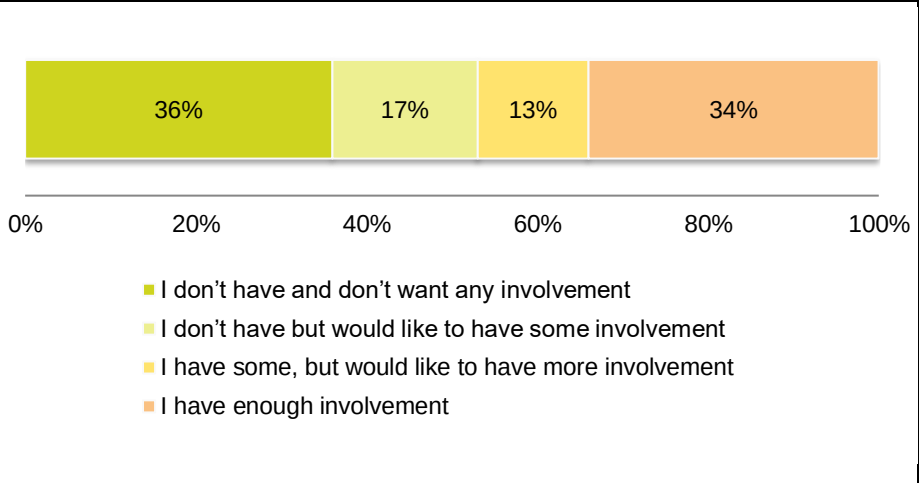
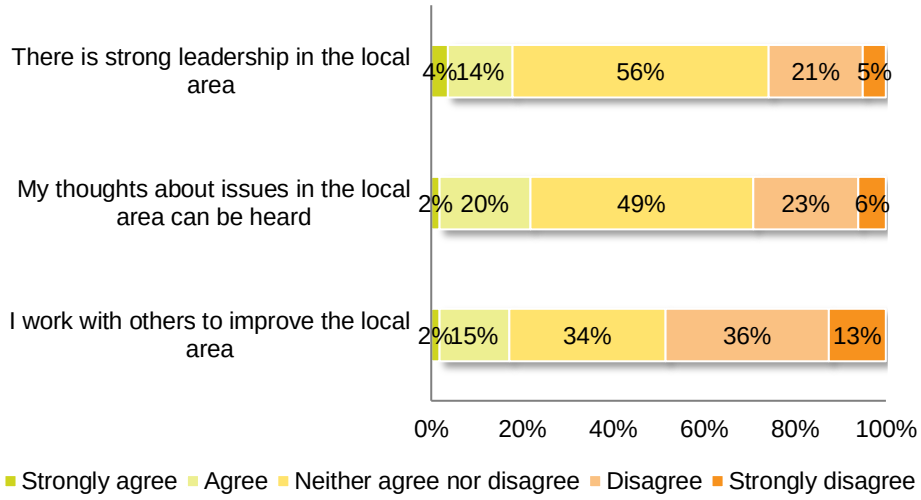
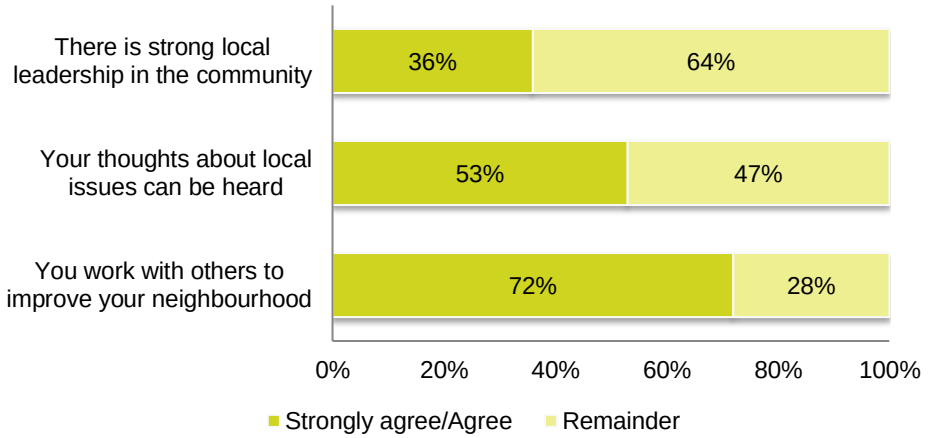
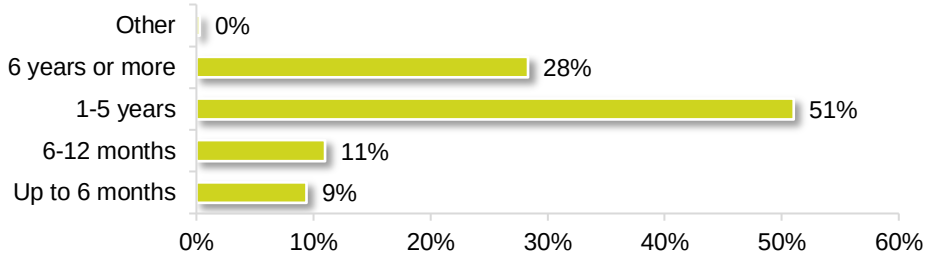
Question 22 – Green Square Survey 2020	**General Social Survey (2010)**
Of your friends, how many…? (n = various, 1084-1089)	**How many of your friends…?**
• Are of a similar age to you  	• All or most friends are of similar age 
	Sample: 15,028 randomly selected respondents across Australia (population 22,342,000), response rate 87.6%. Data collected 2010.

Question 23 – Green Square 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 = 1085)	**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.

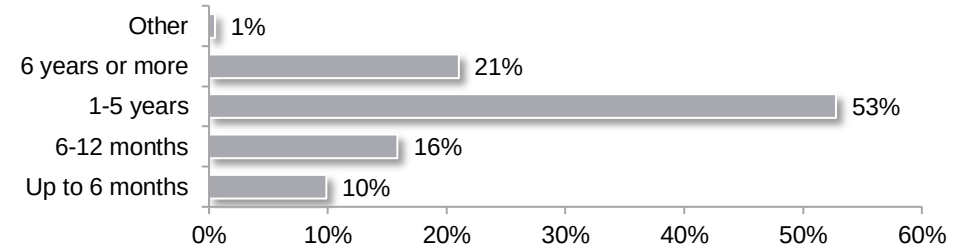
Question 25 – Green Square Survey 2020	**Sweeney Research Redfern/Waterloo Benchmarking Survey (2011)**
To what extent do you agree with the following statements? (n = various, 1076-1084)	**Agree/Disagree scale to statements**
	
	Sample: *Sweeney Research Redfern/Waterloo Benchmarking Survey (2011)* • 752 public housing tenant respondents from Redfern/Waterloo, NSW (public housing population 4,400). Data collected 2010.

Appendix 7 Selected 2014 and 2017 survey results for comparison with 2020 survey results for Green Square residents

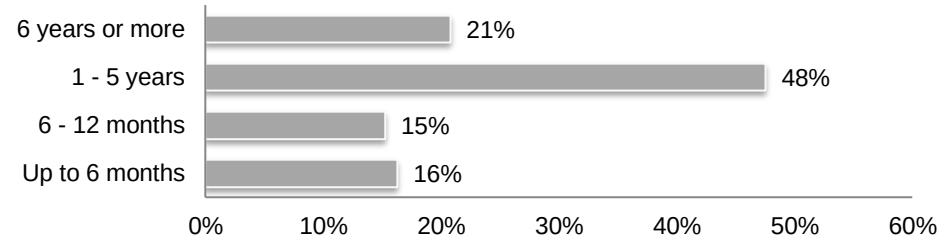
2020 Question 2 - How long have you lived in the area? (n = 1105)



2017 Question 2 - How long have you lived in the area? (n = 995)



2014 Question 3 - How long have you lived in Green Square? (n = 287)



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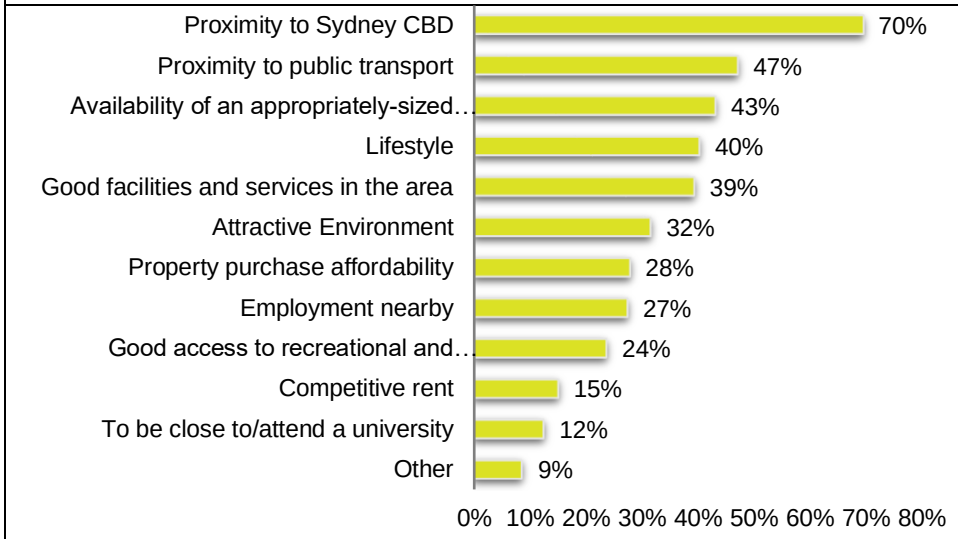
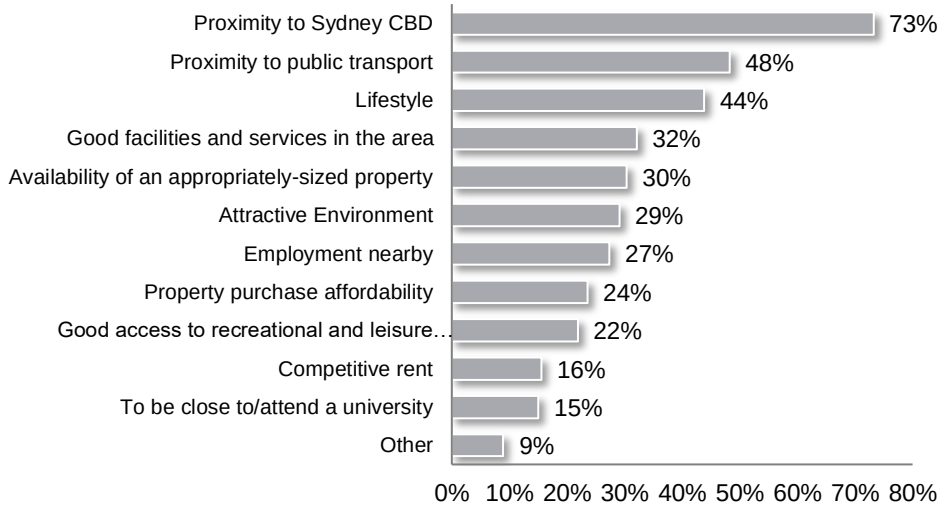
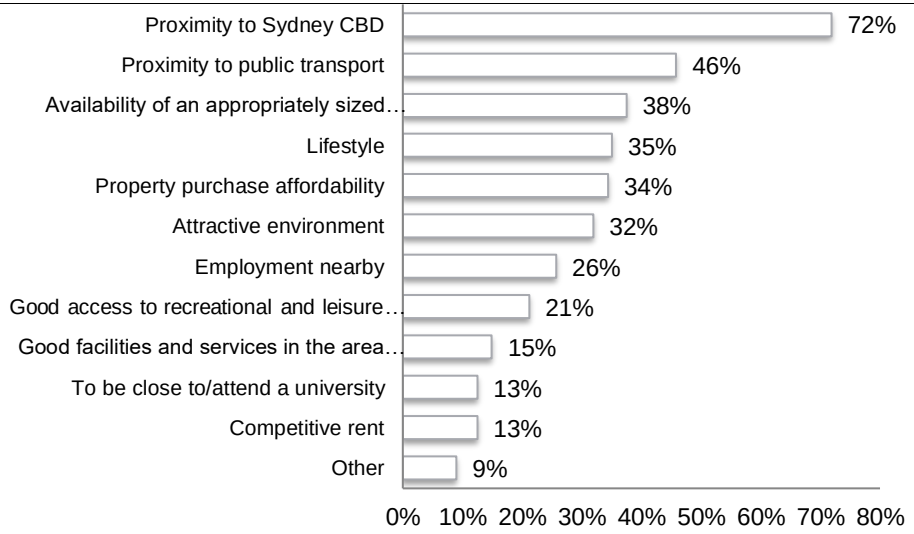
2020 Question 3 – Why did you move to the area? (n = 1105)



