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Green Square Community Survey 2014

Final Report

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Green Square Community Survey 2014

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Executive Summary

Green Square is one of the fastest growing areas in Sydney. The City of Sydney's Community Strategic Plan (COS 2014a) recognises that urban renewal sites such as Green Square provide the opportunity to greatly improve the social, economic and environmental performance of the City and Sydney region.

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

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.

Research aims

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

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

» Measure the nature of social cohesion and social interaction and identify opportunities and barriers residents face in contributing to social cohesion and community development.

» Understand the wellbeing of residents and workers, including their satisfaction with and attachment to the area, their local area preferences and desires, and their plans for the future.

Background

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

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

Most neighbourhood studies on urban renewal areas have focused on the renewal of areas identified as disadvantaged, often in suburban areas, and less attention has been paid to urban renewal in brownfield sites, or to areas dominated by private medium and high density housing. There are few systematic post-

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occupancy studies of social outcomes of these areas, which make up a large component of urban growth in central and inner areas of cities. This is a significant gap in knowledge around planning for these very important growth areas.

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

Survey development

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

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

The tool was developed from a comprehensive research process, which included a pilot survey. The suggested additions to the survey proposed at meetings with a wide range of City of Sydney staff, as well as the suggested changes to the survey provided by participants to the pilot survey were incorporated into the new community survey.

The survey was made available online and in printed form in both English and Simplified Chinese and was advertised widely using a range of media.

In total, 340 people completed the survey, including 288 residents and 74 workers (22 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, with a margin of error of around 5%.

Key findings

The results of the survey demonstrate the following:

Wellbeing of residents

» The majority of residents (91%) agreed that the area was a good place to live, but fewer agreed that it was a good place to raise children (42%) or retire (27%).

» The most commonly mentioned reasons for moving to the area were proximity to the Sydney CBD (72%) and proximity to public transport (46%).

» Most (79%) of the residents who completed the survey had lived in Green Square for less than six years and the majority (76%) planned to remain living in the area for a number of years.

» The things people most commonly said they liked about living in Green Square were the convenience of the location, access to public transport, and public space, especially green space. People also liked the community or village feel in the area.

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» The things people most commonly said they disliked about living in Green Square related to transport, especially heavy traffic and concerns about public transport, parking and road infrastructure and pedestrian safety. People also raised concerns about the limited number and/or variety of services and facilities in the area including shops, cafés and restaurants. Many people were also concerned about urban planning in the area, especially overdevelopment.

» Related to the above two points, the most commonly mentioned group of improvements residents wanted in Green Square related to transport management, especially improved traffic management (49%) and better public transport that connects to more areas of the city (43%), improved parking (31%) and safer conditions for pedestrians and cyclists (21%). The second most commonly desired improvements were economic, especially a wider variety of cafés, restaurants and bars (60%) and retail shops (41%).

» When asked how they would describe Green Square to a friend, people were most likely to describe Green Square as a convenient location, but many also talked about Green Square as a place of change. For some this change was seen as a growth in the potential of the area while others were concerned with overdevelopment and overpopulation.

» People were less likely to feel attached to the community in Green Square than in any other location at either larger (Sydney, Australia) or smaller (suburb, street, building) scales.

» Only one third (29%) 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 71% wanting more interaction, including 33% who had no interaction with other people in the area.

The nature of social interaction and social cohesion in the area

The results of the survey demonstrate the following:

» Neighbour relations: While most people (89%) said they would help their neighbours, fewer (52%) thought their neighbours would help them. A third of residents (34%) borrowed things and exchanged favours with neighbours and 41% regularly stopped to talk with people in their neighbourhood.

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

» The most common ways in which people had contact with other people while in Green Square were socialising in their own or others' homes (67%) and socialising in cafés, restaurants and/or pubs (58%). Socialising in parks, on the street and online were also important. People were more likely to meet with others while attending events or participating in sport or recreational activities outside of Green Square than in the area.

» Incidental interaction (running into people you know) was most likely to occur at the entrance or near the building that people lived in (58%) or in a communal area of their building (53%), on local streets (55%) and in local shops (52%).

» Many residents said that most of their friends were of a similar age (71%) and educational background (64%) and just over half (53%) said that they were of a similar ethnic background. The figures for age and education are similar to national figures collected in the Australian General Social Survey (2010), but much fewer respondents said that their friends were of a similar ethnic background than the national average, suggesting that friendship groups amongst Green Square residents are more ethnically mixed than for the Australian population as a whole.

» Most Green Square residents are not involved in formal civic activities such as volunteering, or participating in clubs and associations. However, 43% had previously taken part in another research project in the past year, 34% had signed a petition and 19% had participated in running a strata or community title scheme.

» More than half of the residents thought that they understood the different responsibilities of governments at different levels (63%) and their democratic rights around urban development and planning (51%). However, a much smaller percentage felt they had made a civic contribution by working with others to improve the area (24%) or contributing to shaping Green Square (22%). Related to this, only 29% felt that their thoughts about local issues in Green Square could be heard by people who make a difference and only 17% 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 23% of people felt unsafe or very unsafe.

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 area most commonly used by residents were local cafés and restaurants (96%) and local parks (86%). Of formal community facilities, the Tote was the most commonly used facility (41%), with much lower use of other community or neighbourhood centres (12%) or the community hall (12%).

» More than a third of resident survey respondents had never heard of the Green Square Community Hall (34%), or the community or neighbourhood centres in the area besides the Tote (36%).

» The most common limitation people experience to socialising with others in the area is time constraints (52% often or all of the time). Other important limitations are difficulty in finding information about social activities (22% often or all of the time), not being sure what to talk to new people about (23% often or all of the time) and not being interested (27% often or all of the time).

» People currently get information about opportunities to participate in social activities in Green Square most often from letters (51%), noticeboards (42%), advertisements in local newspapers and businesses (41%) and websites (41%); but people would like to get information from noticeboards (40%), social media (39%), e-mails (33%) and websites (32%).

Implications for practice

The findings of this survey paint a picture of community with a high proportion of time-poor people who desire more social interaction with others who live and work in the area. Of particular note, many respondents indicated that they had difficulty finding out what opportunities were available to them to socialise with other people in their area.

While this group is relatively well informed of their civic rights and responsibilities, only a small proportion have become actively engaged in trying to improve their community and an even smaller proportion feel that their thoughts about the community would be taken into account by local leaders or others who could make a difference. The survey also highlighted the existence of smaller, yet significant, pockets of the population whose social interactions and participation are constrained by lower incomes, feelings of exclusion, and access and language barriers.

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» *Implications for community development:* Interventions to encourage social interaction and cohesion in the community will need to be two-pronged. Interventions will be needed that cater to the needs of people on lower incomes experiencing language barriers and social exclusion. Interventions will also be needed to engage high-income but time-poor residents, who demonstrated a desire for greater involvement in social interactions, but are constrained because of a lack of knowledge about the opportunities available to them.

» *Implications for open space and public domain planning:* Parks and public spaces are significant locations for social interaction in Green Square. This could influence local land use planning and infrastructure development in Green Square and in future urban renewal areas, as it suggests that parks are more important than formal community spaces in facilitating local social interaction. Cafés, restaurants and bars, and local shops, were also important locations for social interaction, and residents spoke of their desire for more such facilities.

» *Implications for building design:* The survey results suggest that residential buildings are very important locations for social interaction. People's homes were the most important locations for social interaction in general, and the entrances to the buildings people lived in were the most important locations for incidental social interactions within Green Square. This points to the importance of ensuring that planning and building promote the provision of facilities that encourage positive social interaction in higher-density developments in particular.

» *Implications for place making:* Green Square is the location to which survey respondents felt the least attachment (less than to locations at both smaller and larger scales), and people felt more attached to the suburbs in which they lived than to the Green Square area as a whole. Survey respondents also often spoke about Green Square as a place that was currently changing and likely to continue changing. This suggests that Green Square does not currently have a strong place identity and the area is in a state of flux.

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Introduction

Green Square is the largest urban renewal project in Australia (Moore 2013) and one of the fastest growing areas in Sydney. According to recent City of Sydney data, about 4,500 new homes have been built in Green Square since 2006, bringing in around 10,500 more residents. By 2036, Green Square is expected to attract 33,500 new residents and 11,000 new workers – bringing the area to a total of 53,500 residents and 25,500 workers.

The City of Sydney's Community Strategic Plan (COS 2014a) recognises that urban renewal sites, such as Green Square, provide the opportunity to greatly improve the social, economic and environmental performance of the City and Sydney region.

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

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, their use of local community facilities and services, the nature of their social interactions and social cohesion, and their plans and desires regarding their local areas. To this end, this report presents the results of a community survey of residents and workers in the Green Square Urban Renewal Area in Sydney, Australia.

The study was undertaken by researchers at UNSW Australia, 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[1] at a large-scale urban renewal site that could be used to:

» Measure the nature of social cohesion and social interaction and identify opportunities and barriers residents face in contributing to social cohesion and community development.

» Understand the wellbeing of residents and workers, including their satisfaction with and attachment to the area, their local area preferences and desires, and their plans for the future.

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

Background

Key points

» Urban renewal in brownfield areas is an important component of broader compact city policies in place in Sydney, around Australia, and elsewhere in the world.

» Local and state governments have an interest in understanding how well urban renewal areas are performing, including the satisfaction of residents and workers with these areas.

» Understanding the satisfaction of residents and workers with these areas includes understanding resident and worker wellbeing, desires, patterns of facility and service use, social interaction and social cohesion.

» Social interaction is related to levels of neighbouring and refers to the nature and quality of interactions between people.

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

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

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

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

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

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

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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 allow for comparisons over time, and which could be replicated in other locations (with some minor adaptations) to allow for comparisons between areas. The survey tool was developed for use in the Green Square area within the City of Sydney Council area in Sydney, Australia.

Green Square

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

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

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

About 4,500 new homes have been built in Green Square since 2006. Most of these newly constructed dwellings have been medium and high density apartment developments. The total residential population of the area is 15,972[2] (ABS 2011). In addition, there are 13,685 people working in the area in approximately 970 businesses (City of Sydney 2012).

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

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

> "A process for creating sustainable, successful places that promote wellbeing, by understanding what people need from the places they live and work" (Woodcraft et al, 2012, p16)

[2] This figure is the number of residents (by place of enumeration) in each of the SA1s that fall within the boundary of the Green Square Urban Renewal Area, as outlined in Appendix 1.

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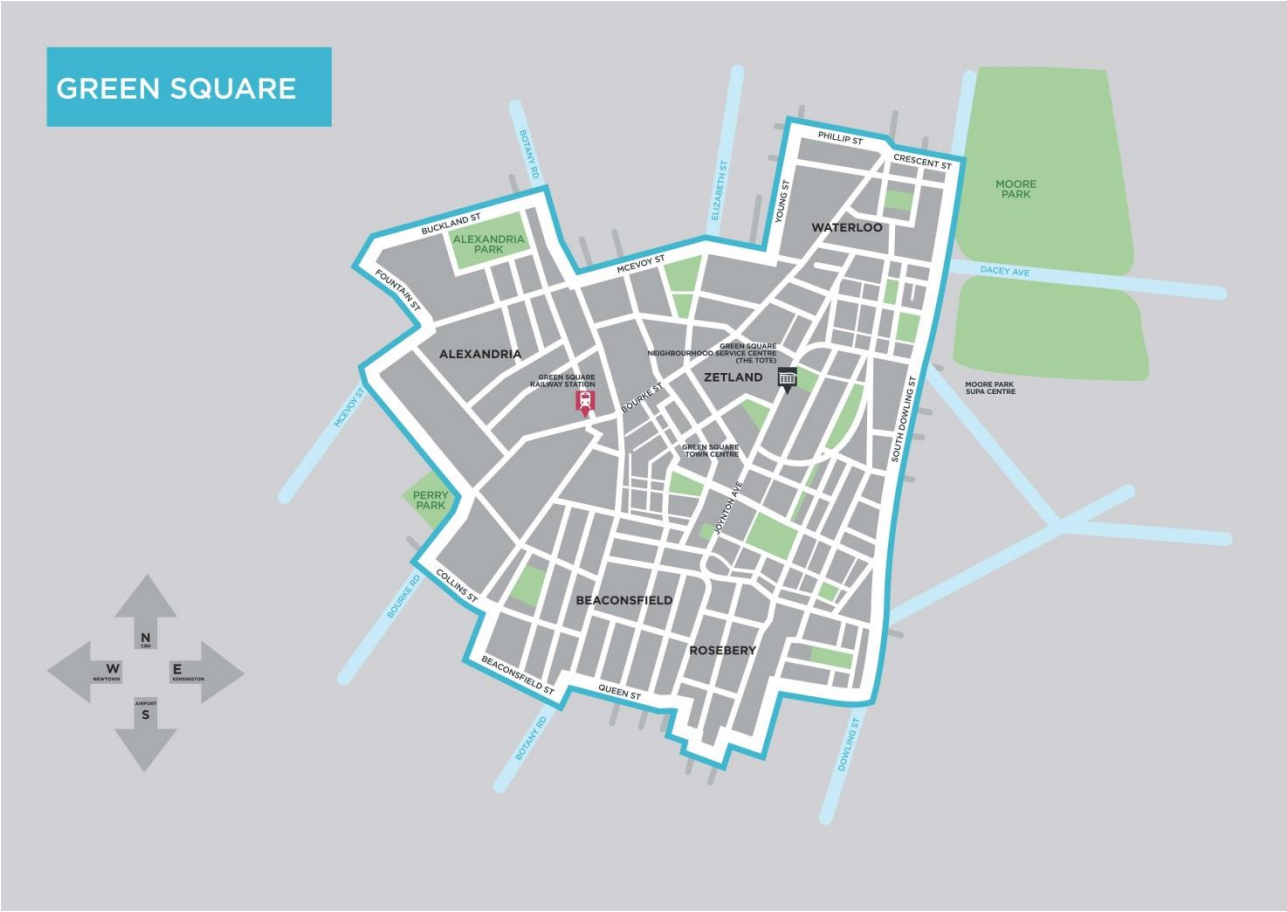
While still in development, the City's approach to placemaking looks at four dimensions of planning: hard infrastructure, social infrastructure, community connectedness, and vibrant local economy. Some of the preliminary themes the City is considering in its approach to placemaking include: i) an active and unique town centre that promotes economic activity and development, ii) strong place vision and identity, and a connected community and stakeholder network, iii) recognising the heritage and historical significance of the area, iv) good access and connectivity with quality urban outcomes.

Figure 1: Map of Green Square Urban Renewal Area



Source: City of Sydney 2014

Urban consolidation through mixed-use development in brownfields

More than 13 million Australians, two-thirds of Australia's urban population, are concentrated in five large cities. 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 (NSW DOP 2010; Qld DIP 2009; SA DPLG 2010; Vic DPCD 2008; WA DOP 2010). Together, these development strategies require the provision of over 1.5 million new dwellings in existing urban areas over the next 25 to 30 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).*

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's Community Wellbeing Indicator Framework (Partridge et al. 2011) reflects many of these components of social sustainability. This framework includes:

» Healthy, safe and inclusive communities

» Culturally rich and vibrant communities

» Democratic and engaged communities

» Dynamic, resilient local economies

» Sustainable environments

Reflecting this framework, the City of Sydney's Community Strategic Plan (COS 2014a) aims to encourage vibrant local communities and economies through building resilience and adaptive capacity in the community, ensuring ongoing diversity in the population, reducing socio-economic inequality, and facilitating equitable distribution and access to social infrastructure and democratic participation. The City is in the process of developing a Social Sustainability Strategy (COS, 2014a).

The neighbourhood as a site of social interaction and social cohesion

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

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

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

While community should not be thought of as entirely place-based, this does not mean that place no longer holds any importance for communities. 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 this broader conceptual turn away from the importance of the neighbourhood for social cohesion and interaction, researchers have continued to undertake studies on social cohesion and interaction at the neighbourhood level. In the UK, Forest and Kearns (2001:2133) explain "a primary reason for the renewed interest in neighbourhoods in contemporary policy debate is a concern with … the social consequences of an increasing concentration of disadvantaged people in particular parts of cities." This focus is potentially problematic because it has resulted in "an emphasis on what disadvantaged areas may lack rather than what apparently successful neighbourhoods may possess" (Forrest & Kearns 2001:2138).

In Australia, the US, UK, and much of Western Europe, recent research has focused on the implications of large-scale urban renewal in areas previously identified as disadvantaged and especially "the demolition, upgrading or sale of … social rented housing and the construction of new, more costly owner-occupied or private rented housing" (Kleinhans 2004, see also SEU 2000). Many larger-scale urban renewal projects have taken place in social housing estates. The HOPE VI program in the US (Goetz 2010; Popkin et al. 2004) and the Sydney suburb of Bonnyrigg (Liu & Pinnegar 2011) are two notable examples of large housing estates undergoing urban renewal. Additionally, urban renewal state agencies (such as the Redfern-Waterloo Authority in NSW[3] 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.

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).

[3] Now part of UrbanGrowth NSW.

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

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

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

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

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

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

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

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

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

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

Survey development

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

Project initiation

There have been two Green Square Community Surveys conducted to date.

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

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

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 council in regards to their influence on social interaction and social cohesion. The survey is also designed to provide information on the influence of other factors (beyond the provision of services and facilities by the City of Sydney) on social interaction and social cohesion, which can inform changes and improvements in other areas such as adapting design requirements, responding to social issues or concerns, and encouraging grass-roots initiatives. A copy of the full survey is available in Appendix 2.

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

Pilot survey

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

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

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» Demographic

» Background

» Current practice

» How people feel about their current practices around community participation

» Plans and desires

» Opportunities and barriers to social interaction

» The nature of the community

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

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

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

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

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

Some important lessons were learnt from the pilot survey.

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

Second, while a high proportion of the population of the area are born in China (12% of the population of Zetland, for example), only 5% of the survey respondents were born in China (excluding SARs and Taiwan). For the pilot survey, resources to provide the full survey in Chinese online were not available and this may

have affected response rates. It was therefore expected that response rates from this group might be increased if surveys were provided as a full on-line survey in simplified Chinese.

Finally, at the end of the survey, respondents were asked whether there was anything that could be done to improve the survey in the future. Twenty-nine respondents provided comments on how the survey could be improved. Two of these were from people who had completed the survey in print-form, who requested that the survey be available online. The remaining twenty-seven responses are summarized in Table 2.

The most common comment was that the survey was too long. The survey took approximately 15 minutes to complete. Despite this, four survey respondents requested that additional questions be added to the survey (see Table 2).

More information about the pilot survey is available in the Pilot Survey Report (Easthope & McNamara 2013).

Table 1: Key measures

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

Table 2: How the survey could be improved

Suggested improvement	No of responses
Survey should be shorter and time taken to complete made clear	7
Specific suggested changes to existing questions	6
Requests for specific new questions	4
Changes to the structure and/or format of the survey	4
The 'survey logic' (i.e. which questions follow from previous answers) should be checked	2
Other	4

Full survey

The full Green Square Community Survey – the results of which are presented in this report – was developed in cooperation with staff from the City of Sydney Council in early 2014.

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

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

Consideration was then given to whether any of the survey questions could be removed or shortened. It was possible to remove some questions because the key measures that they were addressing were already measured by other questions in the survey. Other questions were re-phrased to make them clearer, and some questions were combined to make the survey shorter. During this process, the UNSW researchers consulted with staff at the City of Sydney and drafts of the survey were circulated to staff within the City of Sydney on multiple occasions. This process resulted in a survey that was only slightly shorter than the pilot survey (taking 10-15 minutes to complete) as a result of the additional questions requested. However, the new survey covers a wider range of issues more efficiently than the pilot survey.

Once the survey was finalised, it was translated into simplified Chinese, and online surveys were developed in both English and simplified Chinese. The simplified Chinese translations were checked and corrected by two native Chinese speakers to ensure they were clear and appropriate.

The survey opened on 24th April and closed on 6th June 2014. It was open to all people aged 18 years and older who either lived in or worked in the Green Square urban renewal area outlined in Figure 1. The survey was an advertised opt-in survey.

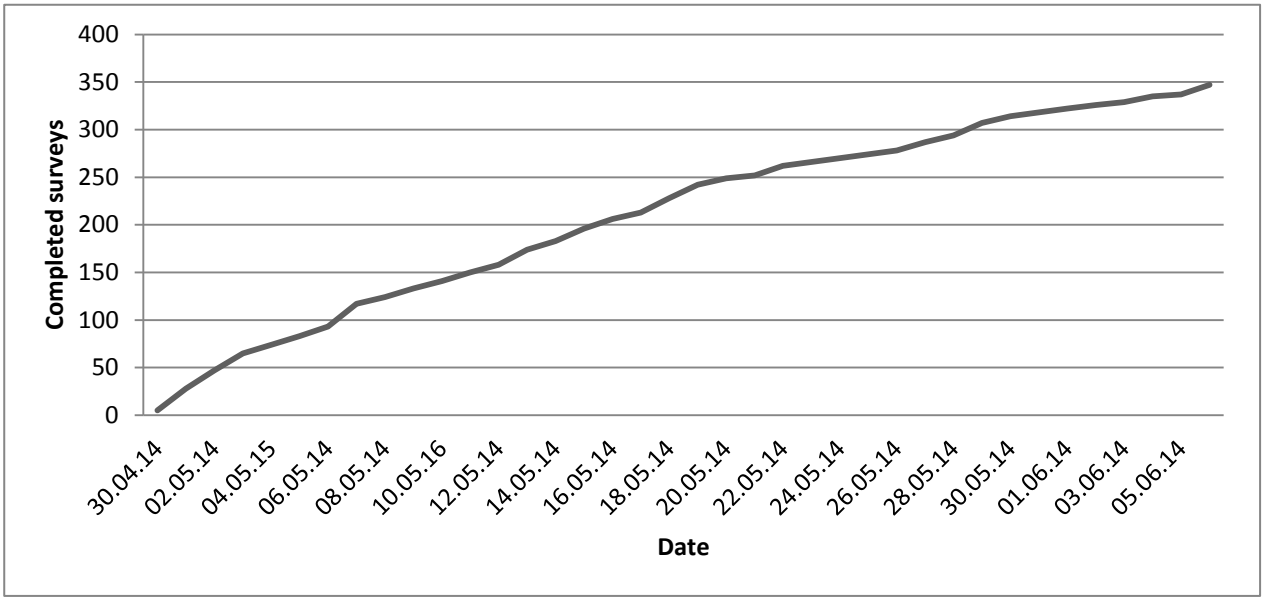
Survey promotion

Promotion for the survey focused on promotion of the online versions of the survey, responding to the experiences of undertaking the pilot survey. However, paper copies of the survey in both languages were

made available in the Green Square Library and Community Centre, mailed to participants on request, and made available at community events.

Promotion of the survey continued throughout the life of the survey. The date of each promotion was recorded, as well as the number of completions received over time. Survey completions continued to increase steadily over the period that the survey was open and no particular advertising method appeared to result in a noticeable spike in completions (see Figure 2).

Figure 2 Survey completions over time



Note: The figures presented in this graph include all received surveys. Some surveys had to be removed from the final survey sample as they were incomplete, or not valid.

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, 697 people clicked through to the English version of the survey and 90 to the Chinese version. While this doesn't account for those people who considered doing the survey in paper form instead, it does provide an indication of the community interest in the survey, and suggest that approximately half of all of those people who showed some interest in the survey then went on to complete the survey in full.

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Table 3 Promotion of the Green Square Community Survey

Promotion type	Details
Flyer advertising the survey (see Appendix 3) distributed to residences and workplaces.	Distributed via letterbox drop to 6,666 individual residences and 164 businesses. Each residence received one flyer. 1,223 flyers were distributed to the businesses who were asked to distribute further to staff and customers. During the letterbox drop, a number of residential security buildings were identified that were inaccessible. The flyer and an accompanying letter were posted to 1,008 addresses in these identified security buildings. Combined with the hand-delivered flyers, the flyers were therefore distributed to over 7,600 dwellings, or more than 95% of all dwellings based on the 2011 count of dwellings.
Flyers advertising the survey distributed at Green Square train station and in parks	Flyers were handed out in the morning and afternoon rush hours at Green Square train station on five occasions and in local parks on two occasions. In total, over 2,100 flyers were distributed in this manner.
Posters, flyers, printed surveys and submission box	Posters were displayed at the Green Square, Town Hall and Redfern Neighbourhood Centres, as well as on noticeboards in public areas around Green Square. Flyers were available at all three neighbourhood centres. Printed surveys were available at the Green Square Neighbourhood centre (the Tote) along with a submission box.
Promotion of the survey at community events	The survey was promoted at two half-day community events and on one occasion to library patrons during children's story time. This included talking to people about the survey, distributing flyers and making hard copies of the survey available. One of these community events was the Green Square Community Consultation Day. The survey was mentioned in the broader advertising for this event, including an advertisement in the Sydney Morning Herald, Daily Telegraph, Central Courier and Southern Courier newspapers, and letters sent to all residents of the area by the City of Sydney.
Radio advertisements	On the Eastside, FBi and 2SER radio shows as part of promotions for the Community Consultation Day.
Newspaper advertisements	Three print advertisements in two local newspapers (two in the Southern Courier and 1 in the Central Courier).
Green Square community newsletter	Electronic e-newsletter distributed to approximately 300 local residents.
City of Sydney websites	'Sydney Your Say' and 'Green Square Community Development' websites.
City of Sydney Facebook, Twitter & Weibo accounts	Multiple promotions of the survey through these medium.
Electronic communications of the South Sydney Business Chamber	On the Facebook page and Twitter account of the South Sydney Business Chamber.

Survey sample and response

During the period that the survey was available, 340 complete and valid responses to the survey were received. Many more surveys were completed online (313) than in print (27).Of those who completed the survey, 288 people (85%) lived in Green Square and 74 (22%) worked in Green Square at the time of the survey. These figures do not sum to 100 per cent as 22 of the respondents both lived and worked in Green Square.

Table 4: Total resident and working population in Green Square

	Population	Survey response	Survey response as a proportion of total population
Total resident population aged 18+	14,347	288	2.00%
Total dwellings/households	7,772	288	3.71%
Total working population	13,685	74	0.54%

Sources: resident and dwelling data: ABS Census of Population and Housing (2011); worker data: City of Sydney Floor Space and Employment Survey (2012)

Appendix 4 contains detailed information comparing the resident survey sample with the total resident population of the area. Of particular note when comparing the sample of residents who completed the survey with the total resident population of Green Square is the difference in the age profile of the two populations. In particular, people aged 18-29 were under-represented in the survey sample, while 30-69 year olds were over-represented (see Figure 3).

Residents

Comparing the resident survey responses to the total population aged 18 and over (see Table 4), 2.0% of the total resident population completed the survey. If we assume that only one resident in each household completed the survey, then 3.7% of households in the area completed the survey. It is likely that most households did treat this survey as a household survey, rather than an individual survey, as one flyer was distributed to each household and multiple members of the same household were not explicitly encouraged to participate. However, as we cannot be sure of this, in the remainder of this section, we present the survey sample as it relates to residents, rather than households.

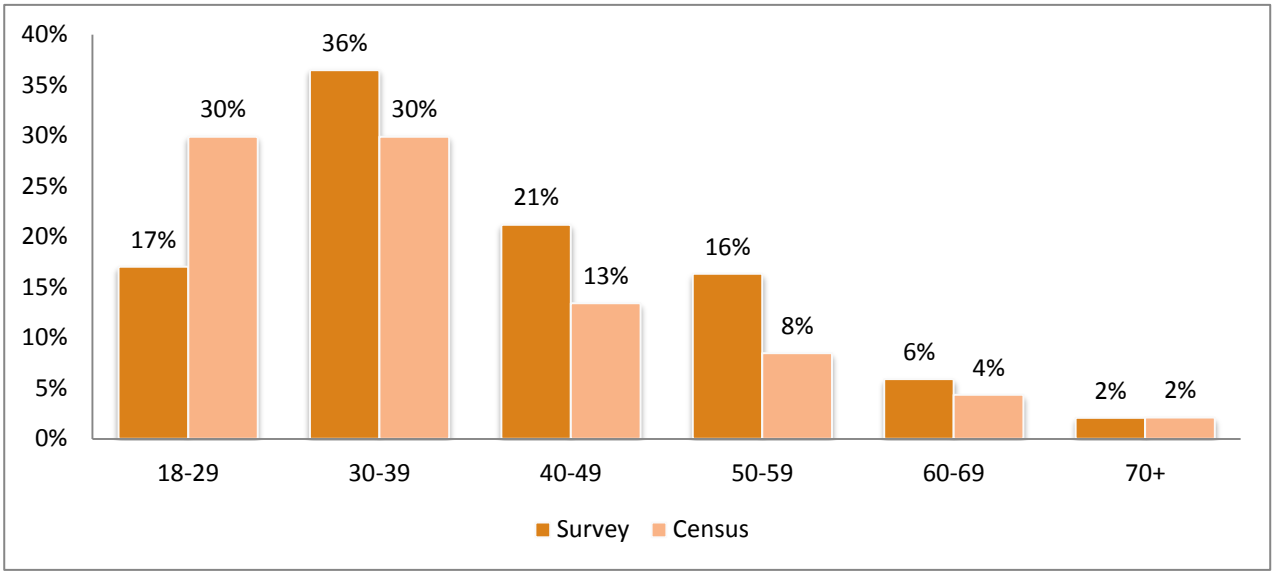
The profiles of the resident respondents were broadly representative of the total population of the area, with some exceptions.

The survey sample also over-represented owner-occupiers (tenure), people in full-time employment (employment status), professionals (occupation), couple families (household type), people living in low-rise apartments and townhouses (dwelling type) and people with household annual incomes over $104,000 (see Appendix 4 for details).

Through the use of Chi-square independence tests, all of these factors, with the exception of occupation type and dwelling type, were found to be related to age in the survey sample of residents.

In order the correct for this bias in the survey sample when compared to the total population, a weighting was applied to the survey results. This gives more weight to the responses given by people in under-represented age groups (in this case 18-29 year olds) and less weight to the responses given by people in over-represented aged groups. The weight is applied on the assumption that people with different demographic characteristics are likely to respond to questions differently. Once the weight for age was applied, this also partially corrected the biases in the survey sample relating to tenure, employment status, household type and household income, as expected. The full results are presented in Appendix 4.

Figure 3: Age of survey respondents compared to age of total adult population



The weighting was applied to all of the pre-coded survey findings (i.e. questions where people chose from a list of pre-coded response options) presented in the body of this report. A weighting cannot be applied to open (written) responses to the survey, and these are reported without a weight applied.

When reporting on residents' responses to the survey, confidence intervals for the survey are 5.72 at 95% confidence at 50% based on a total adult population of 14,347 (ABS 2011). 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 55.72% and 44.28% 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 54.95% and 45.05% of the total residential population of the area would have responded in this way (i.e. the confidence interval is 4.95 at 95% confidence at 75%).[4]

Thus, with the weighting for age applied, the results for residents of Green Square can be understood as broadly representative of the total resident population of Green Square, with a margin of error in responses of around 5% (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 advertised opt-in survey, it can be expected that people who are more involved with, and invested in, the local area might be more likely to complete the survey. This should be kept in mind when reviewing the survey results. In particular, this may have an influence on how positively people speak about their area and local communities, how long they are planning to remain in the area, and their degree of involvement in civic activities.

Workers

Comparing the working survey responses to the total working population in the area (see Table 4), 0.5% of the working population in Green Square completed the survey.

[4] If we were to calculate confidence intervals of resident responses in relation to total households, the confidence intervals would be 5.67 at 95% confidence at 50% and 4.91 at 75%.

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 5, workers with a wide range of demographic characteristics completed the survey.

When reporting on workers, confidence intervals for the survey are 11.36 at 95% confidence at 50% and 9.84 at 95% confidence at 75% based on a total population of 13,685 (COS 2012).

Because of the response rate for workers and associated confidence intervals*, the results for workers should not be considered representative of the total population of workers in Green Square*. However, the findings from workers, especially their written responses to open questions, are still of interest and provide an indication of some of the experiences of workers in Green Square. Appendix 6 provides a summary of all the survey findings for workers.

Summary

In summary, 288 residents and 74 workers completed the survey (22 respondents both lived and worked in Green Square). The survey results reasonably reflect the total residential population (with a degree of error of around 5%) 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 10%) and as such should not be considered representative of the total working population of the area.

Key findings

This section presents selected findings of the survey and discusses their relevance in regards to the aims of the survey. A report of the full survey findings for residents is available in Appendix 7.

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 8.

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

Resident wellbeing

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

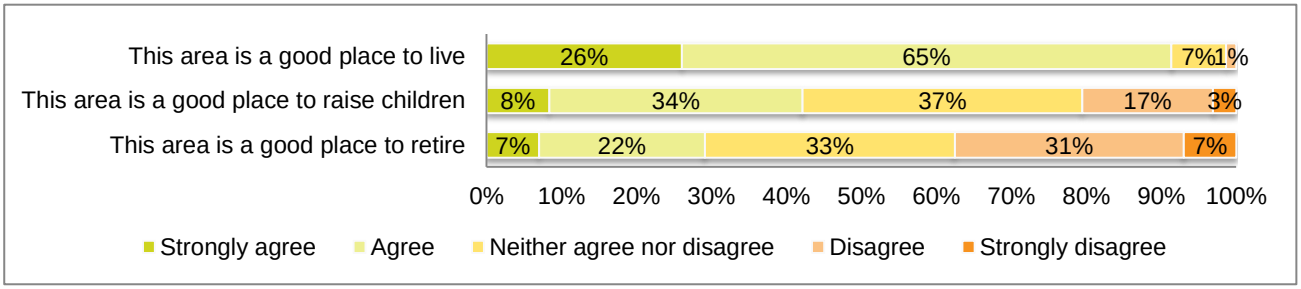
Satisfaction with area

Survey respondents were asked three direct questions about their satisfaction with the Green Square area. As can be seen in Figure 4, the vast majority of residents (91%) agreed that the area was a good place to live, while only 1% disagreed (7% neither agreed nor disagreed). However, when asked about whether Green Square was a good place for children and retirees, far fewer respondents agreed (42% regarding children and 27% regarding retirees).

Key finding: *The majority of residents (91%) agreed that the area was a good place to live, but fewer agreed that it was a good place to raise children (42%) or retire (27%).*

However, when responses to the statement 'the area is a good place to live' were compared with the ages of respondents, there was no clear relationship[5] between age and response, with only marginally more younger people (94% of 18-29 year olds and 93% of 30-39 year olds) agreeing with this statement than people in older age groups (86% of both 40-49 year olds and people aged over 50).

Figure 4: To what extent do you agree with the following statements? (n = various, 285-288)



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

[5] Given the relatively small respondent numbers when broken down for age (only 42 people aged 50+).

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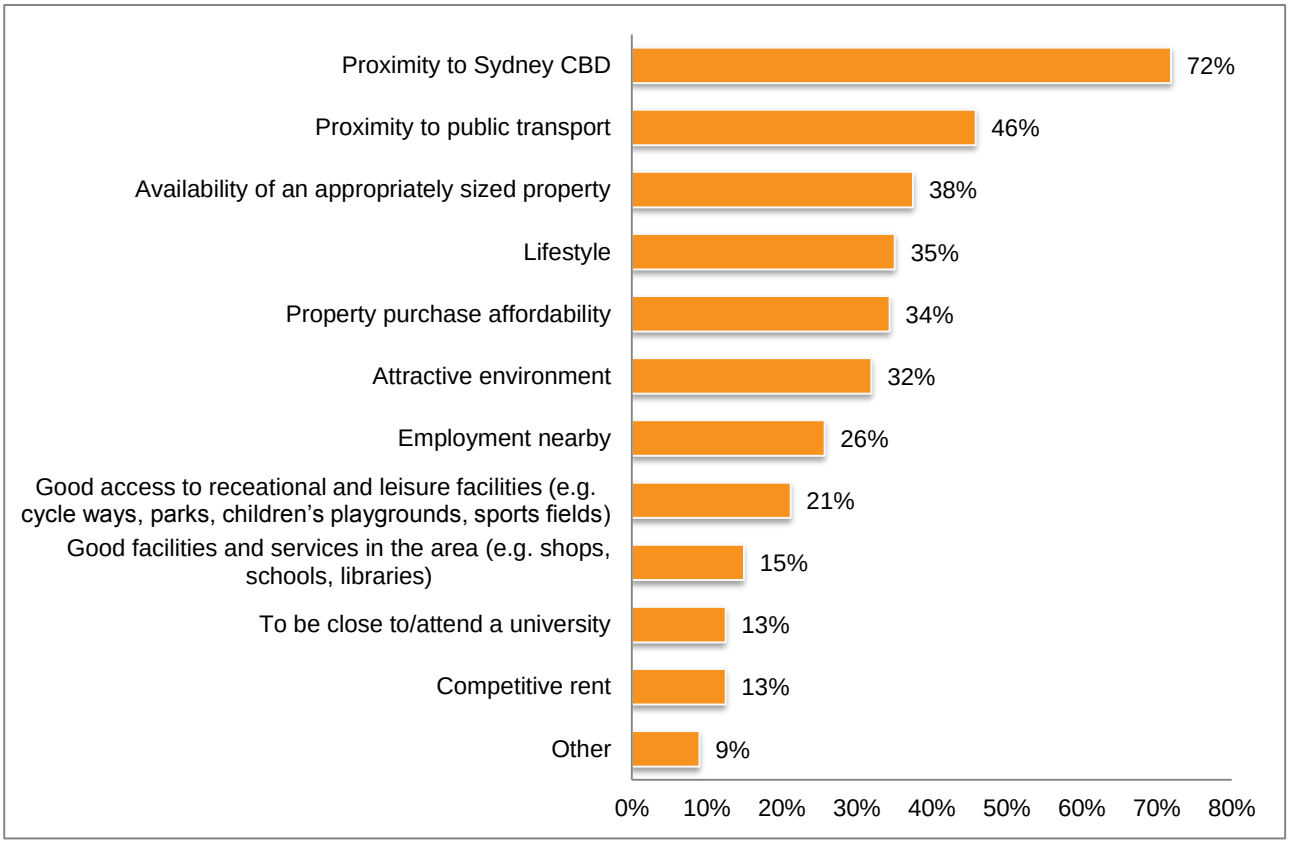
thought were important from a list of possible area attractors (see Figure 5). The most commonly selected reasons for moving to the area were proximity to the Sydney CBD (72% of residents) and proximity to public transport (46%). Related to this, employment nearby (26%) and access to a university (13%) 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 (38%), property purchase affordability (34%) and competitive rent (13%).

Lifestyle factors were also important for over a third of respondents (35%), and related to this, the attractive environment (32%), access to recreational and leisure facilities (21%) and good facilities and services (15%) were important.

Figure 5: Why did you move to Green Square? (n = 288)



Directly addressing the question of satisfaction with the area, survey respondents were asked two open-ended questions in which they could describe what they liked the most and the least about living in Green Square. Where people mentioned multiple issues in their response, each issue was counted as one response in the coding.

As indicated in Figure 6, the most common thing that people liked about living in Green Square was the convenience of the location (352 mentions by 280 people). In particular, people liked the proximity to the Sydney CBD and nearby suburbs as well as to recreational facilities and the beach and the airport. Many people also spoke positively about transport in the area, particularly good access to public transport, especially trains. In regards to public space, many people spoke about being close to green space and parks and the fact that the environment was nice, and comfortable.

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Social aspects that people appreciated included the area having a community or village feel and offering opportunities for a good, relaxed lifestyle. People also spoke more generally about the atmosphere or feel of the area, with some noting that it is quiet and peaceful while others thought it was busy and lively, and still others noting the balance between interest and peacefulness. Related to this, the restaurant and café culture in the area was also singled out by many as a particular advantage of the area.

Key finding: *The things people most commonly said that they liked about living in Green Square were the convenience of the location, access to public transport, and public space, especially green space. People also liked the community or village feel in the area.*

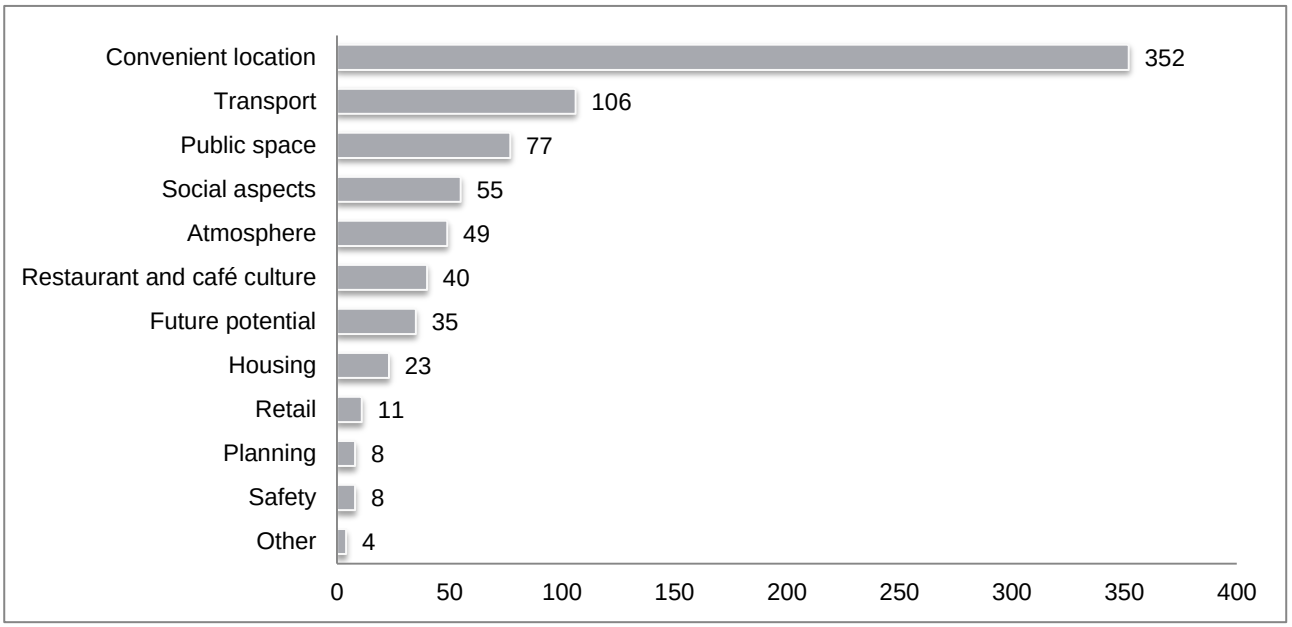
Examples of open responses include:

"Proximity to everything. A good balance between boring suburban and congested high rise living. A good mix and diversity of residents. Plenty of open public space. Safe environment."

"Proximity to the city. Good transport to the city via Green Square Station. Discovered many great cafés since living here."

"I love that "Green Square" is transforming around me, redundant buildings are being modernised whilst keeping the ambience of its industrial history - It's vibrant & attracting a youthful community".

Figure 6: What do you like the most about living in Green Square? (n = 280. Figures presented are numbers of responses relating to a particular issue.)



The most common thing that people mentioned when asked what they liked the least about living in Green Square was transport (see Figure 7). Common complaints were in regards to heavy traffic, concerns about public transport in general and bus routes and frequency in particular, parking and road infrastructure. Related to this, pedestrian safety was raised as a particular concern by some survey respondents.

Concerns about services and facilities included a limited variety of shops and lack of supermarkets, insufficient cafés and restaurants, slow development of facilities in the area including the Green Square Town Centre, a lack of entertainment options, and insufficient schools and childcare and facilities for children.

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Regarding urban planning and development, most comments related to concerns about overdevelopment of the area and zoning and planning regulations. Related to this, people also complained about the impact of construction work in the area, especially the noise made by construction workers. Noise from other sources, including traffic, planes and neighbours was also a concern for some people.

Key finding: *The things people most commonly said that they disliked about living in Green Square related to transport, especially heavy traffic and concerns about public transport, parking and road infrastructure and pedestrian safety. People also raised concerns about the limited number and/or variety of a range of services and facilities in the area including shops, cafés and restaurants. Many people were also concerned about urban planning in the area, especially the danger of overdevelopment.*

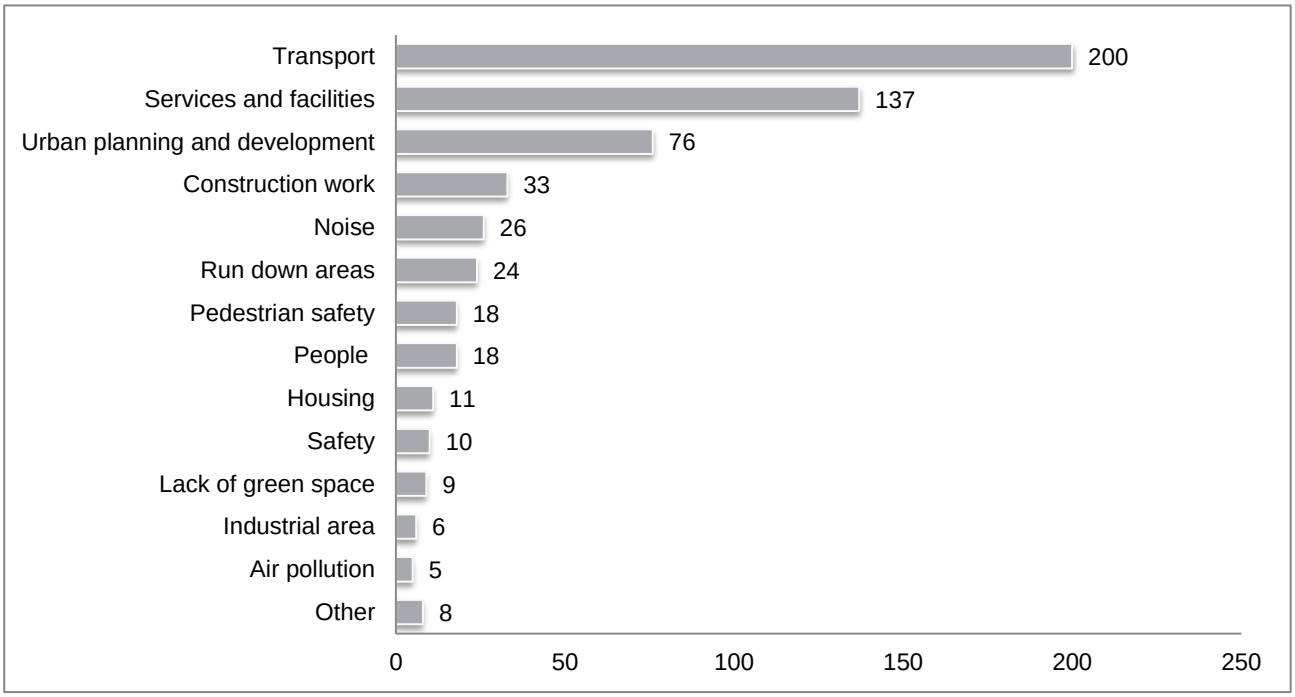
Examples of open responses include:

"In the past, absence of grocery shopping. You can buy a Ferrari supercar but you can't buy bread or milk after 8pm. Today, I hate the influx of people and traffic grid-lock. In the future I will hate the high rise buildings City of Sydney will allow to be built on our doorstep."

"Cars parking on the footpath on Botany Road, lack of infrastructure and pedestrian amenity presently around Green Square station, lack of cycleway on Bourke Road, low floor space ratio allowed to existing premises around new Green Square centre inhibits local development, non-family-friendly pubs (e.g. The Rosebery Hotel) and shops (e.g. Adult world supermarket) are making this a less family friendly place, lack of local primary school and/or high school within the precinct."

"Too much Traffic on main streets. Not enough bus services available. I have been living in Waterloo close to Green Square station for past 11 years. I bought my apartment due to the development of Green Square. I was hoping Green Square town centre and facilities will be completed by now - so many delays. Therefore, not enough services for community such as grocery shopping and restaurants, etc. I know they are coming but such a long wait."

Figure 7: What do you like the least about living in Green Square? (n = 276. Figures presented are numbers of responses relating to a particular issue.)



Attachment and belonging

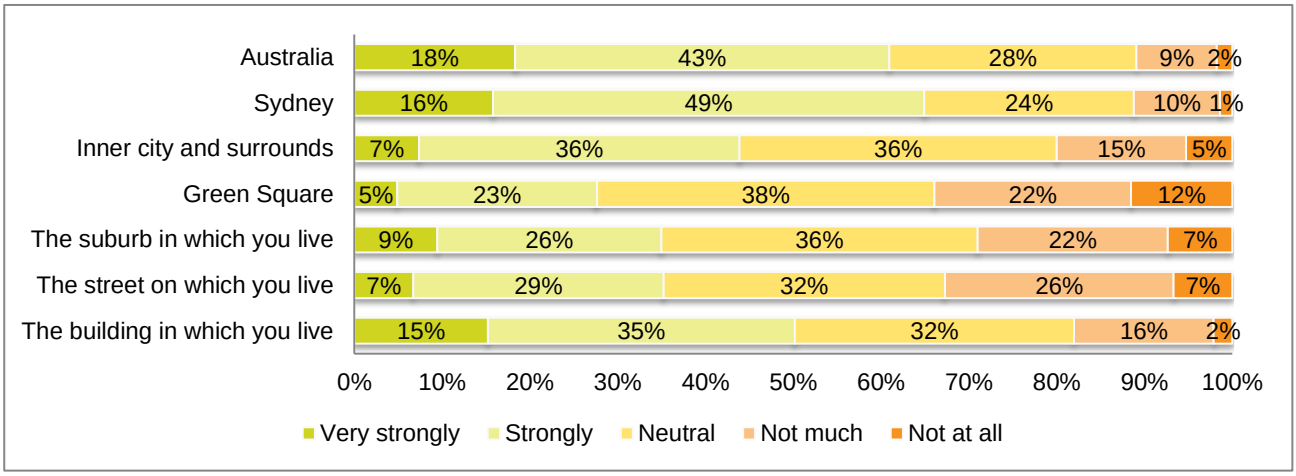
Selected findings from the survey provide information about people's sense of attachment to the area, whether they feel included or isolated, whether people identify with Green Square as a place, and whether people identify with particular communities in the area. People can identify with multiple communities 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 8).

Of particular note, people were less likely to agree they felt part of the community in Green Square and more likely to disagree than in all of the other places listed.

People felt most strongly part of the community in Sydney (65% strongly or very strongly attached) and Australia (61% strongly or very strongly attached). When comparing country of birth with whether people felt part of the community in Australia, there was very little difference across groups, with 63% of Australian born (n=126) and 58% of overseas born (n=158) people saying they felt strongly or very strongly attached (and 13% of Australian born respondents and 9% of overseas born respondents saying that they had not much or no attachment to Australia). Year of arrival in Australia also made little difference to attachment to Australia, with 48% of people who had been in Australia less than 5 years (n=48) and 64% of people who had been in Australia more than 5 years (n=107) feeling part of the community in Australia.

Many respondents (50%) 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 (35%), suburb (35%) or inner-city and surrounds (44%). When attachment to the building in which one lives was compared with the dwelling types in which respondents lived, 48% of people living in an apartment were strongly or very strongly attached, compared with 60% of people living in other dwelling types (including townhouses, terraces and detached houses).

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



Key finding: *People were less likely to feel attached to the community in Green Square than in any other location at either a larger (Sydney, Australia) or smaller (suburb, street, building) scale. At the local scale, half of the residents who completed the survey (50%) felt strongly connected to the community in their building, more so than to the community in their street or suburb.*

The survey also included an open question which attempted to get an idea of what people thought about Green Square by asking how they would describe the area to a friend. People were invited to write their own answers, and these were subsequently coded into different common categories of response. Because it was

not possible to apply weighting for age to the resident responses to this open-ended question, we have chosen to present the resident and worker responses combined.

Where people mentioned multiple issues in their response, each issue was counted as one response in the coding. Figure 9 provides a summary of all of the responses provided to this question. The most common comment was that Green Square was a convenient location, in particular that it was close to the Sydney CBD and the airport. Many responses also discussed how Green Square was changing. Some mentioned the future potential of the area with particular mention of revitalisation, population growth and gentrification, and the increasing popularity of the area. However, people also spoke of change in a negative light, especially frustrations with development in the area, including the development of facilities and infrastructure, being slow. Some people also spoke in more descriptive neutral terms about the character of the area and in particular mentioned that it is a mixed use, medium/high density area.

The facilities and attractions in the area were also commonly mentioned, especially the café and restaurant culture of the area and easy access to green space.

Some people spoke about the community in the area, especially noting that people were friendly and active in the community. However, interestingly, while nine people mentioned that the community was diverse, two complained of a lack of community diversity.

Transport was also mentioned by many people, but again opinions were mixed, with many people talking about how good the area was in terms of access to public transport, while others complained about poor transport and the need to drive everywhere.

Many of the comments about the environment described the nature of open and public spaces in the area and the attractive environment in the area. However, while some people talked about the area being quiet and peaceful, others complained about noise. Similarly, while some said that the area was safe, others complained about crime.

People also spoke about the economic characteristics of the area, in particular residential property investment prospects and business and job opportunities.

A few residents spoke about planning in the area. Those who were concerned about planning were primarily concerned with overpopulation and overdevelopment in the area, while those who were positive about planning thought that the area had been well designed and well planned.

Finally, a small number of people noted that different parts of Green Square differed significantly and that it could be a good place to live if you lived in the right building, or the right area. Others rejected the labelling of the area as Green Square altogether, with comments such as *"Green Square does not exist – it is five suburbs."*

Key finding: *When asked how they would describe Green Square to a friend, people were most likely to describe Green Square as a convenient location, but many also talked about Green Square as a place of change. For some this change was seen as a growth in the potential of the area while others were concerned about overdevelopment and overpopulation.*

Examples of open responses include:

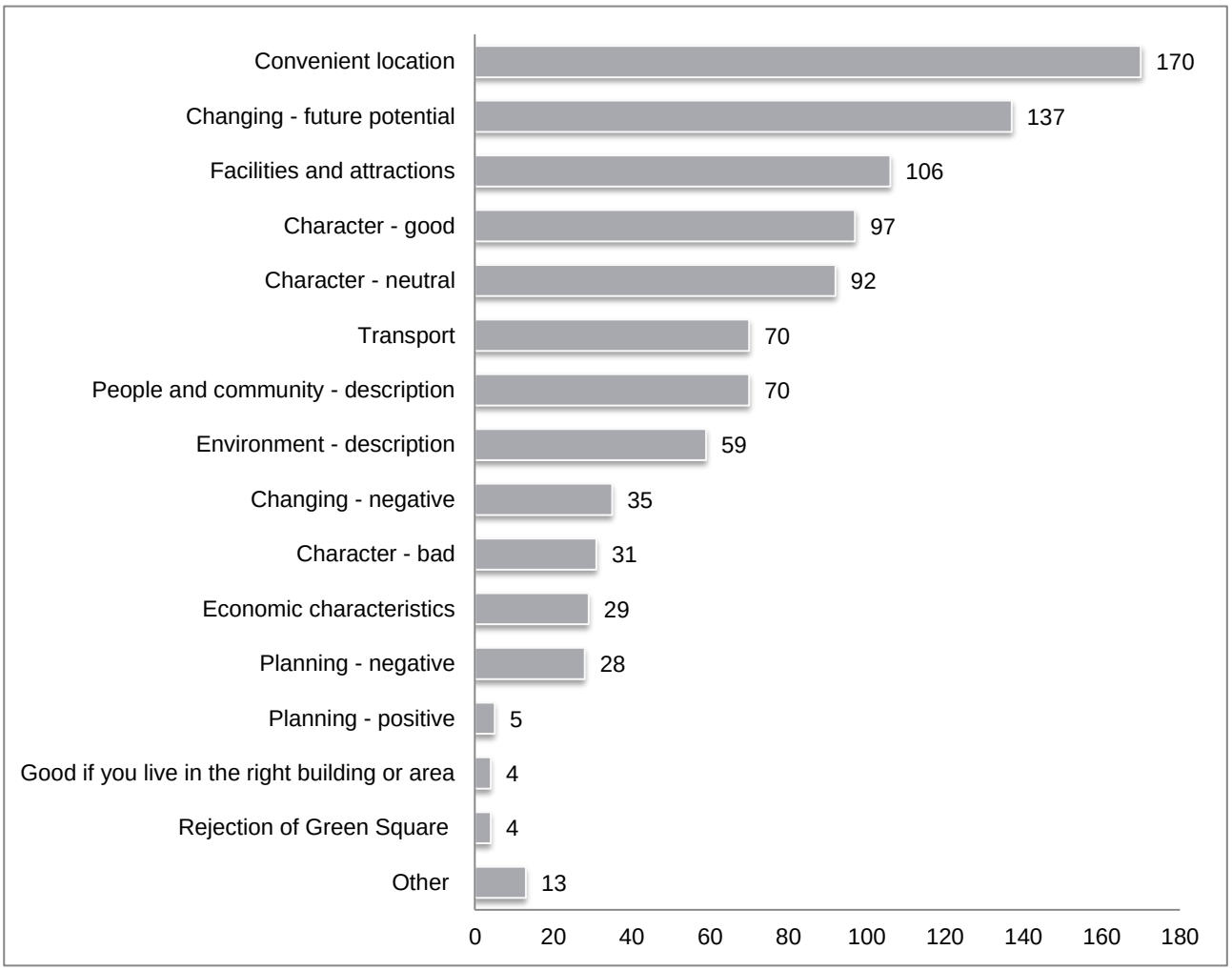
"A suburb with a mixture of industrial and medium high density residential close to city. The area is changing and starting to become "trendy"."

"Great place to live, nice and safe with great parks. Close to Sydney CBD, good public transport. Growing area close to good cafés and restaurants"

"It's a great location to live because is accessible to everywhere. In there are a lot of friendly people to share with."

"Great location and environment but potential to be ruin by traffic and poor public transport. Unless amenities are built such that more people work in the area hence alleviating pressure if those working outside of Green Sqr [sic]".

Figure 9: If a friend asked you what Green Square is like, what would you tell them? (n = 324, results are for residents and workers combined. Figures presented are numbers of responses relating to a particular issue.)



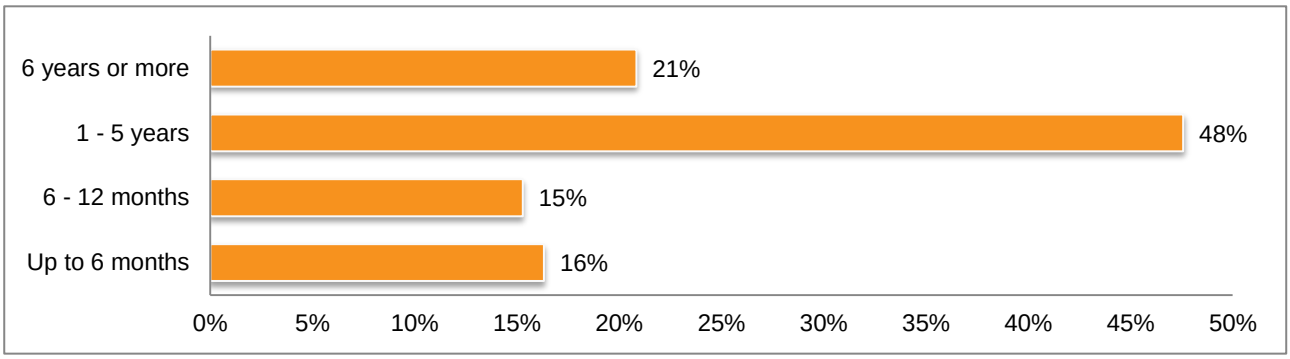
Plans and desires

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

An important consideration when discussion 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 (79%) had lived in Green Square for

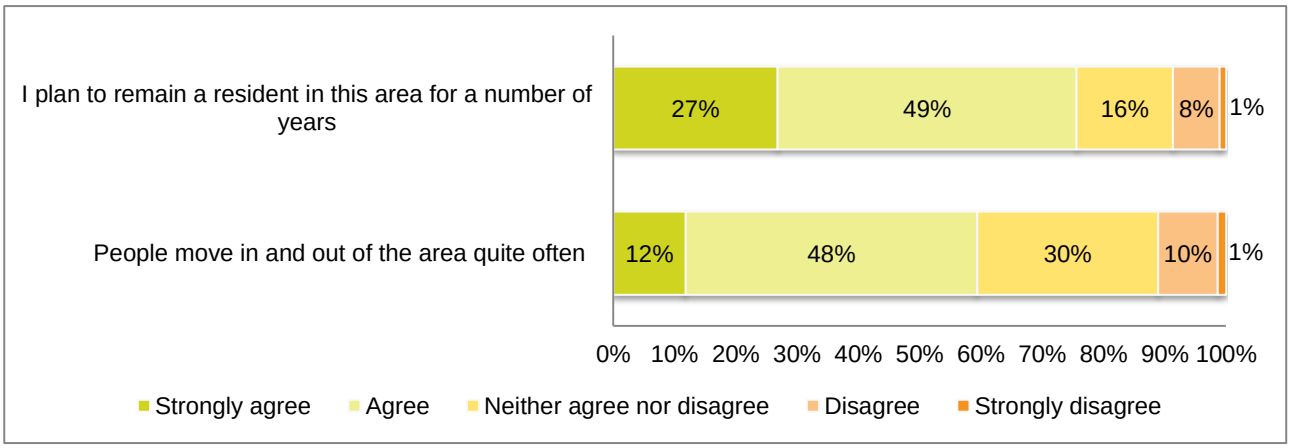
less than 6 years (see Figure 10). This is to be expected as many new residential properties have been completed in the area over the past five years. Importantly, one-fifth (21%) of respondents had lived in Green Square for a relatively long period, of six years or more.

Figure 10: How long have you lived in Green Square? (n=287)



The survey asked people about their plans to stay in the area (see Figure 11). Three quarters (76%) of respondents agreed that they planned to remain resident in the area for a number of years.

Figure 11: To what extent do you agree with the following statements? (n = various, 287, 288)



Key finding: *Most (79%) of the residents who completed the survey had lived in Green Square for less than six years and the majority (76%) planned to remain residents in the area for a number of years.*

When comparing respondents' plans to remain resident in the area with how long they have already been living in the area, there does appear to be a correlation, with people who have lived in the area for longer being more likely to intend to continue living in the area (see Figure 12). People aged over 40 were also more likely to agree with this statement[6], as were home owners[7].

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

[7] 85% of home owners and 55% of private renters agreed with this statement.

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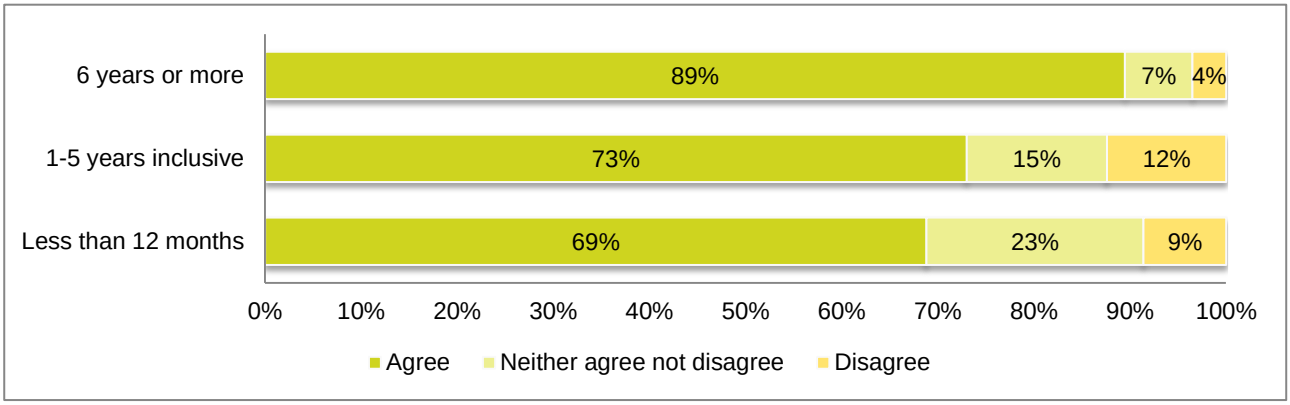
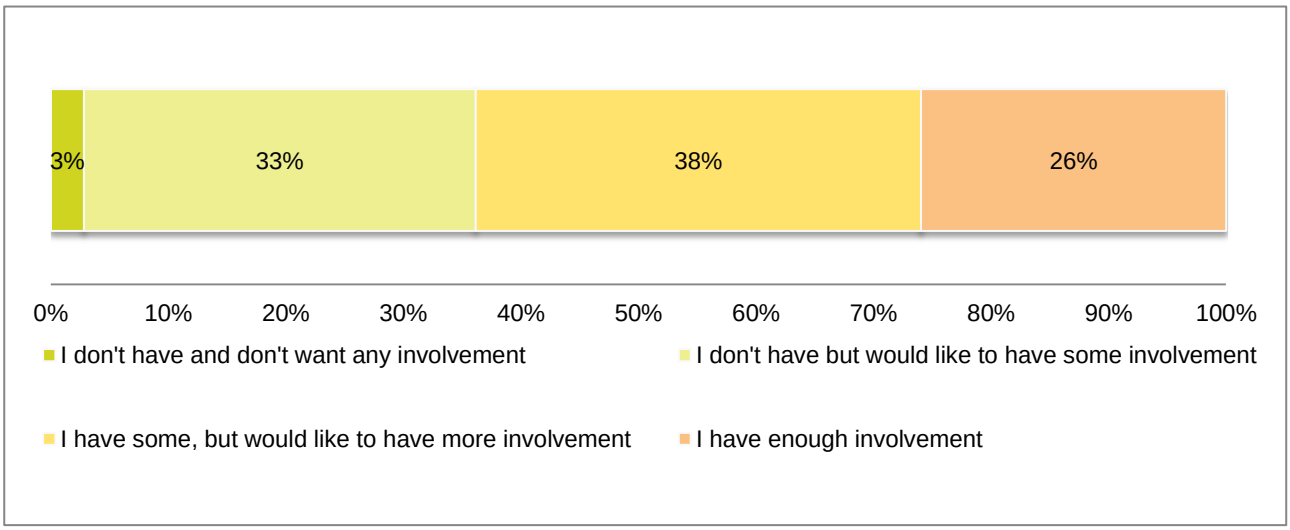
Figure 12: The extent to which people agree with the statement 'I plan to remain resident in this area' compared to their length of residence in the area (n = 287)



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. 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 3% who had none, but didn't want any involvement). The remaining 71% all wanted to have more involvement with other people in Green Square, including one third (33%) who currently had no involvement with other people in the area.

Figure 13: How would you best describe your level of interaction with other people who live or work in Green Square? (n=285)



Key finding: *Only one third (29%) 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 71% all wanting more interaction, including 33% who currently had no interaction with other people in the area.*

As well as the above specific question about desires regarding social interaction, the survey also asked a question about a range of different things that would make Green Square a better place to live or work in order to understand the desires of Green Square residents and workers.

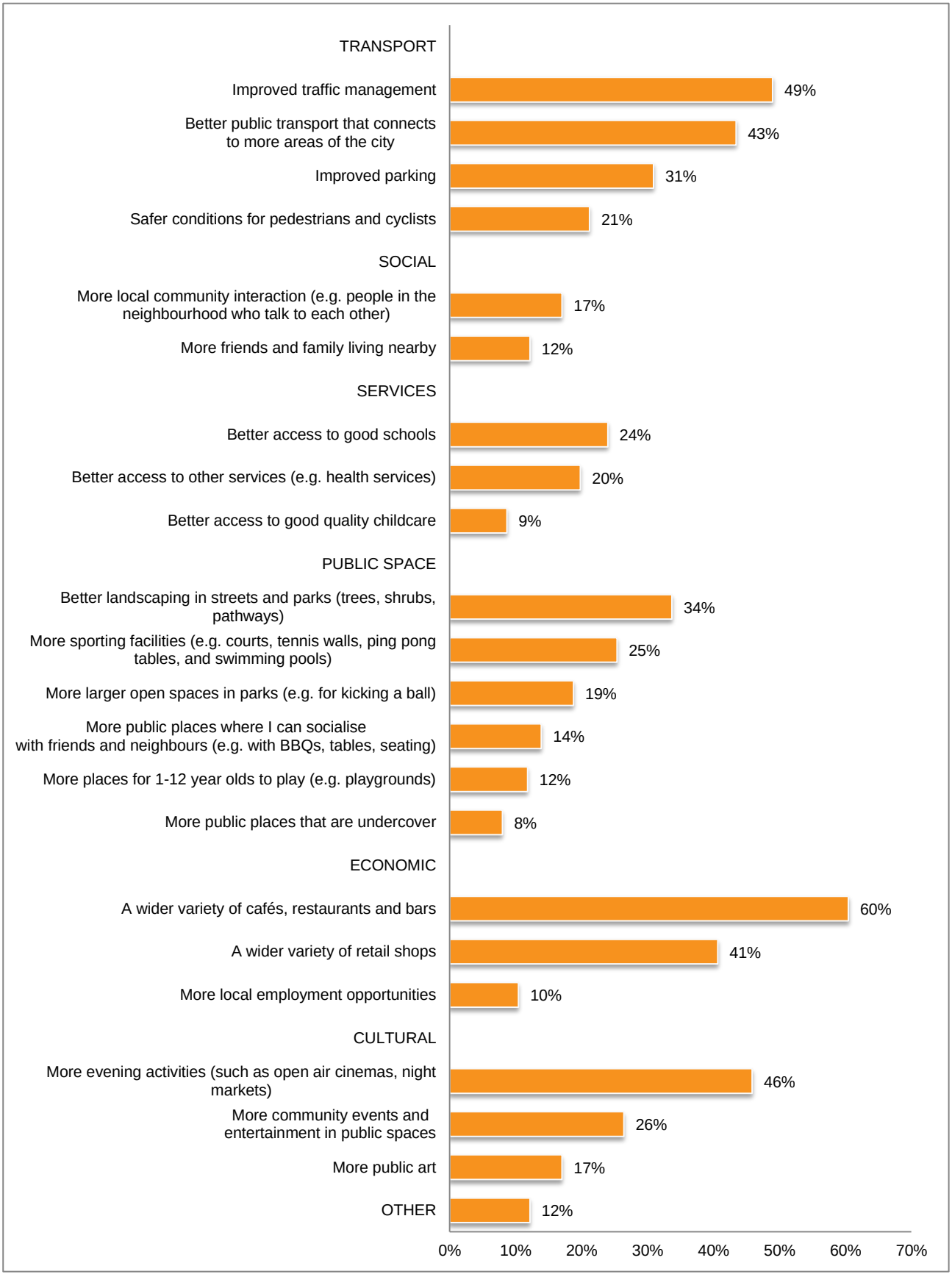
Figure 14 presents the results for residents. Survey respondents were able to tick up to five responses and the results presented are the percentage of all residents who completed the survey who chose each option as one of their five options. The most commonly mentioned group of improvements were in regards to transport, especially improved traffic management (49%) and better public transport that connects to more areas of the city (43%), in addition to improved parking (31%) and safer conditions for pedestrians and cyclists (21%).

The second most commonly mentioned improvements were in regards to economic improvements, especially a wider variety of cafés, restaurants and bars (60%) and a wider variety of retail shops (41%).

Other commonly chosen responses (with more than 1 in 5 respondents choosing these options) included more evening activities (46%), better landscaping in streets and parks (34%), more community events and entertainment in public spaces (26%), more sporting facilities (25%), and better access to schools (24%).

Key finding: *The most commonly mentioned group of improvements residents wanted in Green Square related to transport management, especially improved traffic management (49%) and better public transport that connects to more areas of the city (43%), improved parking (31%) and safer conditions for pedestrians and cyclists (21%). The second most commonly desired improvements were economic, especially a wider variety of cafés, restaurants and bars (60%) and retail shops (41%).*

Figure 14: What are the top 5 things that would make Green Square the kind of place you would like to live and/or work in in the future? (n = 288)



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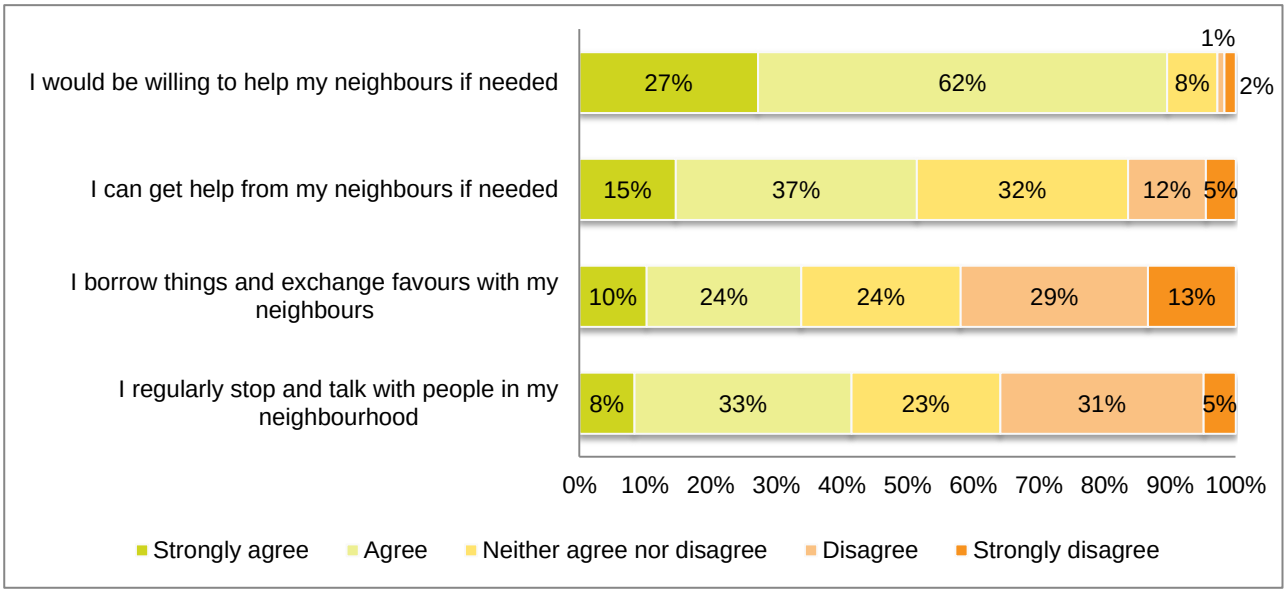
Nature of social interaction

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

The survey asked respondents to respond to a series of statements about their relationships with their neighbours and people in their neighbourhood (see Figure 15). Interestingly, while most people (89%) said that they would be willing to help their neighbours, fewer (52%) thought that they could rely on their neighbours for help, suggesting that people are more likely to help if asked, but shyer about asking for help themselves. Notably, the proportion who said that they would be willing to help their neighbours if needed is higher (89%) amongst the survey respondents than for the City of Sydney as a whole (73% in the 2011 CoS Residents Survey). Similar proportions of people agreed (34%) and disagreed (42%) that they borrowed things and exchanged favours with their neighbours; and similar proportions agreed (41%) and disagreed (36%) that they regularly stopped to talk with people in their neighbourhood.

Figure 15: To what extent do you agree with the following statements? (n = various, 284-297)



Key finding: *While most people (89%) said they would help their neighbours, fewer (52%) thought their neighbours would help them. A third of residents (34%) borrowed things and exchanged favours with neighbours and 41% 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 (72% weekly and 10% daily), with the remainder meeting with these people less frequently (17%) and only 2 respondents (1%) never meeting with these people (see Figure 16).

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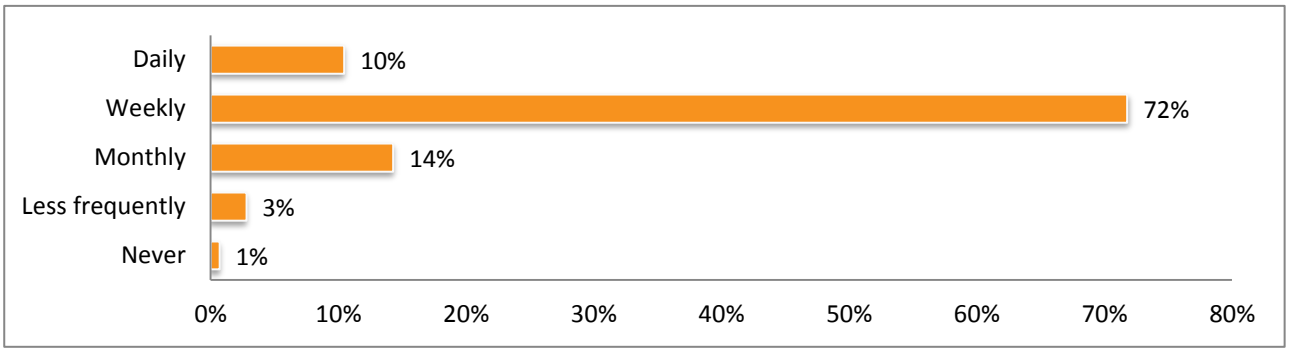
Figure 16: How often do you meet with friends, relatives or work colleagues? (n=287)



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

In regards to the ways in which people come into contact with others, the survey included a complex question about the ways in which people had contacts with others in the past month, and whether this contact occurred in Green Square or outside of Green Square (see Figure 17). People were also asked to indicate if they had not had contact with people in these ways. Of particular note when examining these findings is that socialising in one's own home or others' homes (67% of respondents) and socialising in cafés, restaurants and/or pubs (58%) were the most common ways people socialised with others inside Green Square. This was followed by socialising in parks (42%), online (41%), and chatting to people in the street (37%).

Key finding: *The most common ways in which people have contact with other people while in Green Square were socialising in their own or others' homes (67%) and socialising in cafés, restaurants and/or pubs (58%). Socialising in parks, on the street and online were also important. People were more likely to meet with others while attending events or participating in sport or recreational activities outside of Green Square rather than in the area.*

When broken down by age, a similar proportion of people socialised in their own or others homes in Green Square across all age groups (with a range of 63% - 71%). Similar proportions of people also socialised in cafés, restaurants and/or bars in Green Square across all age groups (with a range of 47% - 68%)[8].

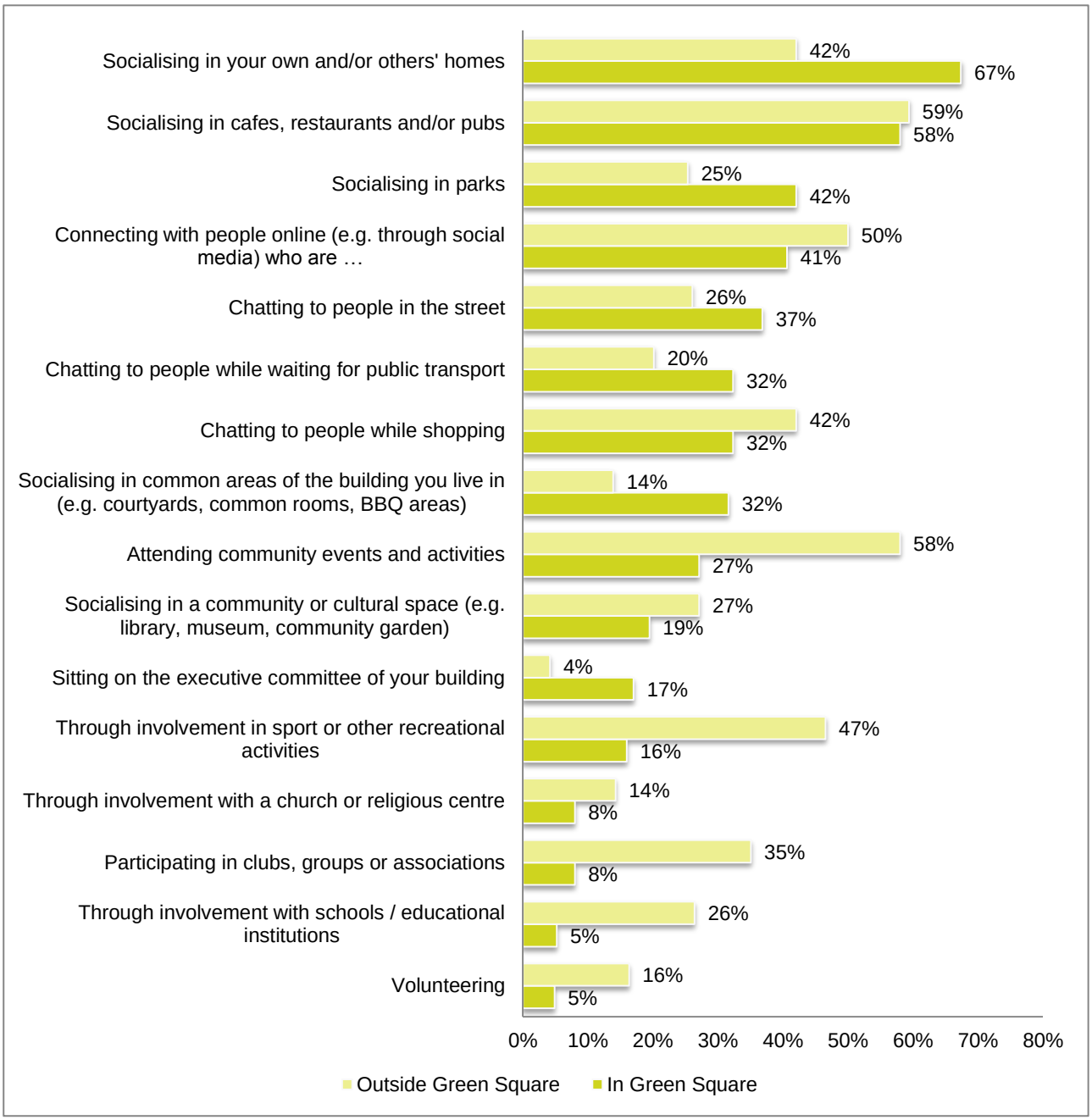
Outside of Green Square, cafés, restaurants and/or pubs were also important (59%), as was online connection (50%) and socialising in others homes (42%). However, socialising in parks (25%) and chatting to people on the street (26%) was much less common outside of Green Square than in Green Square. Also,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

In terms of the activities that people were least likely to have contact with people, three quarters of respondents said that they never had contact with other people through volunteering (75%), sitting on the

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

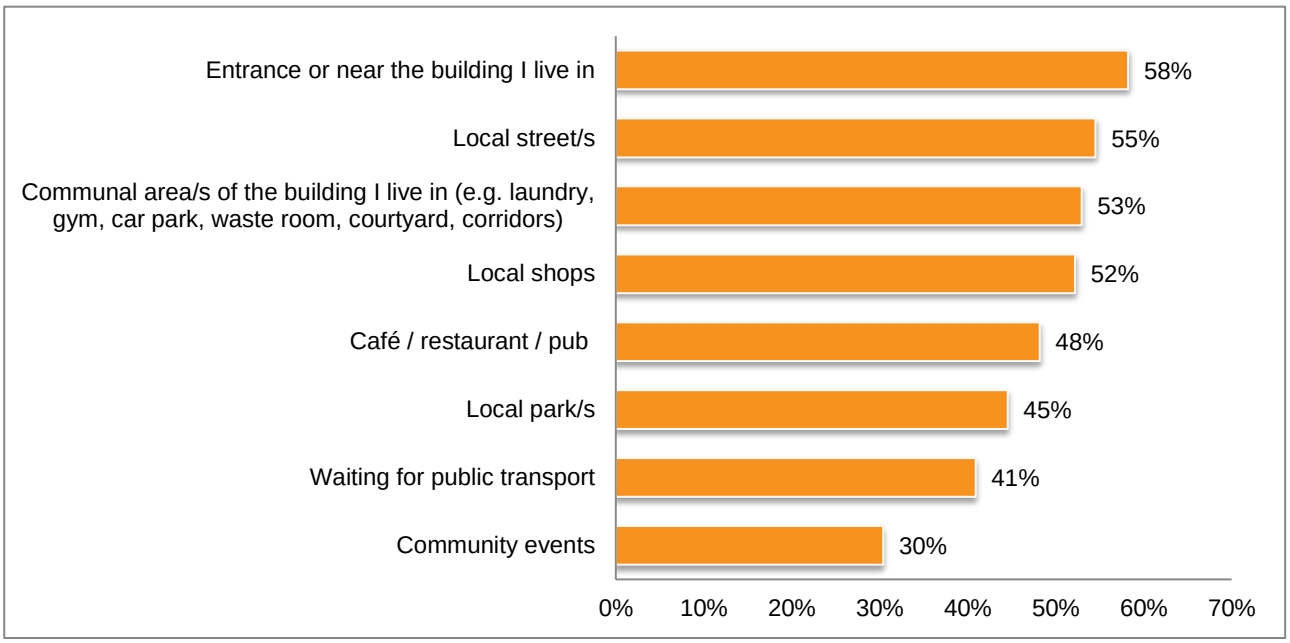
executive committee of their building (74%) or through involvement in a local church or religious centre (73%).

Figure 17: In the past month, have you had contact with people in any of the following ways? (n = 288)



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. Importantly, these findings suggest that the building in which one lives is a very important location in which incidental social interaction occurs, with 58% of residents bumping into people they know at the entrance or near the building that they live in and 53% in the communal areas of the building they live in. Also important, with more than half of resident survey respondents bumping into people in these places, were local streets (55%) and shops (52%).

Figure 18: Do you run into people you know in the following places in Green Square? Yes (n = various, 270-280)



Key finding: *Incidental interaction (running into people you know) was most likely to occur at the entrance or near the building that people lived in (58%) or in a communal area of their building (53%), on local streets (55%) and in local shops (52%).*

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

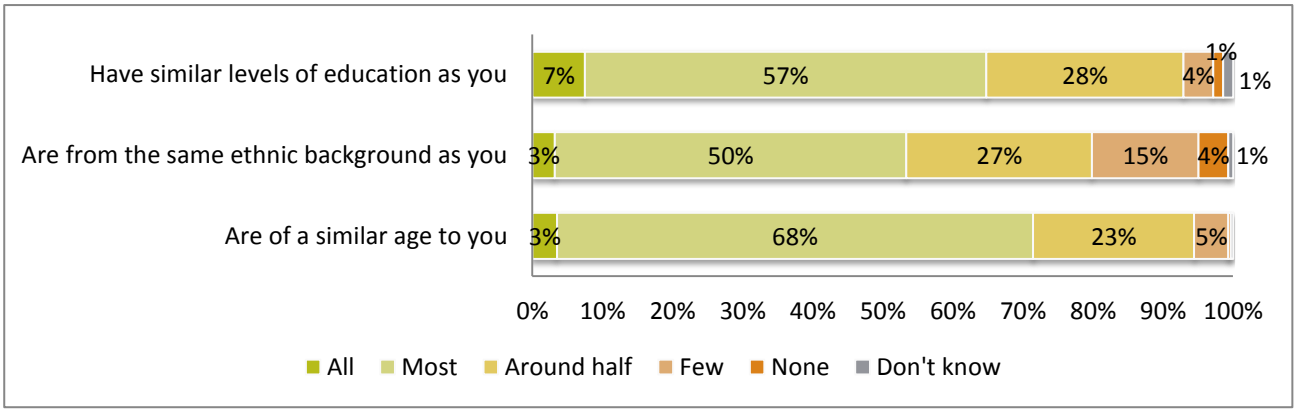
The survey asked people to describe how diverse their friendship groups were as an indication of social mix and social networks in the area. Many (71%) residents said that most or all of their friends were of a similar age to them, just over half (53%) said that many or most of their friends were of a similar ethnic background to them and 64% said that many or most of their friends had a similar educational background to them (see Figure 19). The same question was asked in the Australian General Social Survey (2010) (see Appendix 8).

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 (71%) and educational background (64%) and just over half (53%) 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.

Figure 19: Of your friends, how many …? (n = various, 281-287)



Civic culture and participation

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

As demonstrated above, the majority of residents in Green Square are not involved in formal civic activities such as volunteering, or participating in clubs and associations. The survey also asked another question to gauge the nature of civic engagement of survey respondents (see Figure 20). Almost half (43%) of respondents had previously taken part in another research project in the past year, around a third had signed

a petition or participated in an online discussion, and 19% had participated in running a strata or community title scheme. A smaller, but still significant, proportion of people had been involved in civic engagement activities related to the local council, with 10% having participated in council planning processes, 14% having been involved with DA processes and 125 having sent a letter to a local politician.

Key finding: *Most Green Square residents are not involved in formal civic activities such as volunteering, or participating in clubs and associations. However 43% had previously taken part in another research project in the past year, 34% had signed a petition and 19% had participated in running a strata or community title scheme*.

Figure 20: In the past 12 months, have you …? (n = 288)

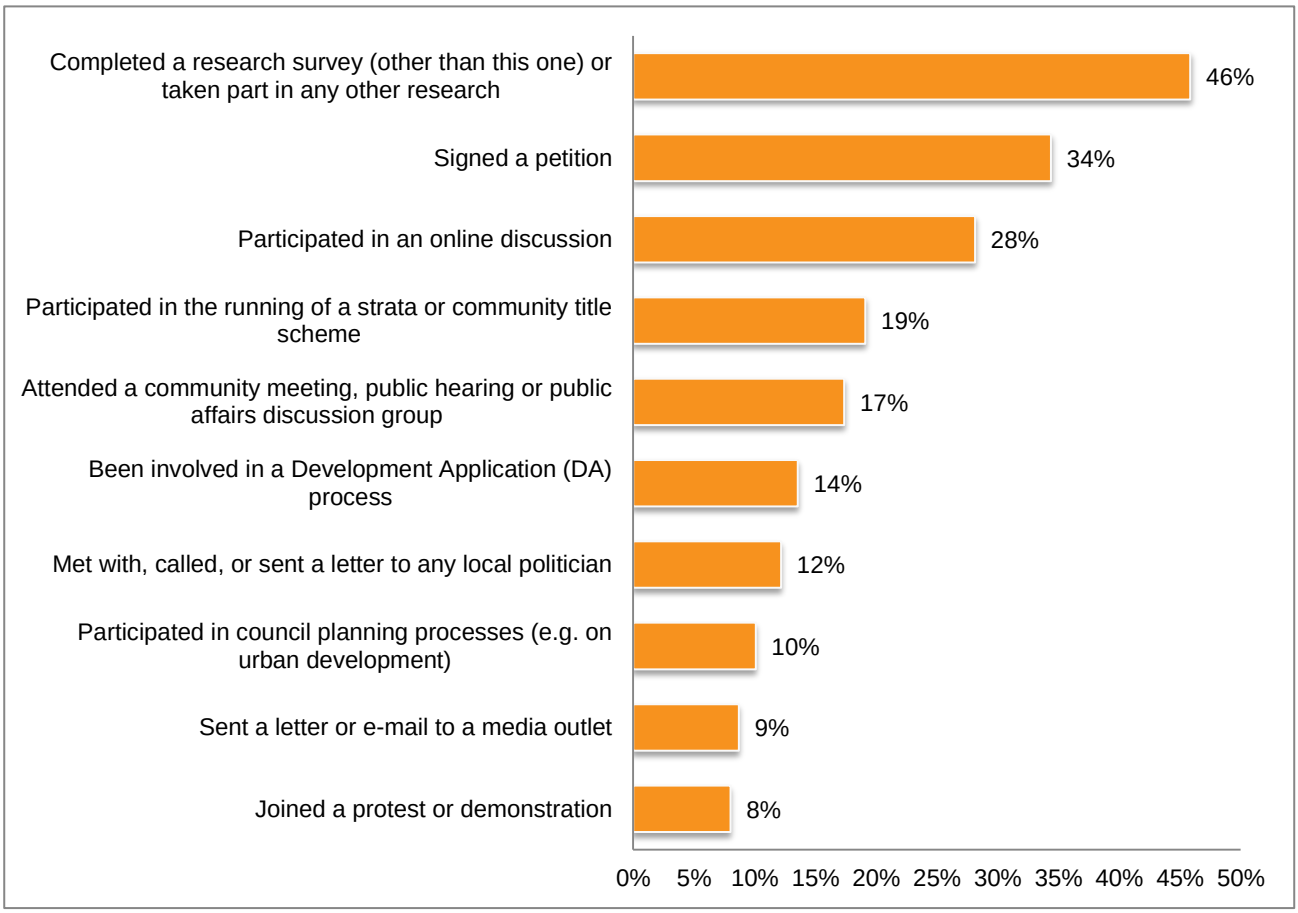
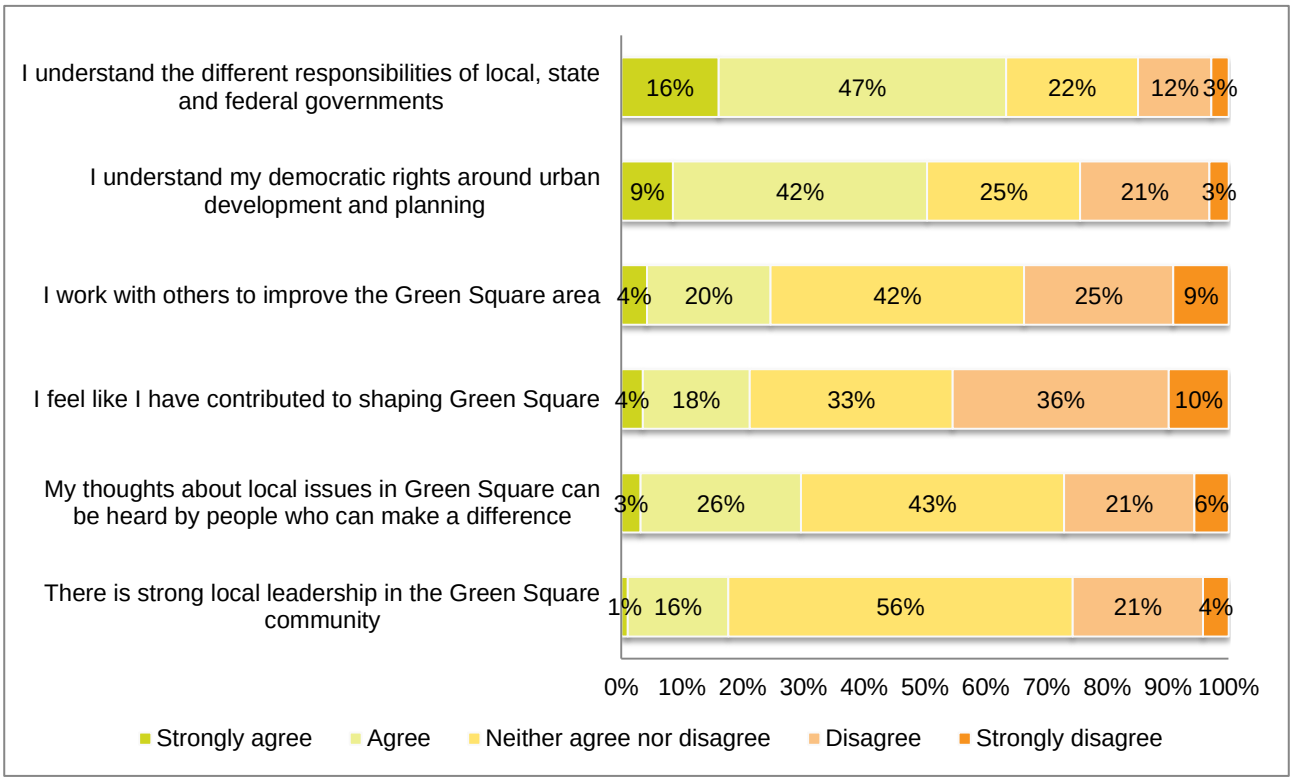


Figure 21: To what extent do you agree with the following statements? (n = various, 281-286)



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 21). The results of this question are very interesting as they suggest that while the majority of people think that they understand the different responsibilities of governments at different levels (63% agree or strongly agree) and their democratic rights around urban development and planning (51%), a much smaller percentage feel that they have made a civic contribution in the area. Indeed, only 24% of people said that they had worked with others to improve the area and only 22% said that they had contributed to shaping Green Square. Related to this, only 17% of people agreed that there was strong local leadership in the community and only 29% 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.[9]

Key finding: *More than half of the residents thought that they understood the different responsibilities of governments at different levels (63%) and their democratic rights around urban development and planning (51%). However, a much smaller percentage felt that they had made a civic contribution by working with others to improve the area (24%) or contributing to shaping Green Square (22%). Related to this, only 29% felt that their thoughts about local issues in Green Square could be heard by people who make a difference and only 17% agreed that there was strong local leadership in the area.*

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

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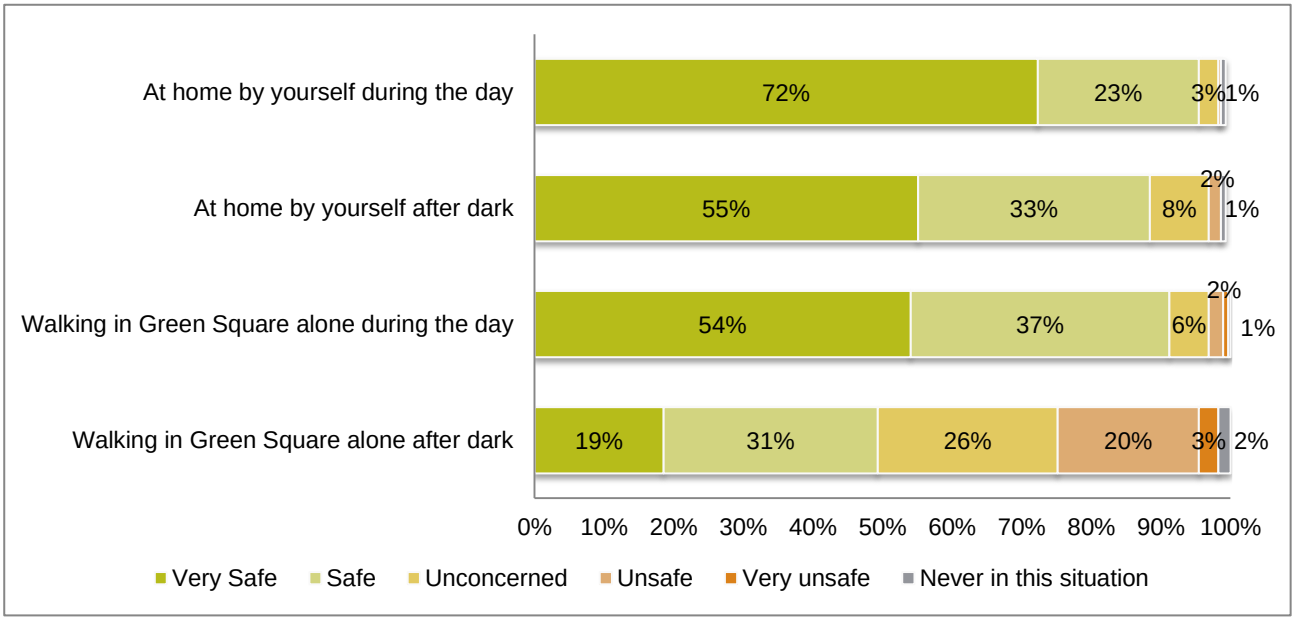
Social order and control

The survey included one question to gauge how safe people feel in the Green Square area under different circumstances. As can be seen in Figure 22, the vast majority of people felt safe or unconcerned in all situations except for walking in Green Square alone after dark, in which circumstance 23% 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 (33%) than men (11%).