2017 Question 3 – Why did you move to the area? (n = 997)



2014 Question 4 - Why did you move to Green Square? (n = 288)



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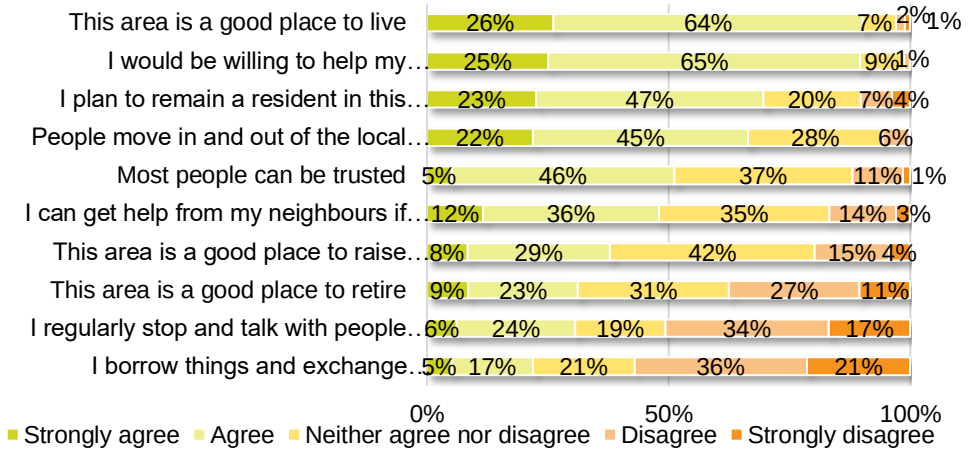
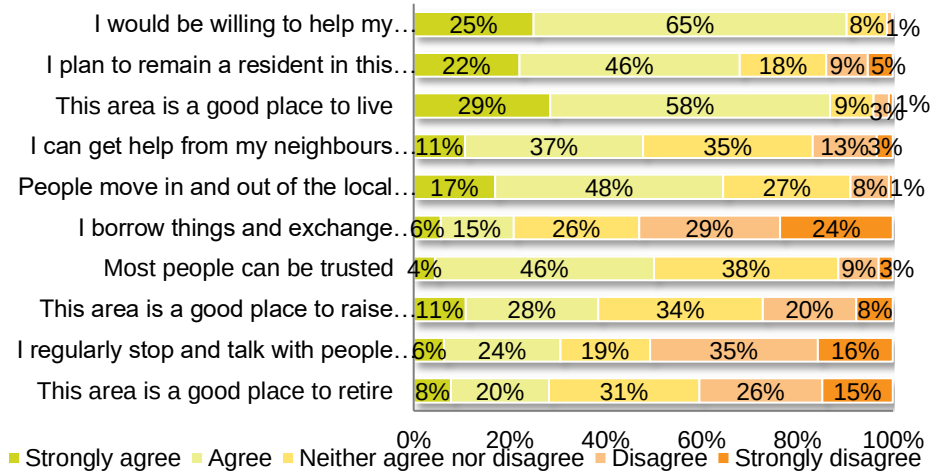
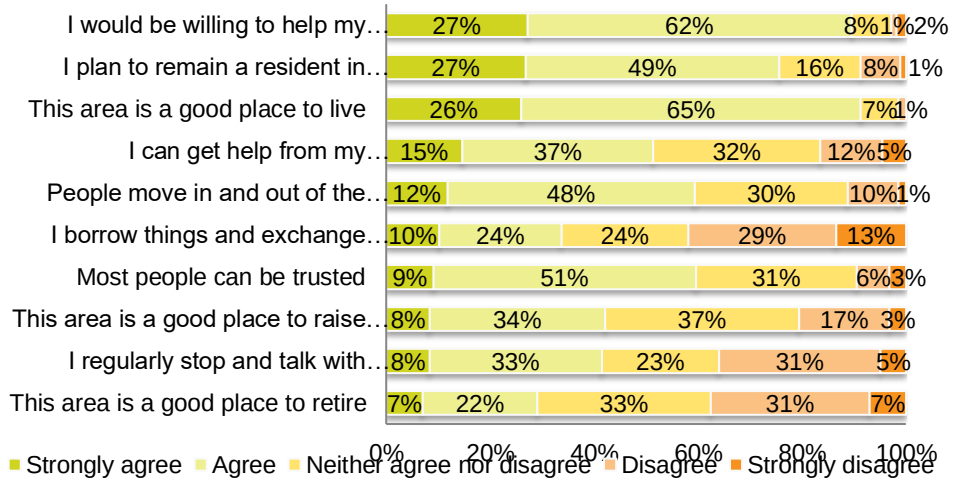
2020 Question 6 - To what extent do you agree with the following statements about where you live? (n = various, 1092-1100)



2017 Question 6 - To what extent do you agree with the following statements about where you live? (n = various, 980-990)



2014 Question 7 - To what extent do you agree with the following statements about where you live? (n = various, 285-288)



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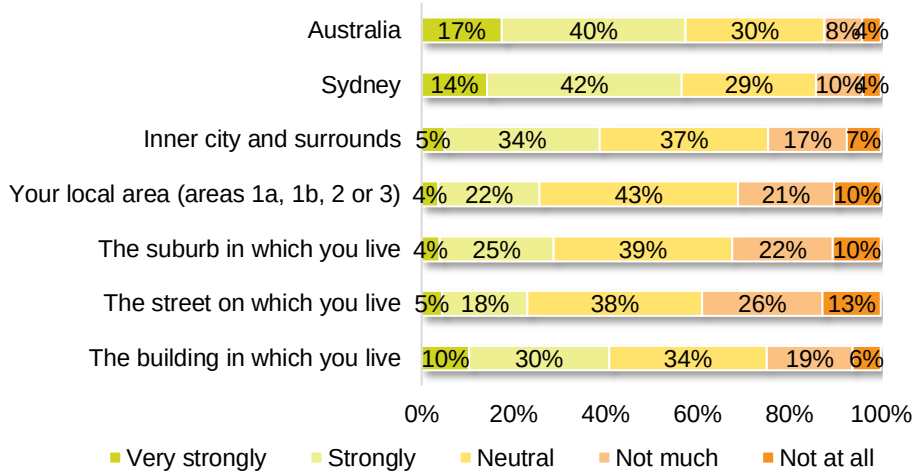
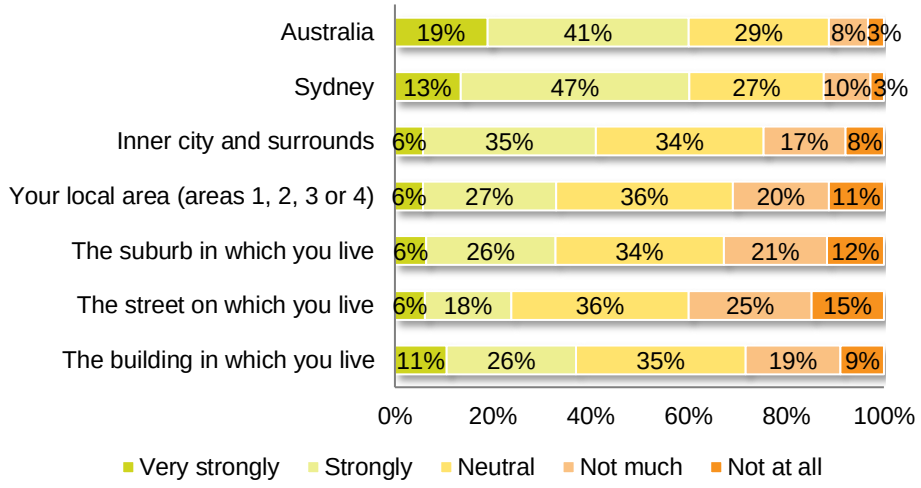
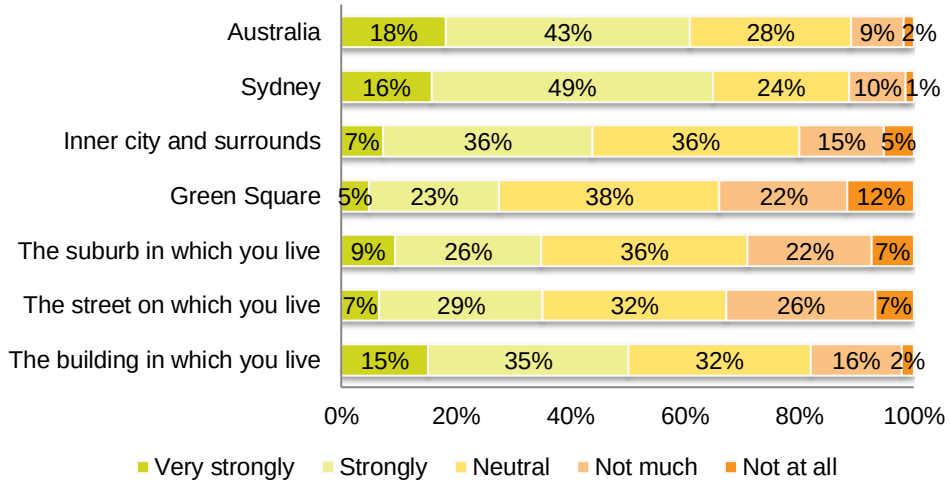
2020 Question 7 - To what extent do you feel that you are part of the community in…? (n = various, 1090-1100)