Figure 22: How safe do you feel …? (n = various, 285-286)



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 23% of people felt unsafe or very unsafe.*

Opportunities and barriers to social interaction and social cohesion

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

» people's awareness of and use of community services and facilities,

» the impact of the availability of information and personal factors on social interaction,

» design/spatial factors on social interaction and to what extent people feel excluded or comfortable in the area.

In regards to people's use of facilities, survey respondents were asked whether they had used a range of services and facilities in the area. Of the services and facilities listed (see Figure 23), almost all residents had used local cafés and restaurants (96%) and most had used local parks (81%). Approximately half had been to a community event or market (56%) and to local pubs, bars or clubs (55%).

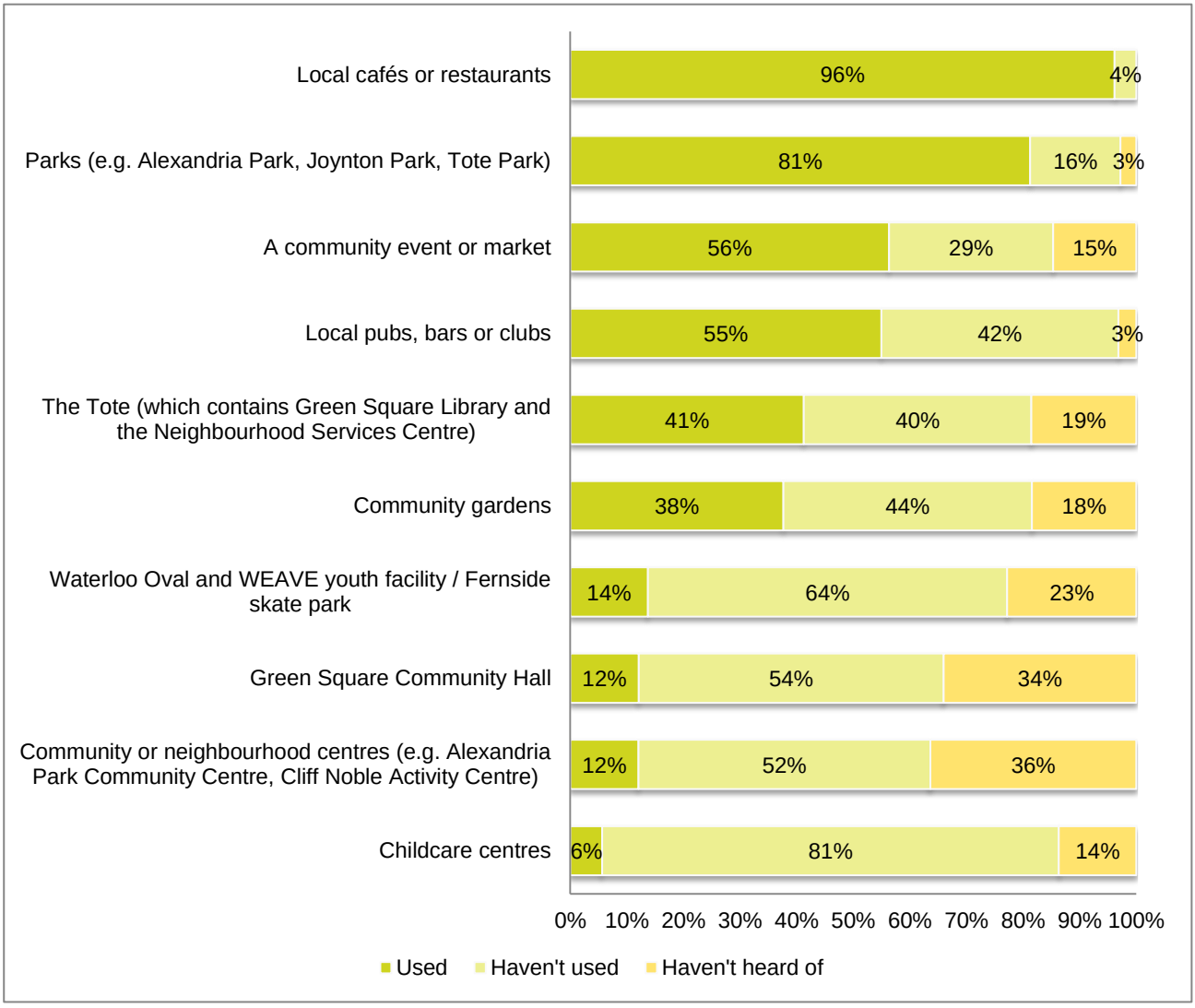
Of the formal community infrastructure provided by council in the area (aside from parks), the Tote was the most commonly used facility (41% of people had used it) and much fewer people had used other community or neighbourhood centres (12%) or the community hall (12%). Community gardens, however, had been used by over a third (38%) of residents.

Key finding: *The services and facilities in the Green Square area most commonly used by residents were local cafés and restaurants (96%) and local parks (86%). Of formal community facilities, the Tote was the most commonly used facility (41%) with much lower use of other community or neighbourhood centres (12%) or the community hall (12%).*

As well as providing a record of the types of services and facilities Green Square residents have used in the area, this question also provides important information about residents' knowledge about the facilities that are available to them. Particularly noteworthy is the fact that more than a third of resident respondents had never heard of the Green Square Community Hall (34%) or of community or neighbourhood centres in the area besides the Tote (36%). Around 20 per cent of people had also not heard of the Tote (19%), Waterloo Oval and the WEAVE youth facility (23%) or of the existence of community gardens (18%) or community events (15%) in the area.

Key finding: *More than a third of resident survey respondents had never heard of the Green Square Community Hall (34%), or the community or neighbourhood centres in the area besides the Tote (36%).*

Figure 23: Which services and facilities have you used within Green Square over the past six months? (n=various, 282-288)



The survey included a follow-up question for people who indicated that they were aware of the Tote or the Community Hall, but did not use one or the other of these facilities (n=190). People were asked to explain why they had not used these facilities (the full results are available in Appendix 7). The most common response was that people did not have enough time due to other commitments such as work, personal and family commitments (47%), however many people (44%) said that they did not know what happens at these facilities, suggesting that even when people are aware of the existence of facilities, they may not know what services or activities are on offer there.

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 24, 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 (13%). Other important reasons are difficulty in finding information about social activities (22% often or all of the time), not being sure what to talk about with new people (23% often or all of the time) and not being interested (27% often or all of the time). While other barriers to social interaction were mentioned less often by survey respondents, more than a quarter said that financial reasons (32%) and not feeling welcome (32%) limited their social interactions at least some of the time, and difficulty

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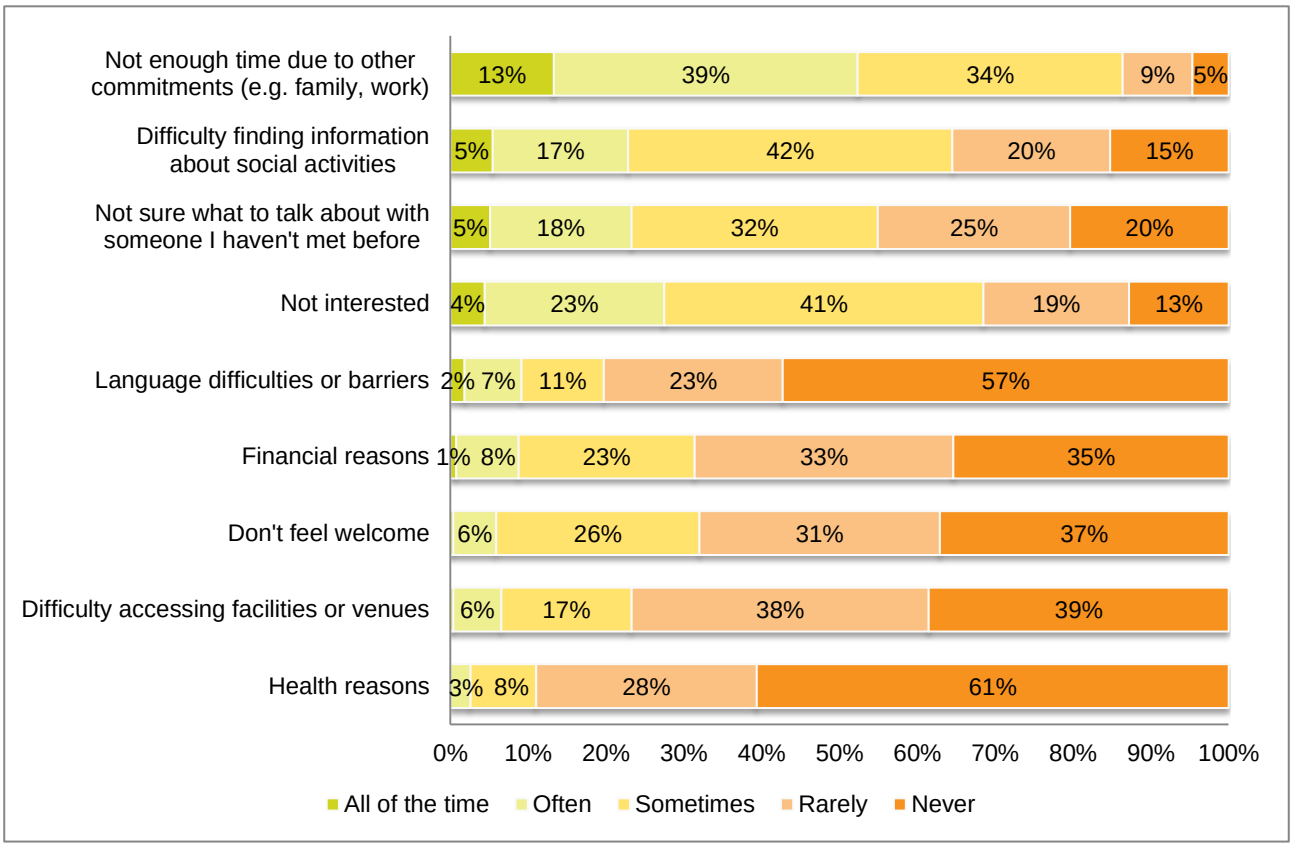
accessing facilities or venues (23%), language difficulties (20%) and health reasons (11%) also limited some people's social interactions at least some of the time.

Figure 24: Do you feel that any of the following limits the extent to which you socialise with other people in Green Square? (n = various, 272-279)



Key finding: *The most common limitation people experience to socialising with others in the area is time constraints (52% often or all of the time). Other important limitations are difficulty in finding information about social activities (22% often or all of the time), not being sure what to talk to new people about (23% often or all of the time) and not being interested (27% often or all of the time).*

The results presented above 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 currently received information about these matters, and how they would like to receive that information[10]. The most important sources of information currently are letters, noticeboards, information at the local library or community centre, and websites (see Figure 25). However also notable is the large proportion of residents (more than one-third) who would like to receive information through noticeboards, e-mails, social media or websites.

[10] In reviewing this data it should be kept in mind that while respondents were asked to tick all options that applied, it is possible that some people who currently received information in a particular way did not then tick that they would like to receive information in that way, even if this may be the case.

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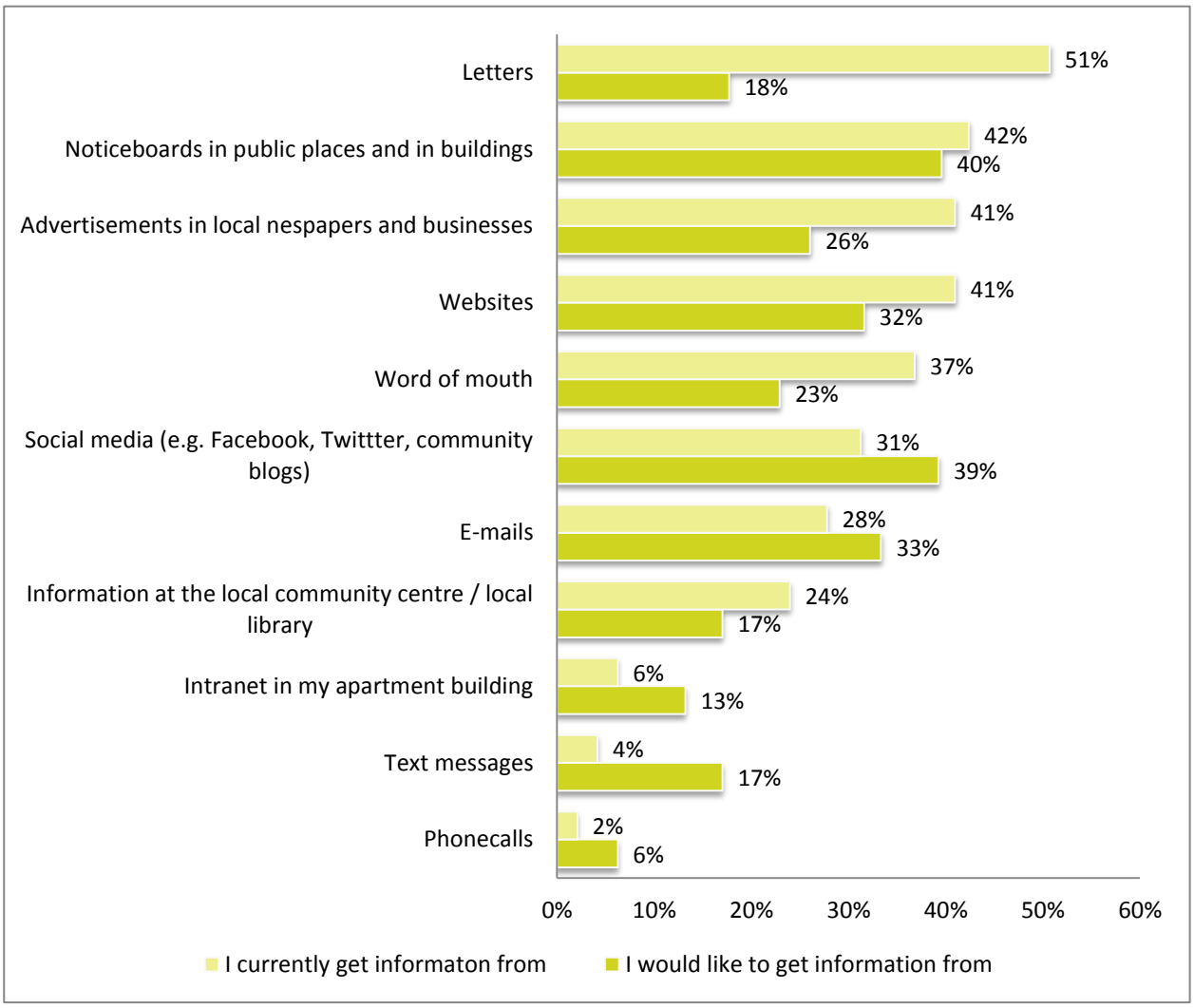
Figure 25: Where do you currently get information about opportunities to participate in social activities in Green Square, and where would you like to get this information (n=288)



Key finding: *People currently get information about opportunities to participate in social activities in Green Square most often from letters (51%), noticeboards (42%), advertisements in local newspapers and businesses (41%) and websites (41%); but people would like to get information from noticeboards (40%), social media (39%), e-mails (33%) and websites (32%).*

Implications for practice

The findings of this survey paint a picture of a community with a high proportion of time-poor people who desire more social interaction with others who live and work in the area. Of particular note, many respondents indicated that they had difficulty finding out what opportunities were available to them to socialise with other people in their area.

The survey also suggests that while this group is relatively well informed of their civic rights and responsibilities, only a small proportion have become actively engaged in trying to improve their community and an even smaller proportion feel that their thoughts about the community would be taken into account by local leaders or others who could make a difference. The survey also highlighted the existence of smaller, yet significant, pockets of the population whose social interactions and participation are constrained by lower incomes, feelings of exclusion, and access and language barriers.

These findings suggest that community development interventions aimed at encouraging social interaction and cohesion in the community will need to be two-pronged. On the one hand, interventions will be needed that cater to the needs of people on lower incomes experiencing language barriers and social exclusion. Such interventions may learn from interventions commonly used in renewal areas dominated by social housing tenants. On the other hand, interventions will also be needed to engage high-income but time-poor residents, who demonstrated a desire for greater involvement in social interactions, but are constrained because of a lack of knowledge about the opportunities available to them.

As well as having implications for community development interventions, these findings also have implications for open space and public domain planning. Importantly, parks and public spaces are significant locations for social interaction in Green Square. This is an important finding that could influence local land use planning and infrastructure development in Green Square and in future urban renewal areas, as it suggests that parks are more important than formal community spaces in facilitating local social interaction. Cafés, restaurants and bars, and local shops, were also important locations for social interaction, and residents spoke of their desire for more such facilities in the area. This suggests that the ideal of mixed-use development encouraging greater social interaction is supported by the findings in this case.

An interesting finding is the potential benefits of social interaction at the building level. The survey results suggest that residential buildings are very important locations for social interaction. People's homes were the most important locations for social interaction in general, and the entrances to the buildings people lived in were the most important locations for incidental social interactions within Green Square. This points to the importance of ensuring that planning and building promote the provision of facilities that encourage positive social interaction in higher-density developments in particular.

There is also an important finding from this survey relating to place making activities in Green Square. This is that Green Square is the location to which survey respondents felt the least attachment (less than to locations at both smaller and larger scales), and people felt more attached to the suburbs in which they lived than to the Green Square area as a whole. Survey respondents also often spoke about Green Square as a place that was currently changing and likely to continue changing in the future. This suggests that Green Square does not currently have a strong place identity and the area is in a state of flux. It is possible that this is one of the reasons that the response rate to the survey was much lower than expected. It is possible that this will change in the future, and we note that at the time of writing this report, the Council is currently engaging with residents of the area about the potential to change the name of the area. It will be interesting to see whether any such change makes a difference to perceptions about, and attachment to, the Green Square area in future surveys.

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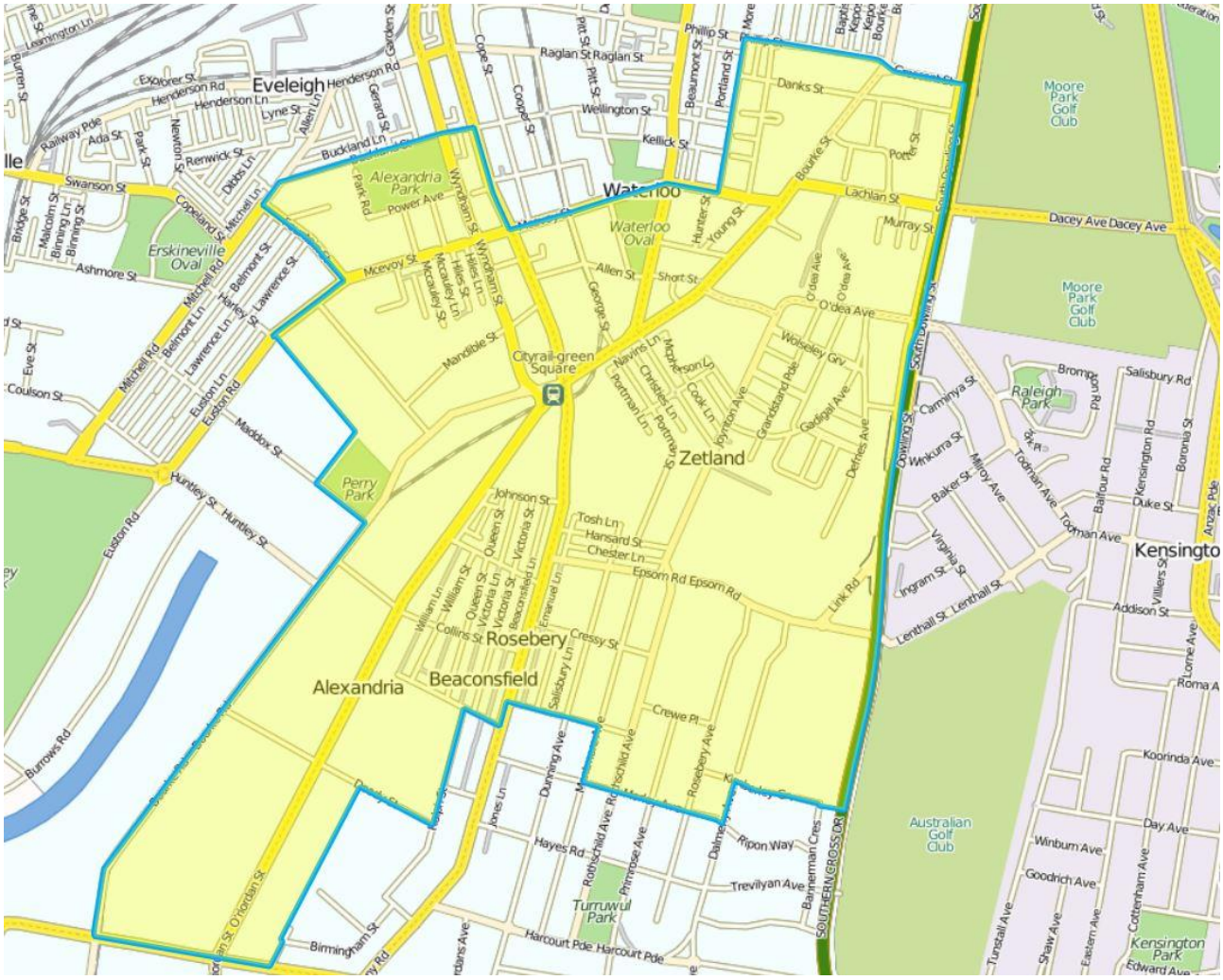
Appendices

Appendix 1 Boundaries of SA1s used to determine area population

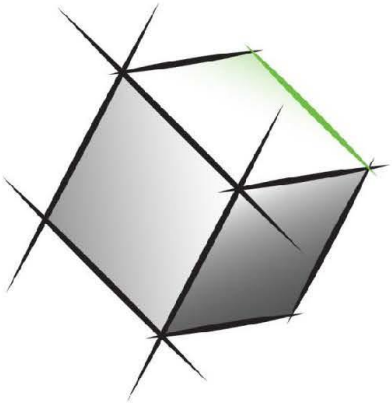


This map shows the boundaries of the area from which the resident population figures presented in this report refer. It is a combination of 29 Statistical Area Ones (SA1s). There are some areas included in this map that are not in the Green Square urban renewal area. These are the areas protruding to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

Appendix 2: Blank survey tool (English version)

My Place

Green Square Community Survey



Green Square Community Survey

We want Green Square to be a great place to live and work. To achieve this, we need to know about the experiences and desires of residents and workers.

Your answers will help us to improve services and facilities, adapt design requirements, respond to social issues and concerns and encourage grassroots initiatives.

We would love to hear from you if:

1. You are over 18 years old
2. You currently live or work in Green Square

The survey should take approximately 15-20 minutes to complete. Once you have completed the survey, don't forget to enter your details for a chance to **win a dinner at a local restaurant of your choice to the value of $200**.

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. (Please keep this letter for your reference.) Continuing with the survey indicates that, having read and understood the information provided in the information statement, you have decided to participate.

Once you have completed this survey, please either:

1. Drop it off in the comments box at the Tote (100 Joynton Ave, Zetland)
2. Post it to: Dr Hazel Easthope
   City Futures Research Centre
   Faculty of Built Environment
   University of NSW
   NSW 2052

This research is being undertaken by the City Futures Research Centre at the University of NSW in partnership with the City of Sydney Council.

Map of Green Square

This map shows the boundaries of the Green Square area, which is the focus of this survey.

Section 1 – How you live or work in Green Square

Q1. Do you live in Green Square?

- O Yes
- O No – *Go to Q9*

Q2. What suburb do you currently live in? (Please cross [X] one)

O Alexandria	O Rosebery	O Zetland
O Beaconsfield	O Waterloo	

Q3. How long have you lived in Green Square? (Please cross [X] one)

O Up to 6 months	O 6 - 12 months
O 1 - 5 years	O 6 years or more
O I am visiting (for less than 6 months) family/friends and have visited before	O I am visiting (for less than 6 months) family/friends for the first time
O Other (Please specify)	

Q4. Why did you move to Green Square? (Tick all that apply)

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

Q5. What do you like the most about living in Green Square?

_____

_____

_____

_____

Q6. What do you like the least about living in Green Square?

_____

_____

_____

_____

Q7. **To what extent do you agree with the following statements about where you live? (Please cross [X] the most appropriate circle [O] for each row):**

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

Q8. **To what extent do you feel that you are part of the community in... ? (Please cross [X] the most appropriate circle [O] for each row):**

	Very strongly	Strongly	Neutral	Not much	Not at all
The building in which you live	O	O	O	O	O
The street on which you live	O	O	O	O	O
The suburb in which you live	O	O	O	O	O
Green Square	O	O	O	O	O
Inner city and surrounds	O	O	O	O	O
Sydney	O	O	O	O	O
Australia	O	O	O	O	O

Q9. **Do you work in Green Square?**

- O Yes
- O No – *Go to Q19*

Q10. **What suburb do you currently work in? (Please cross [X] one)**

O Alexandria	O Rosebery	O Zetland
O Beaconsfield	O Waterloo	

Q11. **How long have you worked in Green Square? (Please cross [X] one)**

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

Q12. How many people does your business employ? (Please cross [X] one)

O	1	O	11-20
O	2-5	O	21-50
O	6-10	O	More than 50

Q13. What is your role in the business? (Please cross [X] one)

- O Employee *-- Go to Q16*
- O Owner or joint owner
- O Sole trader or freelancer
- O Manager or senior manager
- O Other (Please specify): *-- Go to Q16*

Q14. Why did you locate your business in Green Square? (Please cross [X] all that apply)

O	I live in the area	O	I work from home
O	Competitive rent	O	Property purchase affordability
O	Availability of an appropriately-sized property	O	Proximity to the Green Square town centre
O	Proximity to public transport	O	Proximity to the Eastern Distributor
O	Proximity to Sydney CBD	O	Proximity to Kingsford Smith Airport
O	Opportunity to fill a market niche	O	Good access to recreational and leisure facilities (e.g. cycle ways, parks, children's playgrounds, sports fields)
O	Good facilities and services in the area (e.g. shops, schools, libraries)	O	I don't know
O	Other (Please specify):		

Q15. To your knowledge, has your business ever ...? (Please cross [X] all that apply)

- O Partnered (e.g. promoted, helped organise, supplied goods and services, or collaborated on planning or delivery) with a community group (in or outside Green Square)
- O Sponsored (e.g. provided financial, cash or value-in-kind contribution without expectation that the business would participate in any other way) a community group (in or outside Green Square)
- O My business has neither partnered with, nor sponsored, a community group to my knowledge

Q16. What do you like the most about working in Green Square?

Q17. What do you like the least about working in Green Square?

Q18. To what extent do you feel that you are part of the community in… ? (Please cross [X] the most appropriate circle [O] for each row):

	Very strongly	Somewhat	Neutral	Not much	Not at all
The building in which you work	O	O	O	O	O
The street on which you work	O	O	O	O	O
The suburb in which you work	O	O	O	O	O
Green Square	O	O	O	O	O
Sydney	O	O	O	O	O
Australia	O	O	O	O	O

Q19. If a friend asked you what Green Square is like, what would you tell them?

_____

_____

Q20. What are the *top five* things that would make Green Square the kind of place you would want to live and/or work in in the future? (i.e. certain facilities, events or services) [*tick all that apply*]

Cultural	More public art	O
	More community events and entertainment in public spaces	O
	More evening activities (such as open air cinemas, night markets)	O
Economic	A wider variety of retail shops	O
	A wider variety of cafes, restaurants and bars	O
	More local employment opportunities	O
Public space	Better landscaping in streets and parks (trees, shrubs, pathways)	O
	More larger open spaces in parks (e.g. for kicking a ball)	
	More sporting facilities (e.g. courts, tennis walls, ping pong tables, and swimming pools)	O
	More places for 1-12 year olds to play (e.g. playgrounds)	O
	More public places that are undercover	O
	More public places where I can socialise with friends and neighbours (e.g. with BBQs, tables, seating)	O
Services	Better access to good quality childcare	O
	Better access to good schools	O
	Better access to other services (e.g. health services)	O
Social	More friends and/or family living nearby	O
	More local community interaction (e.g. people in the neighbourhood who talk to each other)	O
Transport	Improved traffic management	O
	Safer conditions for pedestrians and cyclists	O
	Improved parking	O
	Better public transport that connects to more areas of the city	O
Other	Please list anything else that you think would make Green Square a better place here:	

Q21. Which services and facilities have you used within Green Square over the past six months? (Please cross [X] all that apply)

	Used	Haven't used	Haven't heard of
Parks (e.g. Tote Park, Alexandria Park, Joynton Park)	O	O	O
Community gardens	O	O	O
Community or neighbourhood centres (e.g. Alexandria Park Community Centre, Cliff Noble Activity Centre)	O	O	O
Green Square Community Hall	O	O*	O
The Tote (which contains Green Square Library and the Neighbourhood Services Centre)	O	O*	O
Childcare centres	O	O	O
A community event or market	O	O	O
Local cafes or restaurants	O	O	O
Local pubs, bars or clubs	O	O	O
WEAVE youth facility / Fernside Skate Park (at Waterloo Oval)	O	O	O

Q21a. *If you responded that you do not use the Tote/Green Square Library or the Green Square Community Hall, what are the main reasons you do not use these facilities? (Please cross [X] all that apply)

Not enough time due to other commitments (work, personal, family)	O
I don't know what happens there.	O
I don't know what happens there, but I don't think it would interest me.	O
I know what happens there but it doesn't interest me	O
It is not convenient/transport is difficult	O
Language difficulties	O
Don't feel welcome	O
Other (Please specify)	O

Q22. How safe or unsafe do you feel when you are in the following situations? (Please cross [X] the most appropriate circle [O] for each row):

	Very safe	Safe	Unconcerned	Unsafe	Very unsafe	Never in this situation
At home alone during the day	O	O	O	O	O	O
At home alone after dark	O	O	O	O	O	O
Walking in Green Square alone during the day	O	O	O	O	O	O
Walking in Green Square alone after dark	O	O	O	O	O	O

Q23. On a typical day, how do you travel to … [tick all that apply]

	Public transport	Private car	Walking	Cycling	Other	Not applicable
Your place of work / study	O	O	O	O	O	O
The supermarket / food store	O	O	O	O	O	O
Other shops	O	O	O	O	O	O
Child's school	O	O	O	O	O	O
Meet friends or family for socialising	O	O	O	O	O	O
Participate in sport or recreational activities	O	O	O	O	O	O

Section 2 – Community in Green Square

Q24. How often do you meet socially with friends, relatives or work colleagues? At least ….

- O Daily
- O Weekly
- O Monthly
- O Less frequently
- O Never

Q25. In the past month, have you had contact with people in any of the following ways? (Please cross [X] all that apply)

	In Green Square	Outside Green Square	I haven't had contact with people this way
Participating in clubs, groups or associations	O	O	O
Sitting on the executive committee of your building	O	O	O
Volunteering	O	O	O
Chatting to people while shopping	O	O	O
Through involvement with schools / educational institutions	O	O	O
Through involvement with a church or religious centre	O	O	O
Through involvement in sport or other recreational activities	O	O	O
Socialising in cafes, restaurants and/or pubs	O	O	O
Socialising in parks	O	O	O
Socialising in common areas of the building you live in (e.g. courtyards, common rooms, BBQ areas)	O	O	O

Continues over page

Continued from previous page			
Chatting to people on or waiting for public transport or on the street	O	O	O
Attending community events	O	O	O
Socialising in a community or cultural space (e.g. library, museum, community garden)	O	O	O
Socialising in your own and/or others homes	O	O	O
Connecting with people online (e.g. through social media) who are …	O	O	O

Q26. In the past 12 months have you done any of the following? (Please cross [X] all that apply)

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

Q27. Do any of the following limit you from socialising or participating in organised social activities in Green Square? (Please cross [X] the most appropriate circle [O] for each row)

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

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Q28. How do you currently get information about opportunities to participate in social activities in Green Square, and where would you like to get this information? (Tick all that apply)

	I currently get information from	I would *like* to get information from	I *don't want* to get information from
Letters	O	O	O
E-mails	O	O	O
Phone calls	O	O	O
Text Messages	O	O	O
Websites	O	O	O
Information at the local community centre/ local library	O	O	O
Noticeboards in public places and/or my building	O	O	O
Advertisements in local newspapers and in local businesses	O	O	O
Social media (e.g. Facebook, Twitter, community blogs)	O	O	O
Word of mouth	O	O	O

Q29. Of your friends, how many… ?

	All	Most	About half	Few	None	Don't know
Are of a similar age to you	O	O	O	O	O	O
Are from the same ethnic background as you	O	O	O	O	O	O
Have similar levels of education as you	O	O	O	O	O	O

Q30. How would you best describe your level of interaction with other people who live or work in Green Square? (Please cross [X] one)

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

Q31. Do you run into people you know in the following places in Green Square? (Please cross [X] all that apply)

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

Q32. To what extent do you agree with the following statements? (Please cross [X] the most appropriate circle [O] for each row):

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
There is strong local leadership in the Green Square community	O	O	O	O	O
My thoughts about local issues in Green Square can be heard by people who can make a difference	O	O	O	O	O
I feel like I have contributed to shaping Green Square	O	O	O	O	O
I work with others to improve the Green Square area	O	O	O	O	O
I understand my democratic rights around urban development and planning (i.e. development applications, masterplanning) for my area	O	O	O	O	O
I understand the different responsibilities of local, state and federal governments	O	O	O	O	O

Section 3 – A few questions about you

Q33. What is your age group? (Please cross [X] one)

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

Q34. What is your gender? (Please cross [X] one)

O Female O Male O Other

Q35. What is your country of birth? (Please cross [X] one)

O	Australia – *go to Q37*	O	Malaysia	O	Ireland
O	China (excludes SARs and Taiwan)	O	Korea, Republic of (South)	O	England
O	Hong Kong (SAR of China)	O	Indonesia	O	Greece
O	Other (Please specify):				

Q36. How many years have you lived in Australia?

O	Less than 1 year
O	1-5 years
O	6-10 years
O	More than 10 years

Q37. What is the main language spoken in your home? (Please cross [X] one)

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

Q38. How many adults and children live in your household?

	1	2	3	4	5	6 or more
Adults (18+)	O	O	O	O	O	O
Children (under 18)	O	O	O	O	O	O

Q39. How would you best describe your household? (Please cross [X] one)

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

Q40. Do you own a pet? (tick all that apply)

O	Yes, I have a dog
O	Yes, I have another type of animal
O	No, I don't have and don't want a pet
O	No, I don't have a pet. I would like one but am not allowed under my lease agreement or the rules of my building (e.g. strata by-laws)
O	No, don't have a pet. I would like to have one, but can't for another reason (e.g. away too often, cost, allergies, design of property)

Q41. Which of these best describes the property you currently live in? (Please cross [X] one)

O	Apartment/Flat (up to 3 storeys)	O	Separate House -- *Go to Q43*
O	Apartment/Flat (4-9 storeys)	O	Duplex/semi-detached -- *Go to Q43*
O	Apartment/Flat (10 or more storeys)	O	Terrace House -- *Go to Q43*
O	Flat above shop	O	Other (Please specify):

Q42. Are there any of the following in your building? (Please cross [X] all that apply)

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

Q43. Which of the following best describes your household's current annual income (before tax)? (Please cross [X] one)

O	Negative income	O	$104,000 - $180,000
O	Nil income	O	$180,001 - $255,000
O	$1 - $20,799	O	$255,001 or more
O	$20,800 - $64,999	O	Don't know
O	$65,000 - $103,999	O	Do not wish to disclose

Q44. Which of the following best describes your current employment status? (Please cross [X] one)

O	Employed, full-time work	O	Freelance / contractor / seasonal worker
O	Employed, part-time work	O	Unemployed, looking for work *-- Go to Q47*
O	Employed, casual work	O	Not in the labour force *-- Go to Q47*

Q45. Which of the following best describes your current occupation? (Please cross [X] one)

O	Clerical and/or administrative worker	O	Community and/or personal service worker
O	Labourer	O	Manager
O	Machinery operator and/or driver	O	Professional
O	Student	O	Technician and/or trade worker
O	Other (Please specify):		

Q46. Which of the following *best* describes your working hours? (Tick all that apply)

O	Office hours (9-5 Monday-Friday)
O	Night hours
O	Weekend
O	Shift work (varying times)
O	Other

Q47. Is your household...? (Please cross [X] one)

O	Paying off a mortgage	O	Renting (community housing)
O	Renting (privately)	O	Owning your home outright (no mortgage)
O	Renting (public housing)	O	Other (Please specify):

Q48. Does your household usually spend more than 30% of the combined household income on housing costs (rent or mortgage and/or strata levies)? (Please cross [X] one)

O	Yes	O	Don't know
O	No	O	Do not wish to disclose

Q49. Would you like to: (Tick all that apply)

O	Enter the prize draw to win a $200 voucher for dinner at a local restaurant?
O	Get information about the findings of this research via e-mail?
O	Get regular Green Square updates via e-mail?
O	Be involved in possible future research by City of Sydney staff or UNSW researchers [you can accept or decline invitations at any time]

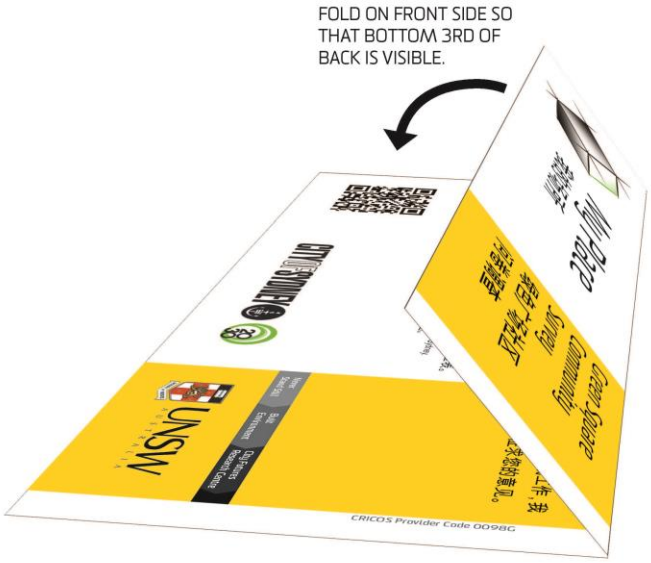
If you ticked any of the above options, please provide your e-mail address and/or telephone number below. [These details will only be used to contact you for the purposes you have selected above.]

_____

THANK YOU for participating in our survey!!

Appendix 3 Flyer advertising survey

Folding instructions



My Place
我的场所

Green Square Community Survey
绿色广场社区问卷调查

We want Green Square to be a great place to live and work.
To achieve this, UNSW Australia and the City of Sydney need to know how residents and workers feel about Green Square and what type of place you want it to be.

By answering some questions about your life in Green Square, you will help us improve services and facilities, adapt design requirements, respond to social concerns and encourage grass-roots initiatives.

You can also **win a $200 voucher** to a local restaurant of your choice.

To complete the survey:

1. visit www.cityfutures.net.au and follow the links.
2. scan the QR Code on this flyer.
3. pick up a paper copy at The Tote (100 Joynton Ave, Zetland) or call Hazel at UNSW (9385 6041) to have one sent to you.

我们希望将绿色广场地区建成生活和工作的理想之所。为此，我们需要了解当地居民和上班人士的体验及愿望。您还可以参加抽奖活动来赢取$200代金券（可自选当地餐馆就餐）。如果您愿意参加问卷调查，请登录 www.cityfutures.net.au，点击中文版问卷调查表的链接。也可前往The Tote (100 Joynton Ave, Zetland) 领取纸质中文版问卷调查表。

This research is being carried out by the City Futures Research Centre at UNSW in partnership with the City of Sydney.
本问卷调查由新南威尔士大学城市未来研究中心 (City Futures Research Centre) 与悉尼市议会联合推出。

If you live or work in Green Square, then we'd like to hear from you.