2017 Question 7 - To what extent do you feel that you are part of the community in…? (n = various, 975-985)



2014 Question 8 - To what extent do you feel that you are part of the community in…? (n = various, 283-286)



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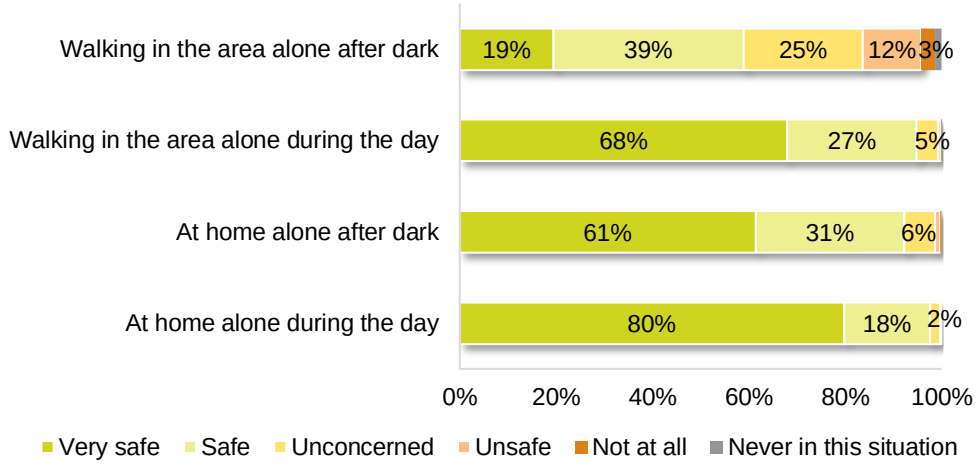
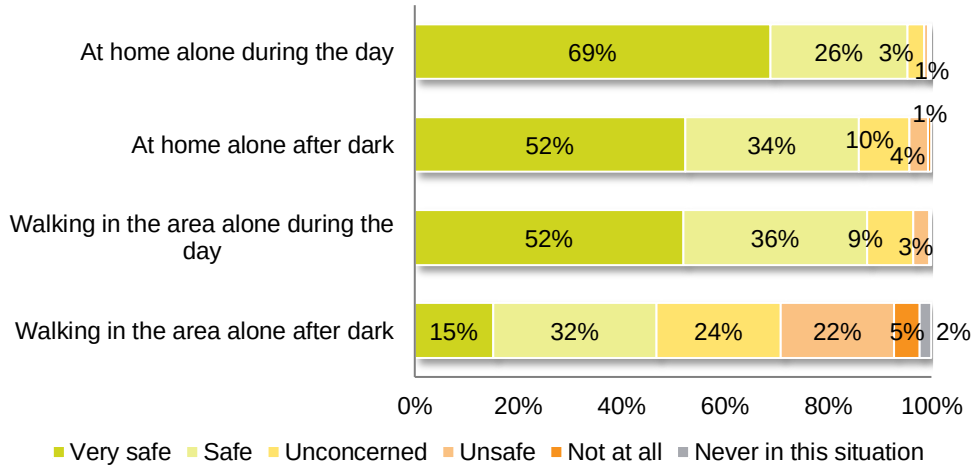
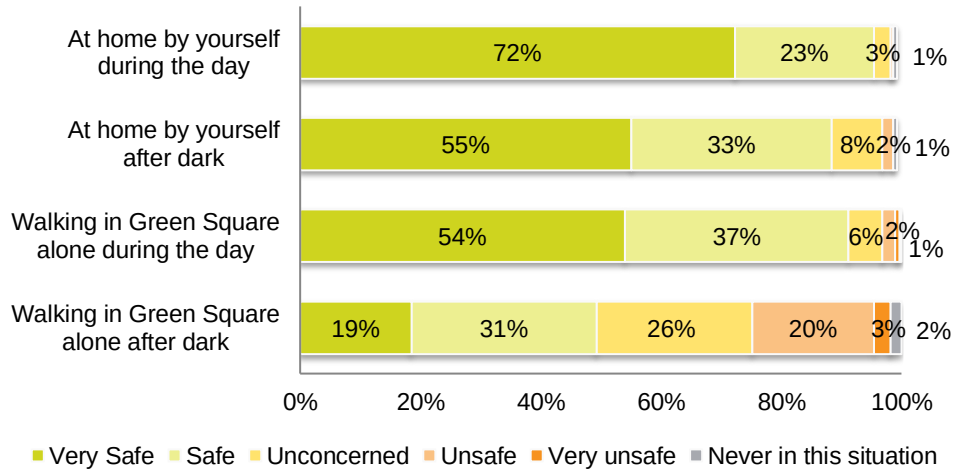
2020 Question 15 - How safe or unsafe do you feel when you are in the following situations? (n = various, 1101-1103)



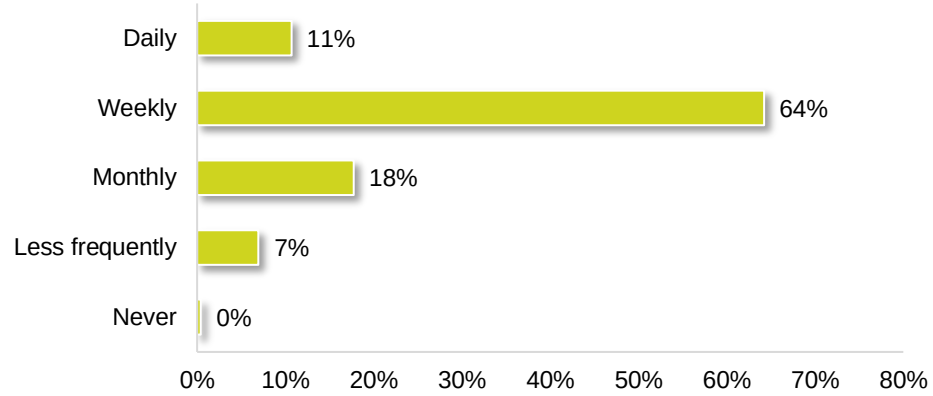
2017 Question 15 - How safe or unsafe do you feel when you are in the following situations? (n = various, 976-495) [Paper only results]



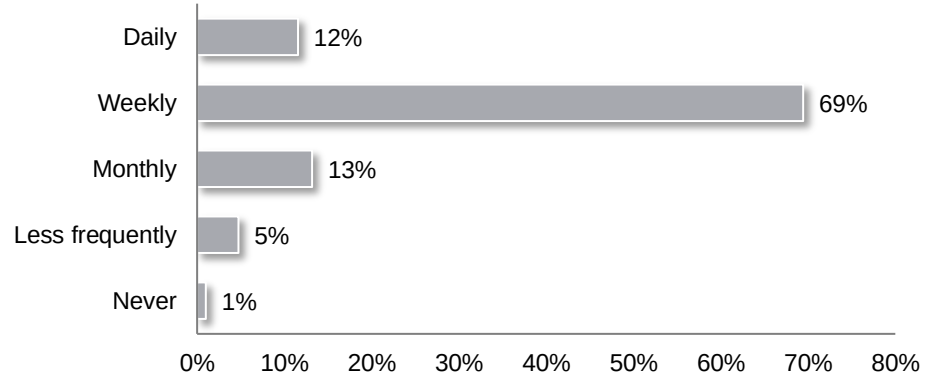
2014 Question 22 - How safe or unsafe do you feel when you are in the following situations? (n = 285-286)



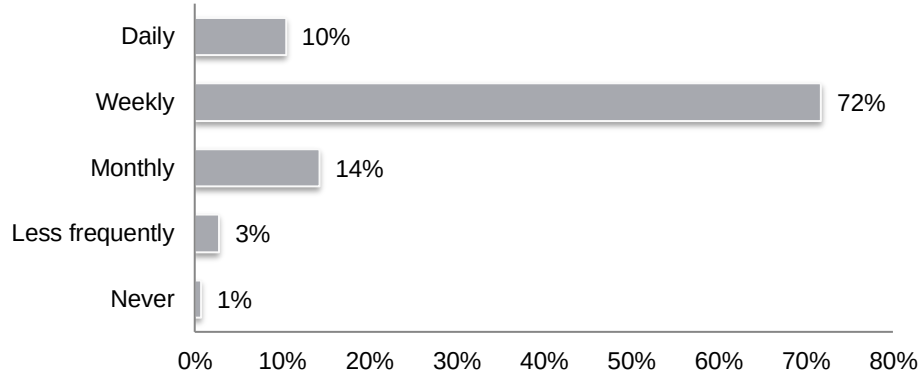
2020 Question 17 - How often do you meet socially with friends, relatives or work colleagues? At least… (n = 1093)