如果您在绿色广场（Green Square）地区生活或工作，我们希望能够征求您的意见。

CRICOS Provider Code 00098G

Never Stand Still | Built Environment | City Futures Research Centre

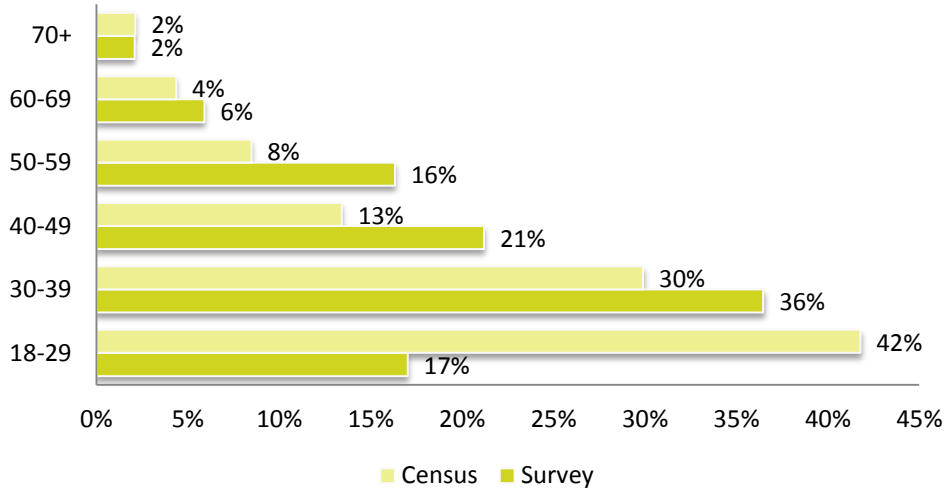
CITY OF SYDNEY

UNSW AUSTRALIA

Appendix 4 Demographic characteristics of resident survey respondents

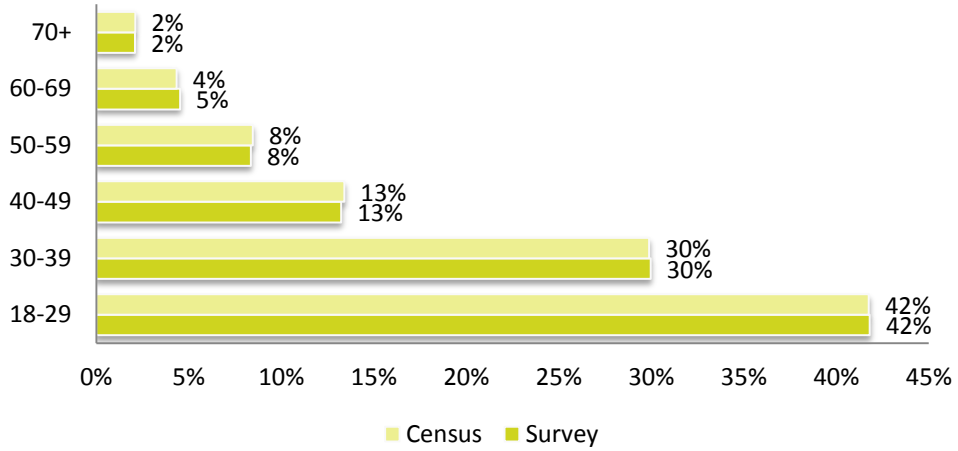
Un-weighted survey results

Age



Survey: 288 people Census: 14,337 people

Weighted survey results



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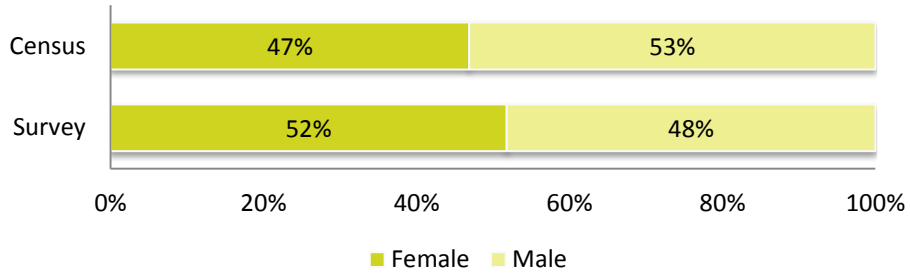
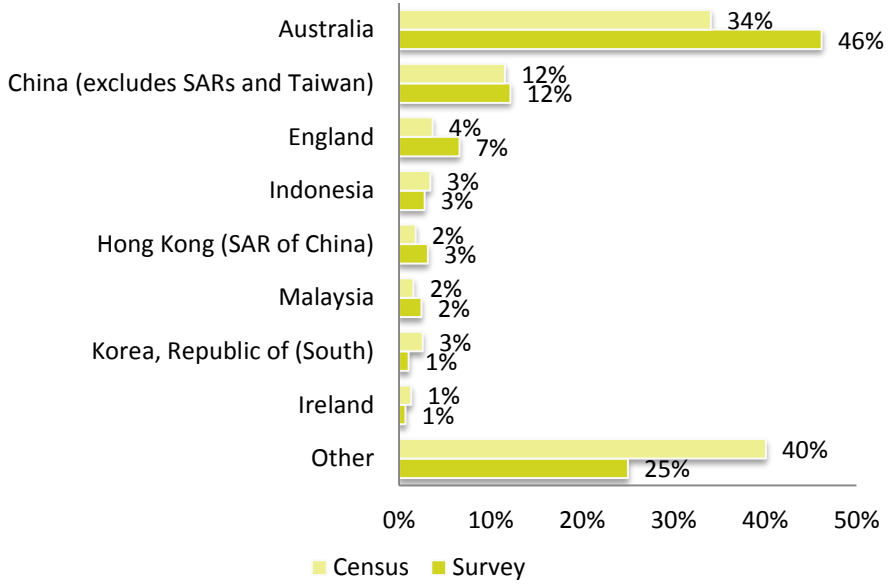
Un-weighted survey results

Gender



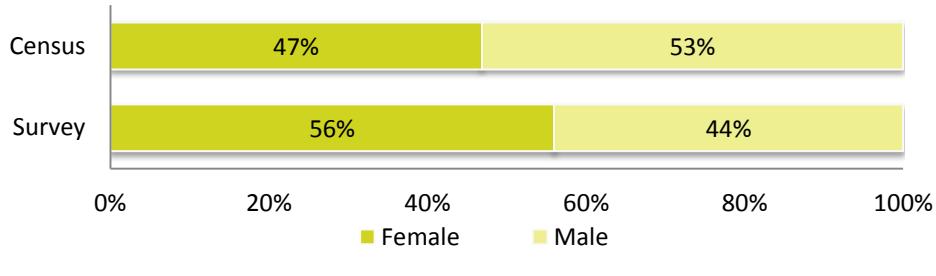
Survey: 284 people Census: 14,347 people

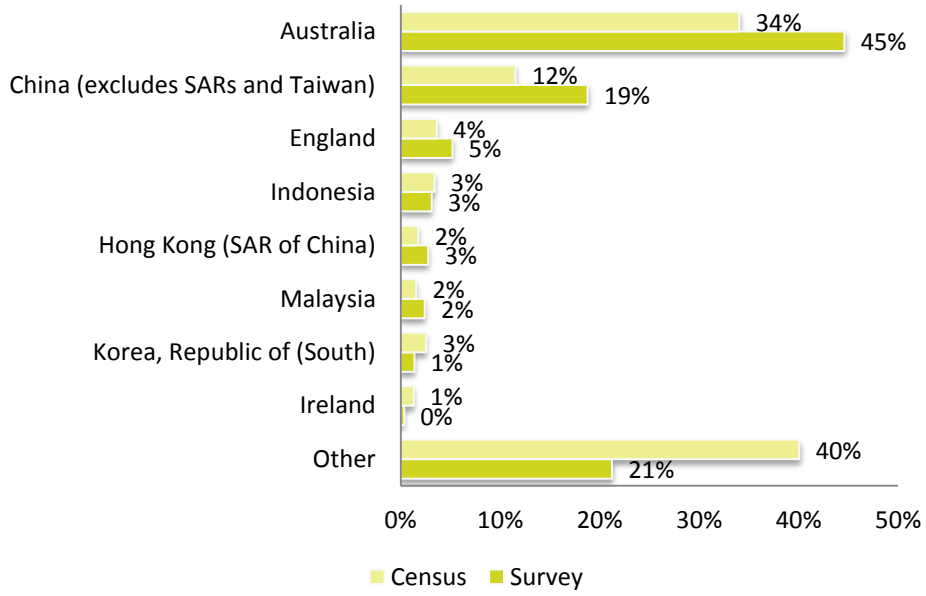
Country of birth



Survey: 288 people Census: 14,303 people

Weighted survey results





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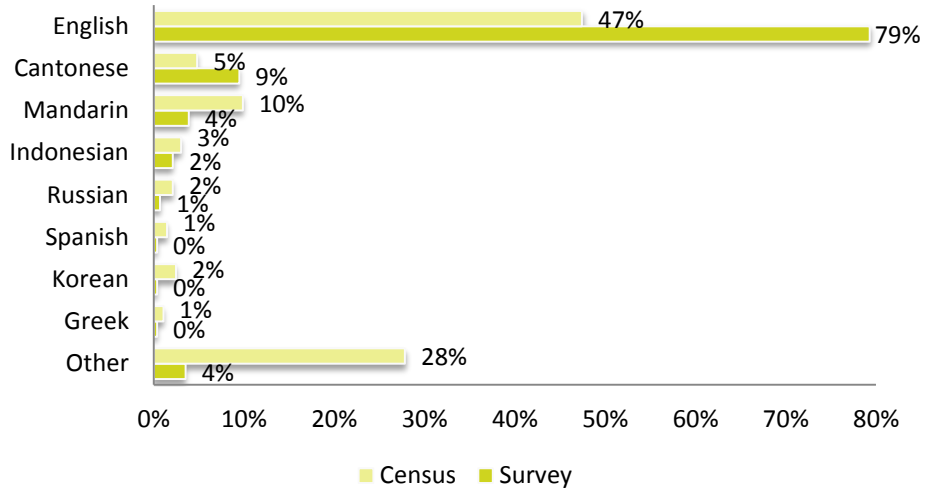
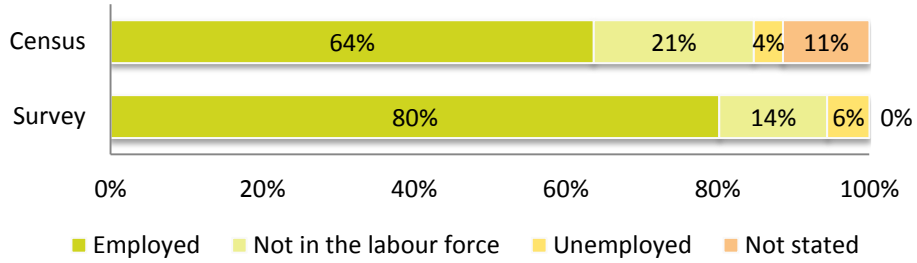
Un-weighted survey results

Main language spoken at home



Survey: 285 people Census: 14,303 people

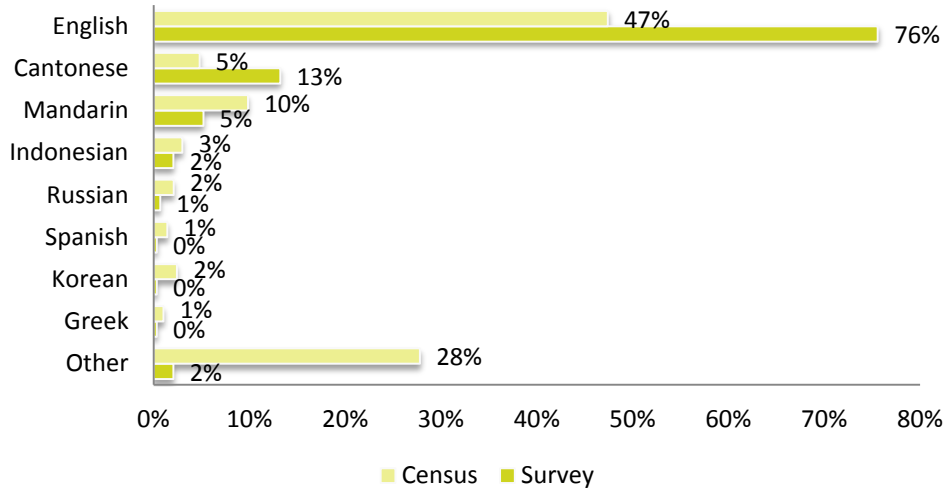
Employment status

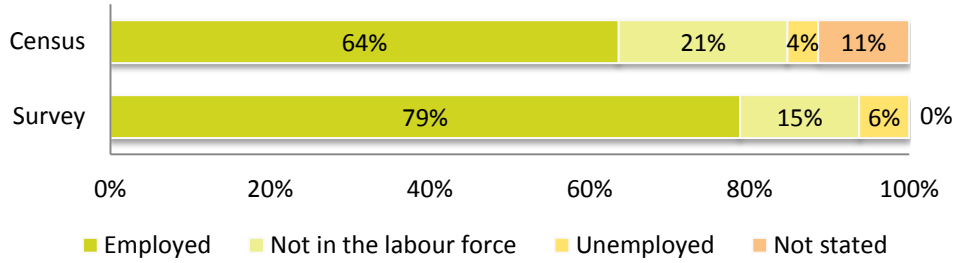


Survey: 288 people Census: 14,347 people

Un-weighted survey results

Weighted survey results





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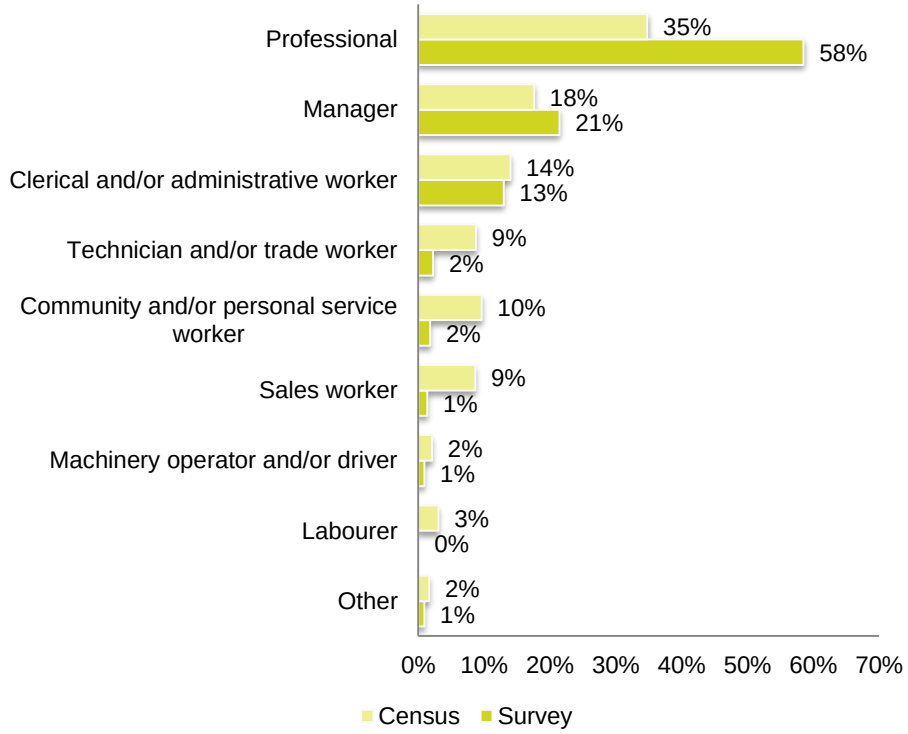
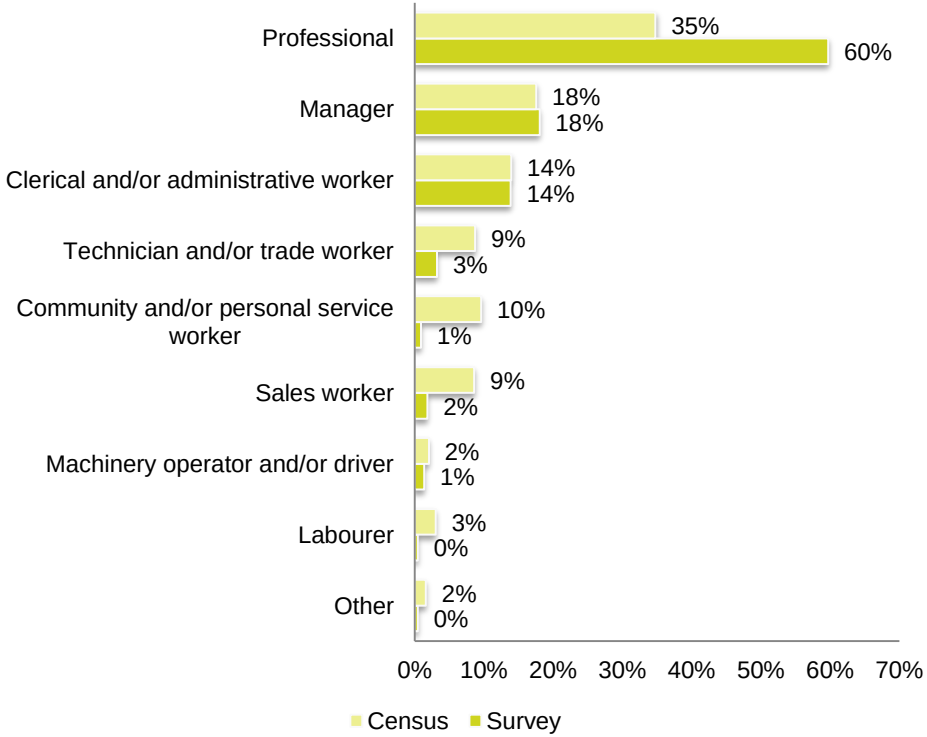
Un-weighted survey results

Occupation



Survey: 224 people Census: 9,139 people

Weighted survey results



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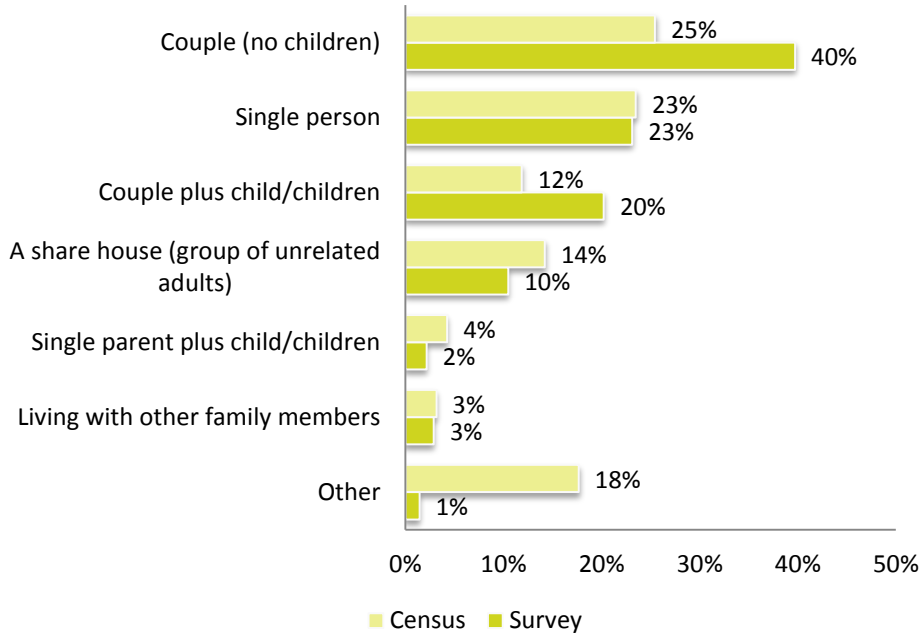
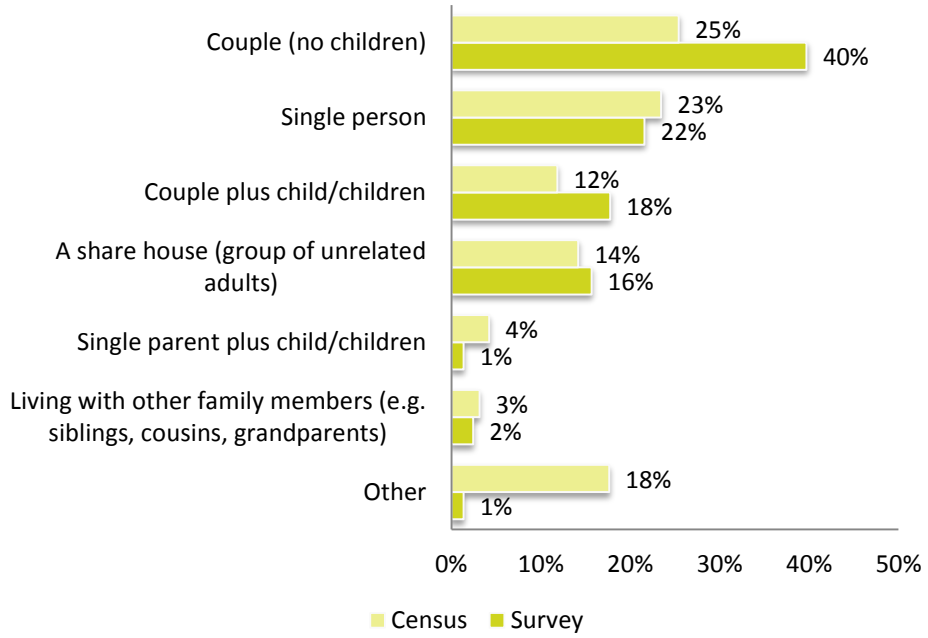
Un-weighted survey results

Household type



Weighted survey results



Survey: 286 people Census: 7,772 households

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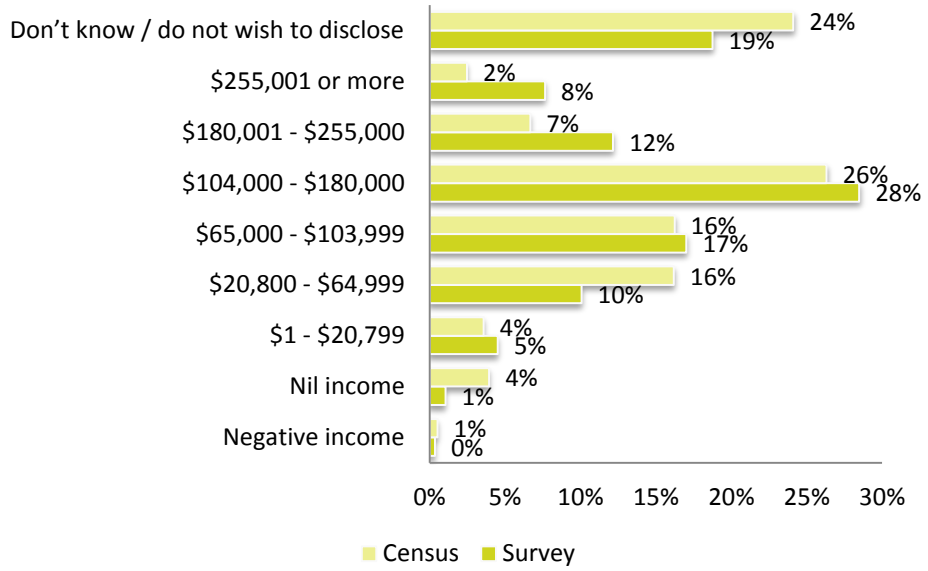
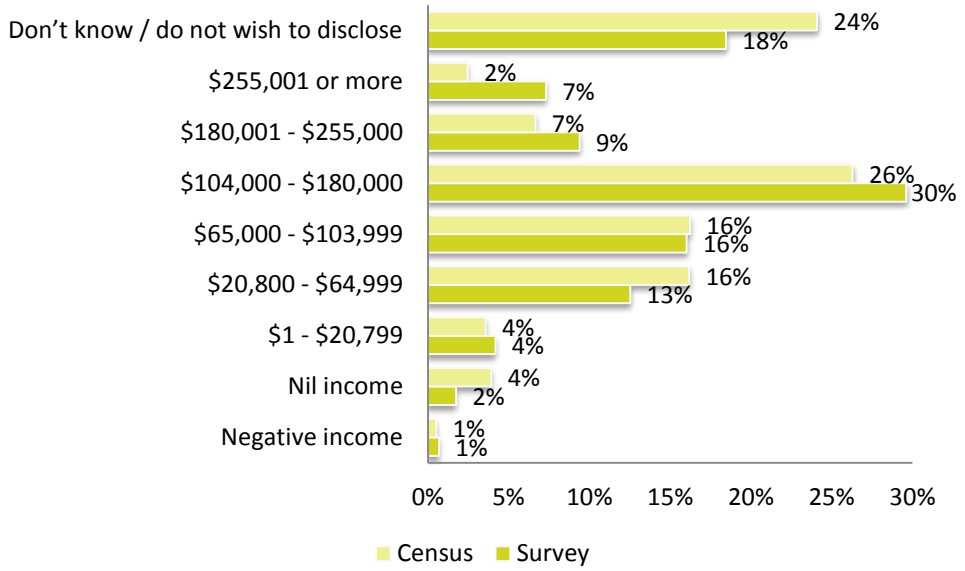
Un-weighted survey results

Household income



Weighted survey results



Survey: 288 people Census: 7,772 households

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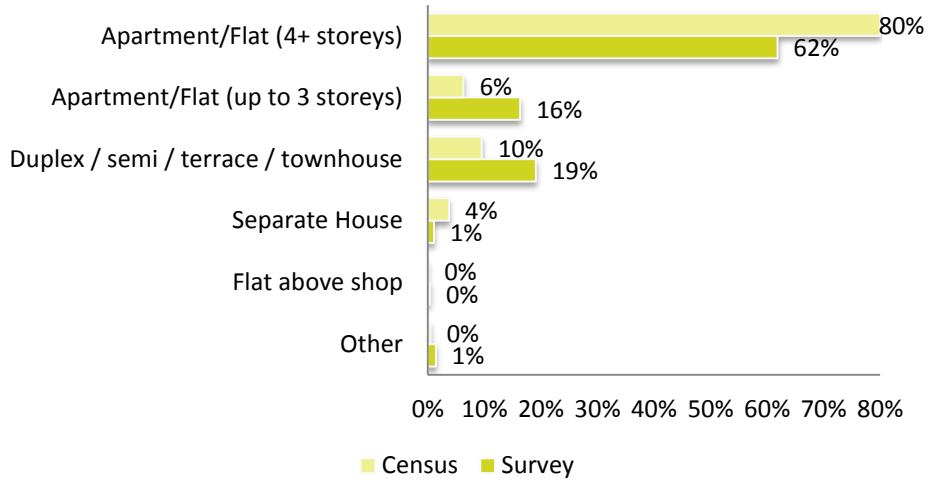
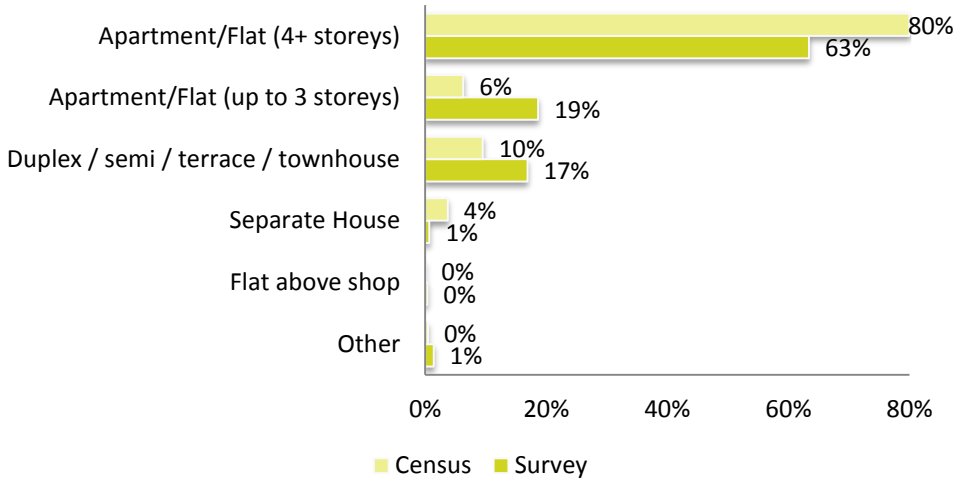
Un-weighted survey results

Dwelling type



Survey: 288 people Census: 7,772 households

Weighted survey results



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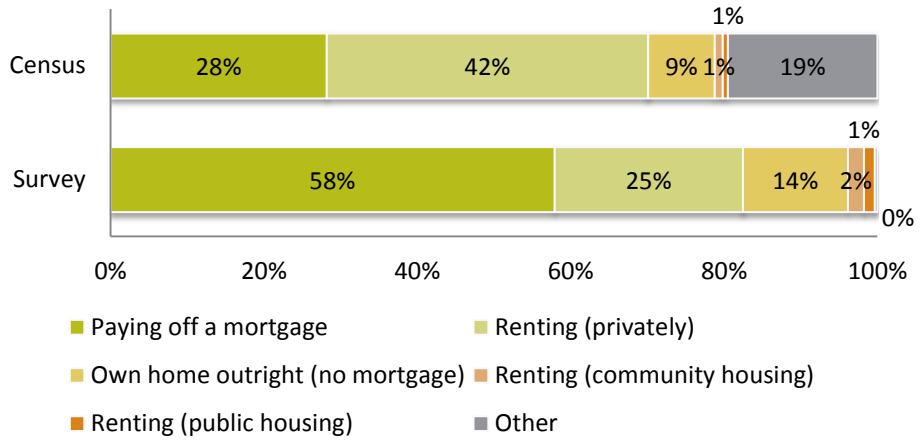
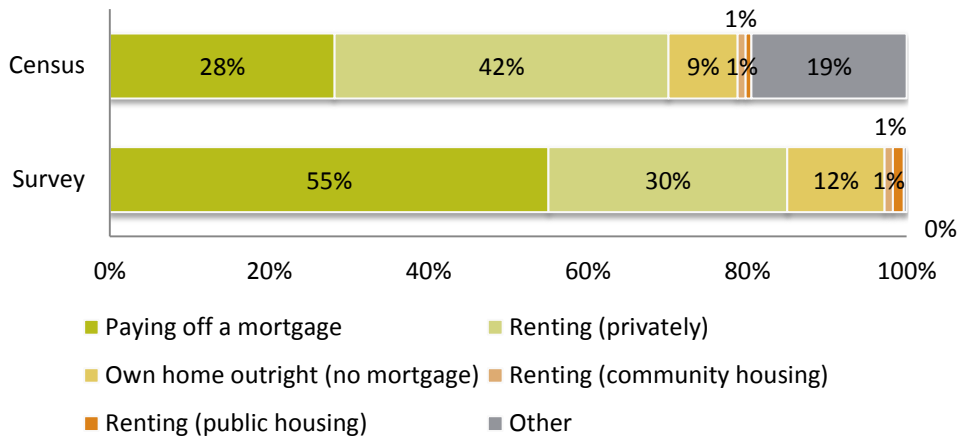
Un-weighted survey results

Tenure



Survey: 285 people Census: 7,772 households

Weighted survey results



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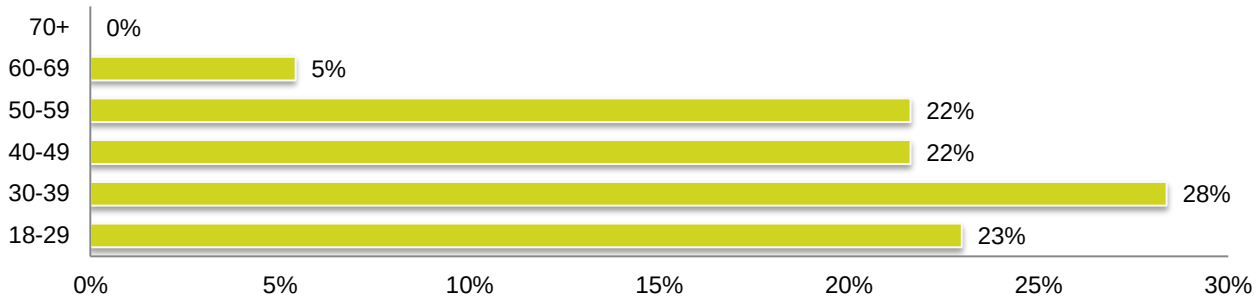
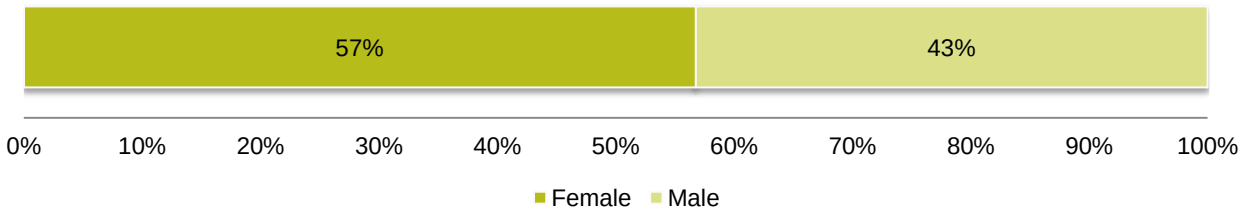
Appendix 5 Demographic characteristics of worker survey respondents

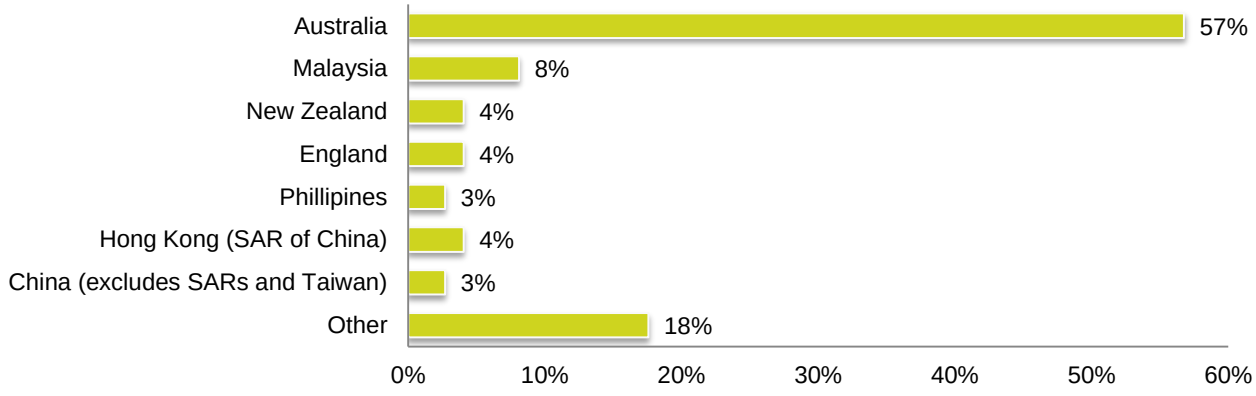
Age (n=74)



Gender (n=74)

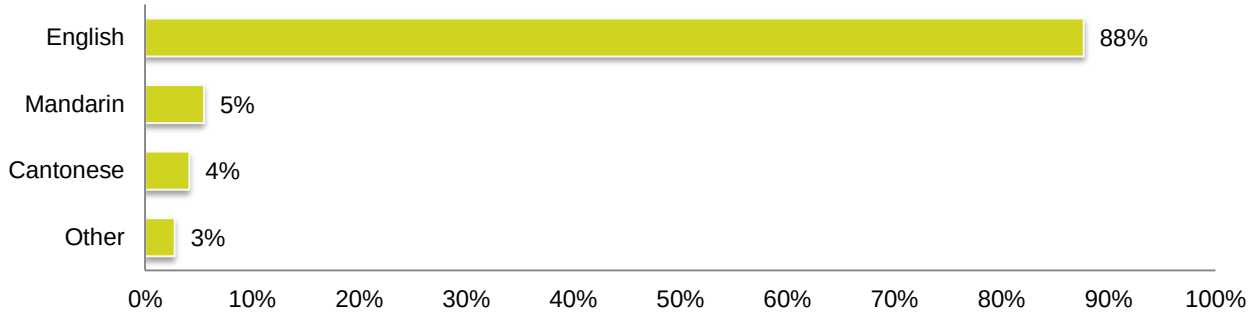


Country of birth (n=74)

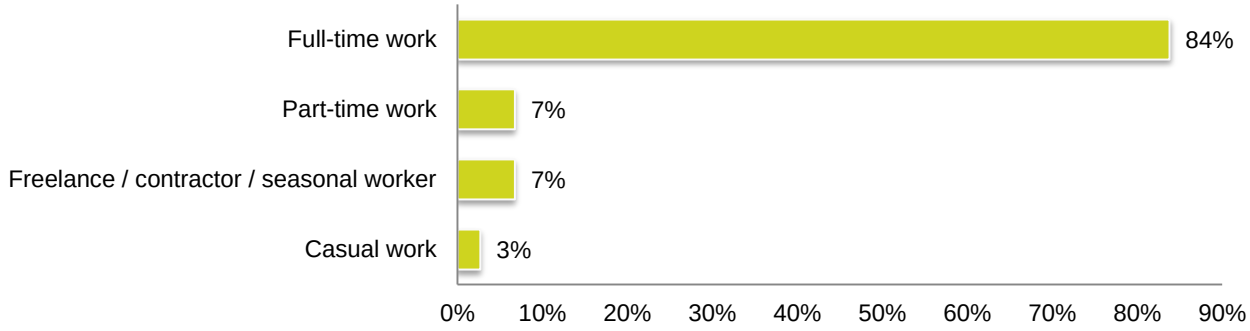


Note: All ‘other’ were only one respondent per country.

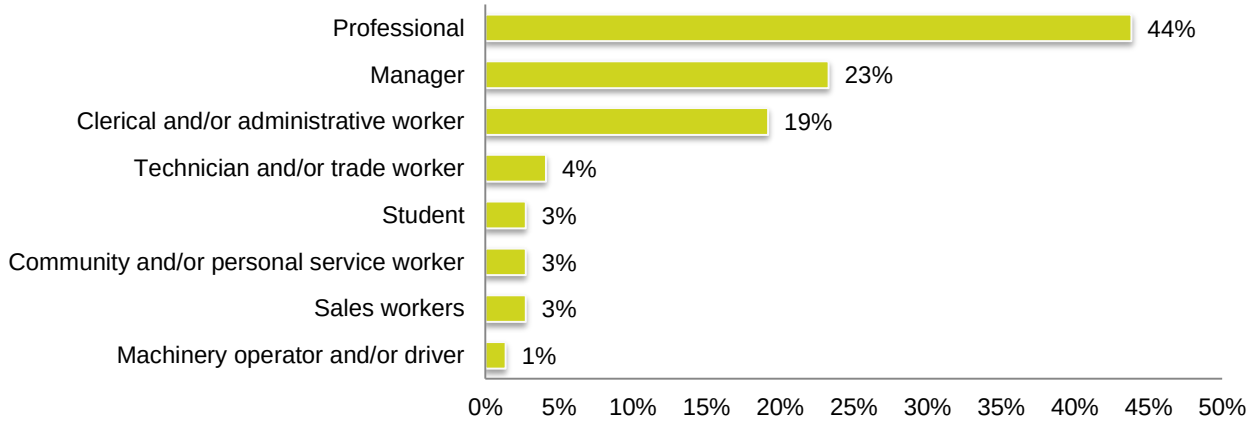
Main language spoken at home (n=73)



Employment status (n=74)



Occupation (n=73)



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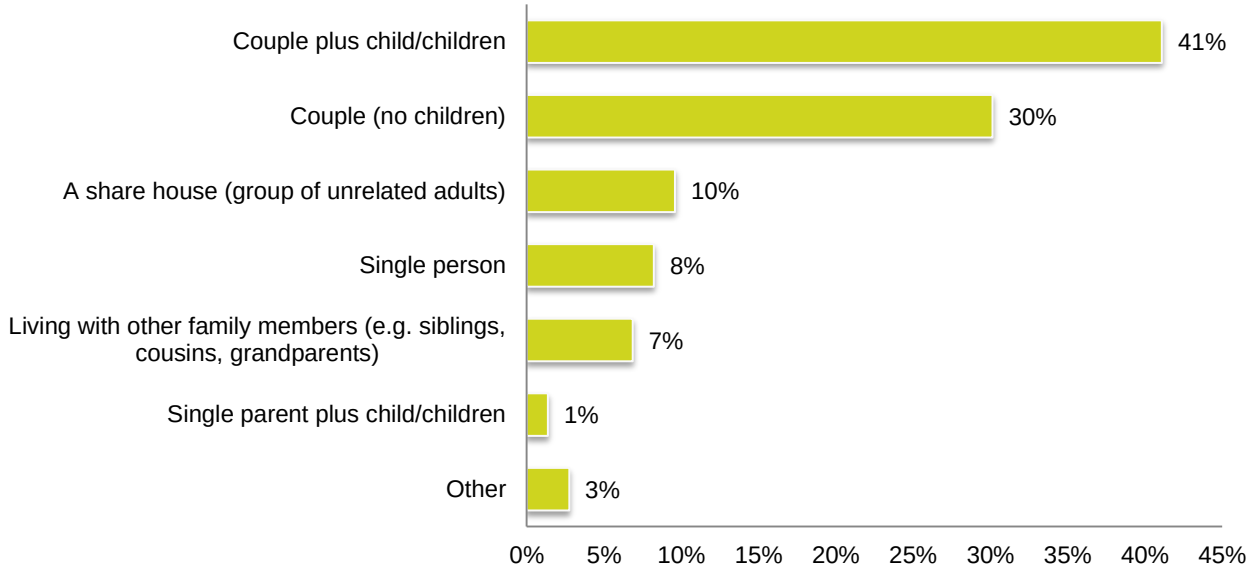
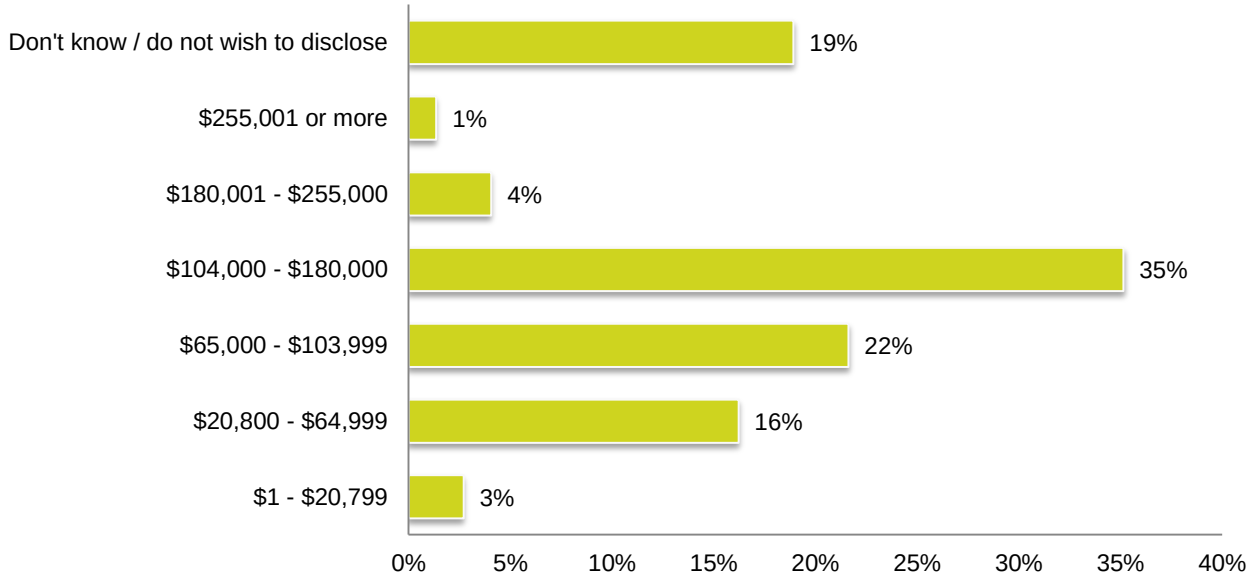
Household type (n=73)



Household income (n=74)



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Appendix 6 Full survey results for worker respondents

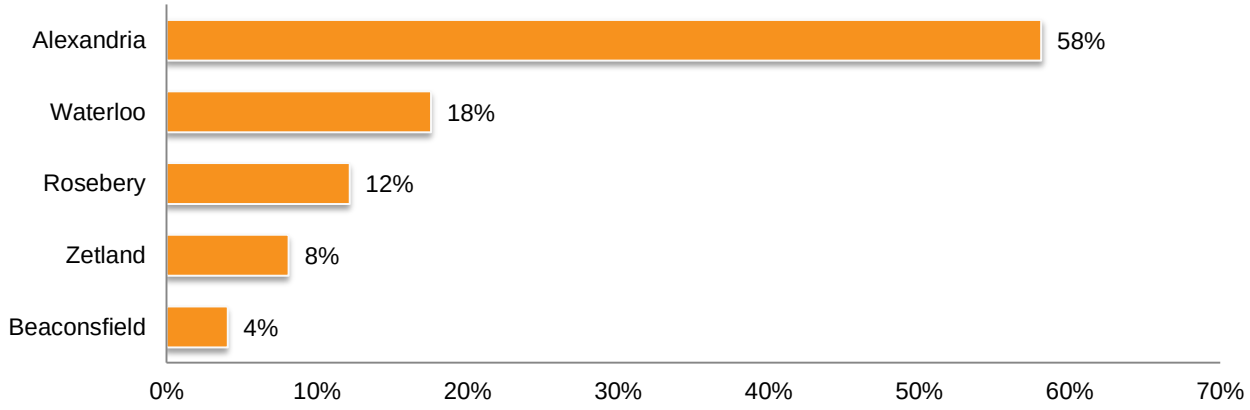
1. Do you live in Green Square?

22 of the worker respondents also lived in Green Square.

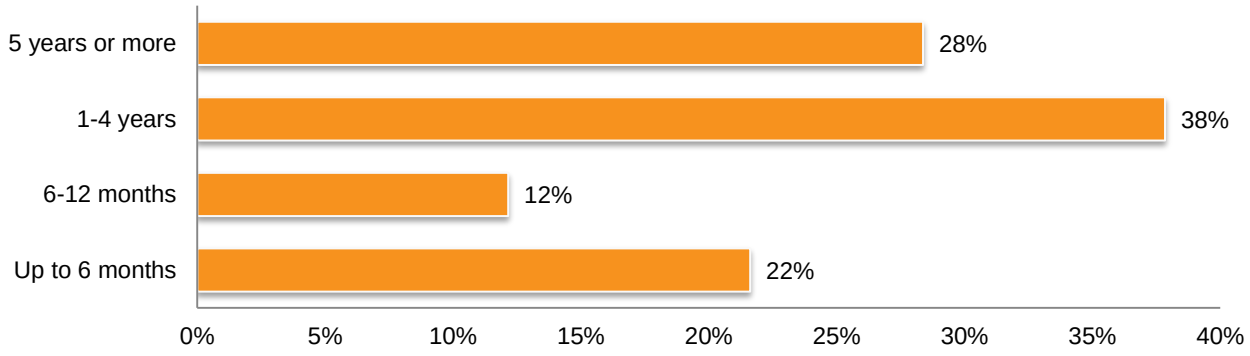
9. Do you work in Green Square?

74 respondents worked in Green Square

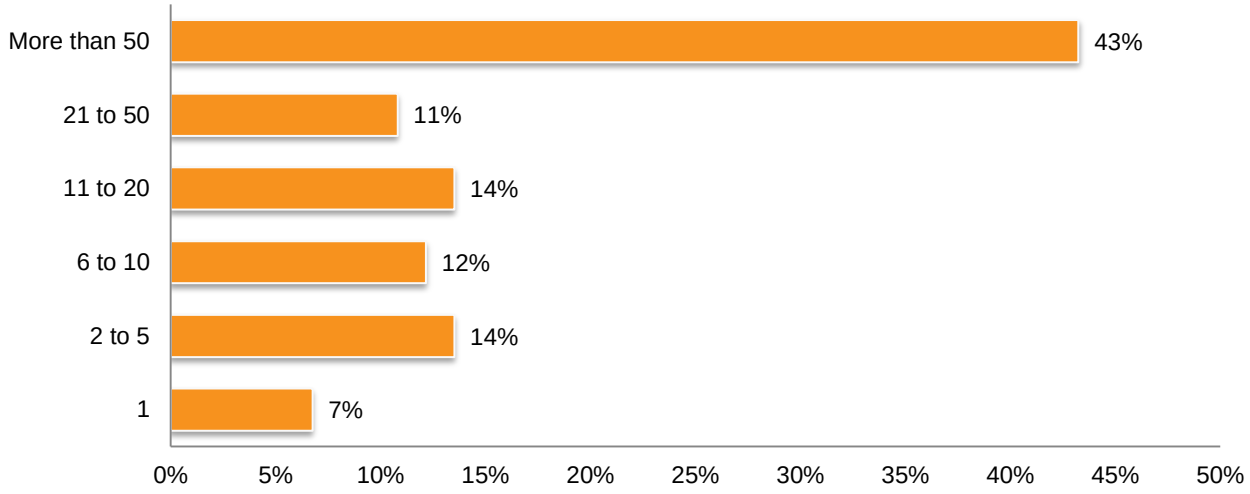
10. What suburb do you currently work in?



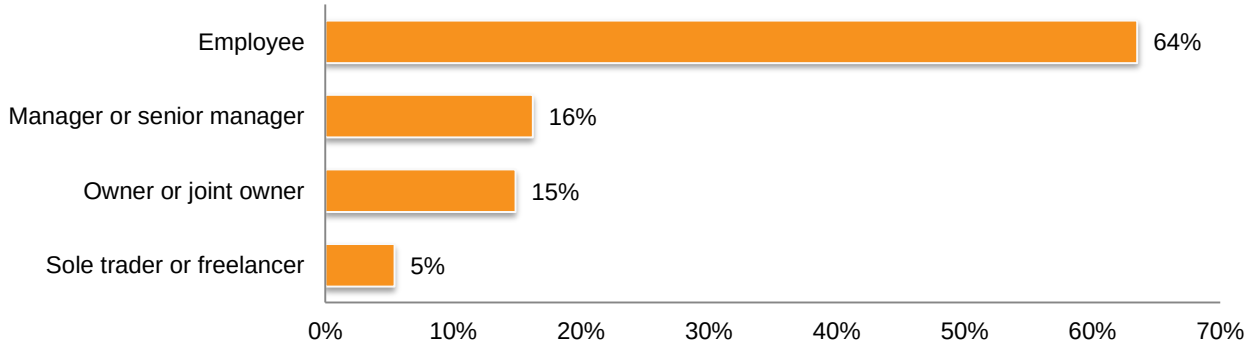
11. How long have you worked in Green Square? (n=74)



12. How many people does your business employ? (n=74)



13. What is your role in the business? (n=74)



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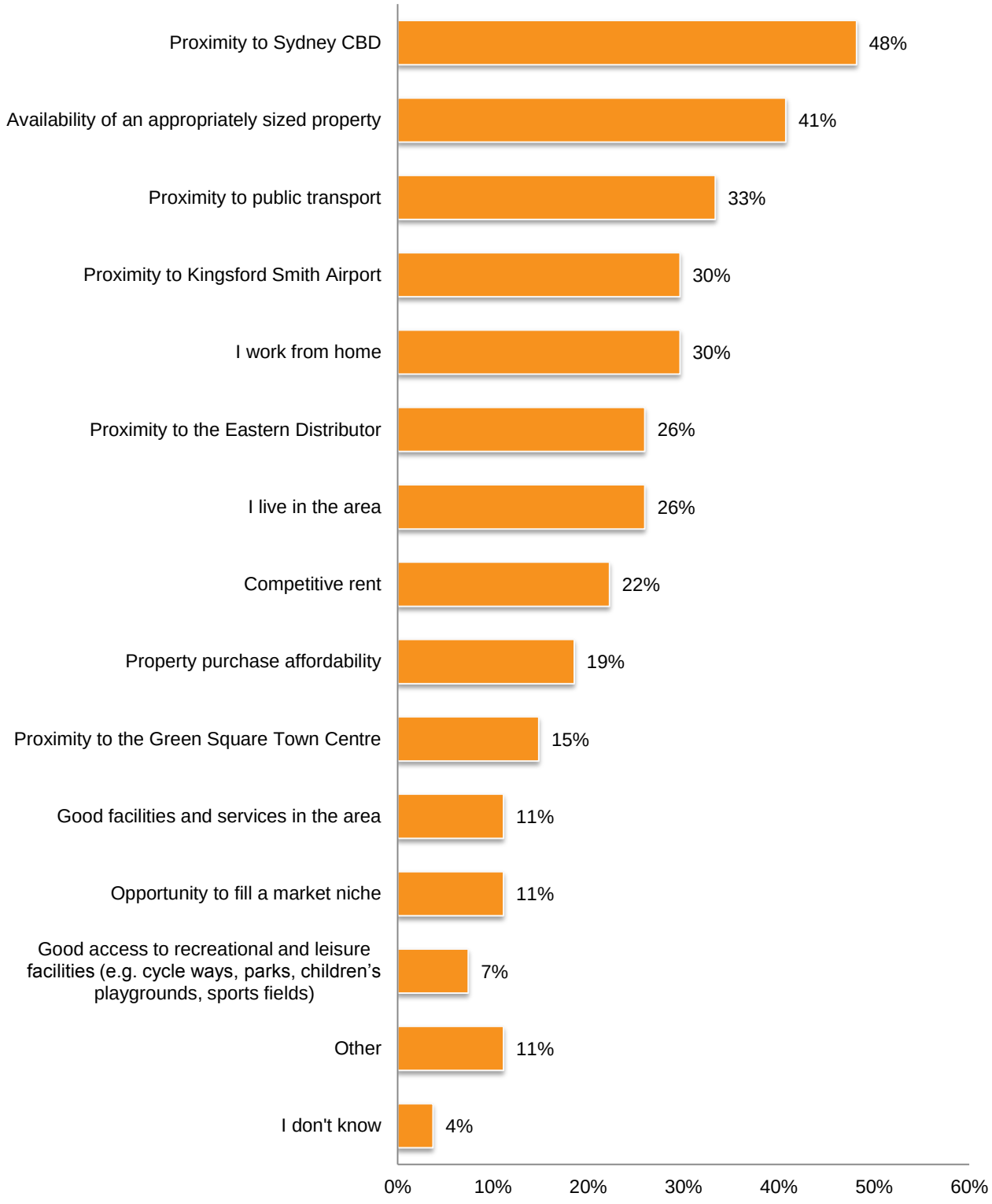
14. Why did you locate your business in Green Square? (n=27. Note that only business owners, managers, sole traders and freelancers were asked this question)



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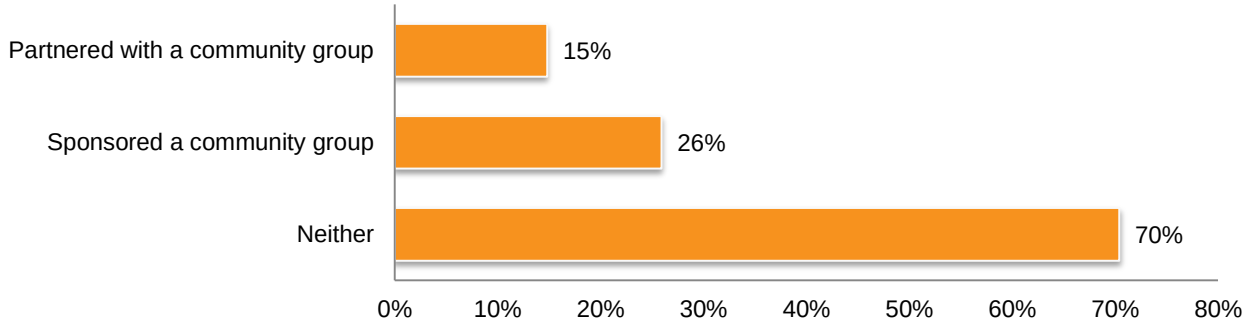
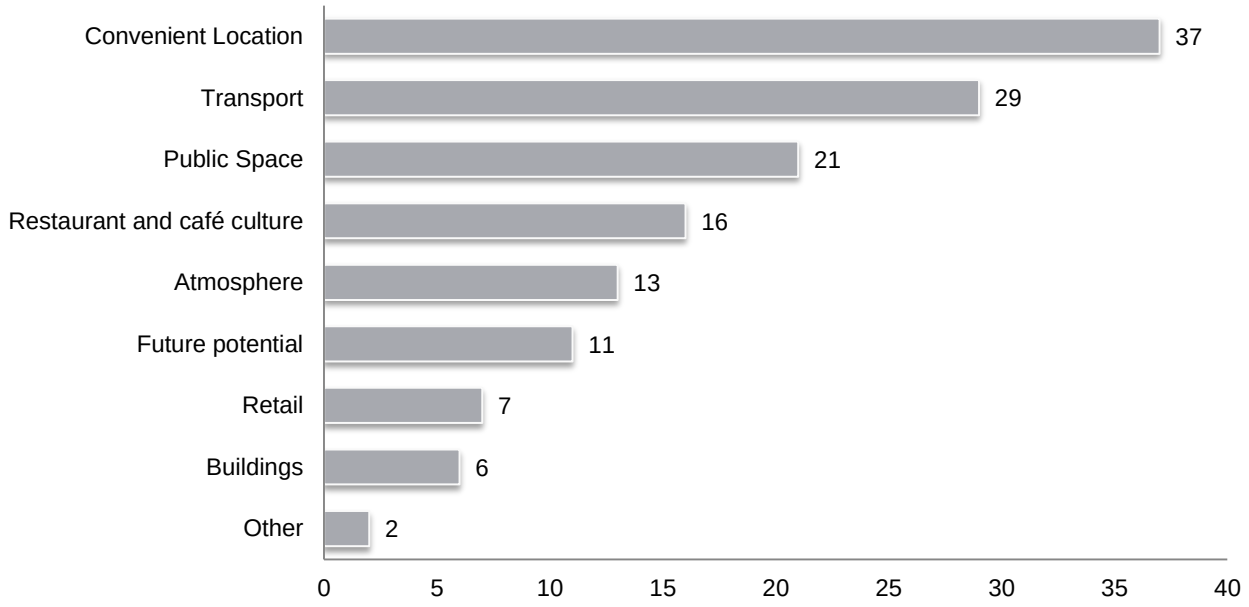
15. To your knowledge, has your business ever …? (n=27)



16. What do you like the most about working in Green Square? (n=74)



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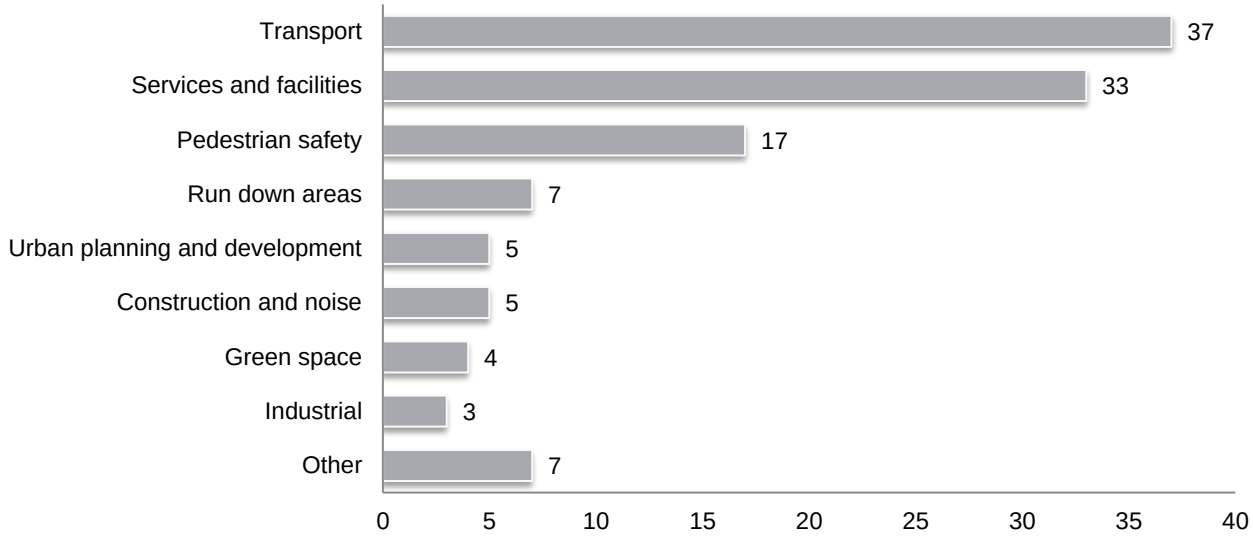
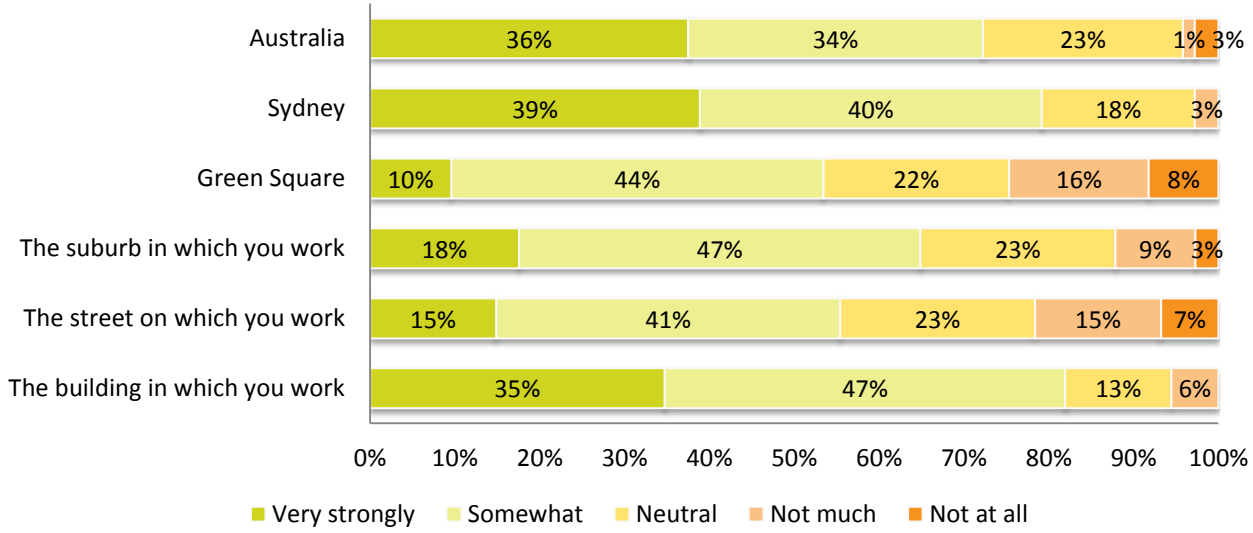
17. What do you like the least about working in Green Square? (n=74)



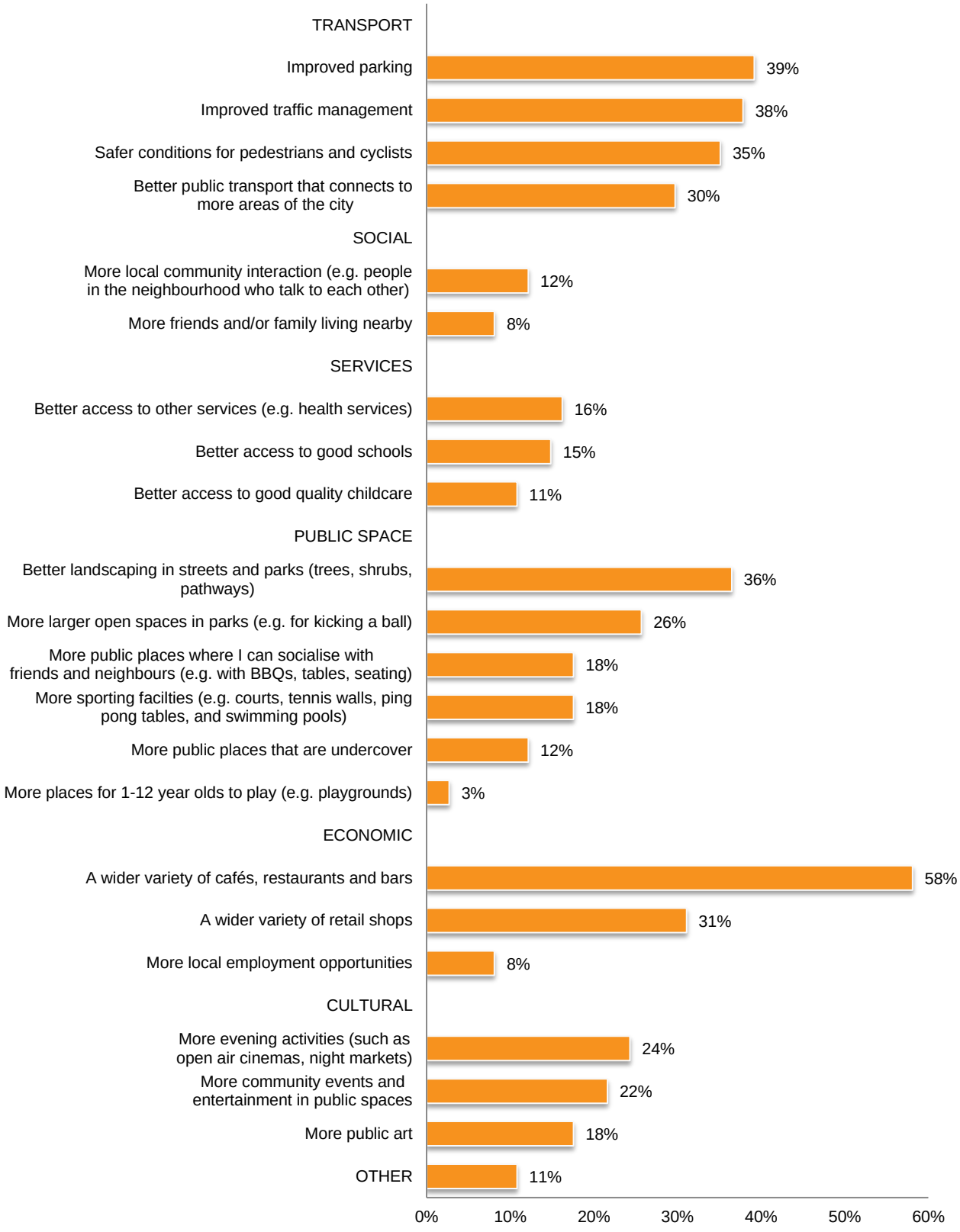
18. To what extent do you feel you are part of the community in …? (n=74)



19. If a friend were to ask you what Green Square was like, what would you tell them?

Responses are combined with those for residents. See Appendix 7.

20. What are the top 5 things that would make Green Square the kind of place you would like to live and/or work in in the future? (n=74)



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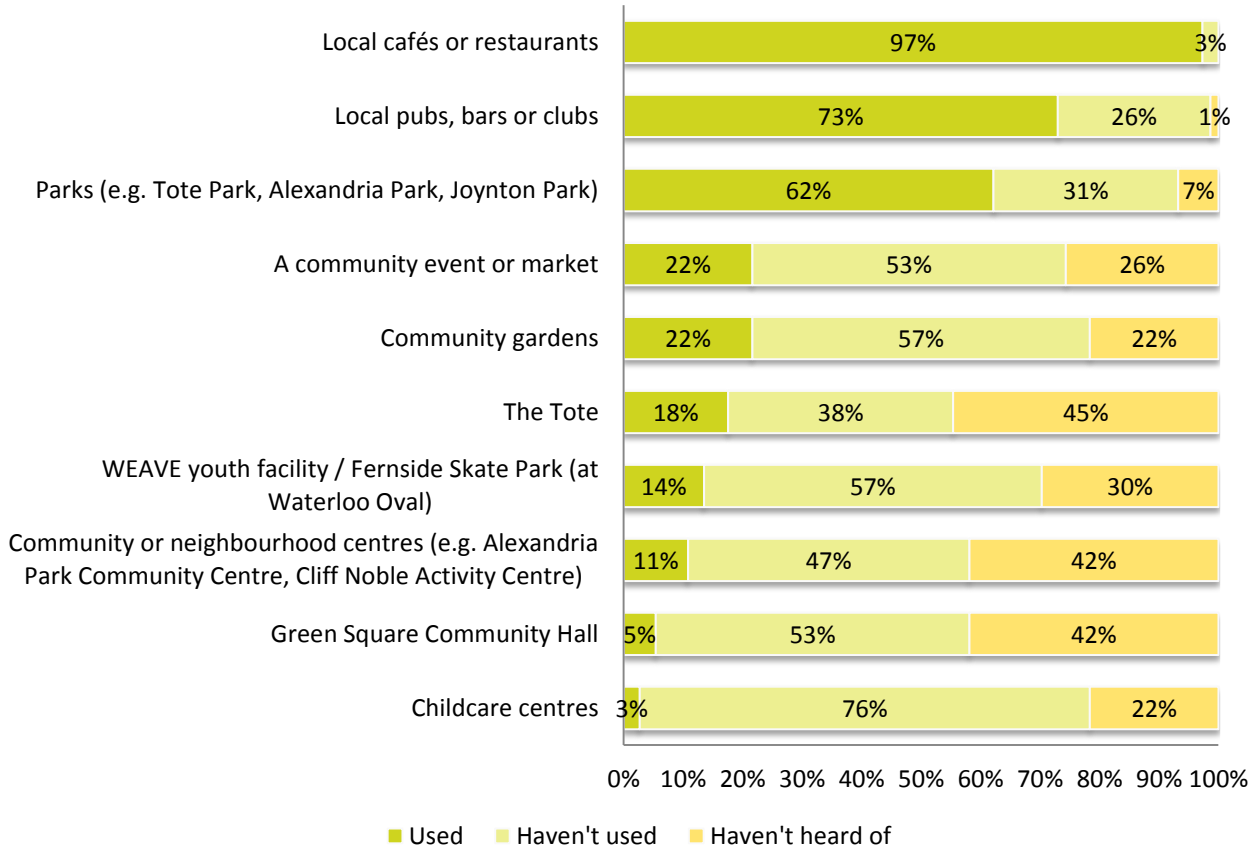
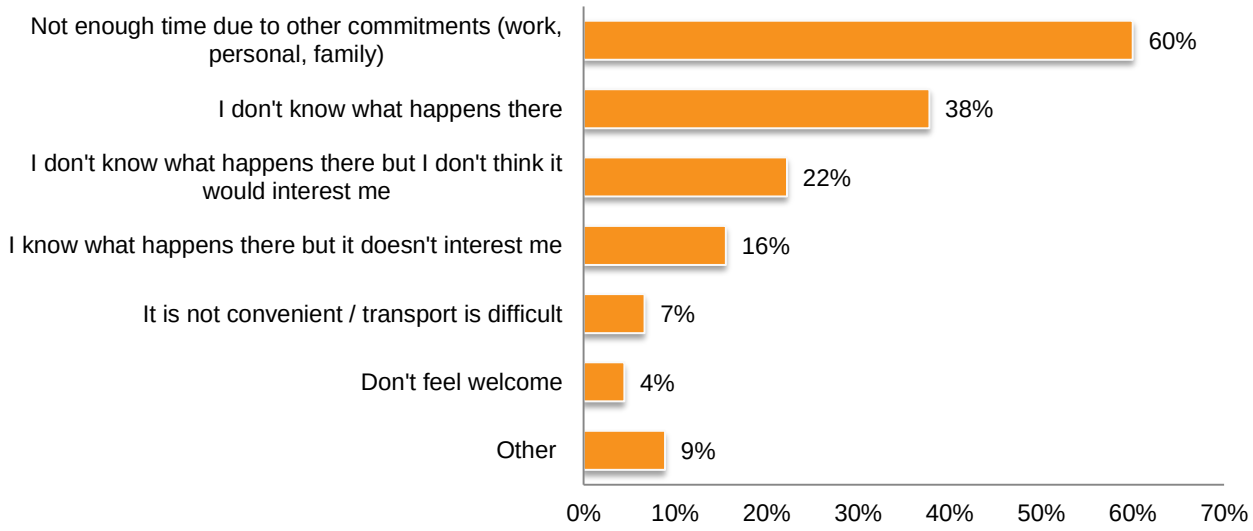
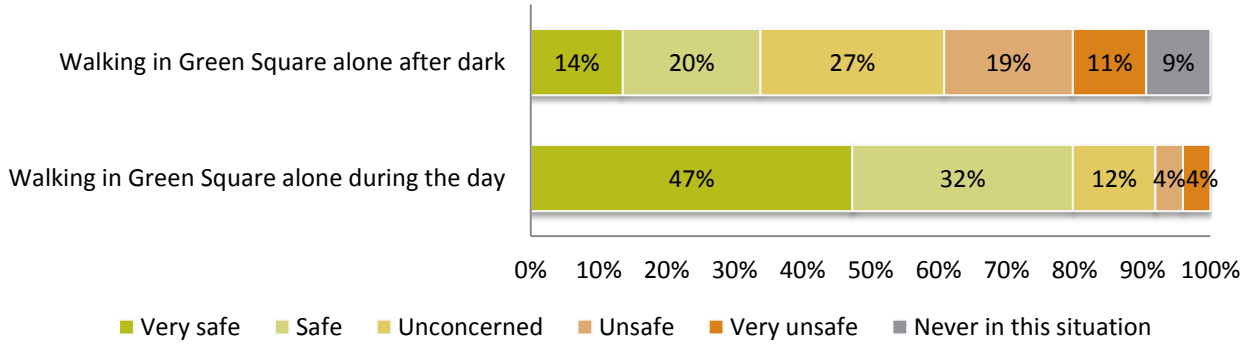
21. Which services and facilities have you used within Green Square over the past six months? (n=74)



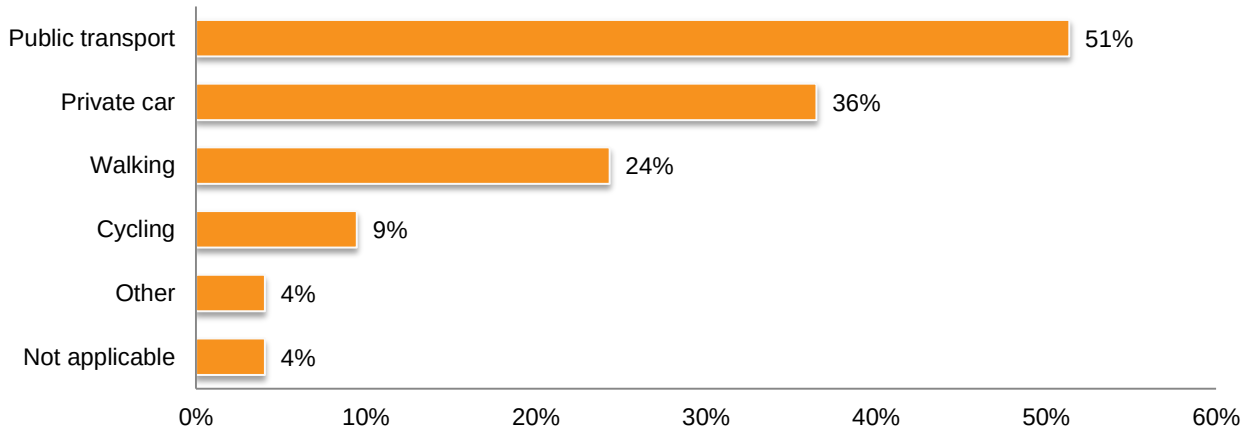
21a. Thinking just about general community facilities in Green Square (i.e. the Tote and Green Square Community Hall), what are the main reasons you do not use these facilities? (n=45)



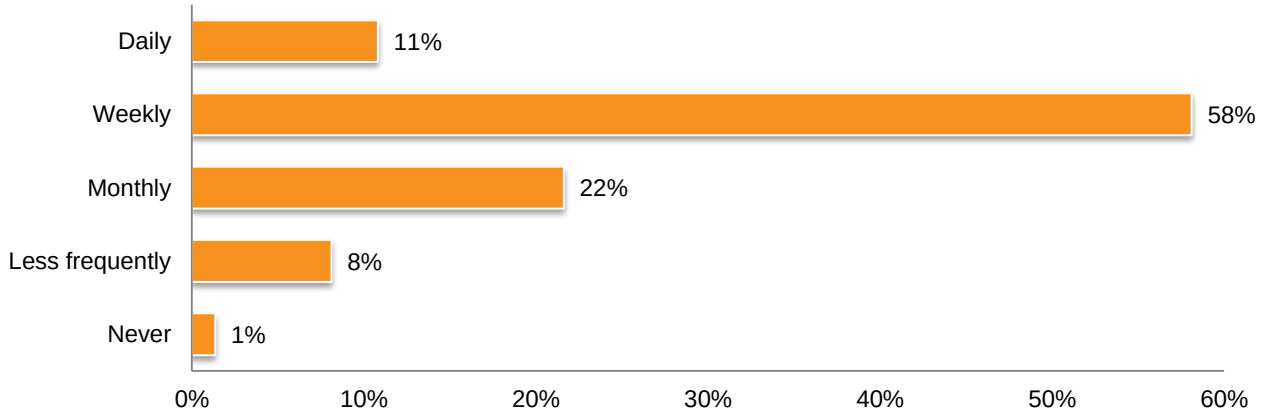
22. How safe or unsafe do you feel when you are in the following situations? (n=74)



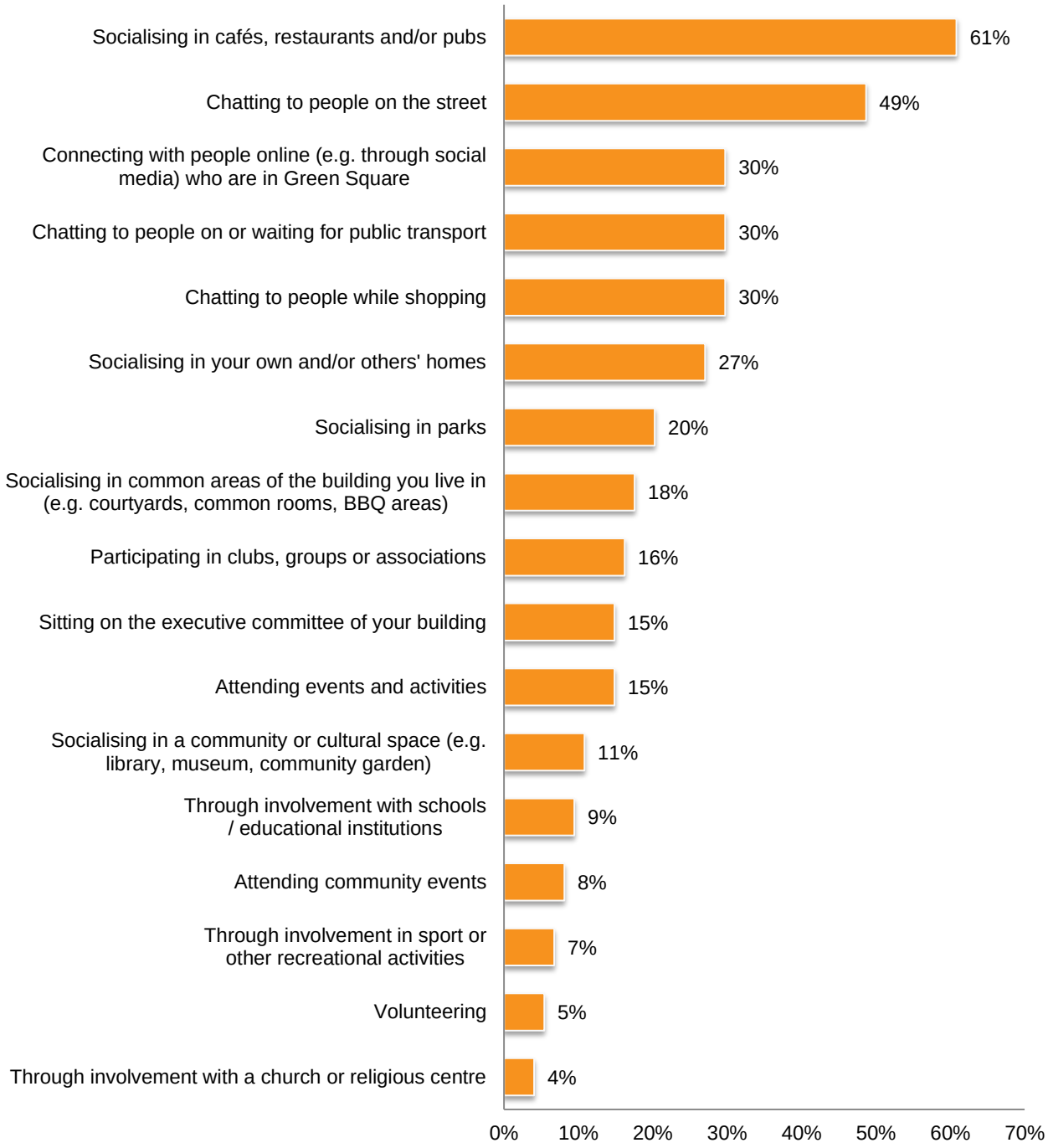
23. On a typical day, how do you travel to … your place of work/study? (n=74)



24. How often do you meet socially with friends, relatives or work colleagues? At least… (n=74)



25. In the past month, have you had contact with people in the following ways? In Green Square (n = 74)



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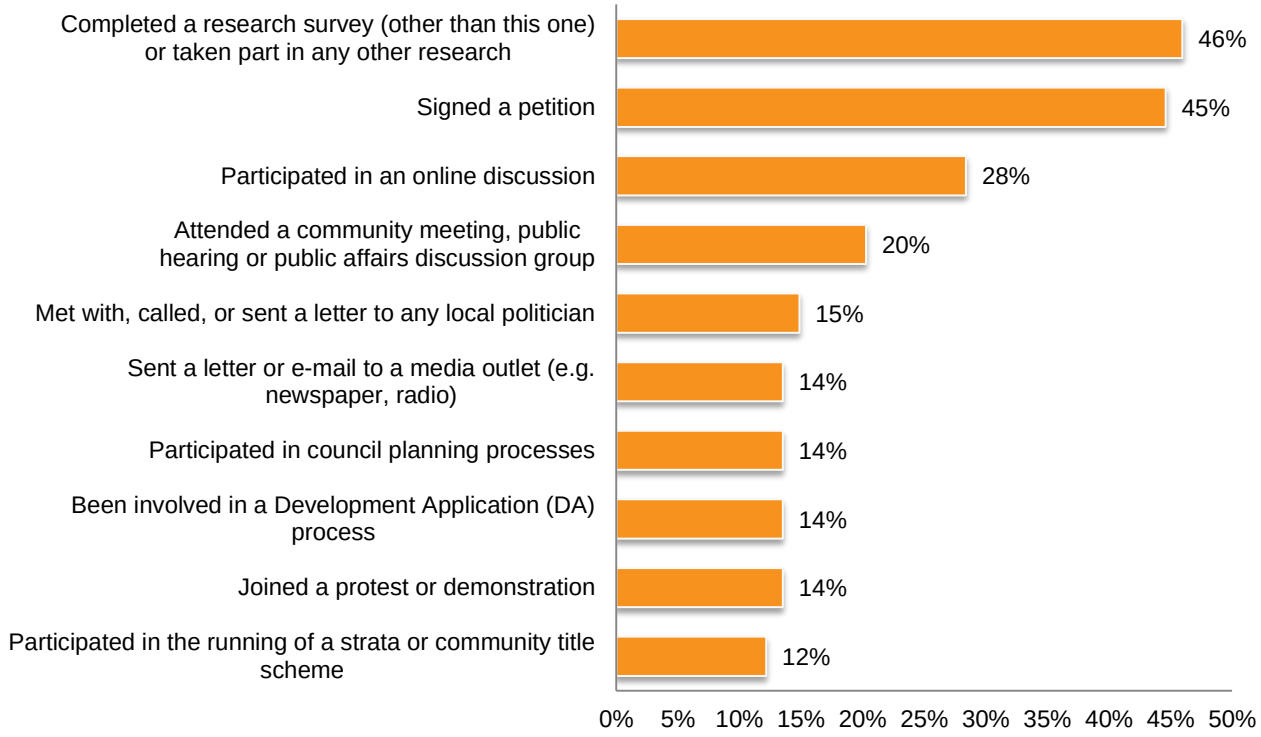
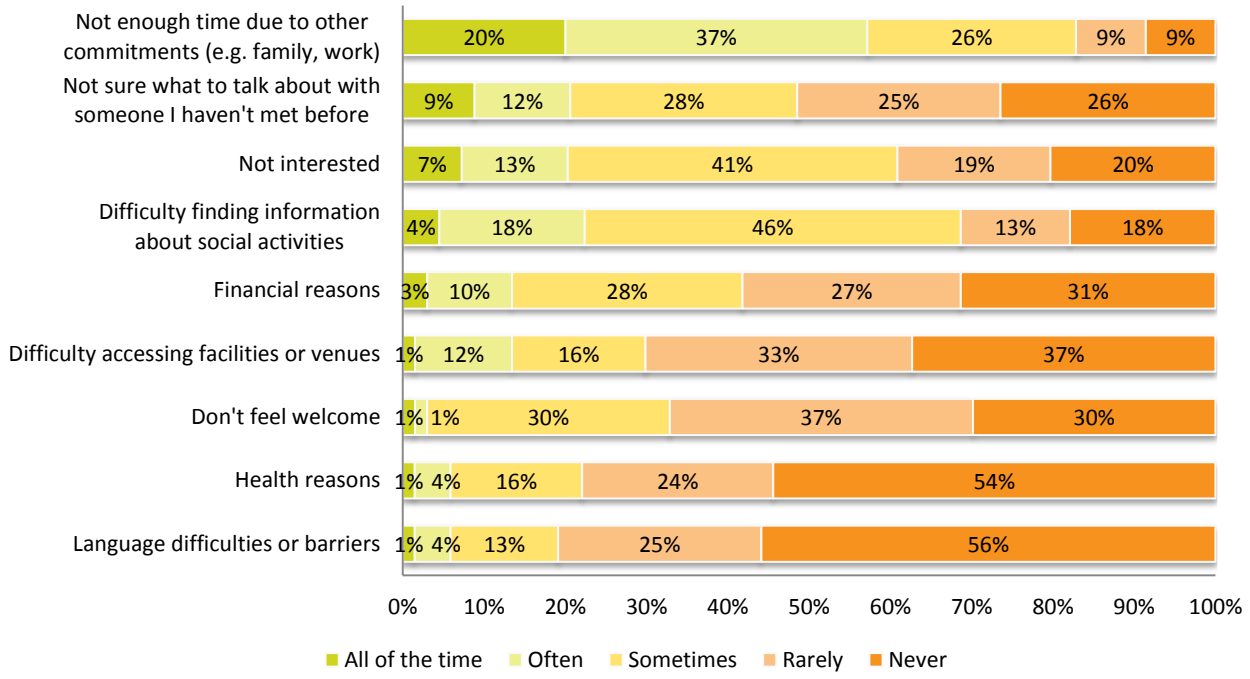
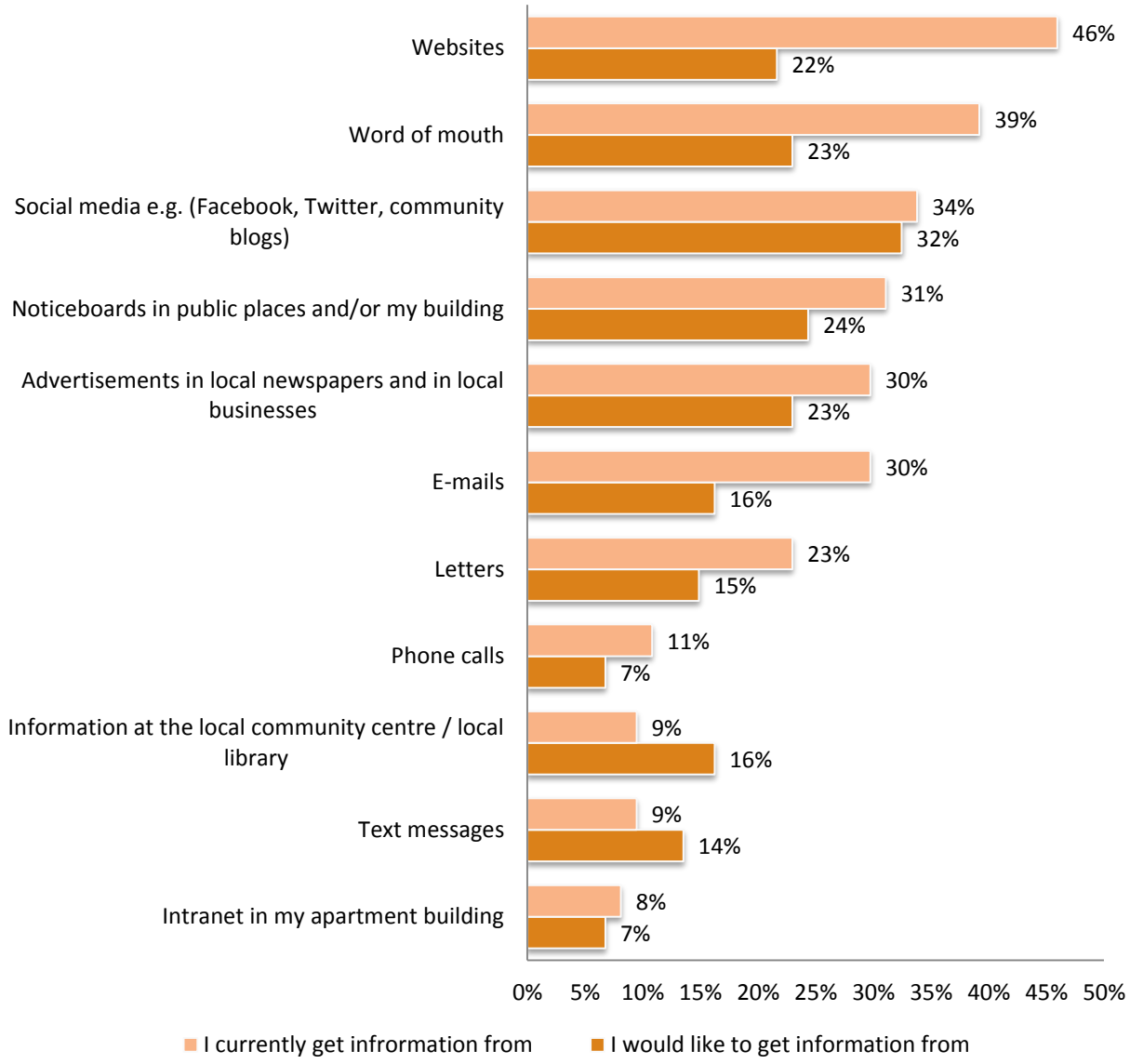
26. In the past 12 months, have you done any of the following? (n=74)



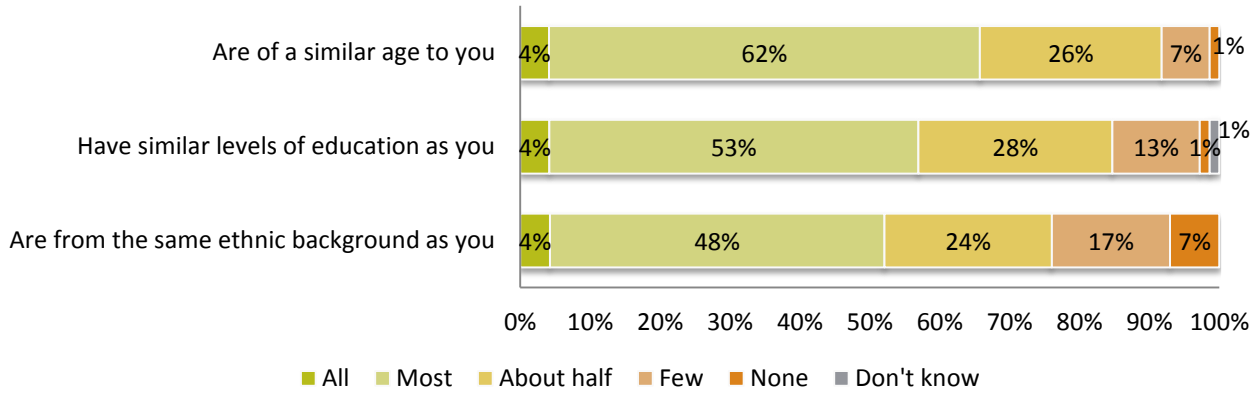
27. Do you feel that any of the following limits the extent to which you socialise with other people in Green Square? (n=various, 67-70)



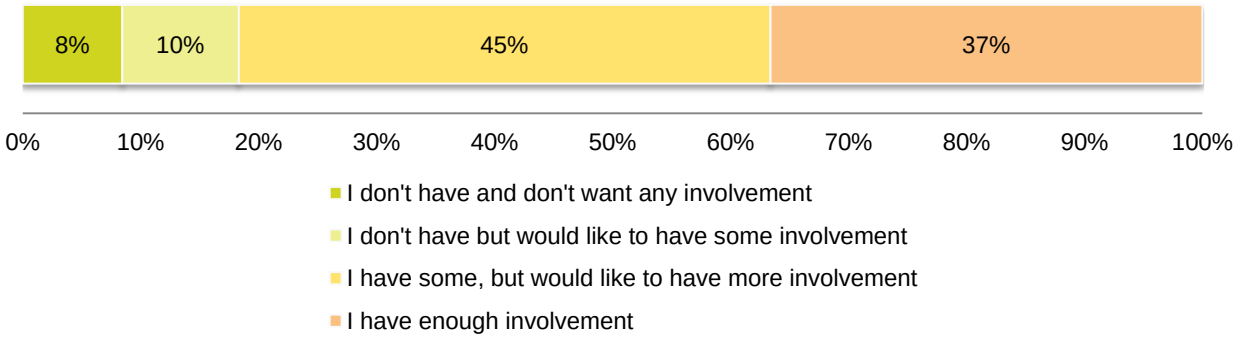
28. How do you currently get information about opportunities to participate in social activities in Green Square, and where would you like to get that information? (n= 74)



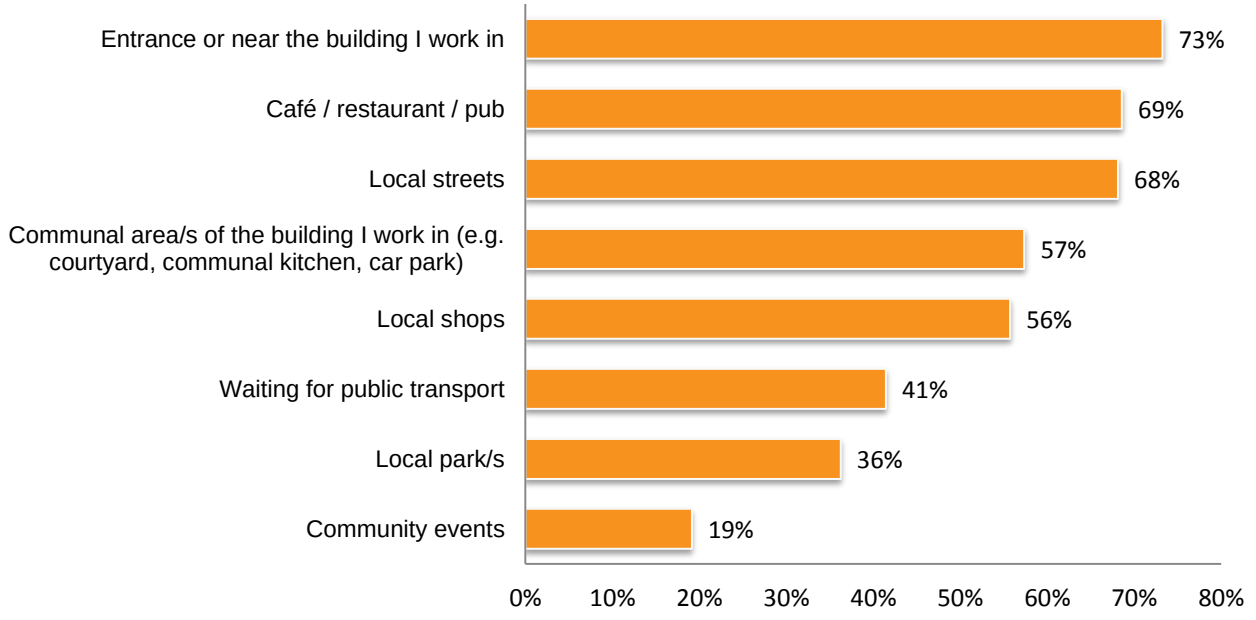
29. Of your friends, how many …? (n=various, 71-73)