2017 Question 17 - How often do you meet socially with friends, relatives or work colleagues? At least… (n = 992)



2014 Question 24 - How often do you meet socially with friends, relatives or work colleagues? At least… (n = 287)



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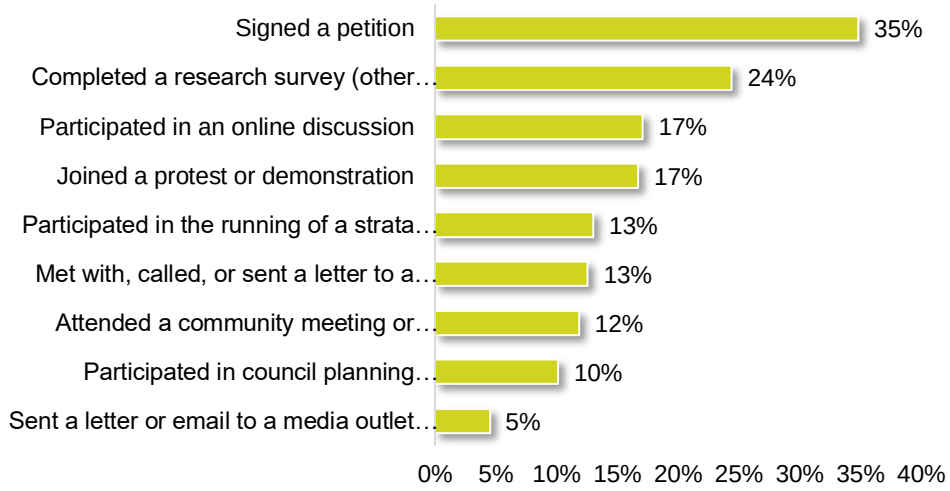
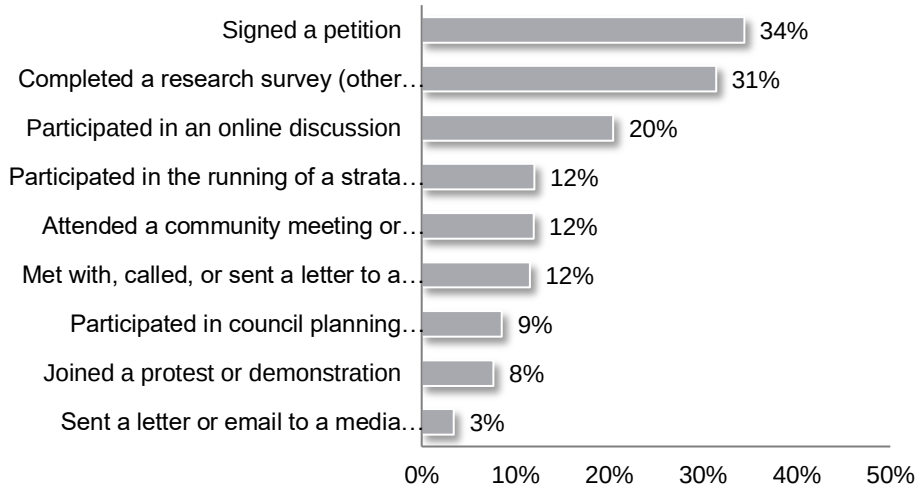
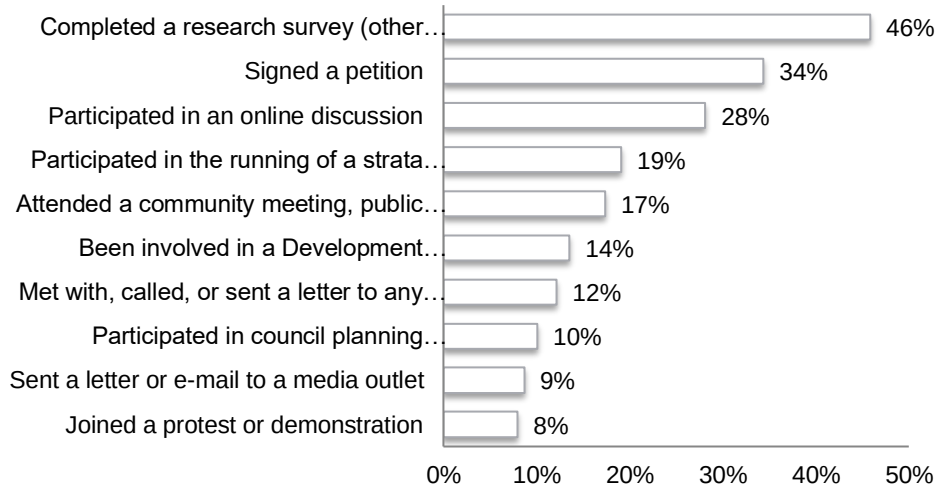
2020 Question 19 - In the past 12 months, have you done any of the following? (n = 1105)



2017 Question 19 - In the past 12 months, have you done any of the following? (n = 997)



2014 Question 26 - In the past 12 months have you done any of the following? (n=288)



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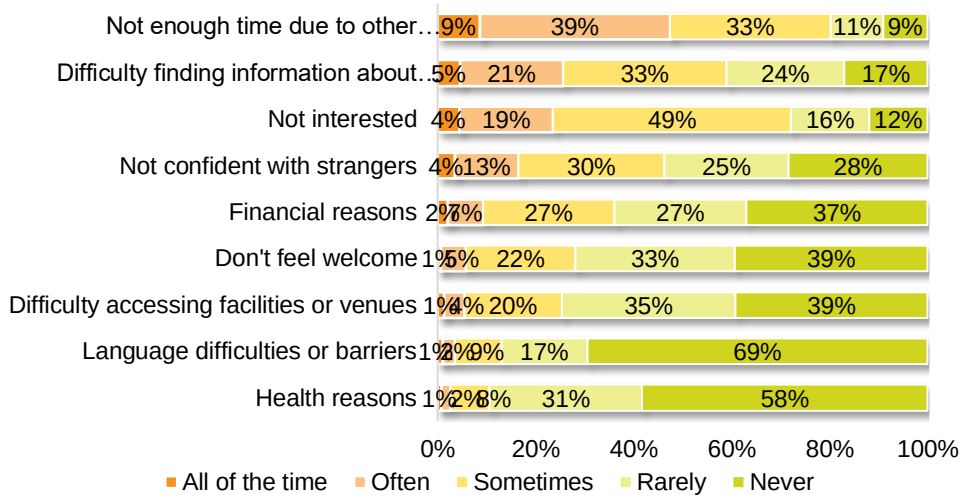
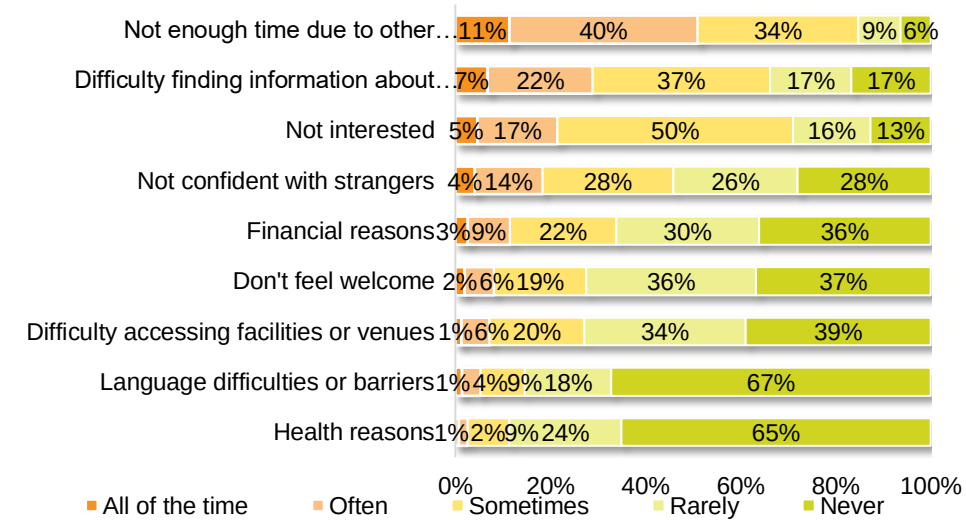
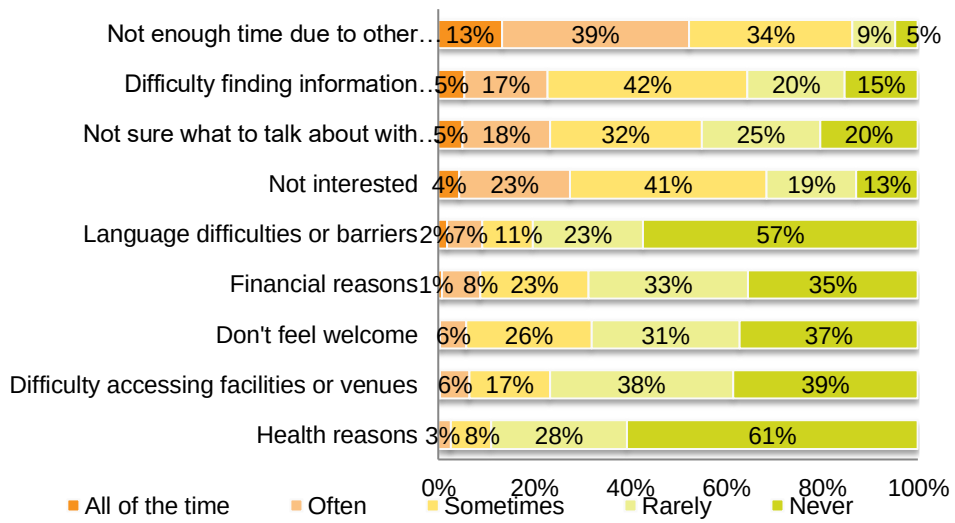
2020 Question 20 - Do any of the following limit you from socialising or participating in organised social activities in the area? (n = various, 981-1031)



2017 Question 20 - Do any of the following limit you from socialising or participating in organised social activities in the area? (n = various, 920-952)



2014 Q27 - Do any of the following limit you from socialising or participating in organised social activities in Green Square? (n = various, 272-279)



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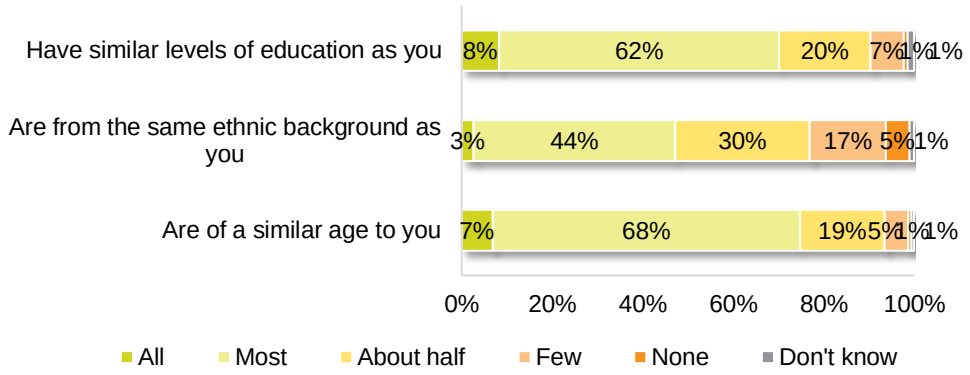
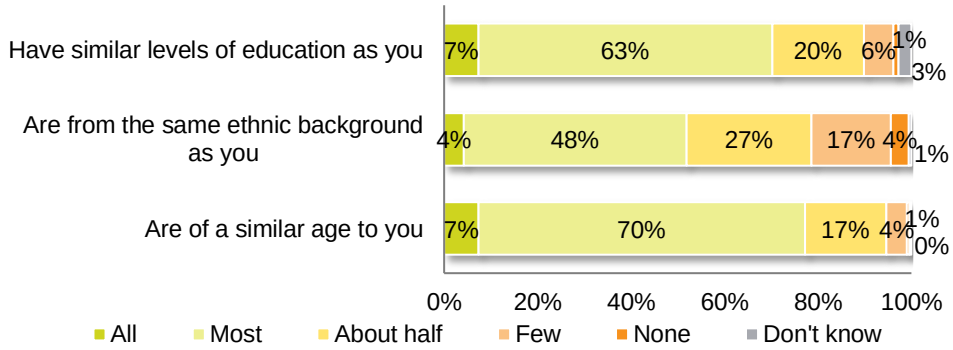
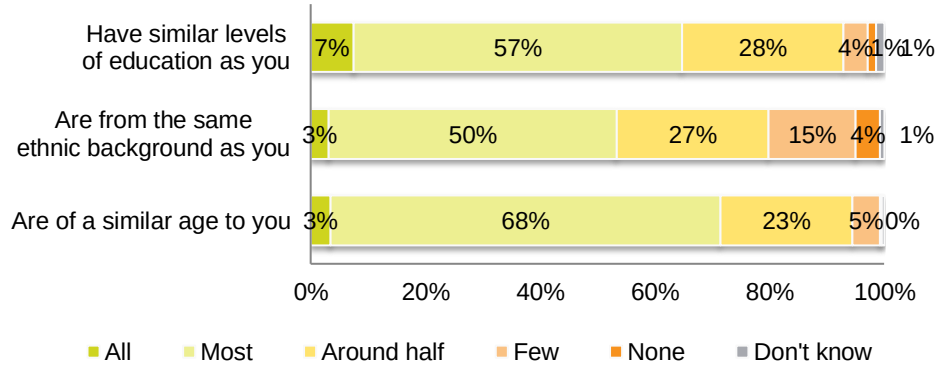
2020 Question 22 - Of your friends, how many…? (n = various, 1084-1089)



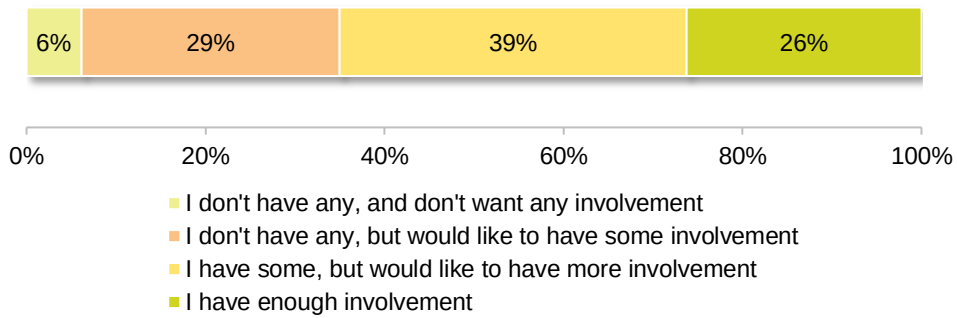
2017 Question 22 - Of your friends, how many…? (n = various, 977-988)



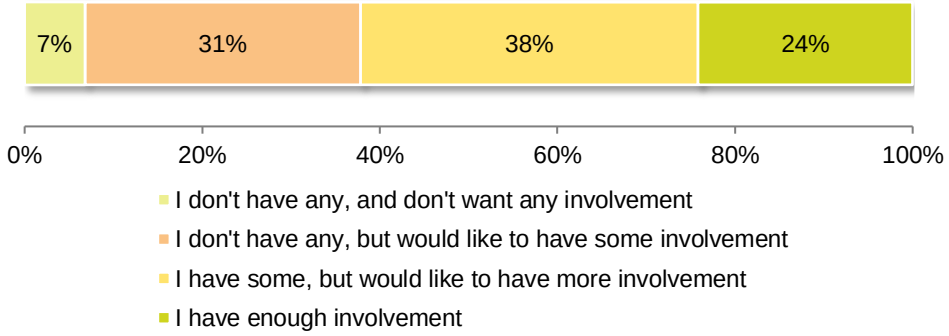
2014 Question 29 – Of your friends, how many…? (n = 281-287)



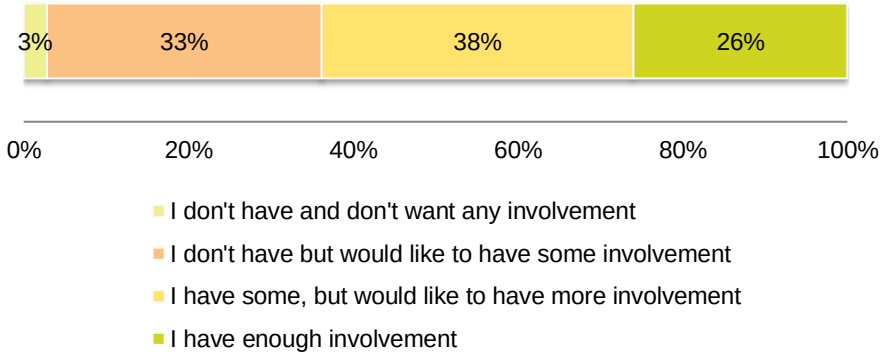
2020 Question 23 - How would you best describe your level of interaction with other people who live or work in the area? (n = 1085)



2017 Question 23 - How would you best describe your level of interaction with other people who live or work in the area? (n = 986)



2014 Question 30 – How would you best describe your level of interaction with other people who live or work in Green Square? (n = 285)



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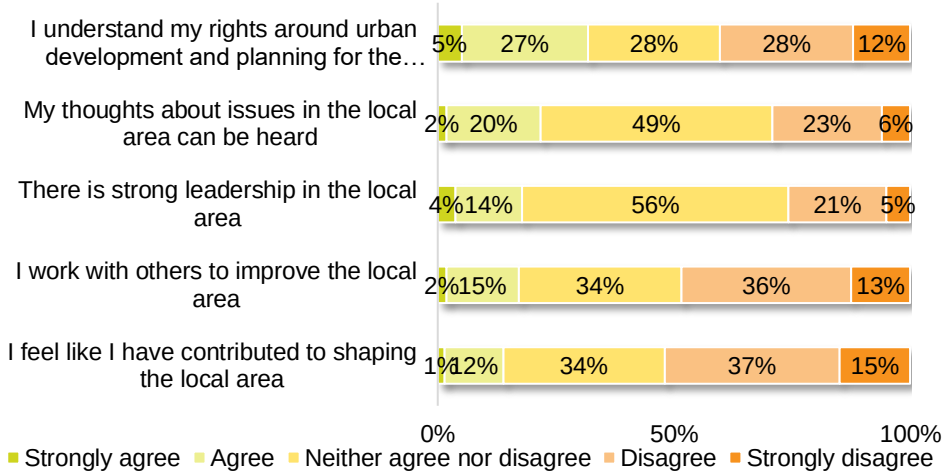
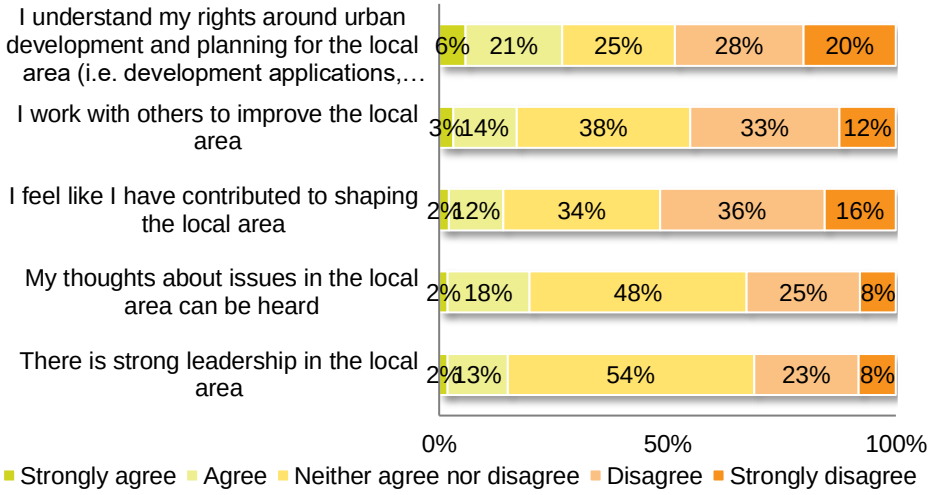
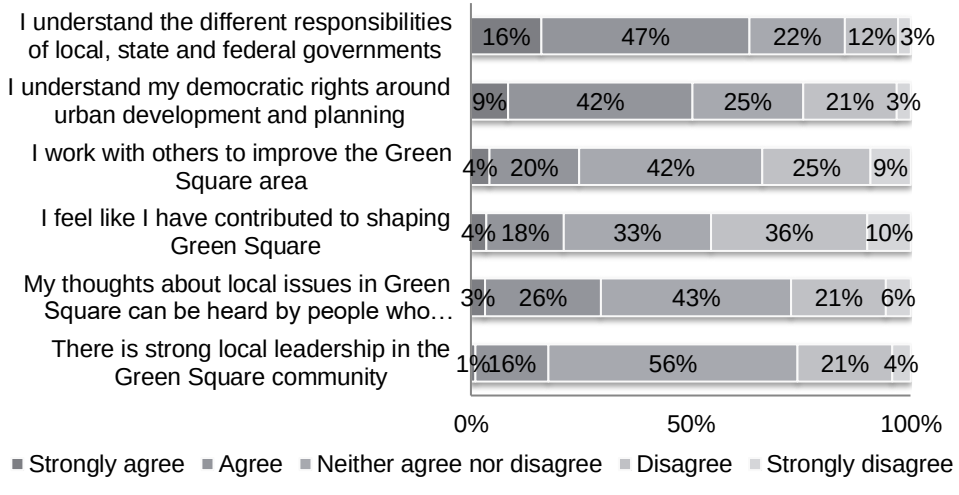
2020 Question 25 - To what extent do you agree with the following statements? (n = various, 978-1068)