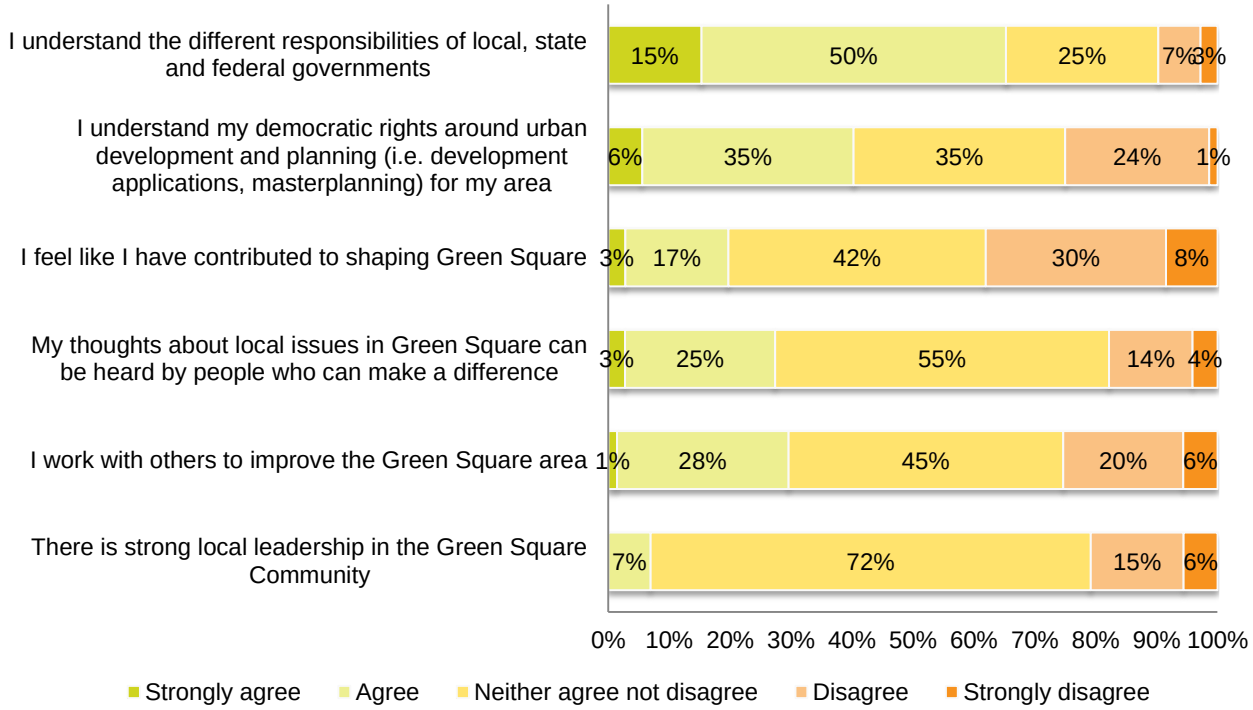
30. How would you best describe your level of interaction with other people who live or work in Green Square? (n=71)



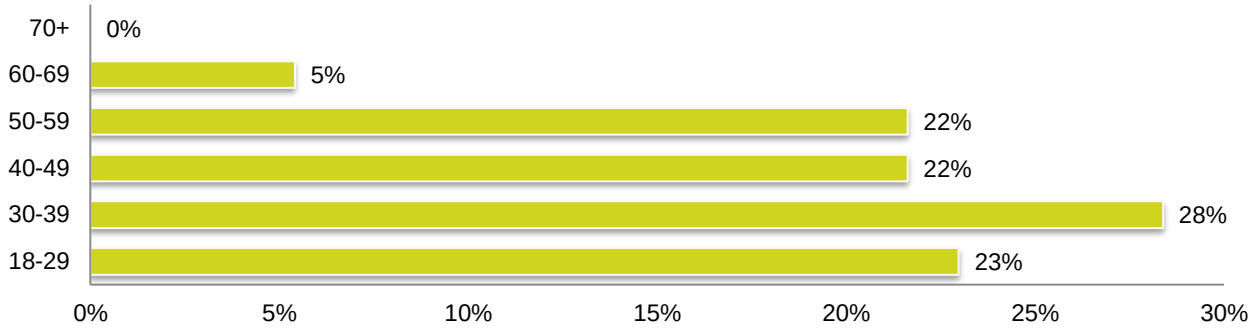
31. Do you run into people you know in the following places in Green Square? Yes (n=various, 68-71)



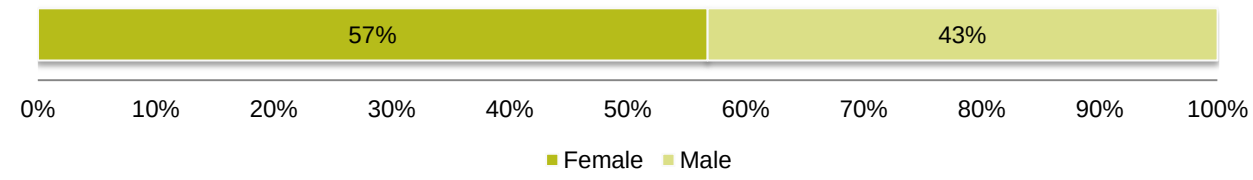
32. To what extent do you agree with the following statements? (n=various, 71-73)



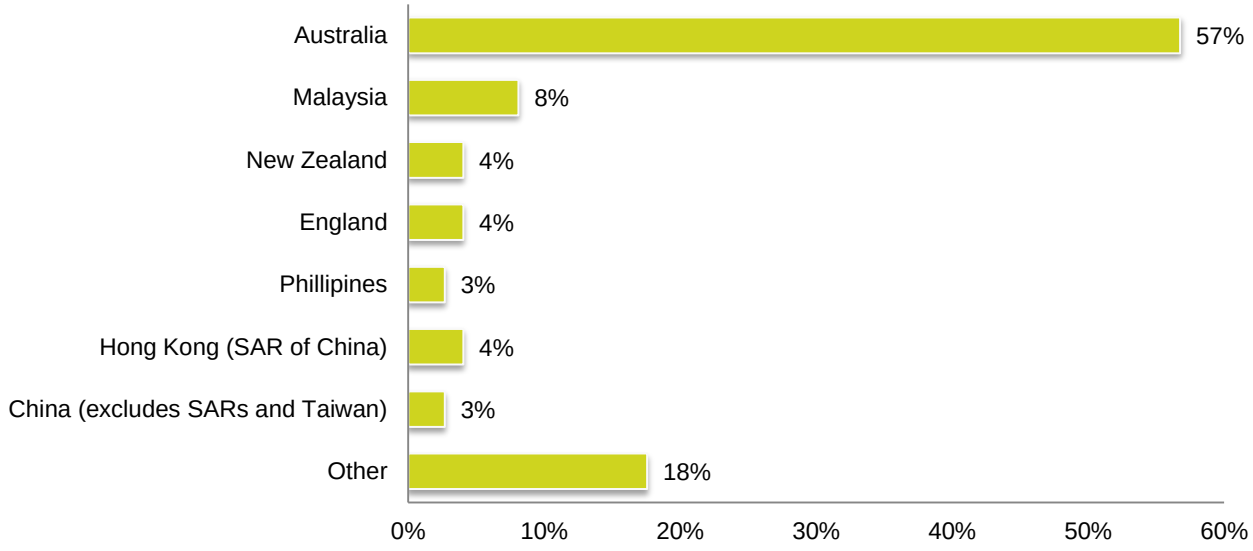
33. What is your age group? (n=74)



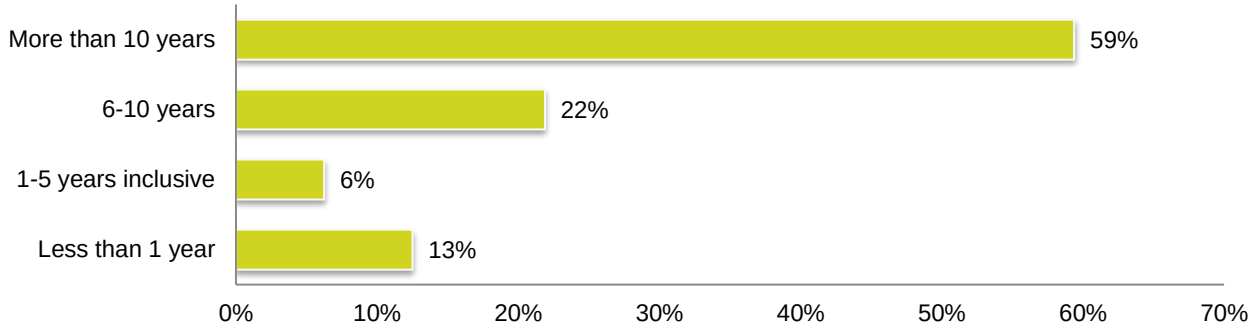
34. What is your gender? (n=74)



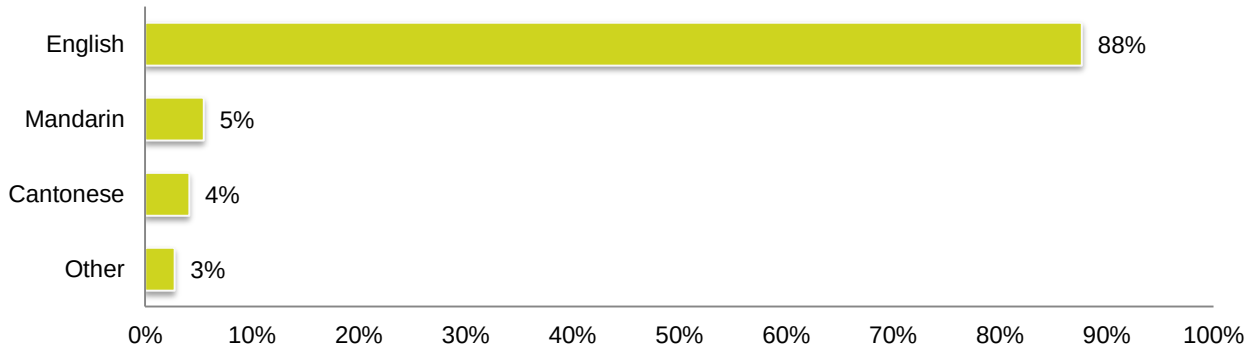
35. What is your country of birth? (n=74)



36. How many years have you lived in Australia?



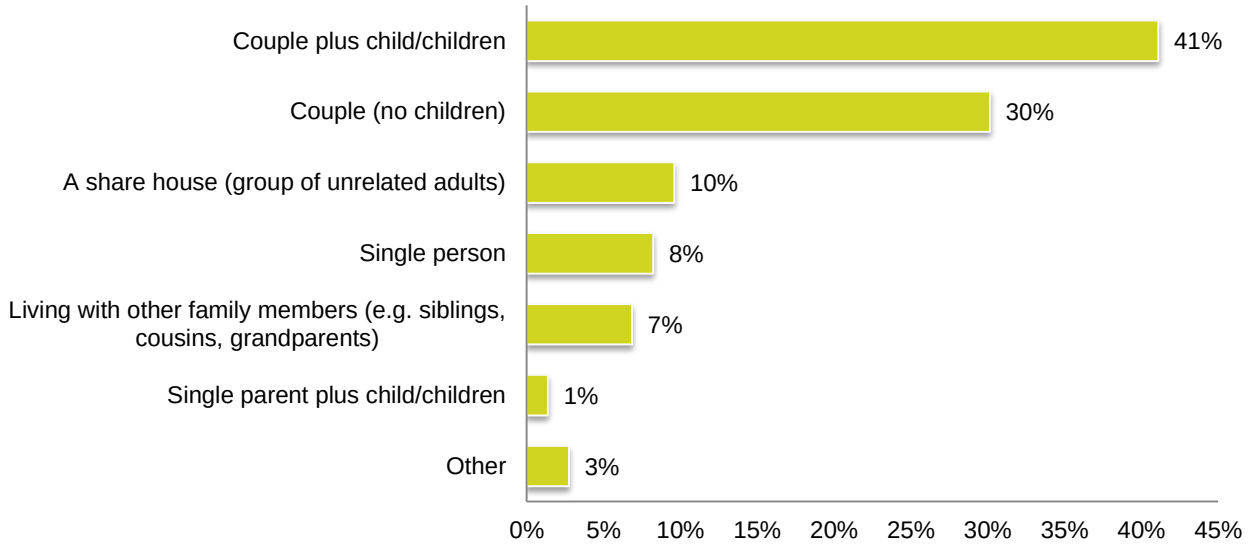
37. What is the main language spoken in your home? (n=73)



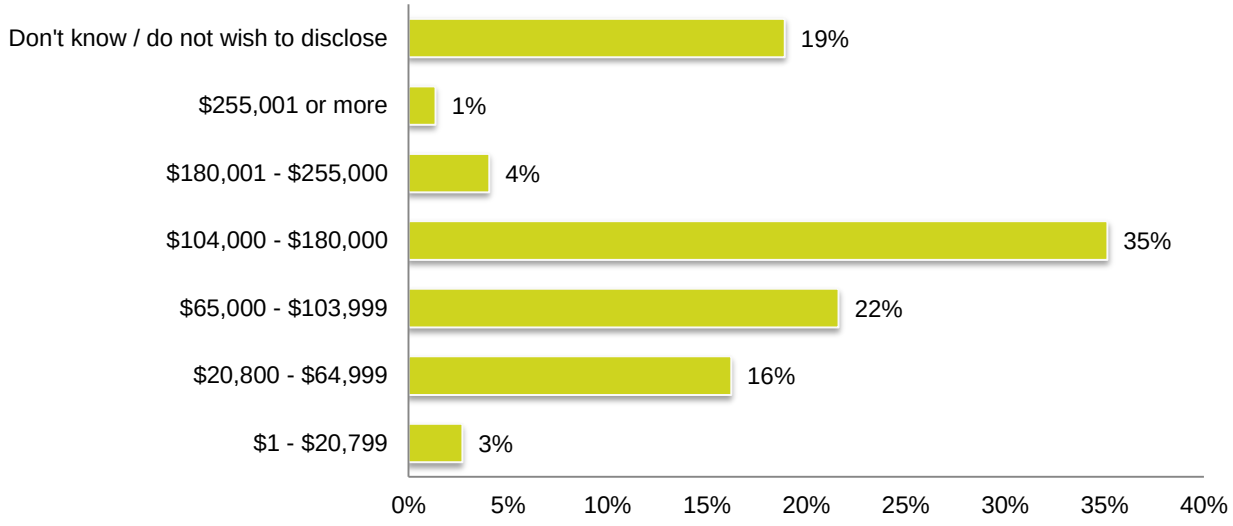
38. How many adults and children live in your household? (n=74)

	1	2	3	4	5	6 or more	Total
Adults 18+	8	41	14	8	0	1	72
Children	13	9	1	1	1	0	25

39. How would you best describe your household? (n=73)



43. Which of the following best describes your household's current annual income (before tax)? (n=74)



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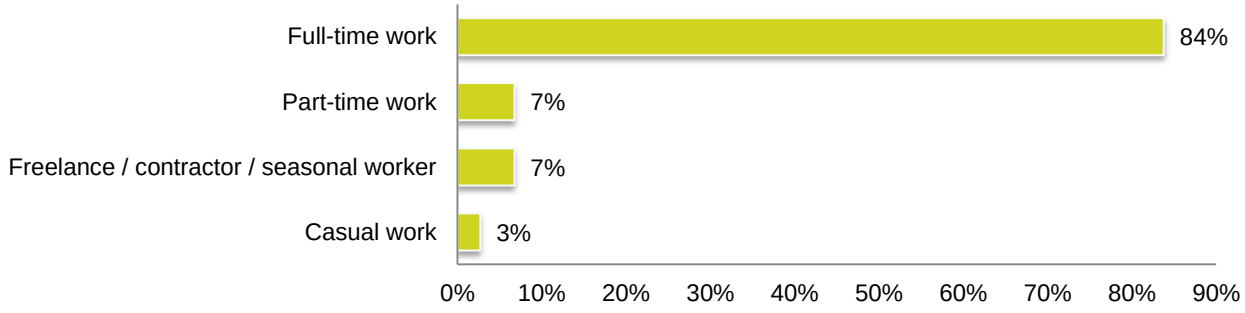
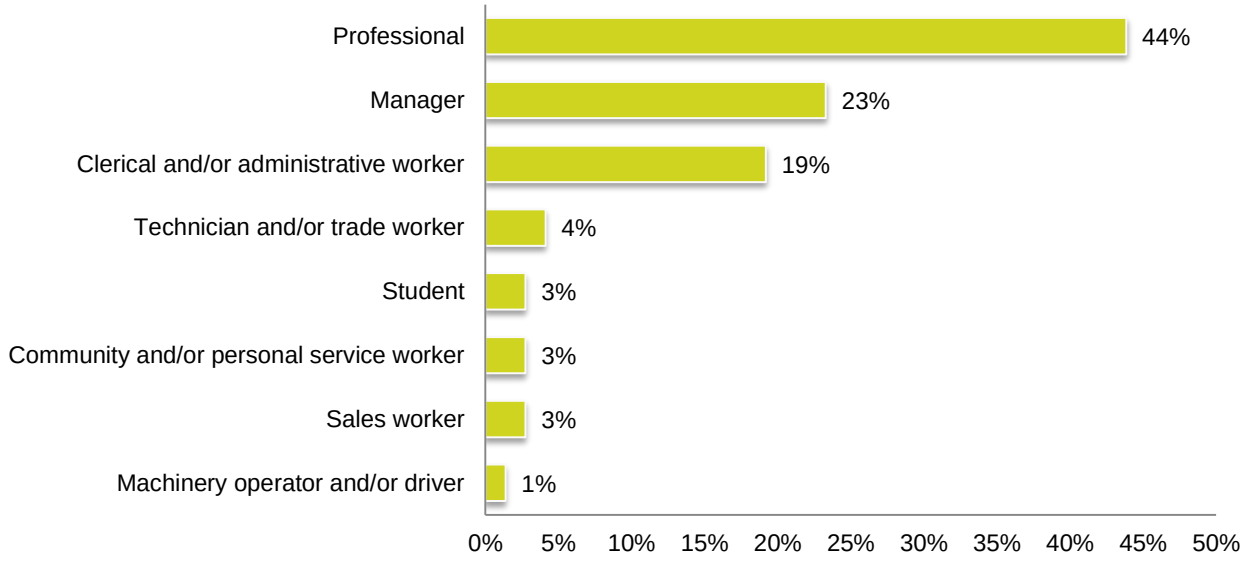
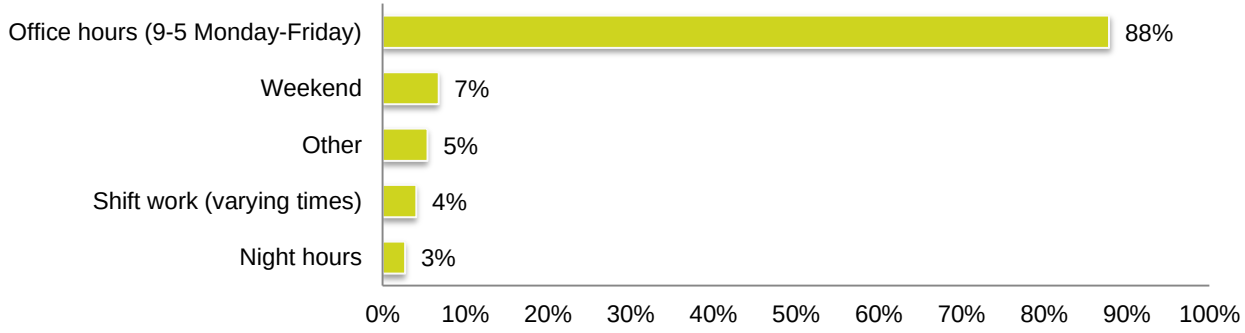
44. Which of the following best describes your employment status? (n=74)



45. Which of the following best describes your current occupation? (n=73)



46. Which of the following best describes your working hours? (n=74, multiple responses allowed)



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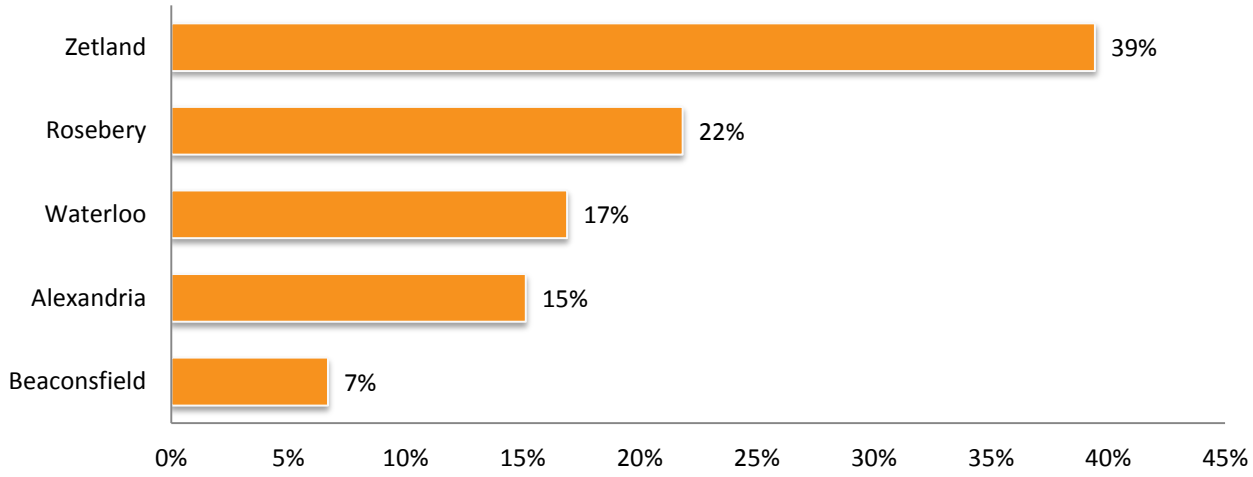
Appendix 7 Full survey results for resident respondents

Section 1 – How you live or work in Green Square

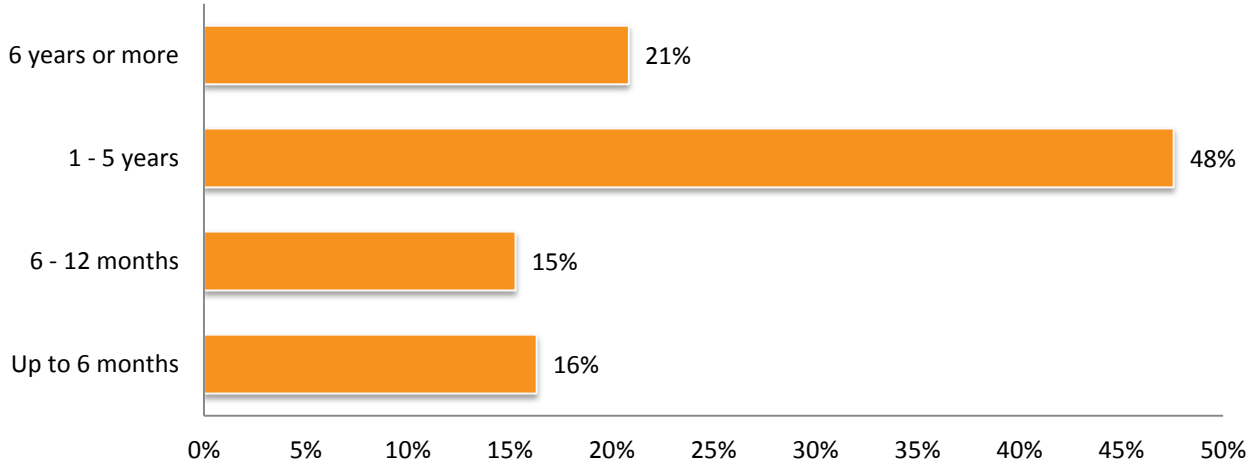
1. Do you live in Green Square?

288 respondents live in Green Square.

2. What suburb do you currently live in? (n = 284)



3. How long have you lived in Green Square? (n = 287)



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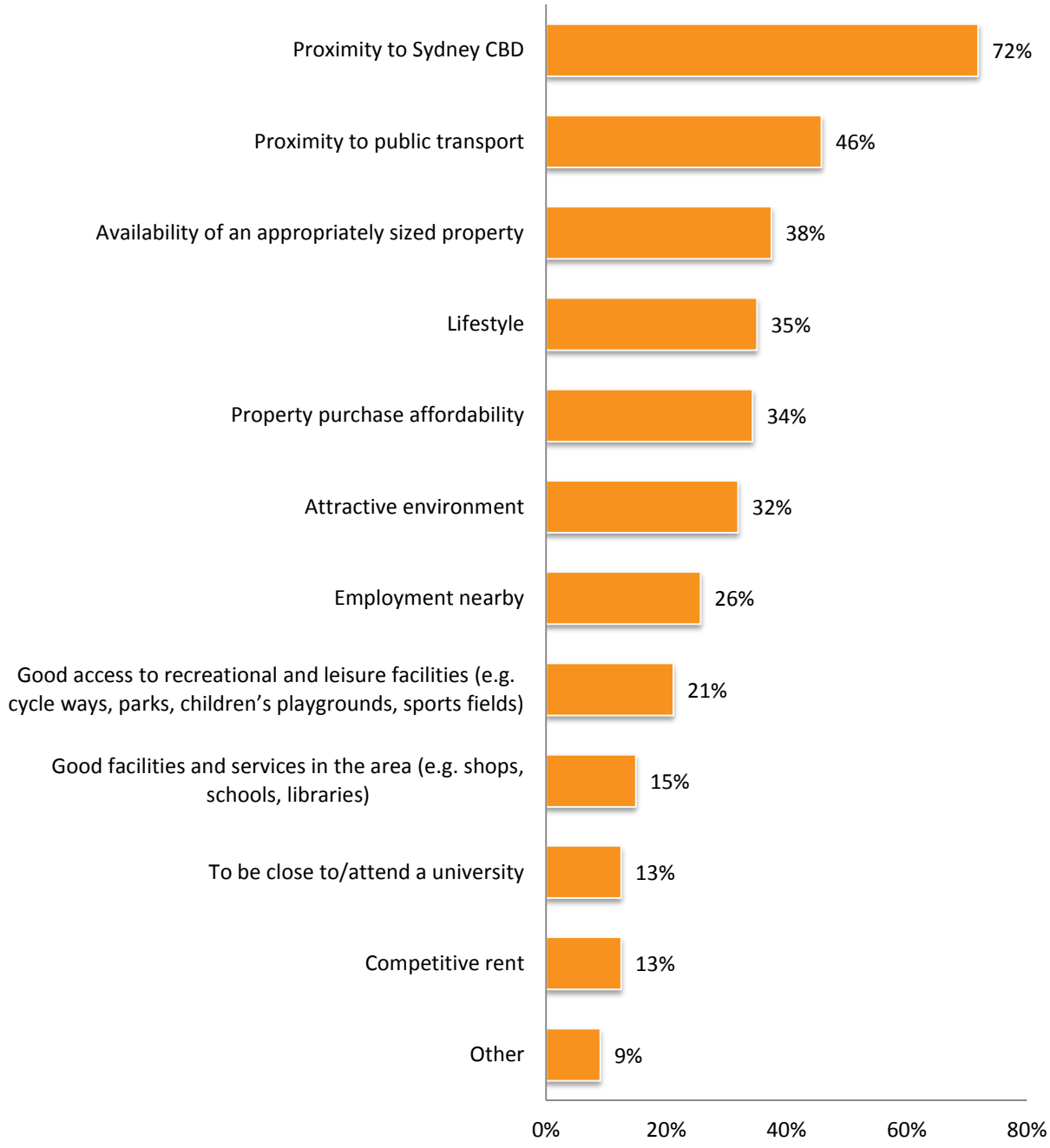
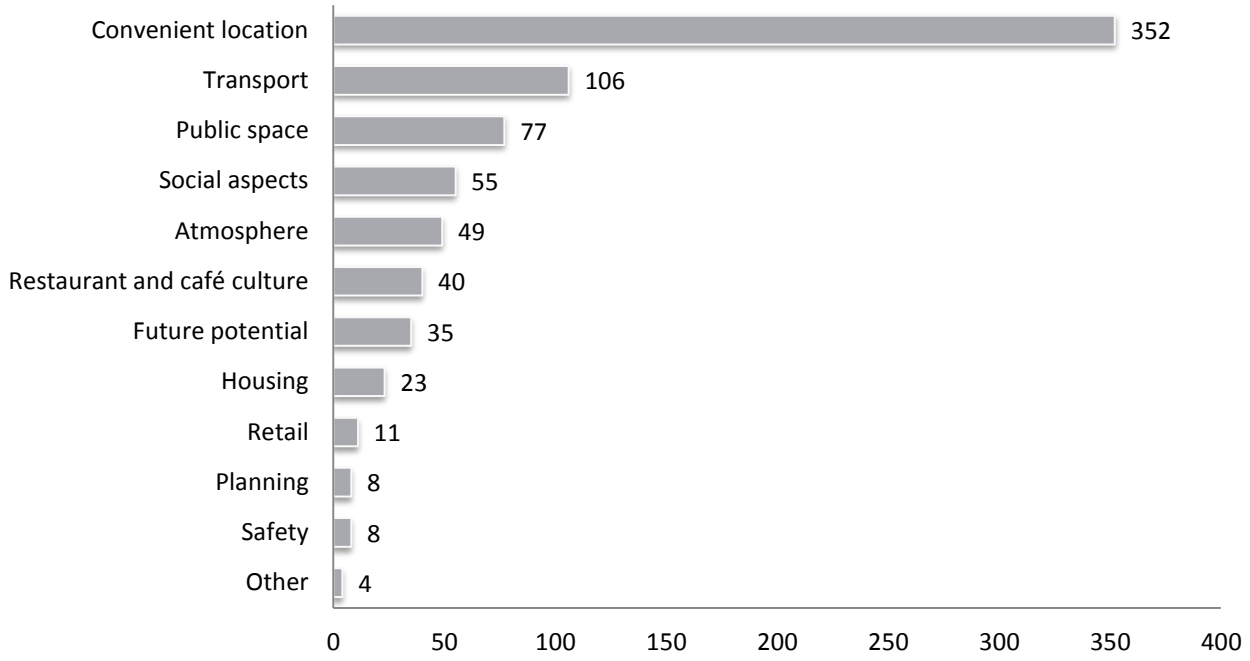
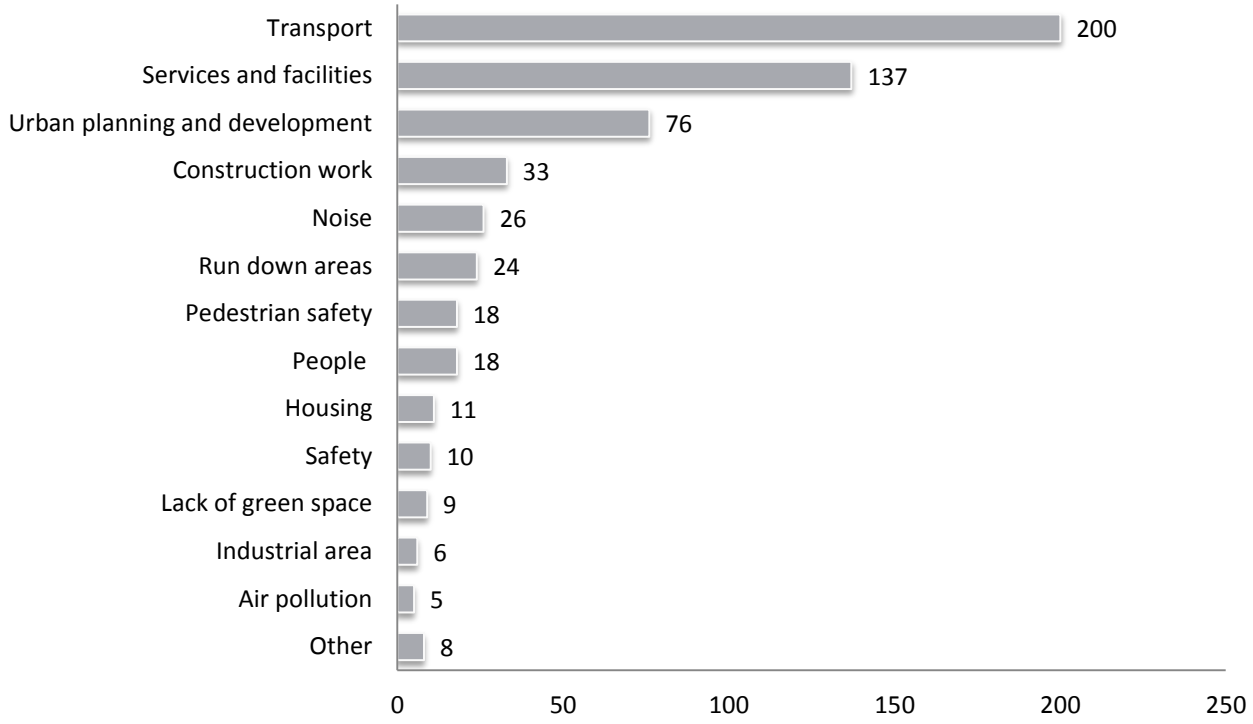
4. Why did you move to Green Square? (n = 288)



5. What do you like the most about living in Green Square? (n = 280. Figures presented are numbers of responses relating to a particular issue.)



6. What do you like the least about living in Green Square? (n = 276. Figures presented are numbers of responses relating to a particular issue.)



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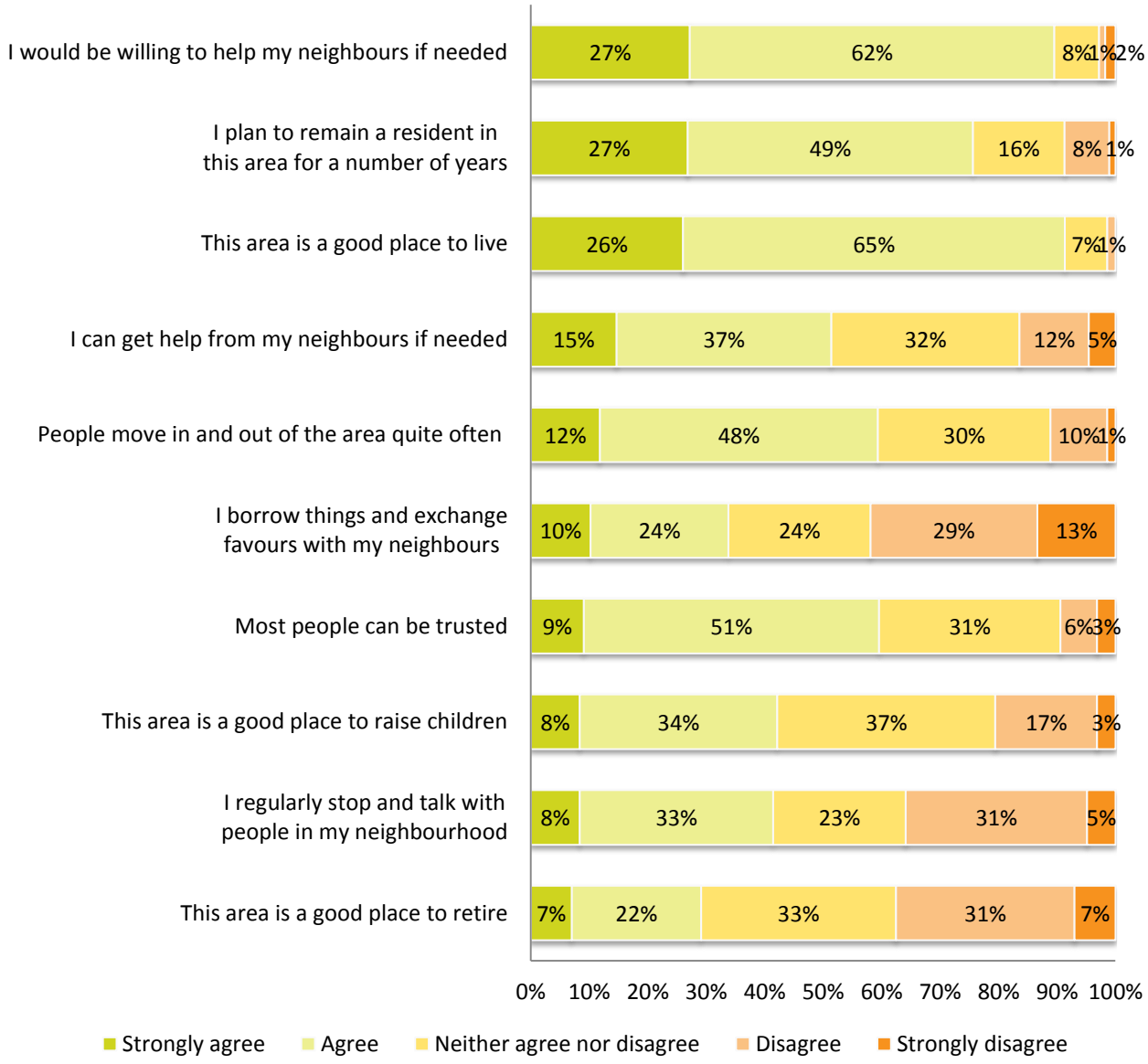
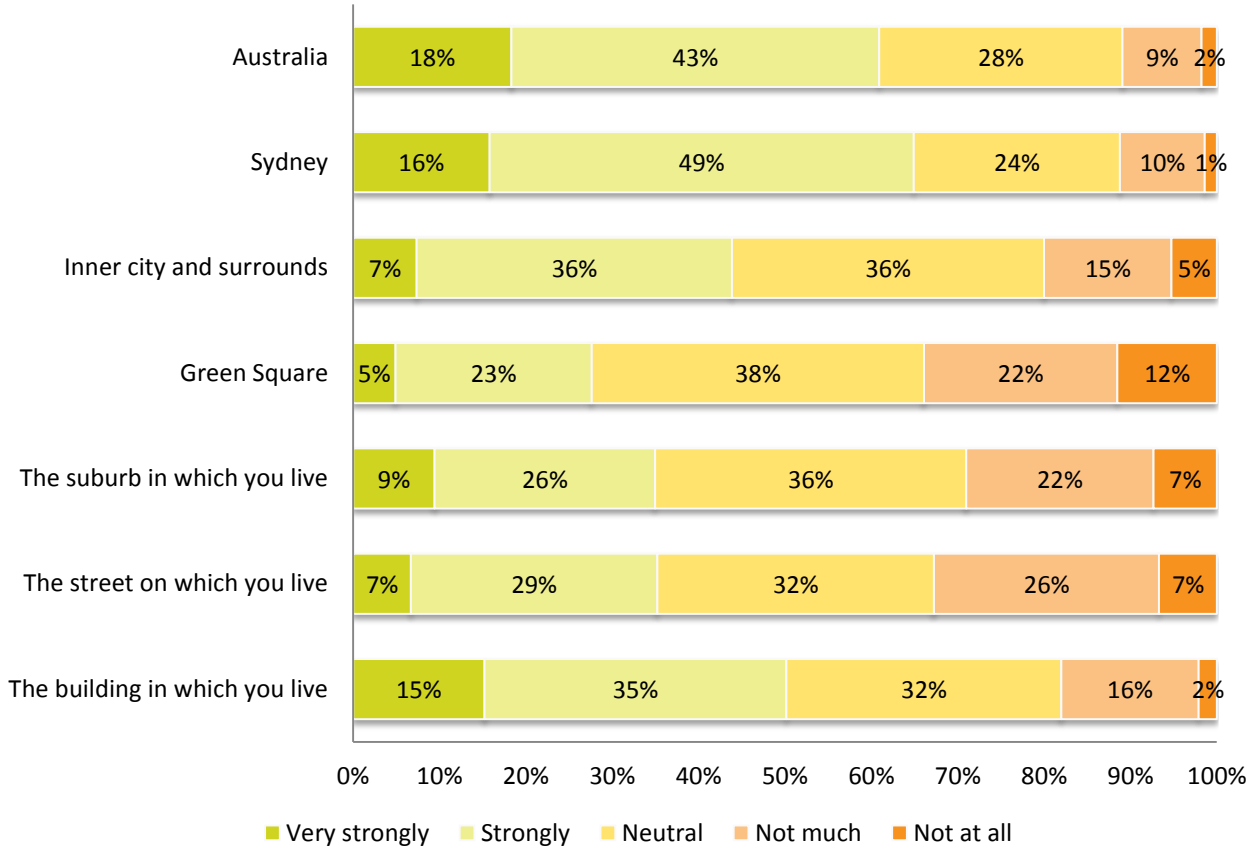
7. To what extent do you agree with the following statements about where you live? (n = various, 285-288)



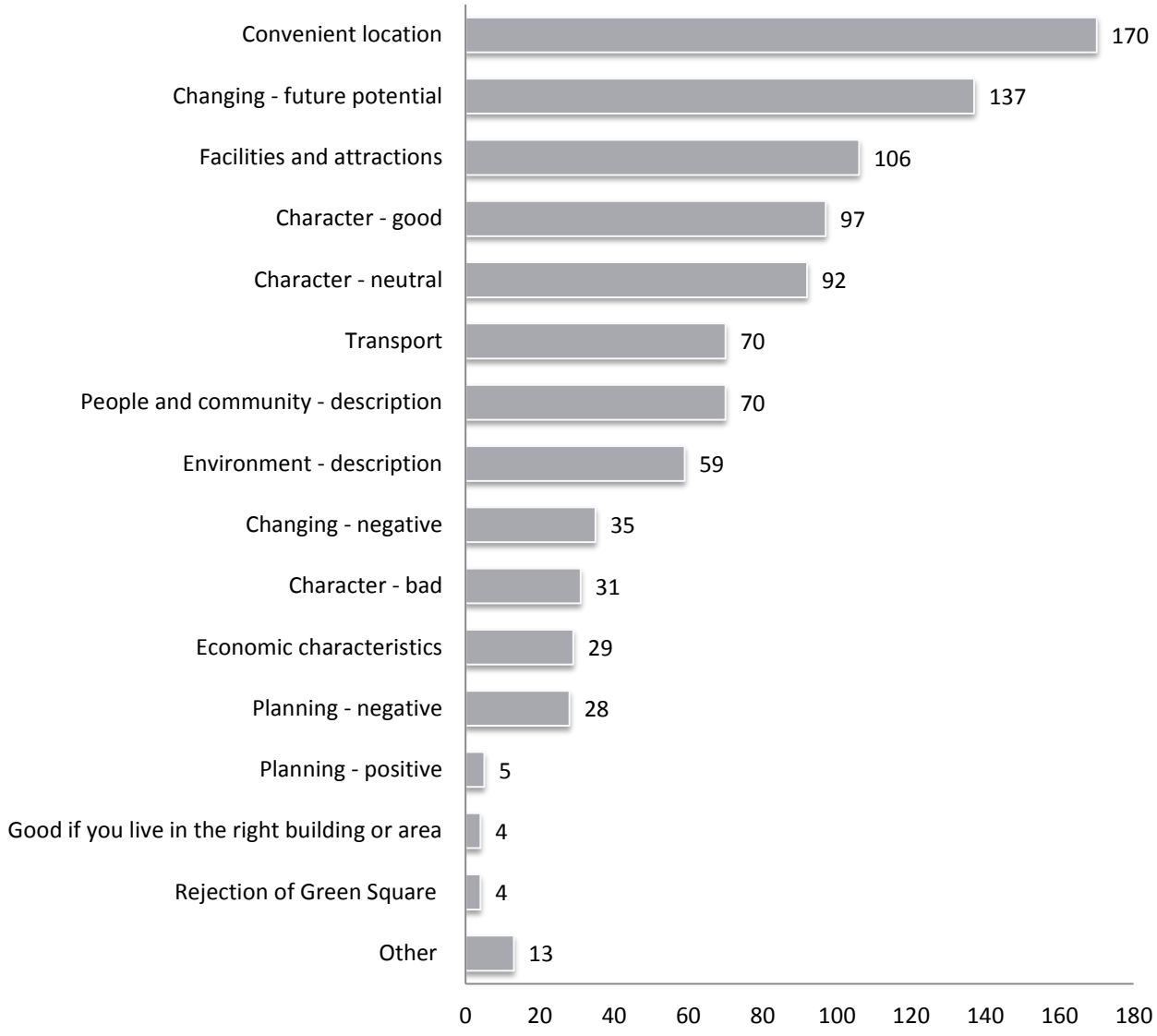
8. To what extent do you feel that you are part of the community in…? (n = various, 283-286)



9. Do you work in Green Square?

22 of the resident respondents also worked in Green Square.

19. If a friend asked you what Green Square is like, what would you tell them? (n = 324*) These results are presented for residents and workers responses combined*



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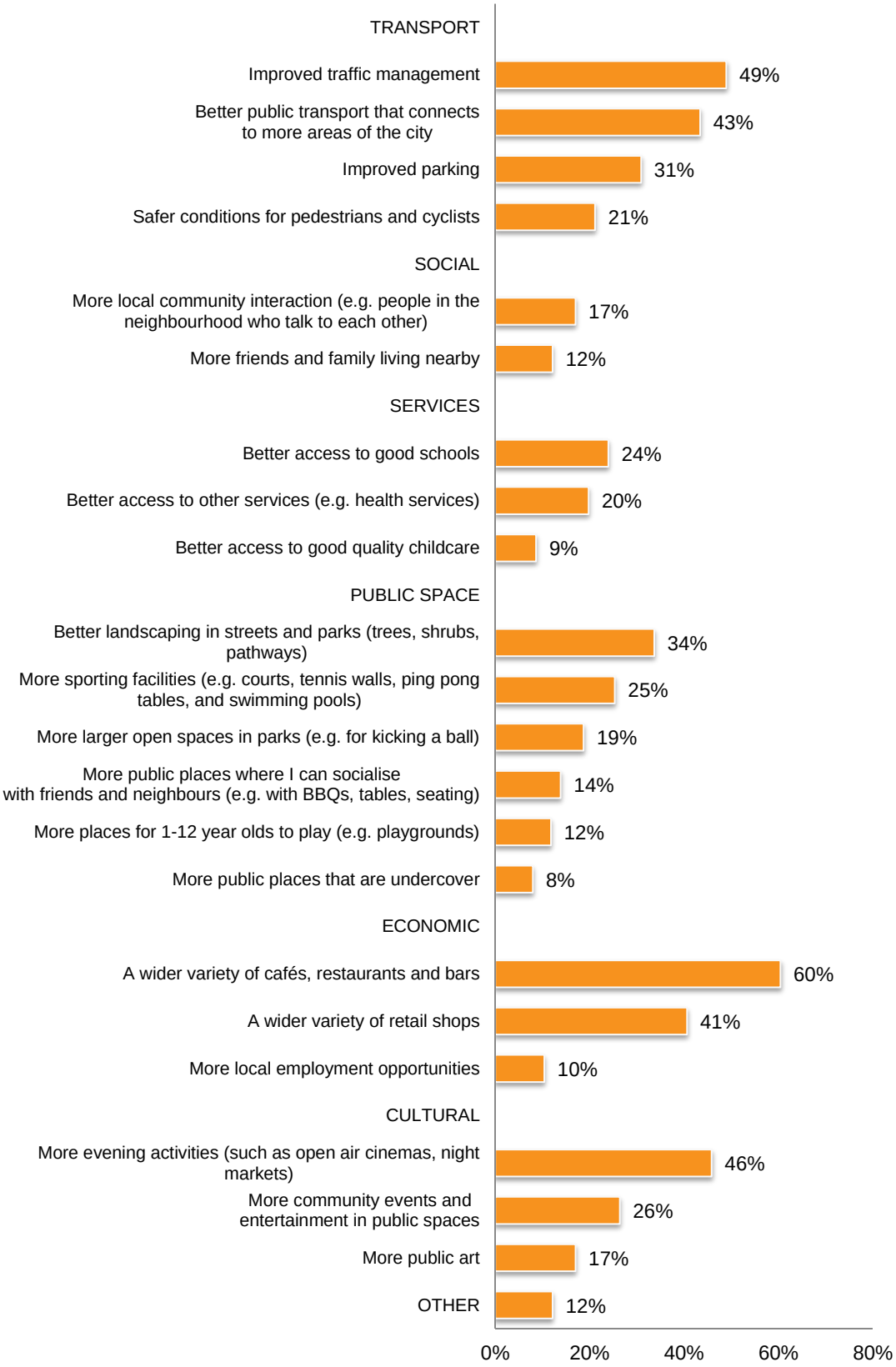
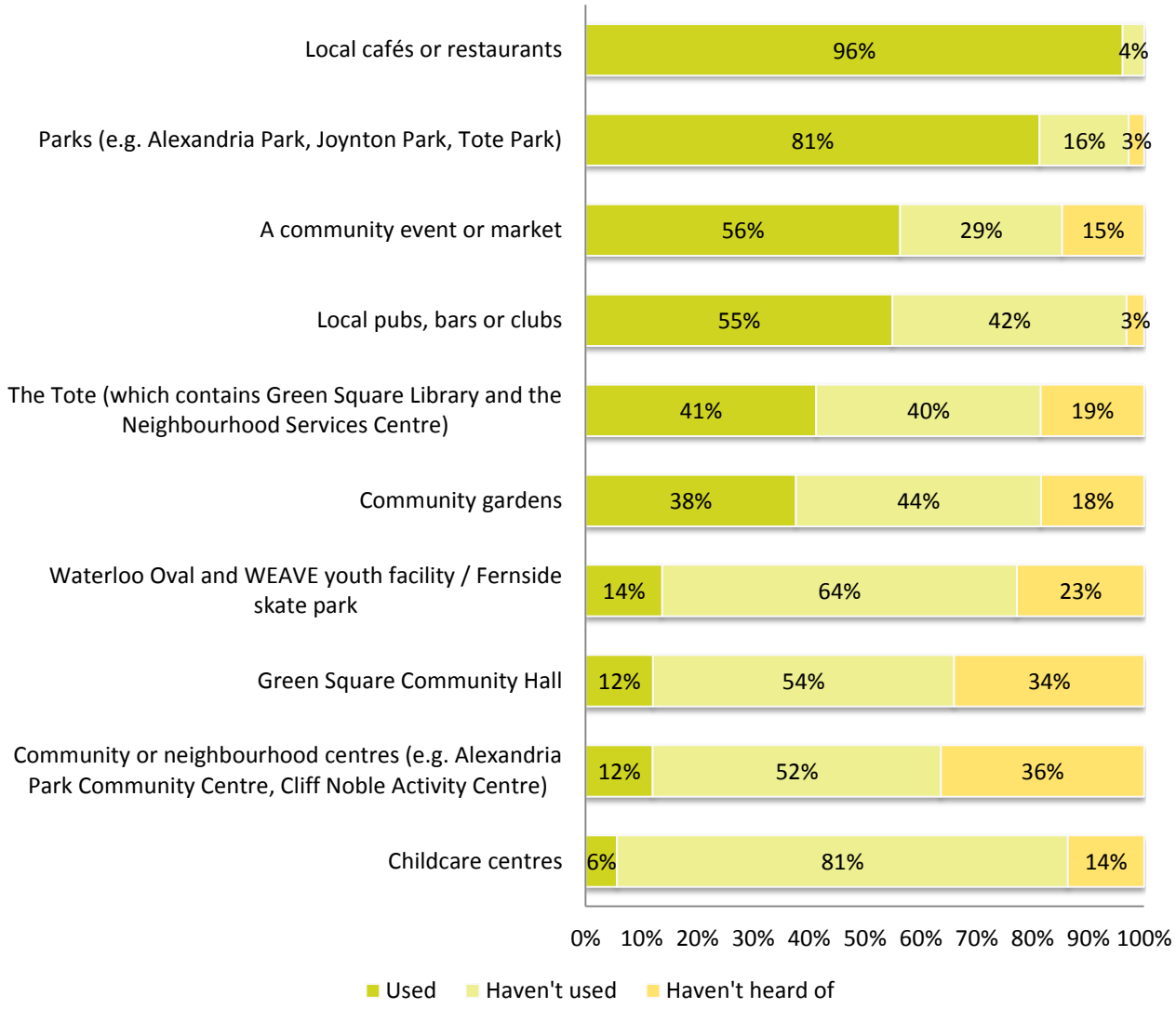
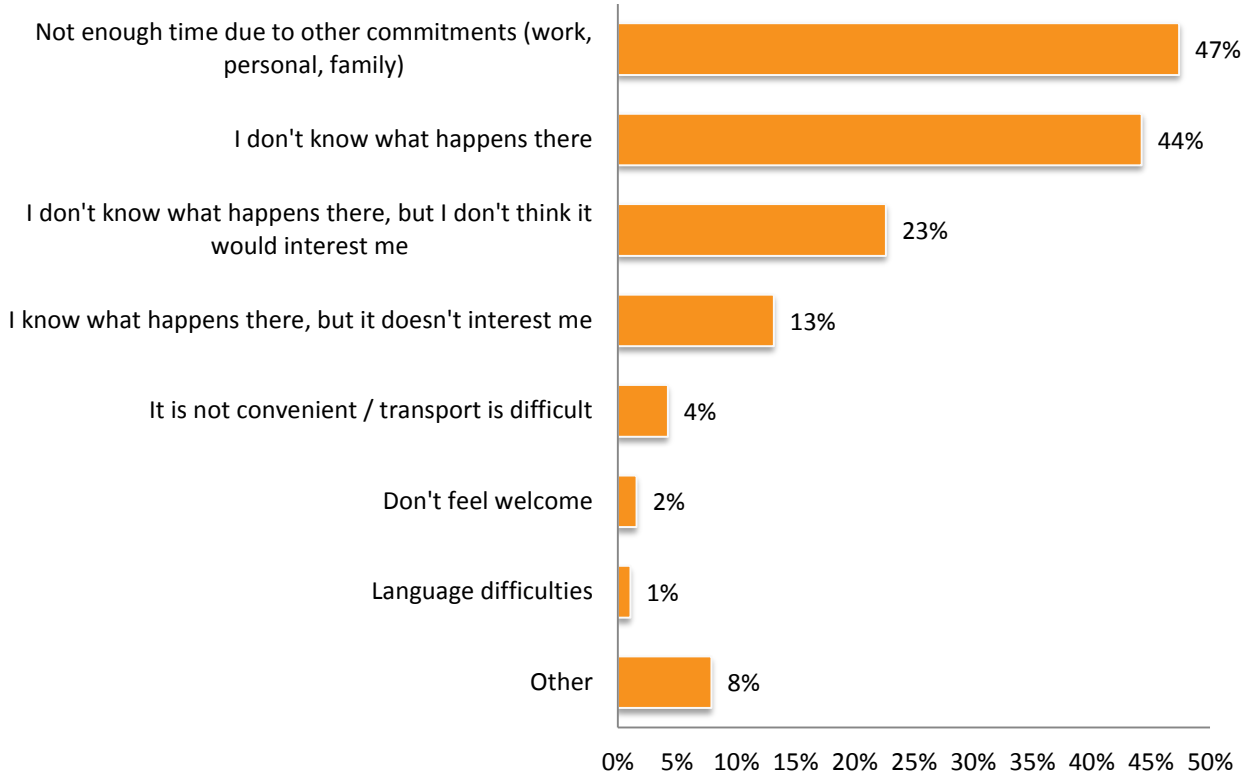
20. What are the *top five* things that would make Green Square the kind of place you would want to live and/or work in the future? (i.e. certain facilities, events or services)? (n = 288)



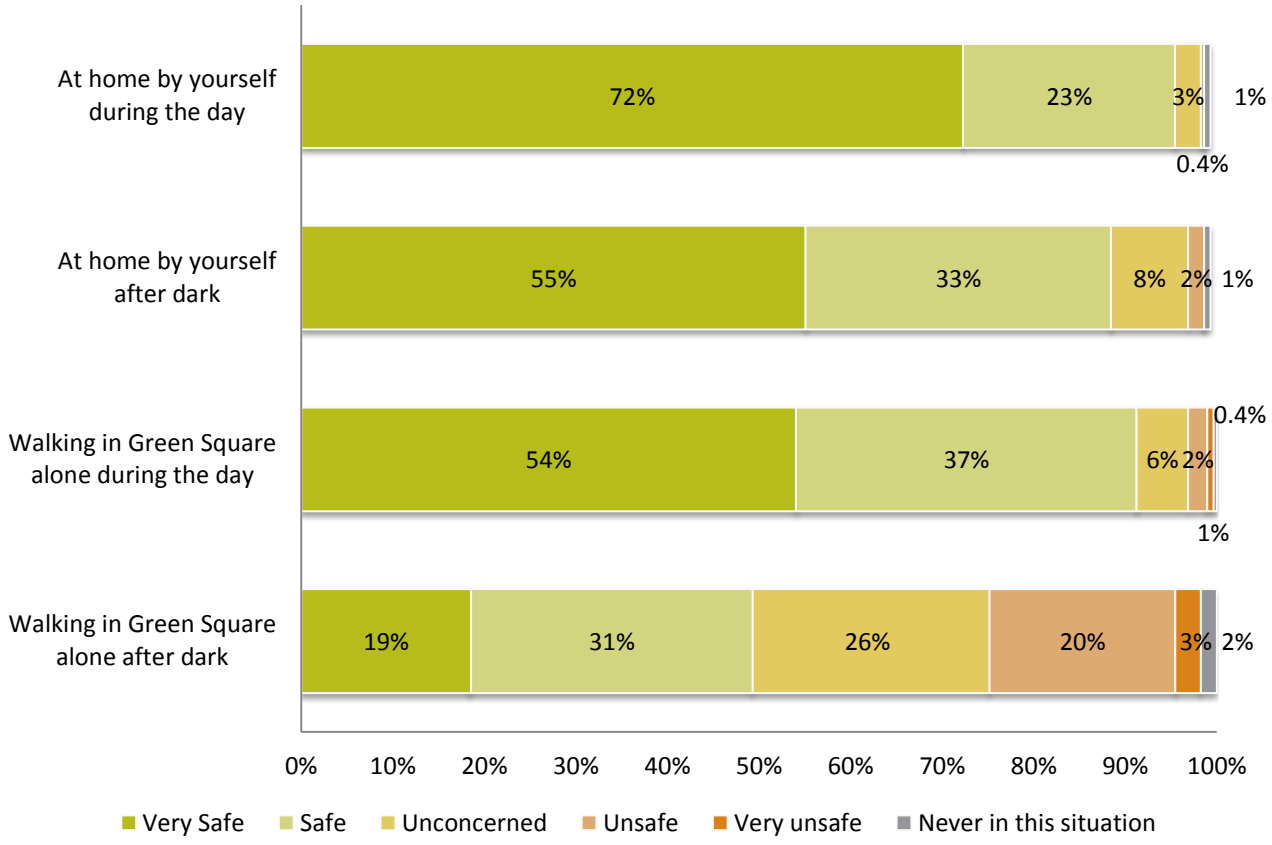
21. Which services and facilities have you used <u>within Green Square</u> over the past six months? (n = various [282-288])



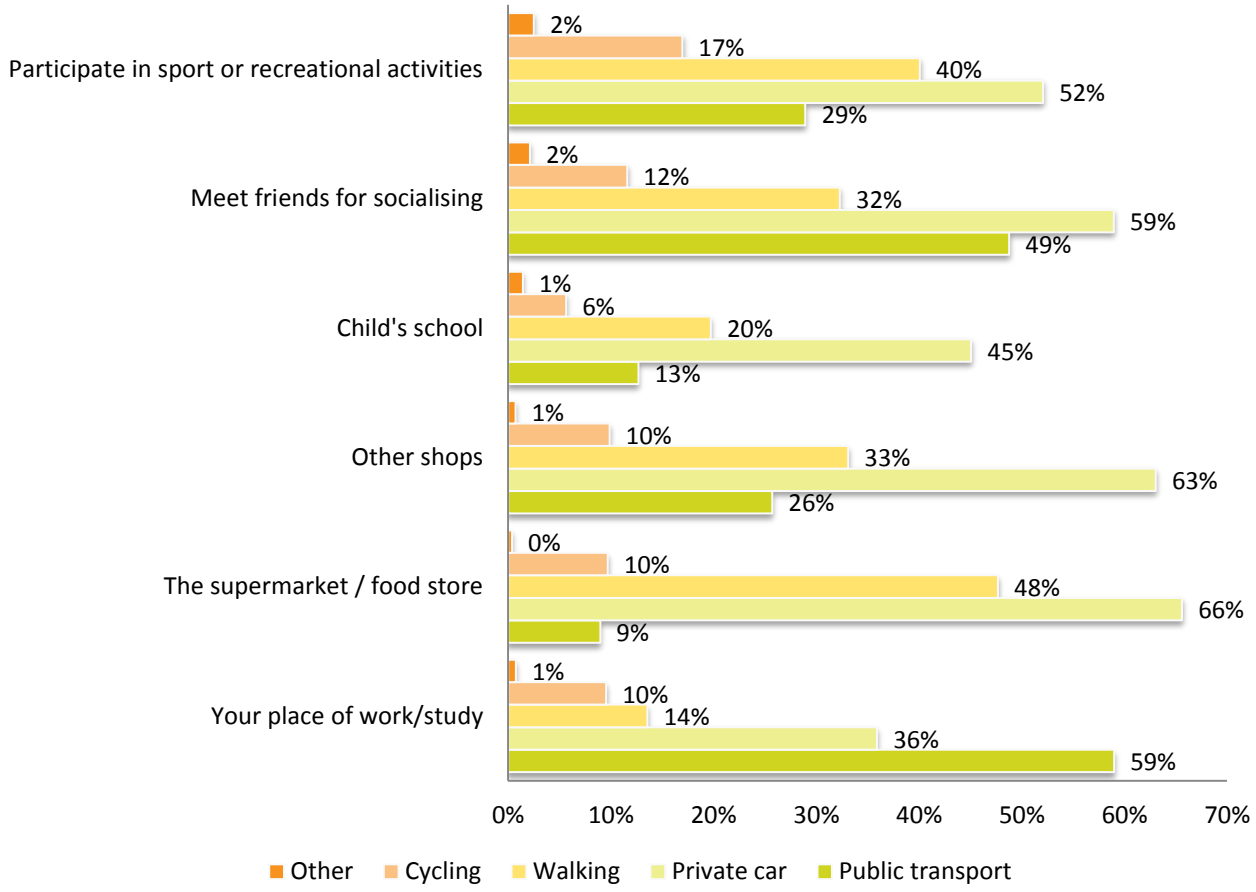
21a. *If you responded that you do not use the Tote/Green Square Library or the Green Square Community Hall*, what are the main reasons you do not use these facilities? (n = 146. Results presented are percentage of particular reasons as a proportion of all)



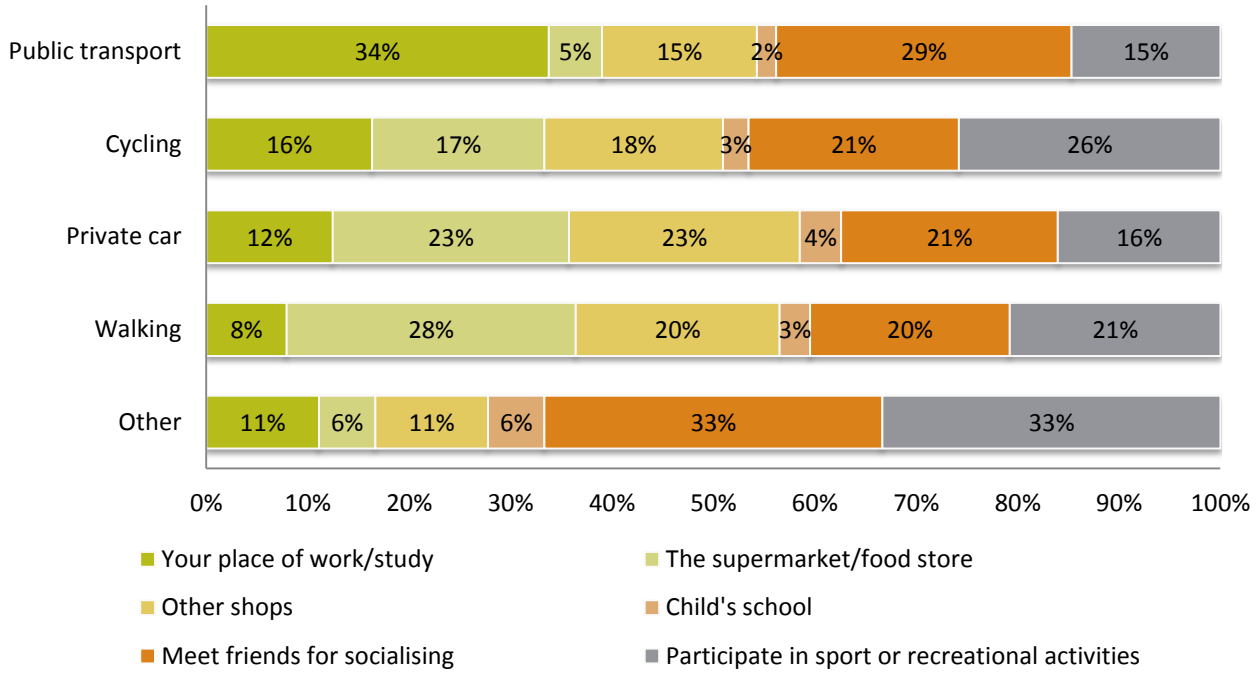
22. How safe or unsafe do you feel when you are in the following situations? (n = various [285-286])



23. (a) On a typical day, how do you travel to…? (n = various [71 (child's school)-285 (meet friends for socialising)]. 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.)

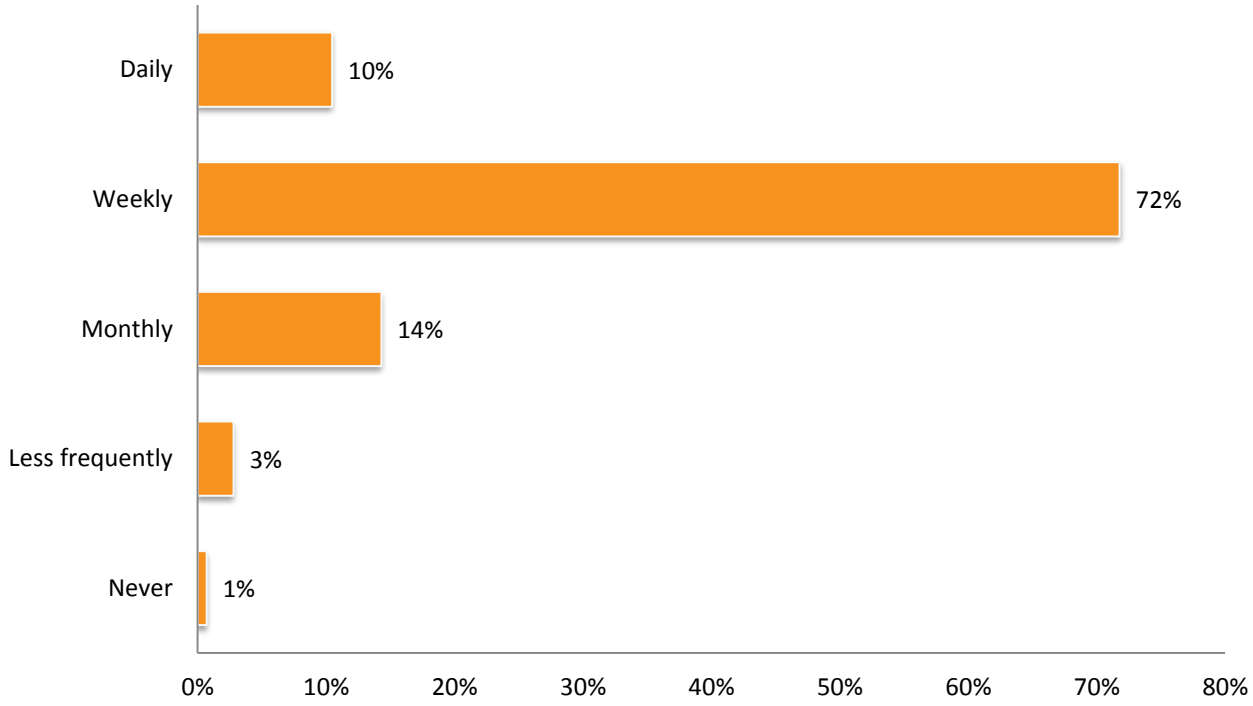


23 (b) On a typical day, how do you travel to…? (n = 288. Results presented are the proportion of trip types taken for each transport mode.)

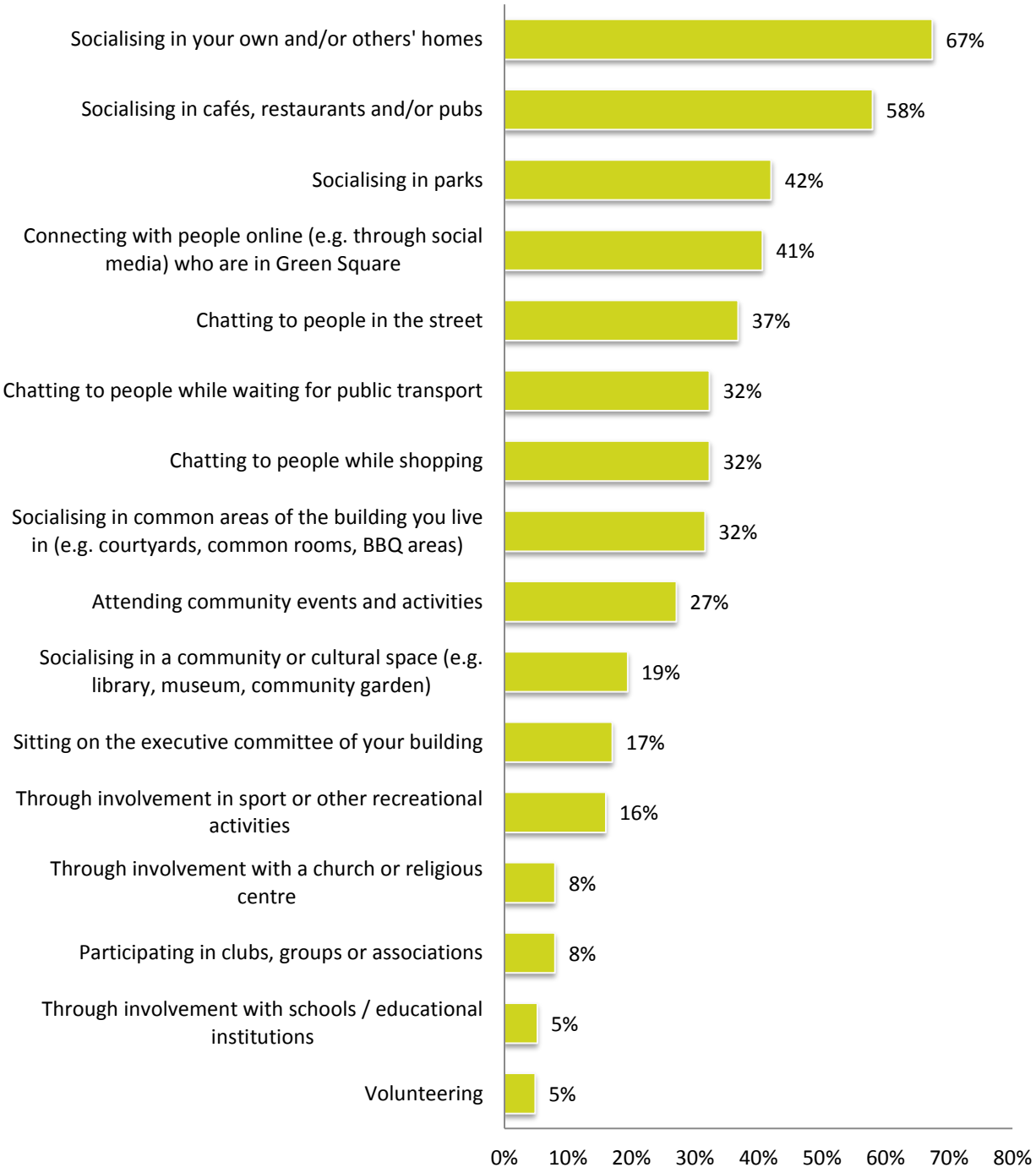


Section 2 – Community in Green Square

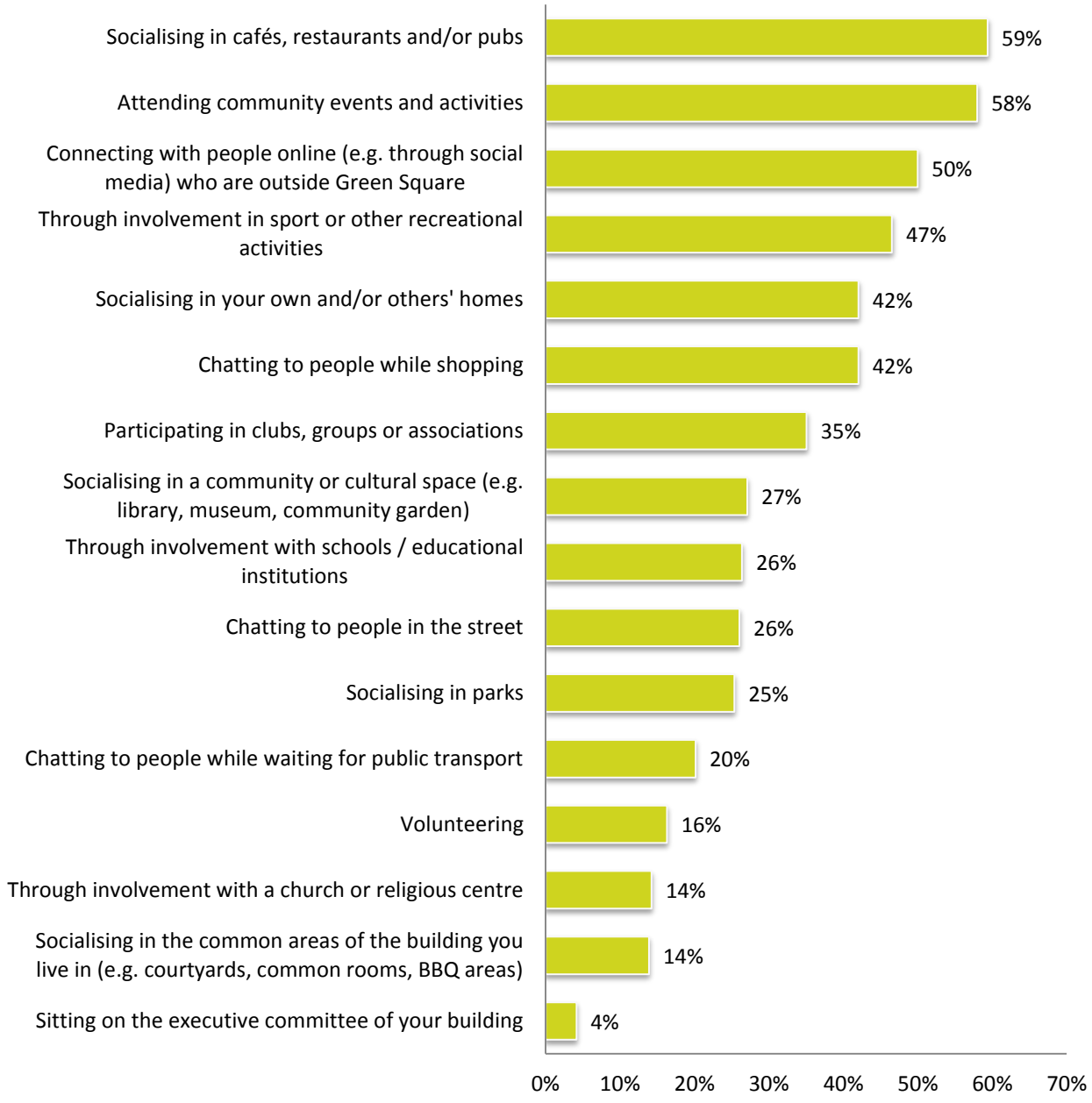
24. How often do you meet socially with friends, relatives or work colleagues? At least … (n = 287)



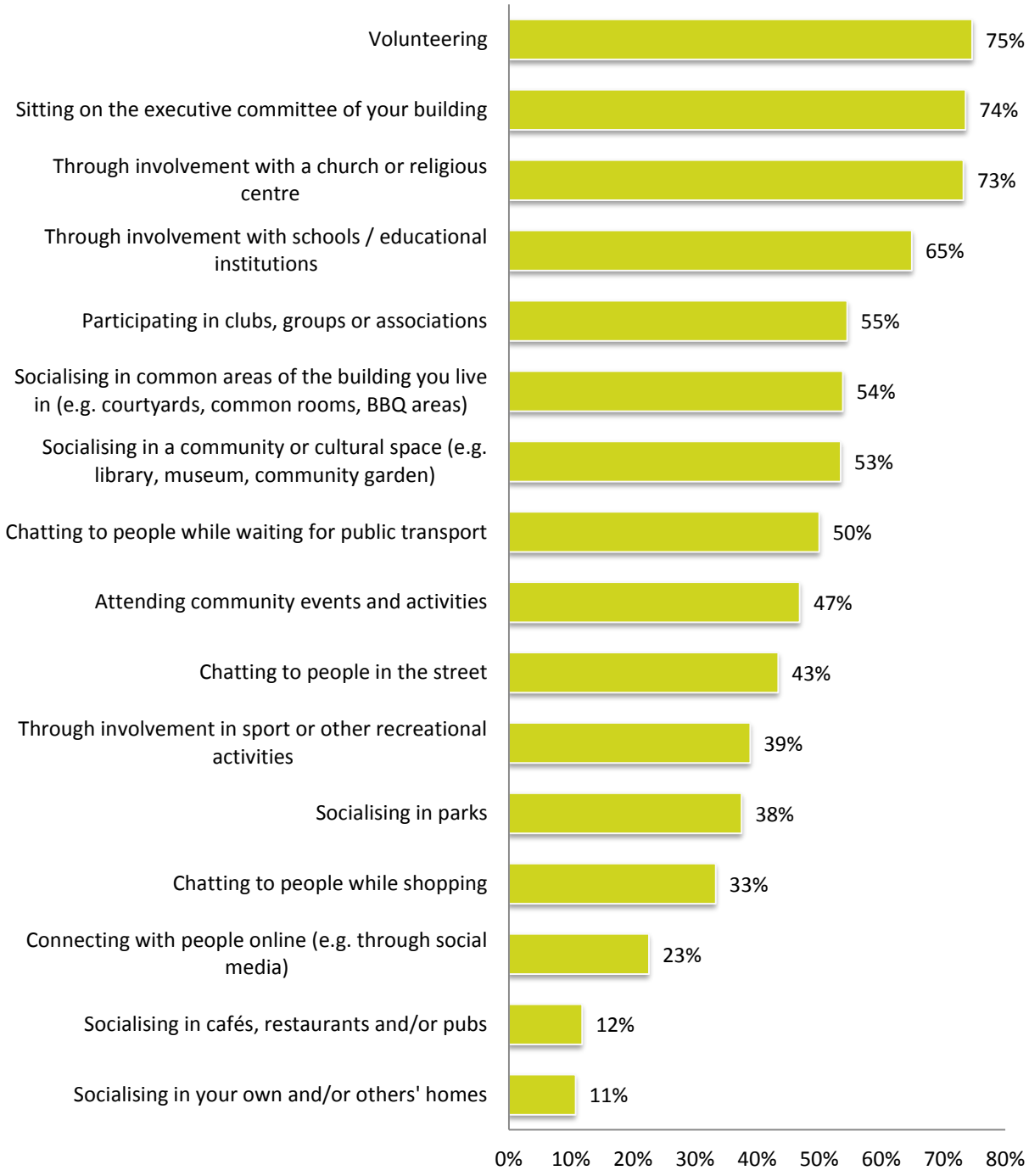
25. (a) In the past month, have you had contact with people in any of the following ways? In Green Square (n=288)



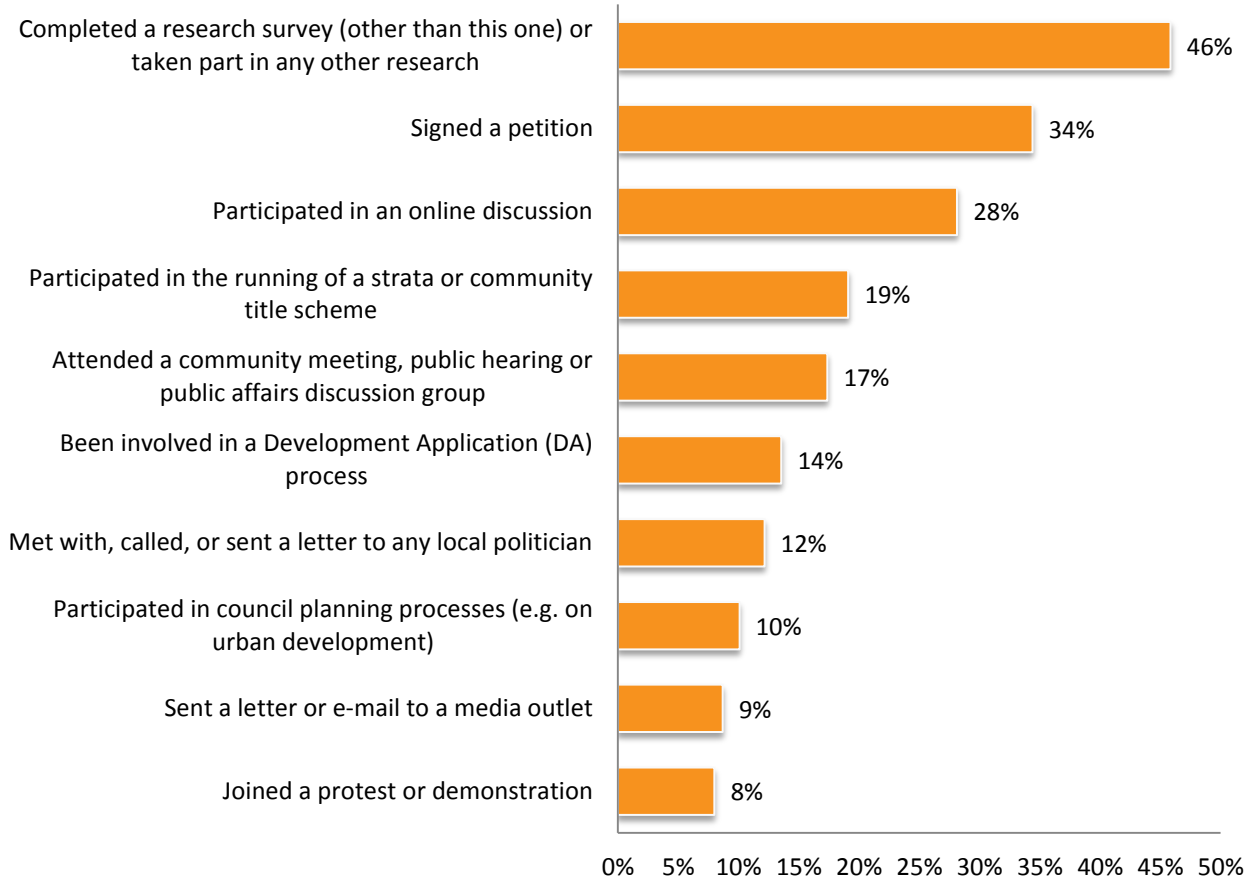
25. (b) In the past month, have you had contact with people in any of the following ways? Outside Green Square (n=288)



25. (c) In the past month, have you had contact with people in any of the following ways? I have not had contact with people in these ways (n=288)



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



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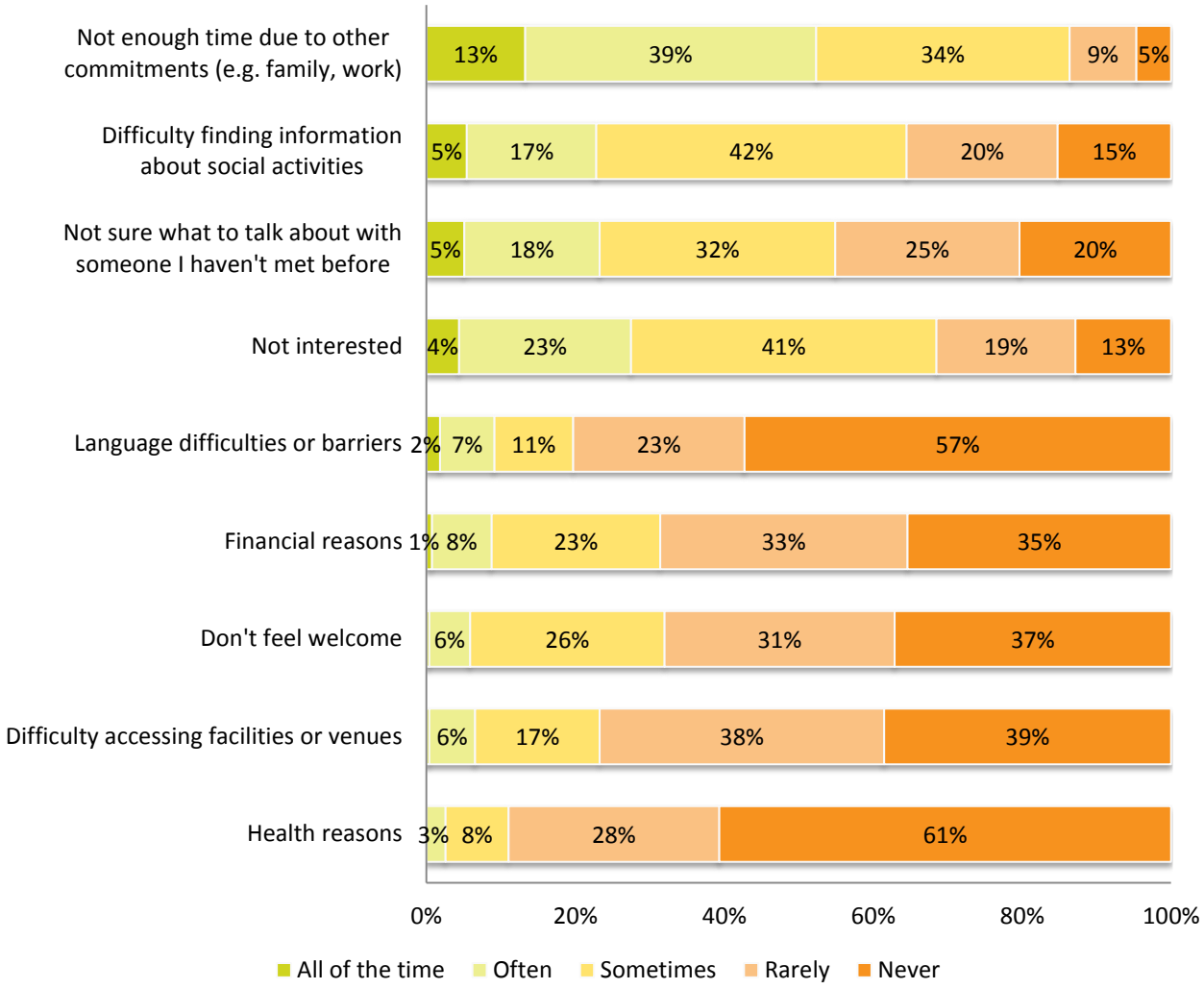
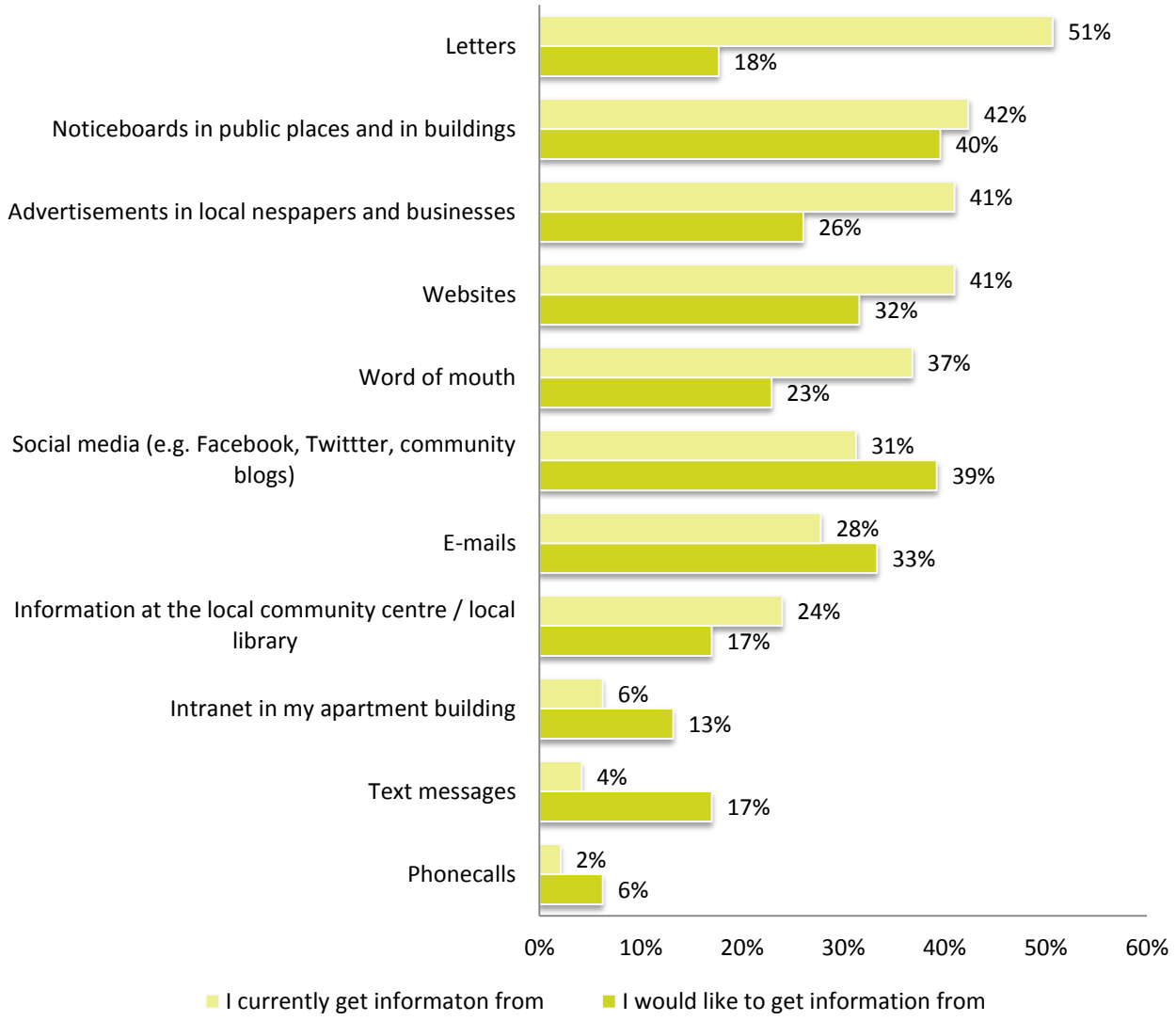
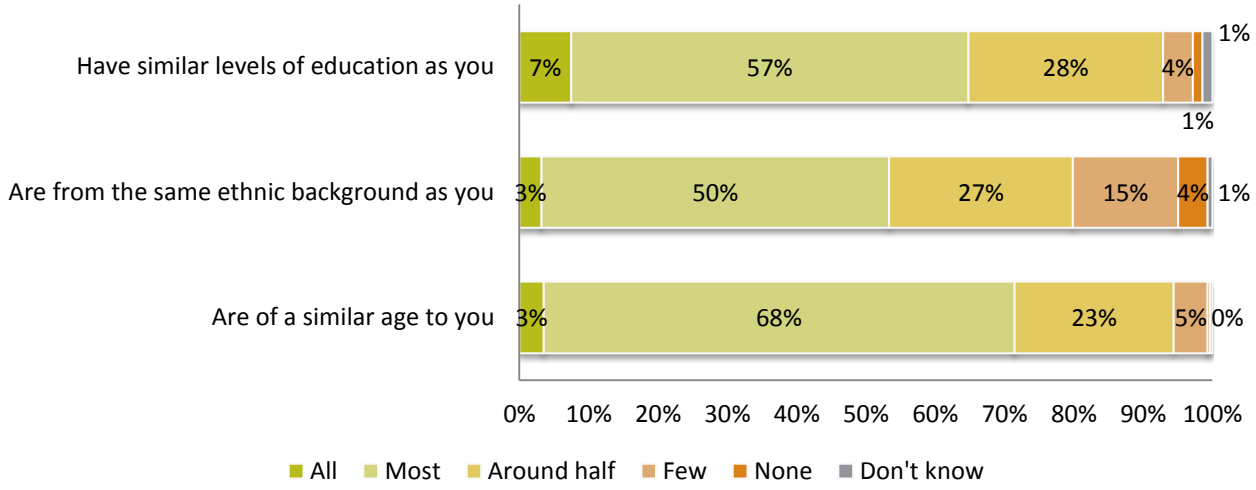
27. Do any of the following limit you from socialising or participating in organised social activities in Green Square? (n = various [272-279])



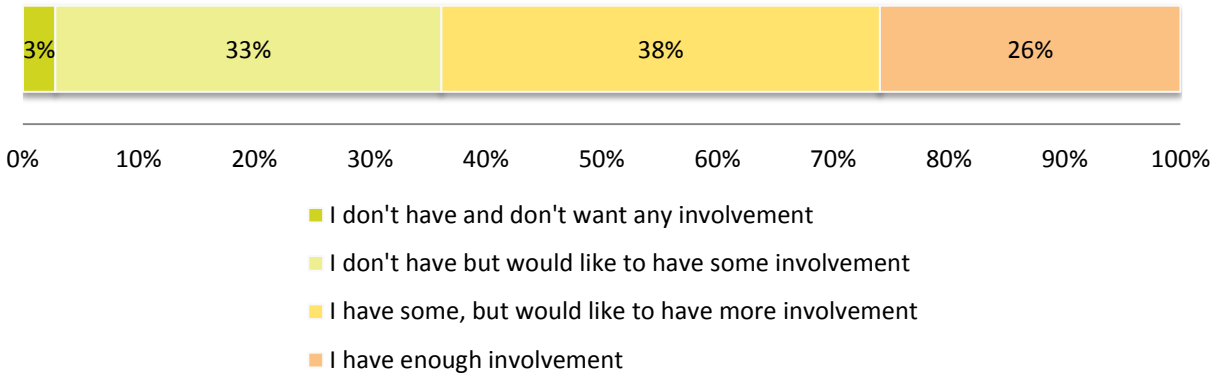
28. How do you currently get information about opportunities to participate in social activities in Green Square, and where would you like to get this information? (n = 288)