2017 Question 25 - To what extent do you agree with the following statements? (n = various, 978-1068)



2014 Question 32 - To what extent do you agree with the following statements? (n = various, 281-286)



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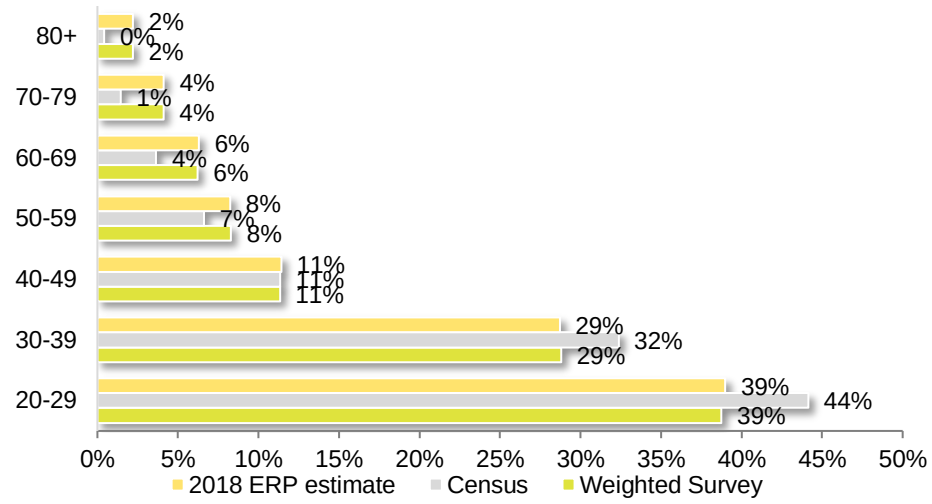
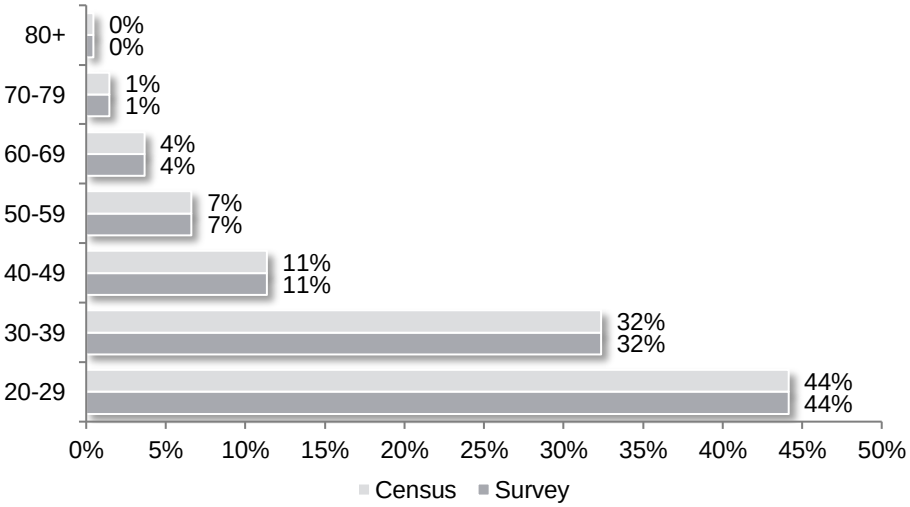
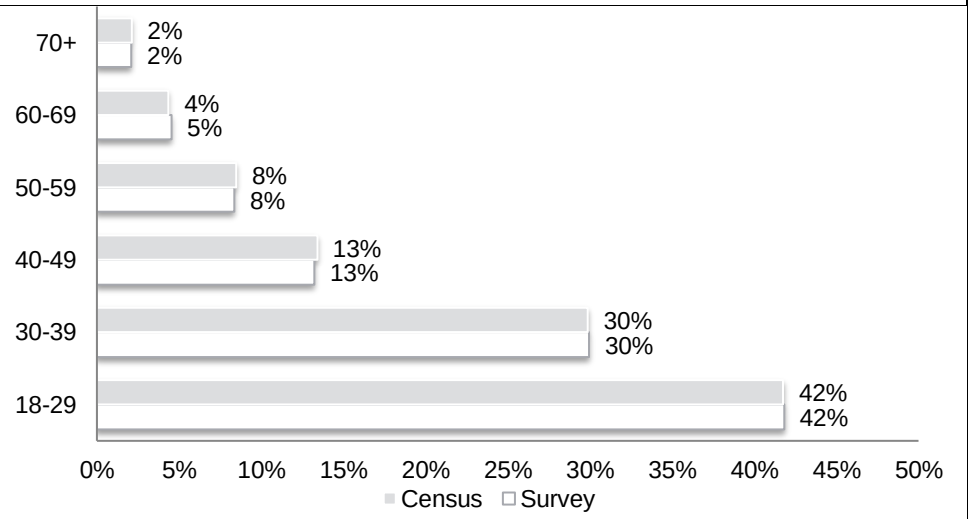
2020 Question 26 - What is your age group? (n = 1105)



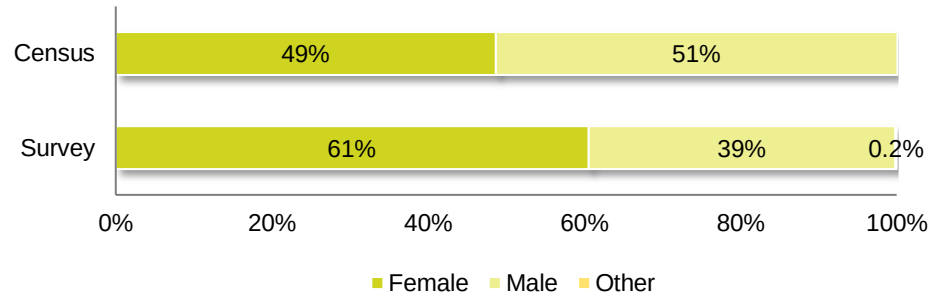
2017 Question 26 - What is your age group? (n = 989)



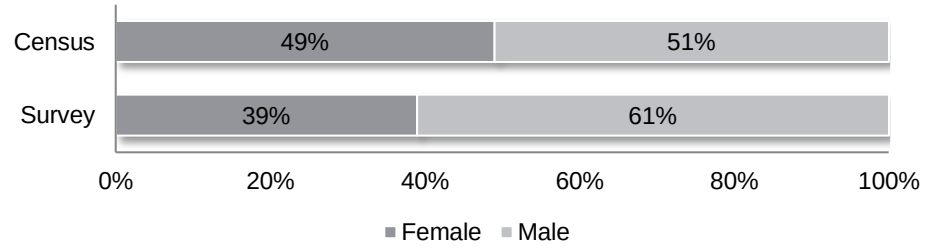
2014 Question 33 - What is your age group? (n=287)



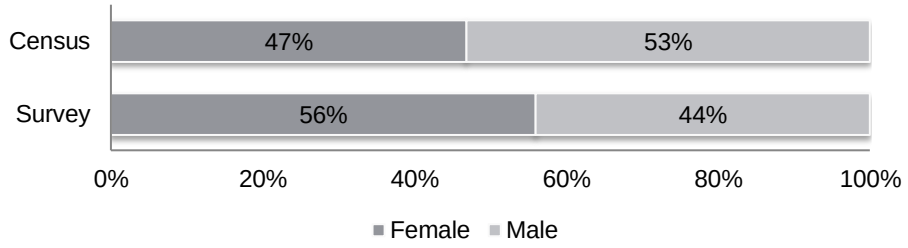
2020 Question 27 - Are you …? (n = 1100)



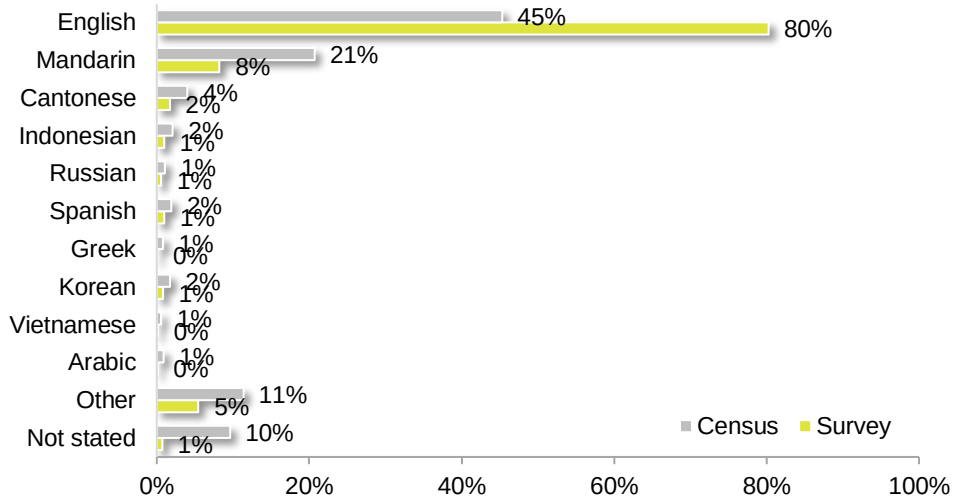
2017 Question 27 - Are you …? (n = 986)



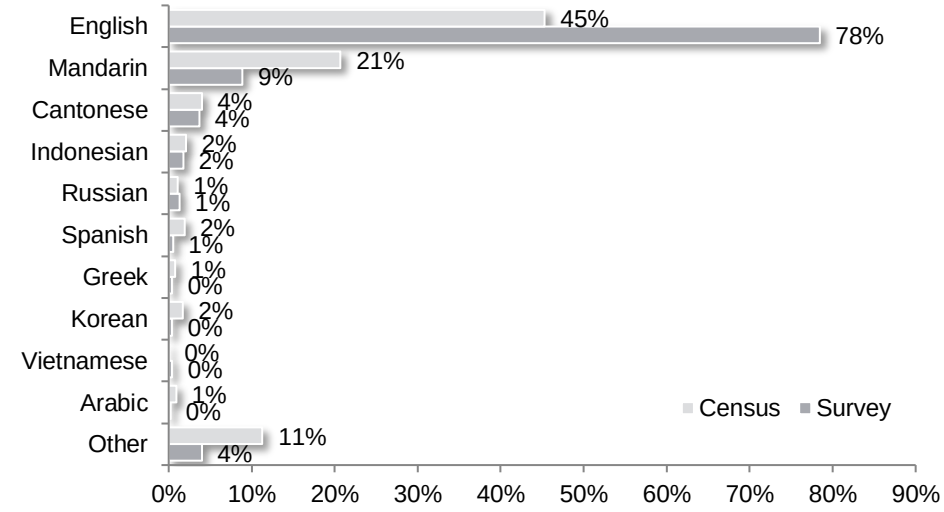
2014 Question 34 - What is your gender? (n=284)



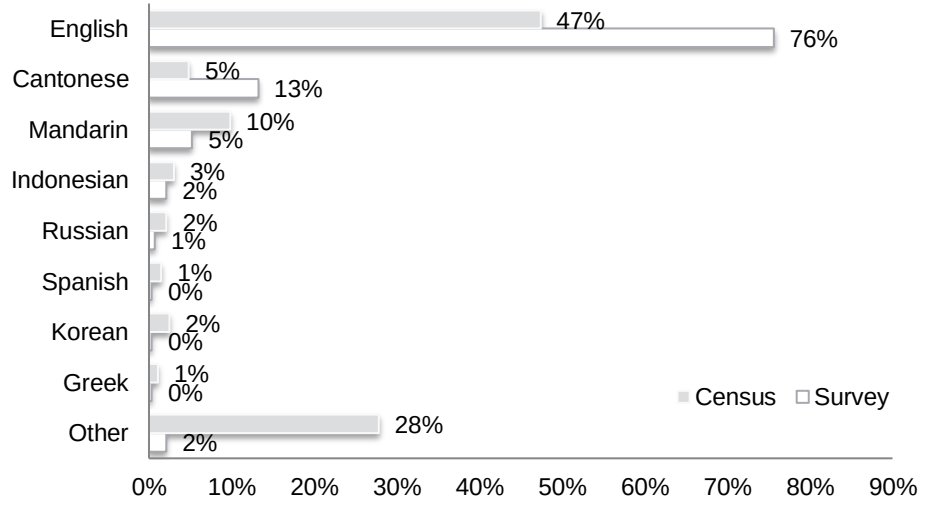
2020 Q28 - What is the main language spoken in your home? (n = 1105)



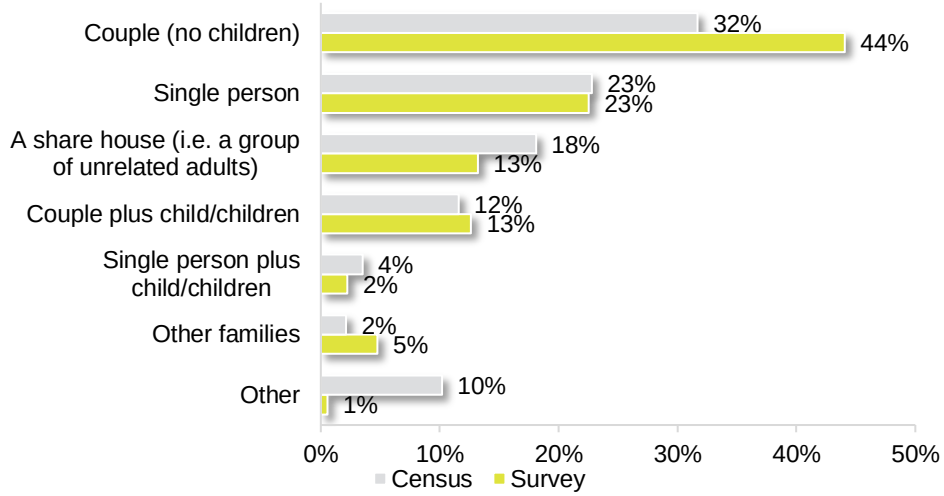
2017 Q28 - What is the main language spoken in your home? (n = 978)



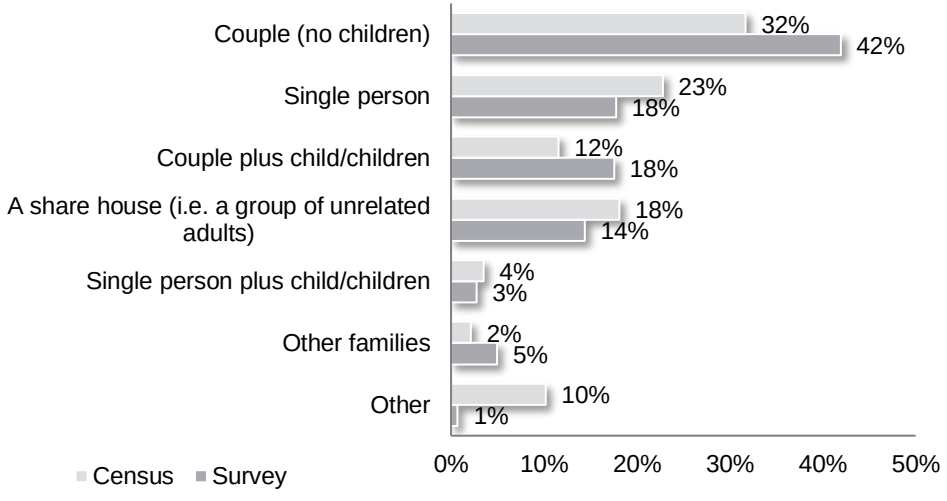
2014 Q37 - What is the main language spoken in your home? (n = 287)



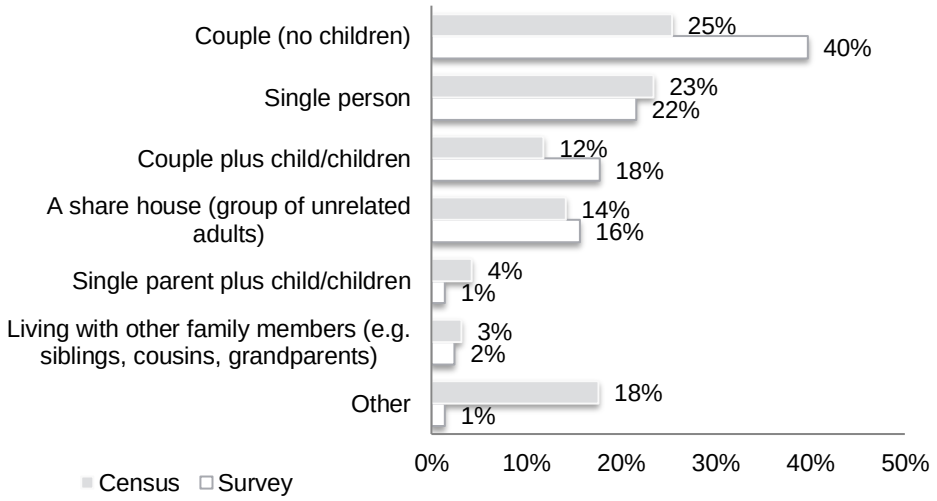
2020 Q29 - How would you best describe your household? (n = 1101)



2017 Q29 - How would you best describe your household? (n = 992)



2014 Q39 - How would you best describe your household? (n=287)



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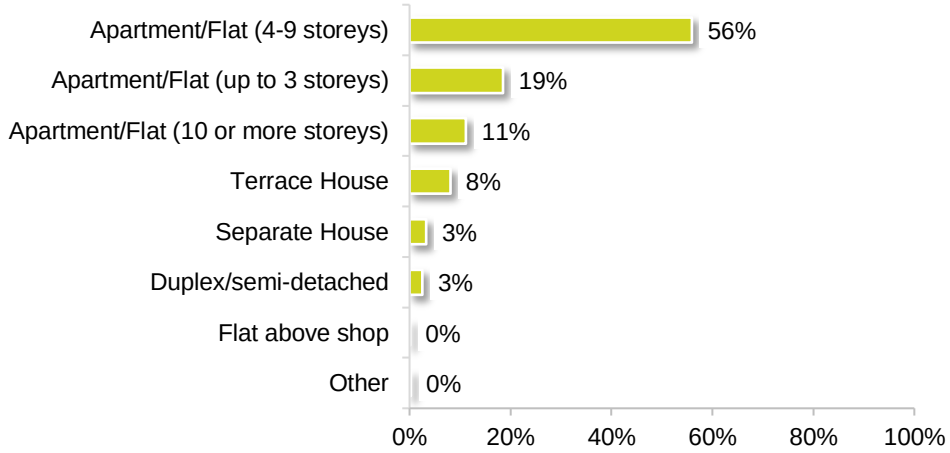
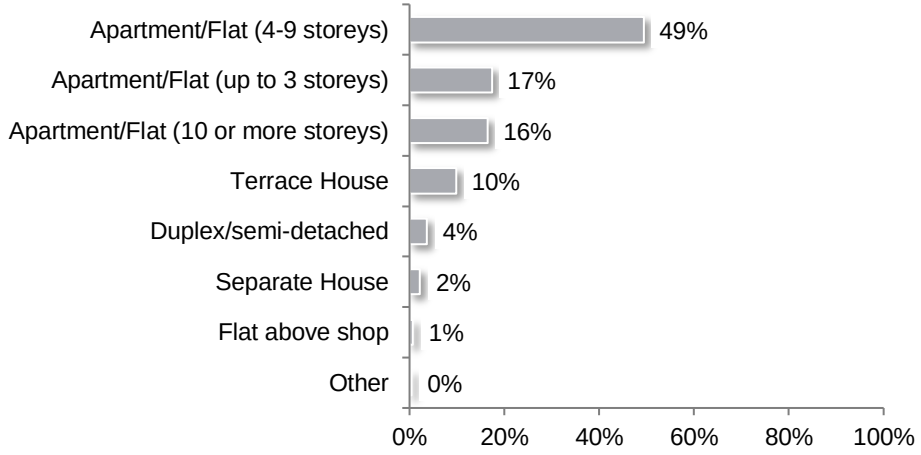
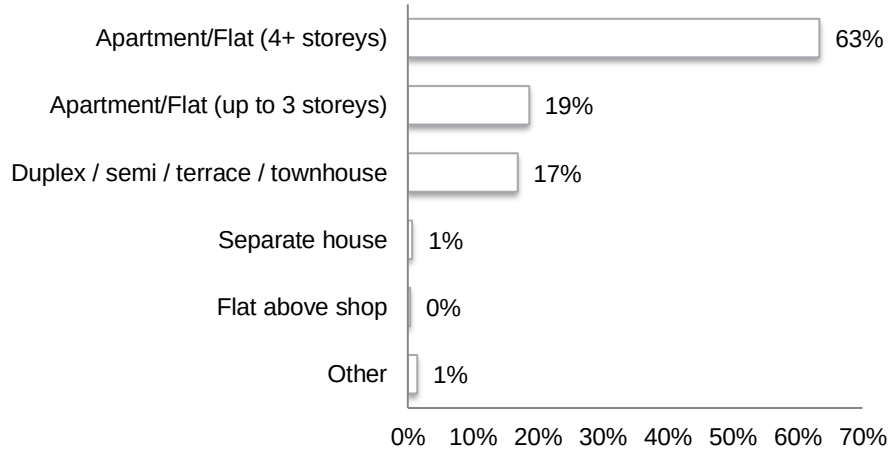
2020 Question 32 - Which of these best describes the property you currently live in? (n = 1103)



2017 Question 32 - Which of these best describes the property you currently live in? (n = 990)



2014 Question 41 - Which of these best describes the property you currently live in? (n=287)



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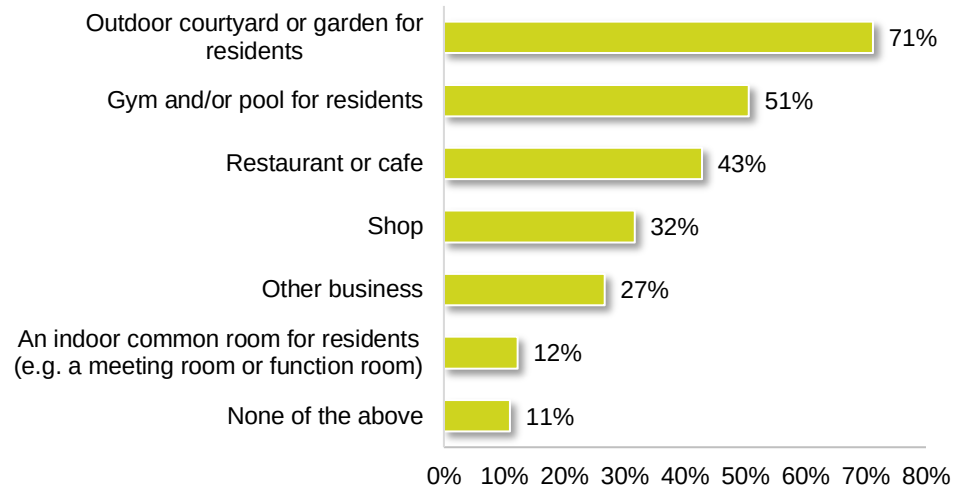
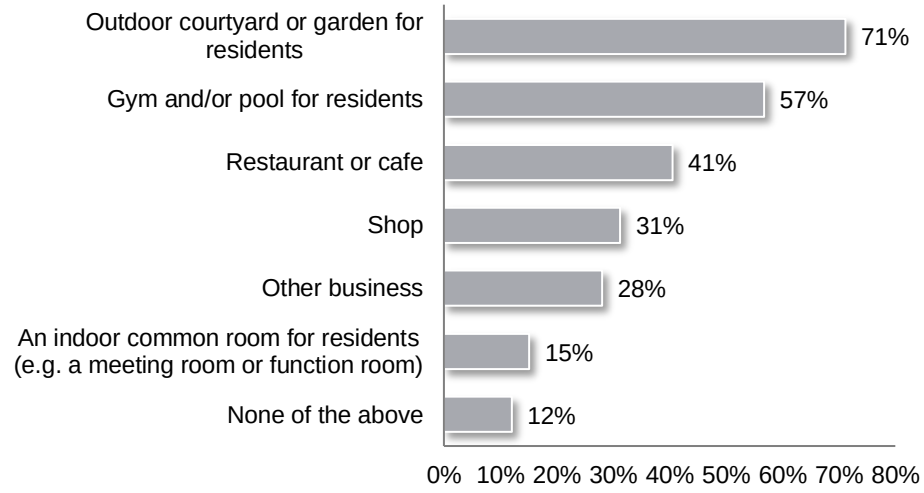
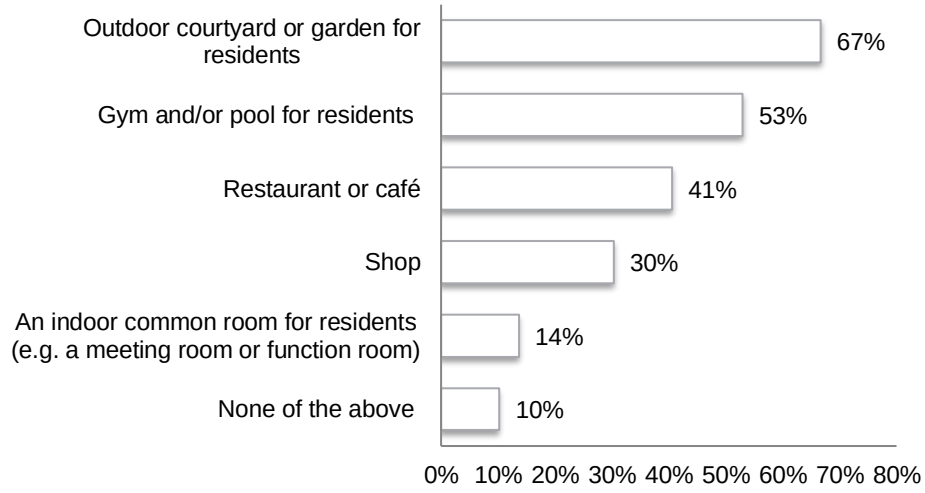
2020 Q33 - Are there any of the following in your building? (n = 948)



2017 Q33 - Are there any of the following in your building? (n = 800)



2014 Q42 - Are there any of the following in your building? (n = 234 [respondents living in an apartment])



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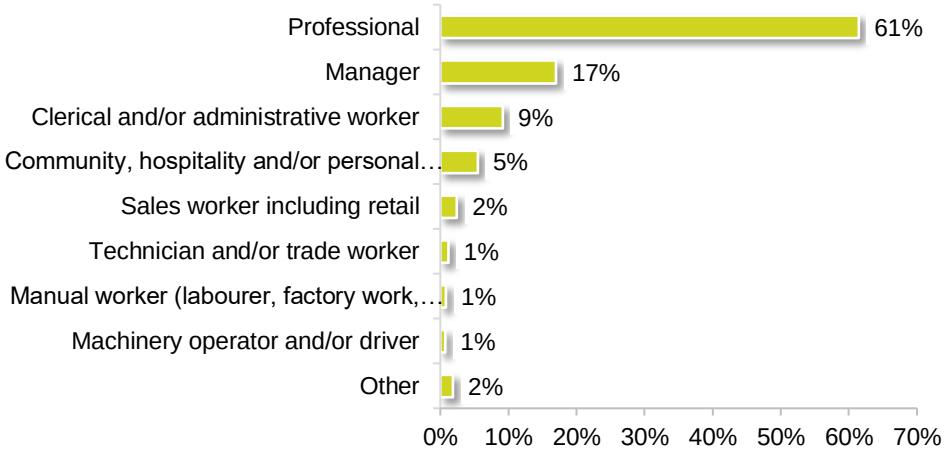
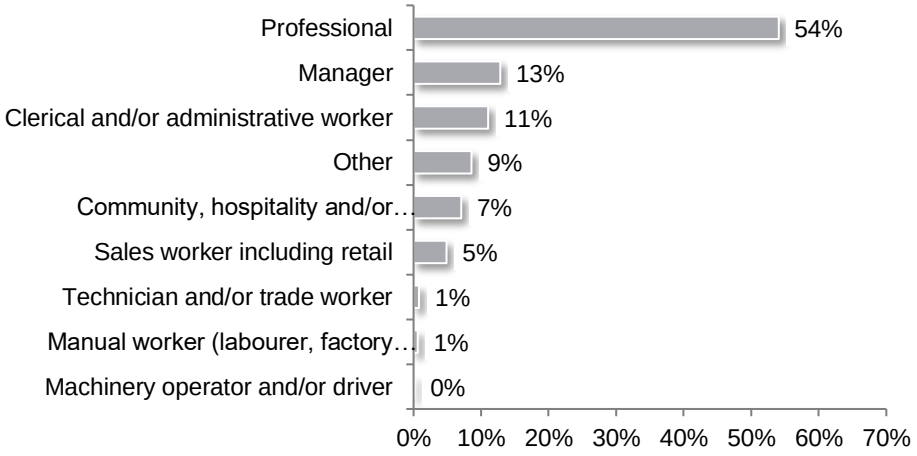
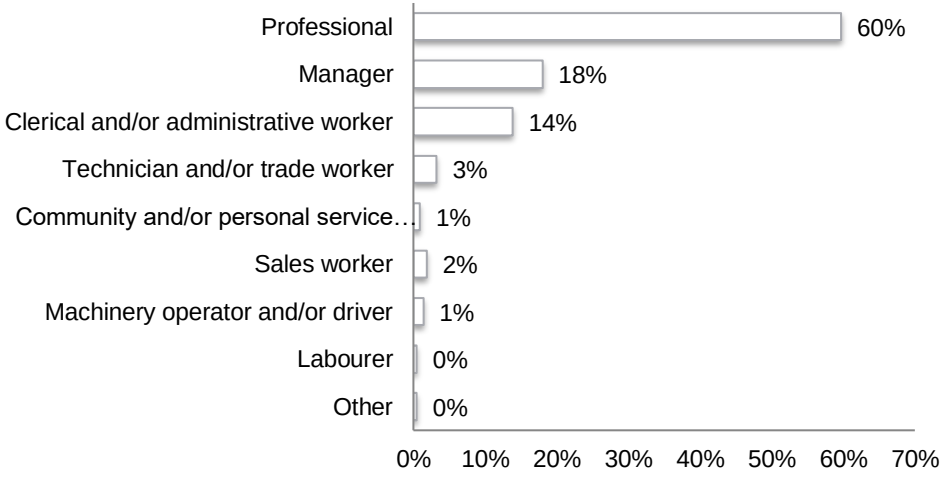
2020 Question 37 - Which of the following best describes your current occupation? (n = 898)



2017 Question 37 - Which of the following best describes your current occupation? (n = 840)



2014 Question 45 - Which of the following best describes your current occupation? (n = 216)



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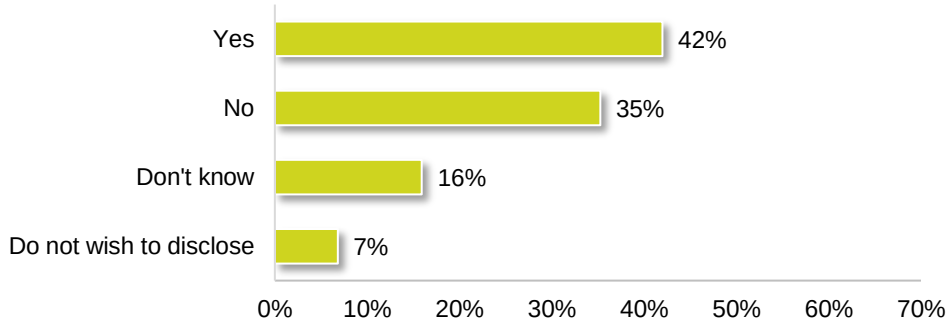
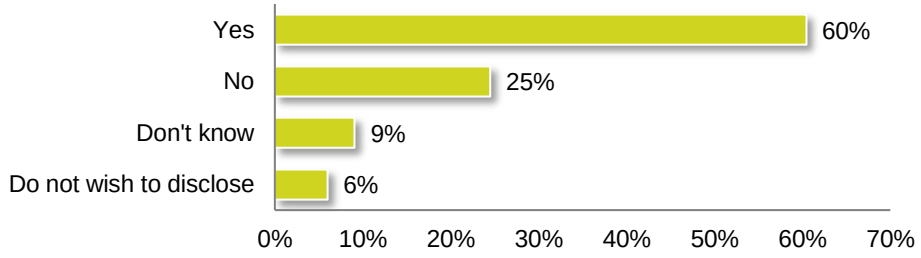
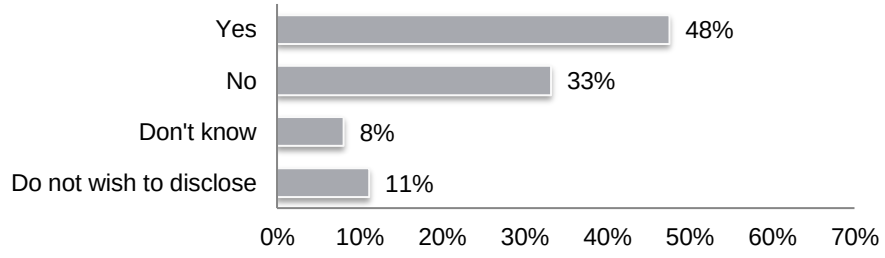
2020 Question 39 - Does your household usually spend more than 30% of the combined household income on housing costs (rent or mortgage and/or strata levies)? (n = 1098)



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 = 1256)



2014 Question 48 - Does your household usually spend more than 30% of the combined household income on housing costs (rent or mortgage and/or strata levies)? (n = 286)



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