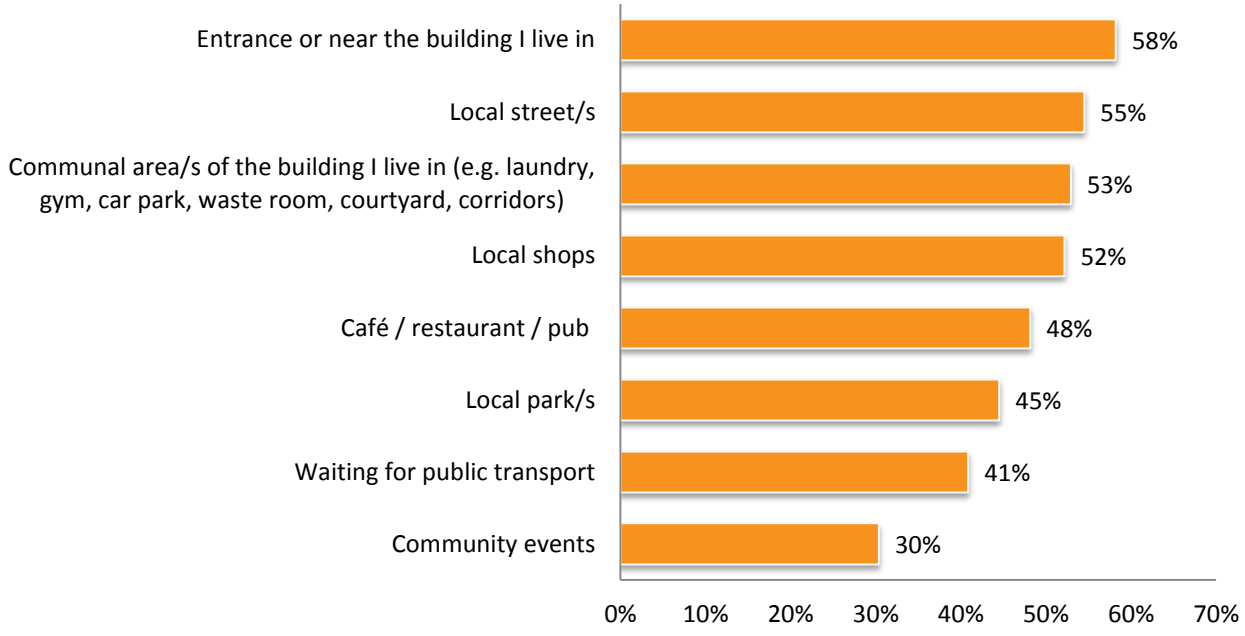
29. Of your friends, how many…? (n = various, 281-287)



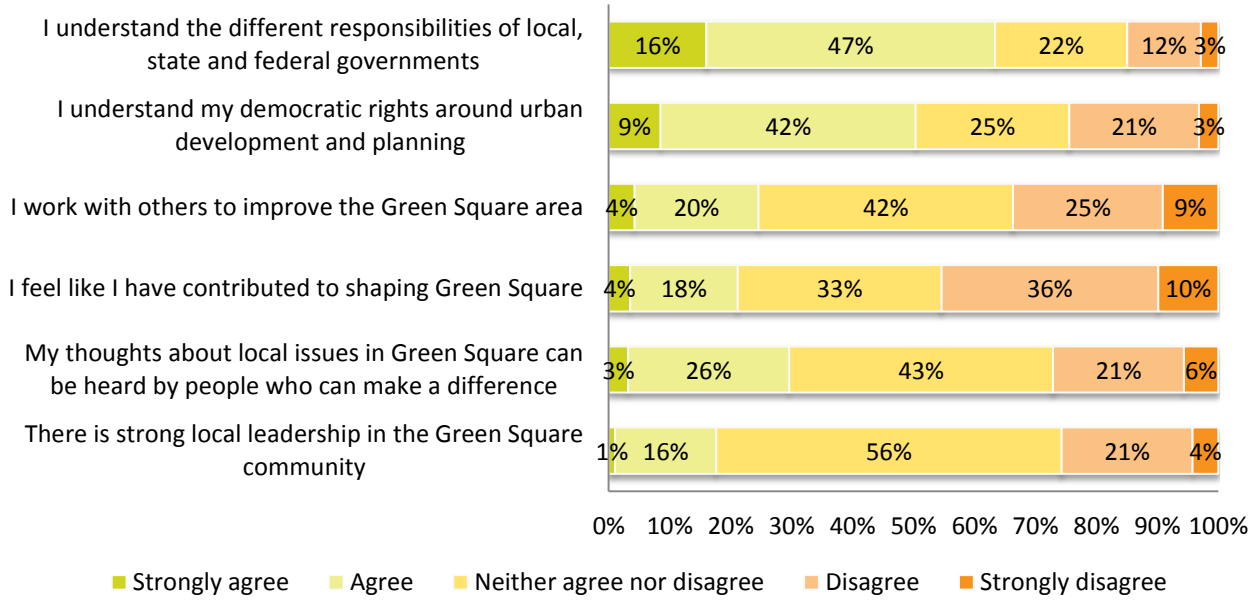
30. How would you best describe your level of interaction with other people who live or work in Green Square? (n=285)



31. Do you run into people you know in the following places in Green Square? (n = various, 270-280. Figures presented are for respondents who answered 'yes' to this question as a proportion of total respondents)

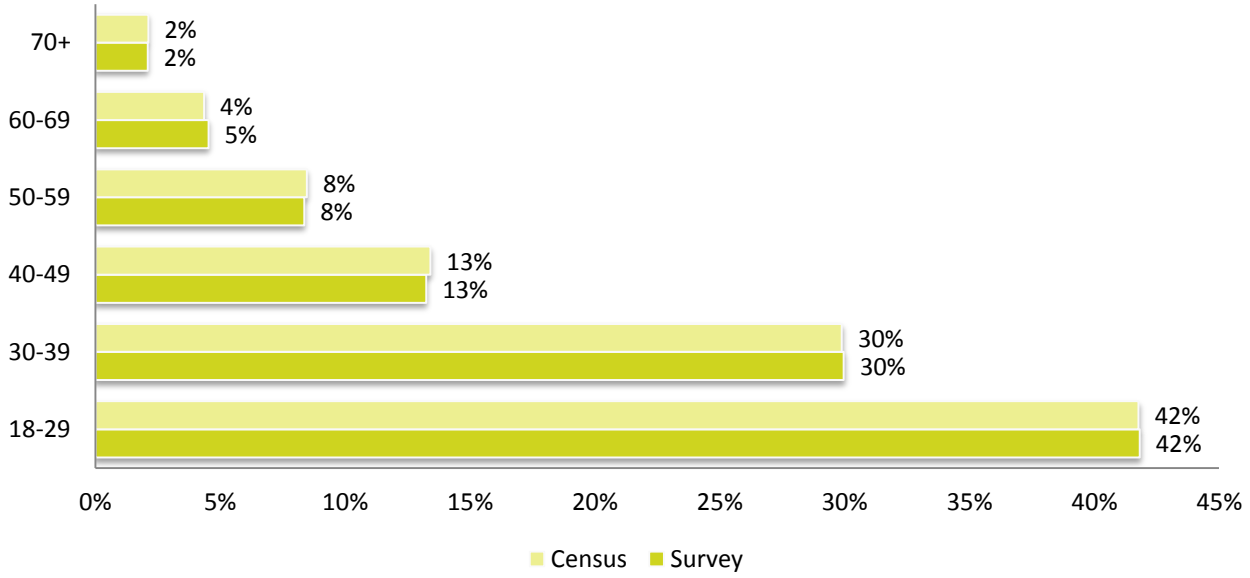


32. To what extent do you agree with the following statements? (n = various, 281-286)

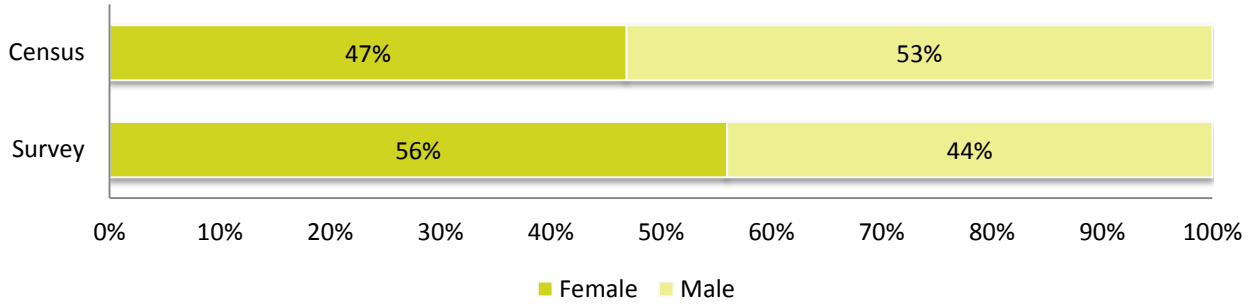


Section 3 – A few questions about you

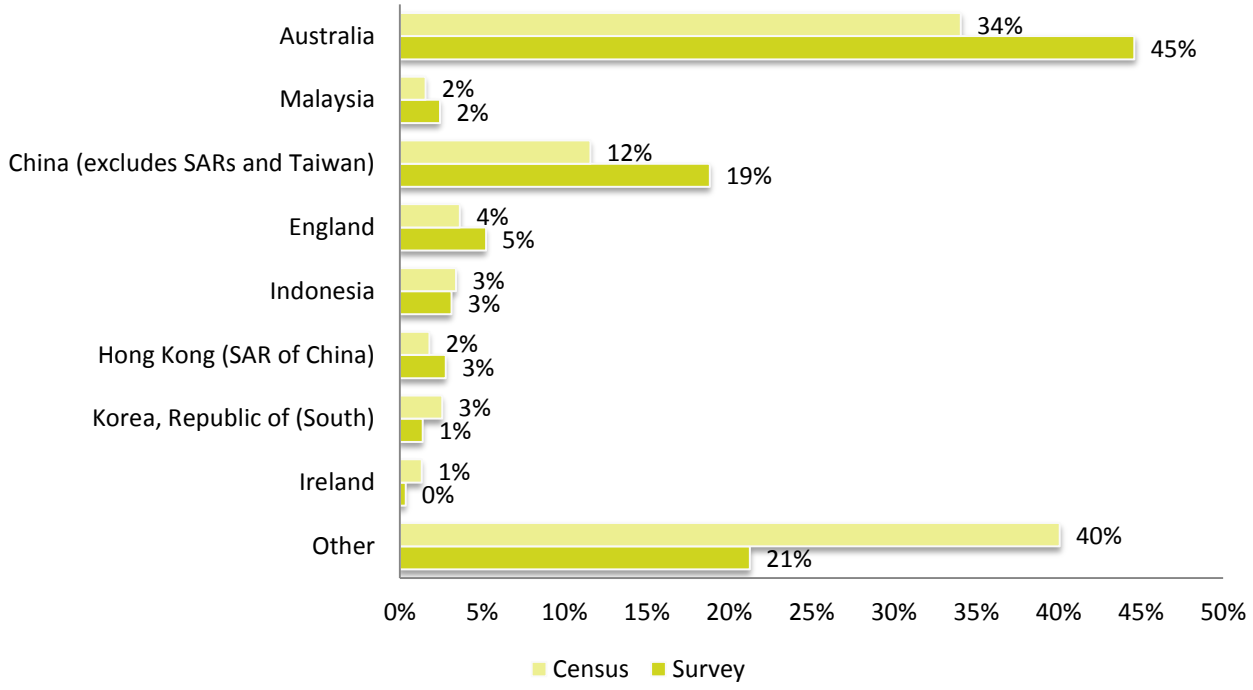
33. What is your age group? (n=287)



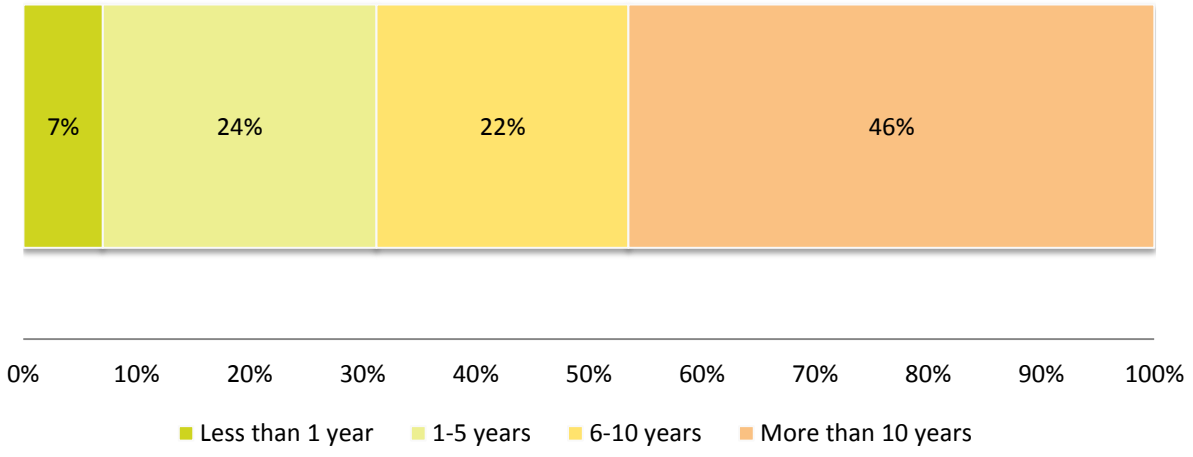
34. What is your gender? (n=284)



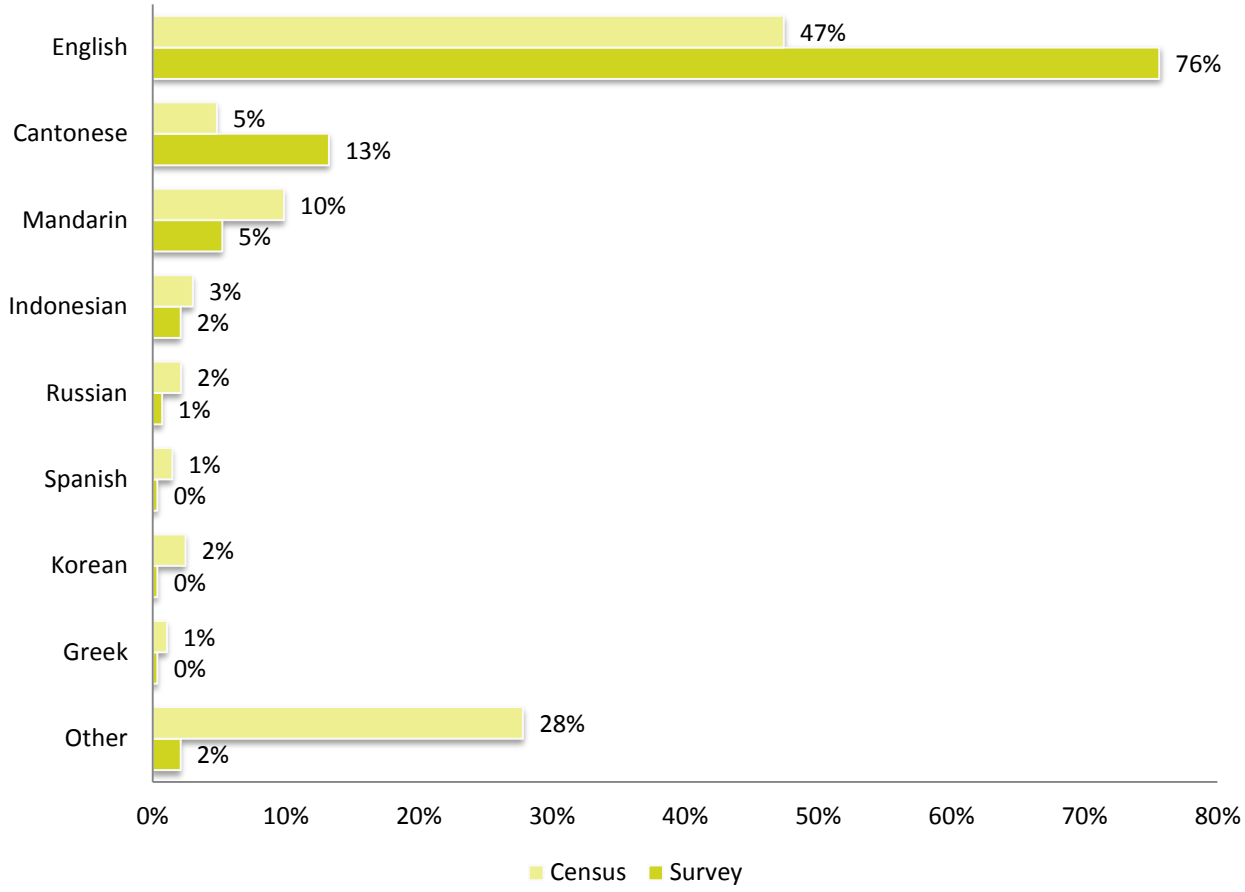
35. What is your country of birth? (n=287)



36. How many years have you lived in Australia? (n=157)



37. What is the main language spoken in your home? (n = 287)



38. How many adults and children live in your household? (n = 279)

	1	2	3	4	5 or more	Total
Adults 18+	61	168	33	17	0	**279**
Children	33	18	1	0	0	**52**

Note: a number of respondents appeared not to have answered this question correctly.

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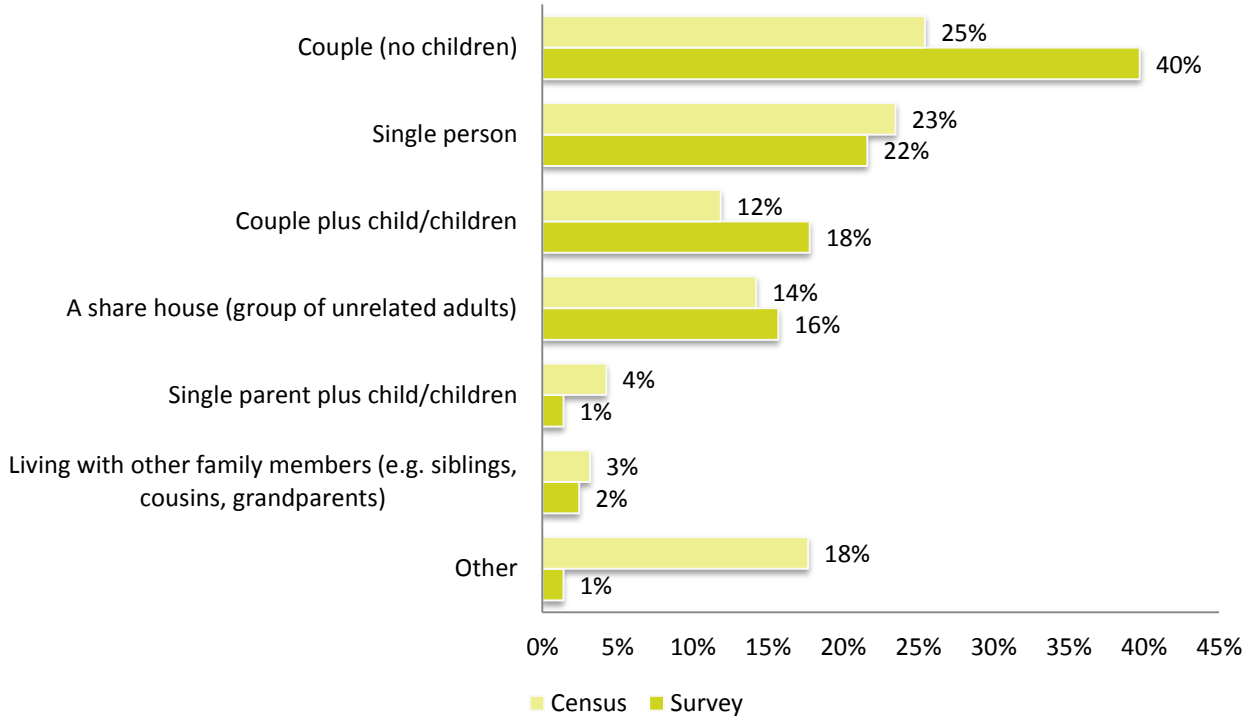
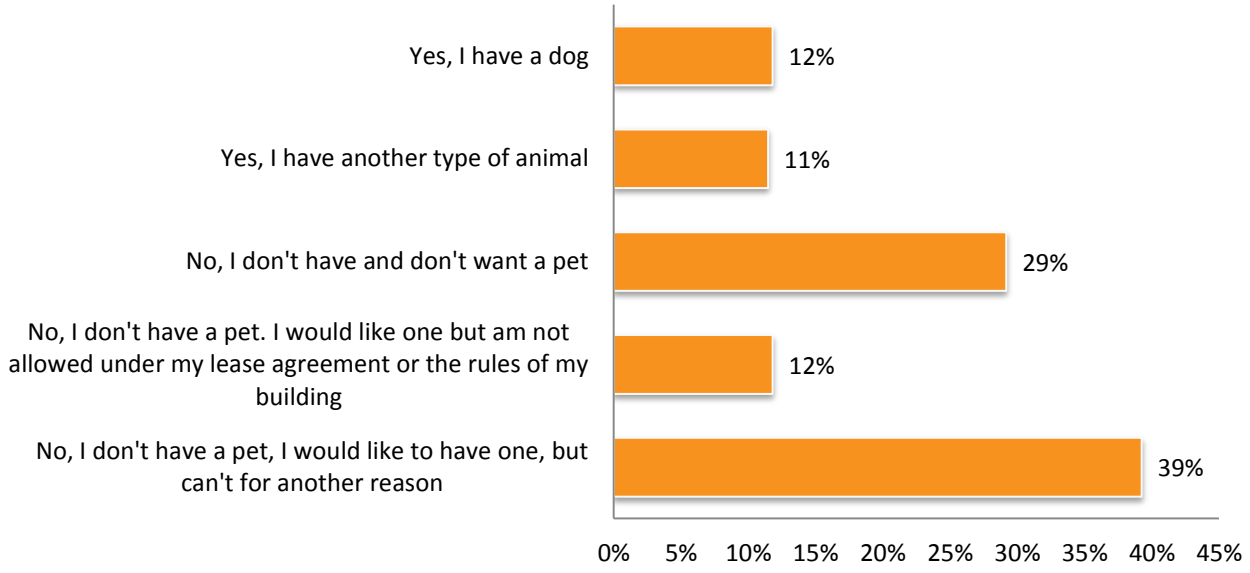
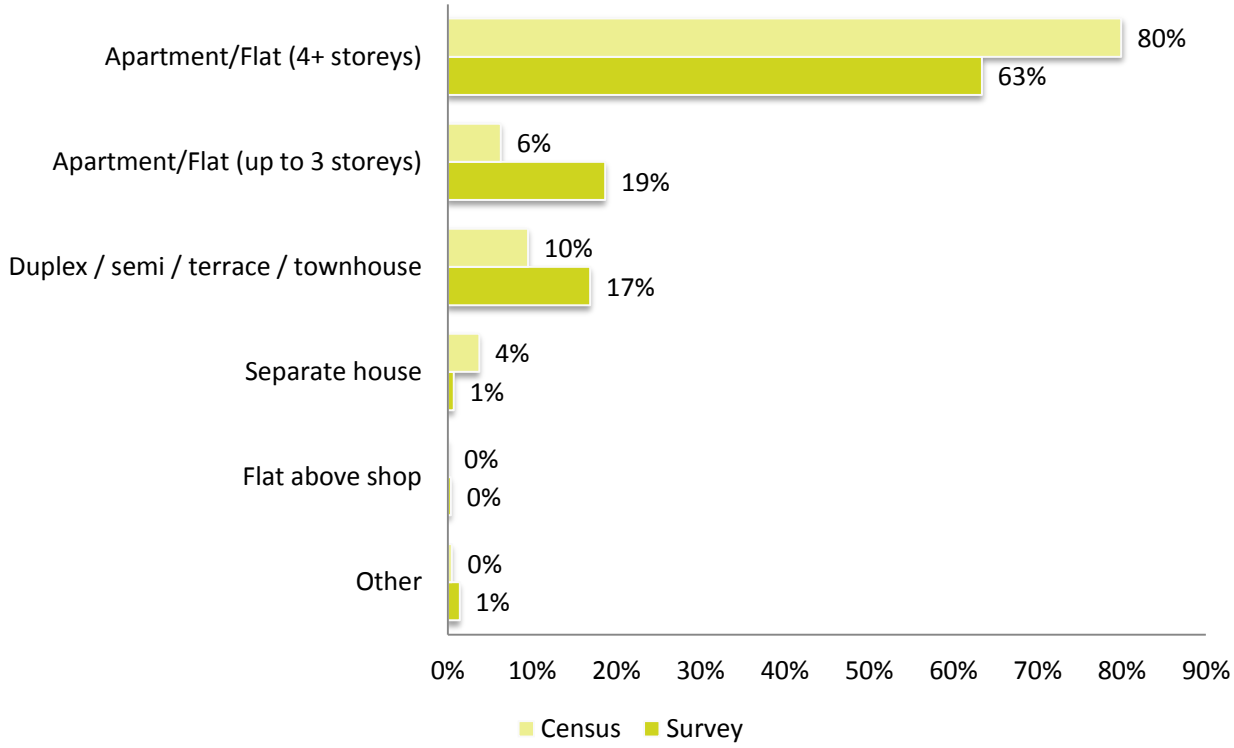
39. How would you best describe your household? (n=287)



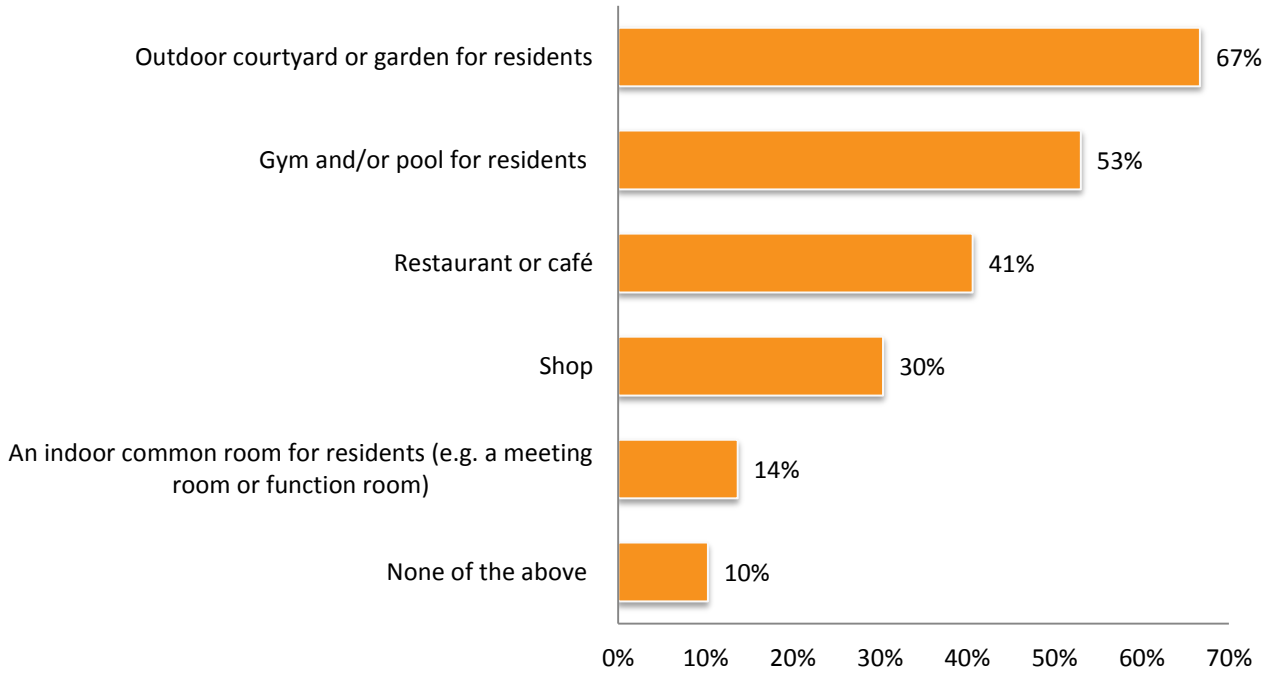
40. Do you own a pet? (n=288)



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



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



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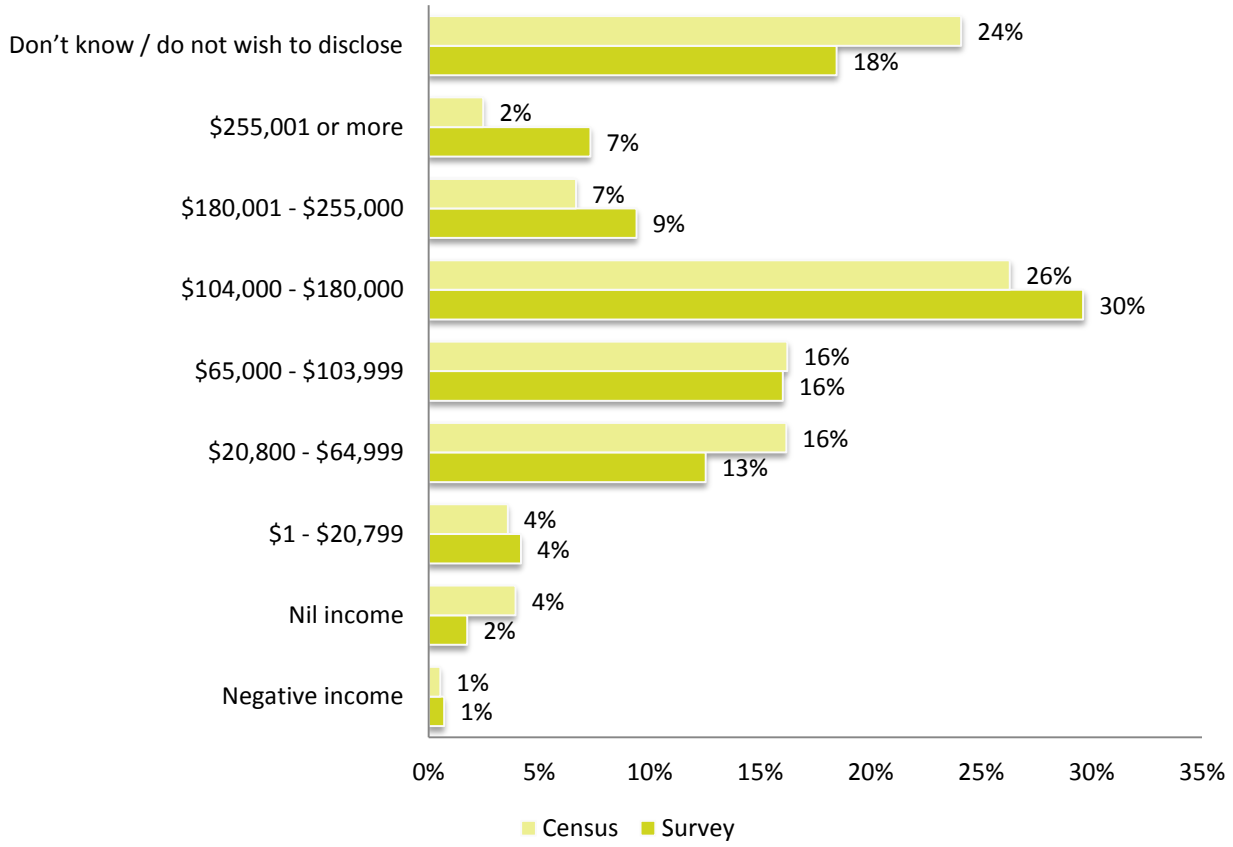
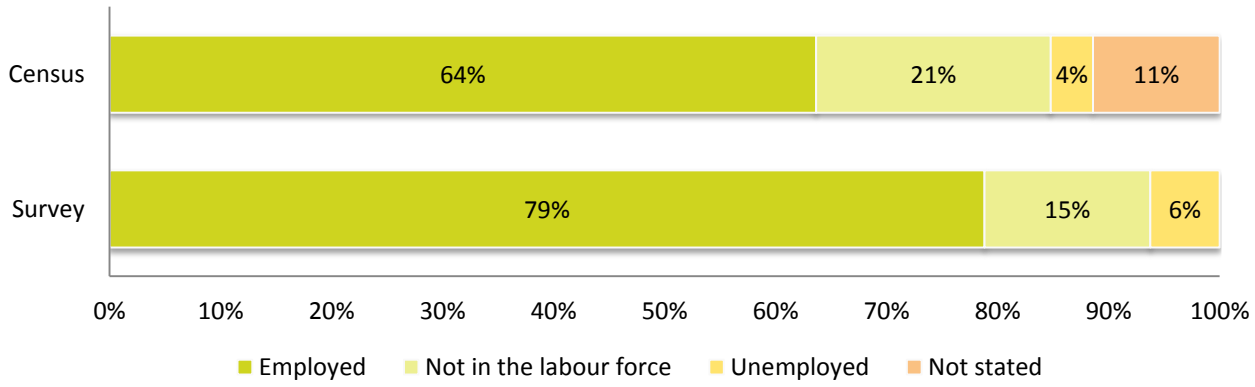
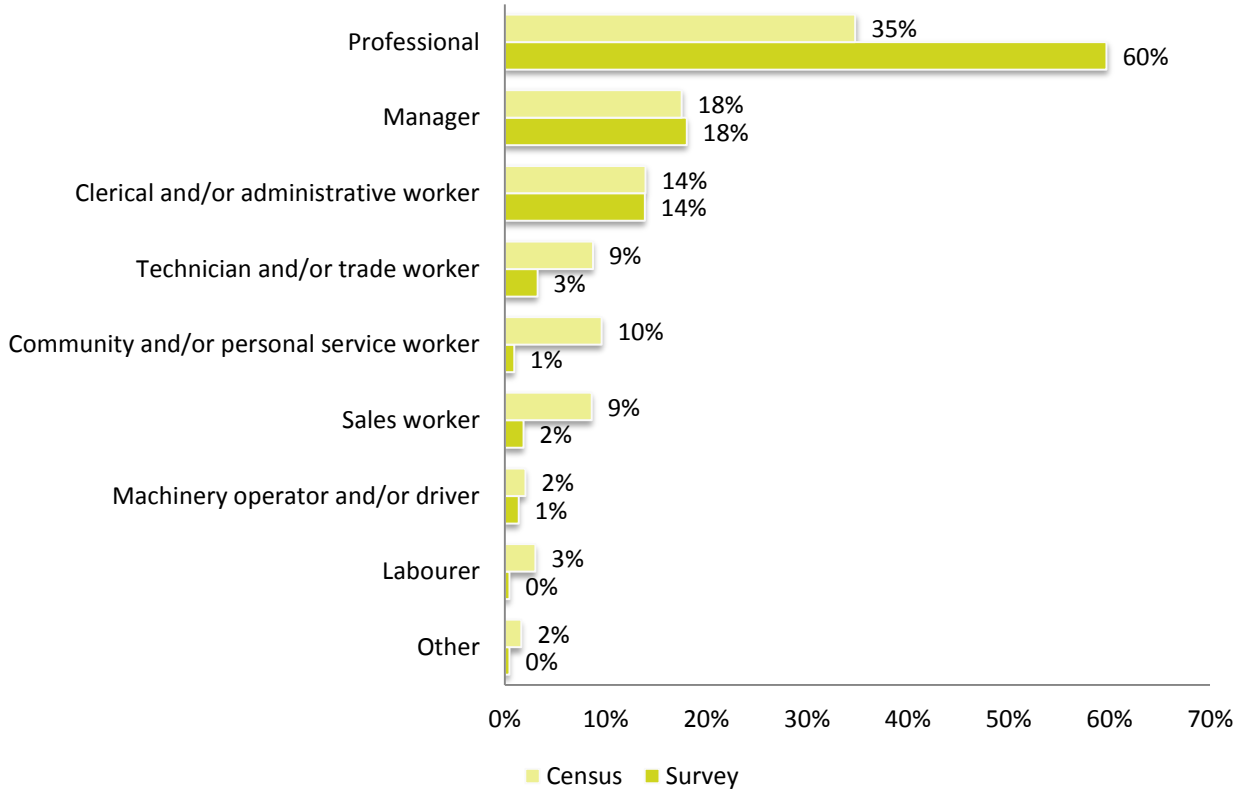
43. Which of the following best describes your household's current annual income (before tax)? (n = 287)



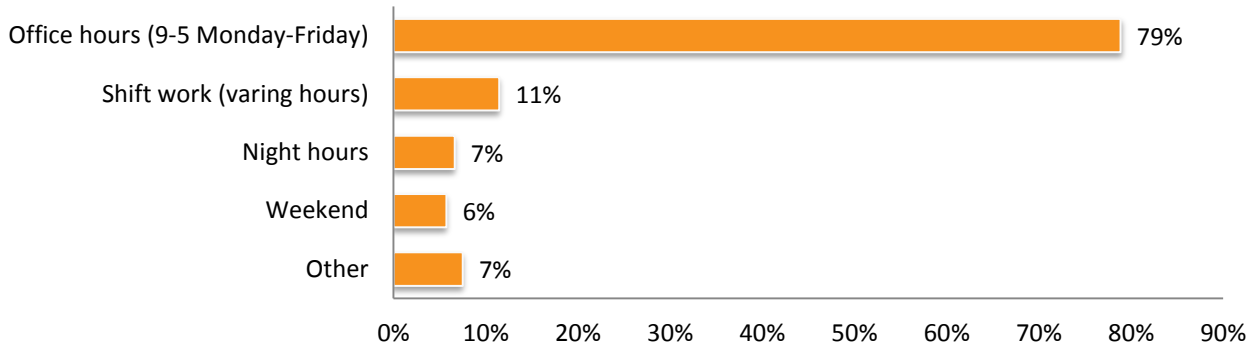
44. Which of the following best describes your current employment status? (n = 288)



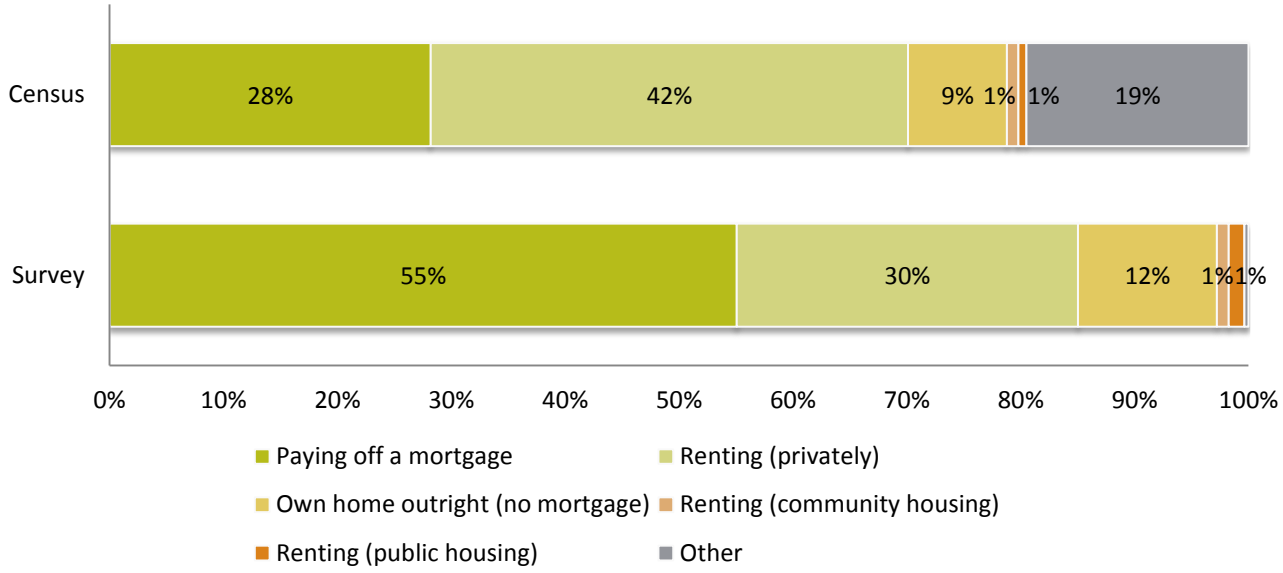
45. Which of the following best describes your current occupation? (n = 216)



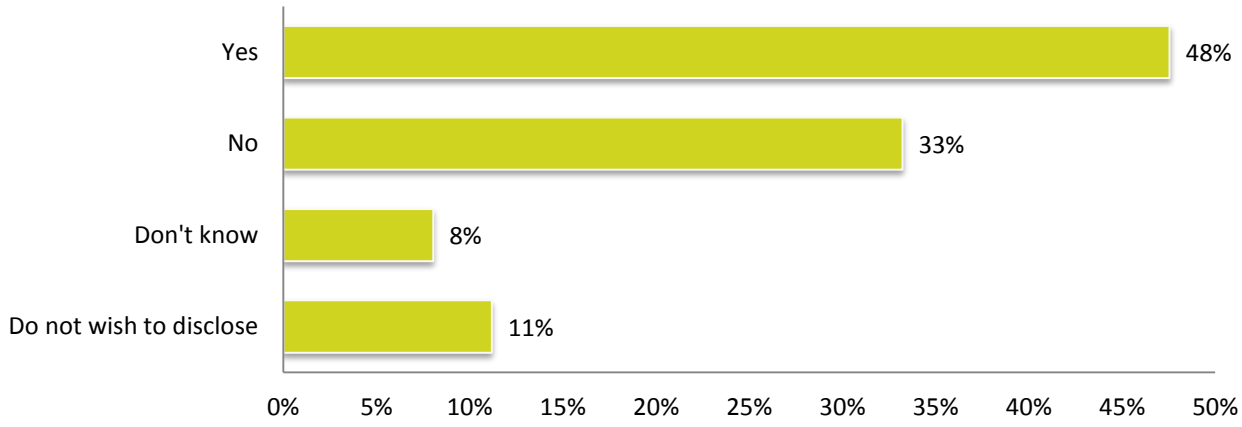
46. Which of the following best describes your working hours? (n = 227 [all employed respondents])



47. Is your household…? (n = 287)

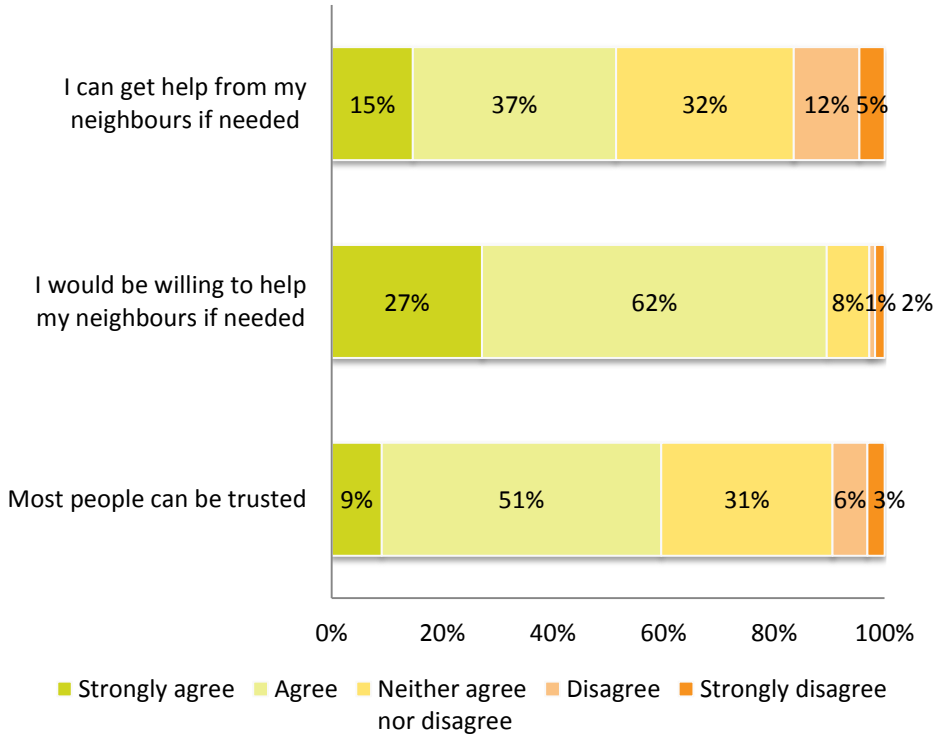


48. Does your household usually spend more than 30% of the combined household income on housing costs (rent or mortgage and/or strata levies)? (n = 286)

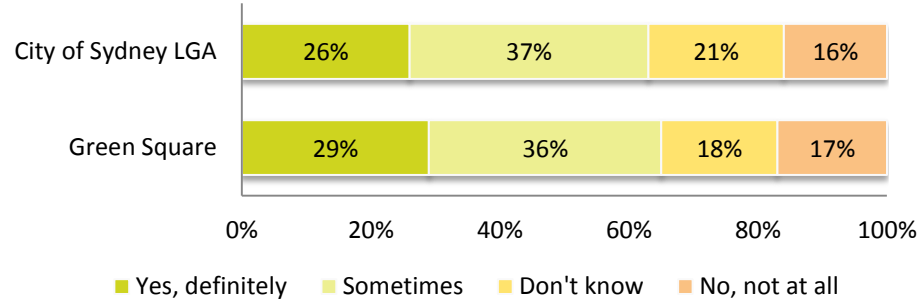


Appendix 8 Comparative survey results for benchmarking

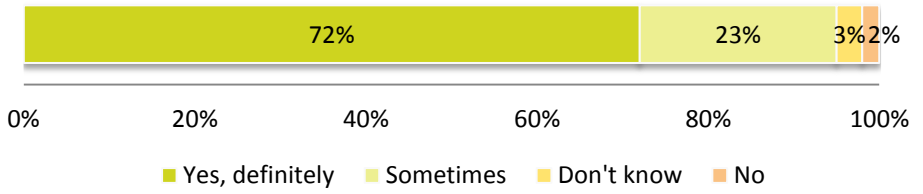
Question 7 – Green Square Survey 2014	Various studies
To what extent do you agree with the following statements about where you live? (n = 286-287)	**How strongly do you agree or disagree with these statements?**



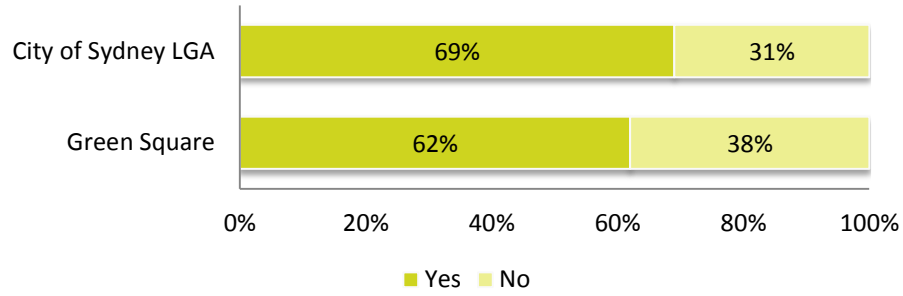
- Can you get help from the following if needed: Neighbours **(City of Sydney Residents Survey, 2011)**



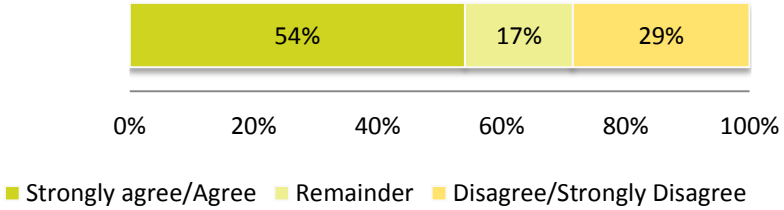
- Would you be willing to help your neighbours when needed? **(City of Sydney Residents Survey, 2011)**



- Most people can be trusted **(City of Sydney Residents Survey, 2011)**



- Most people can be trusted **(General Social Survey, 2010)**



Sample

General Social Survey (2010)

- 15,028 randomly-selected respondents across Australia (population 22,342,000), response rate 87.6%. Data collected 2010.

City of Sydney Residents Survey (2011)

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

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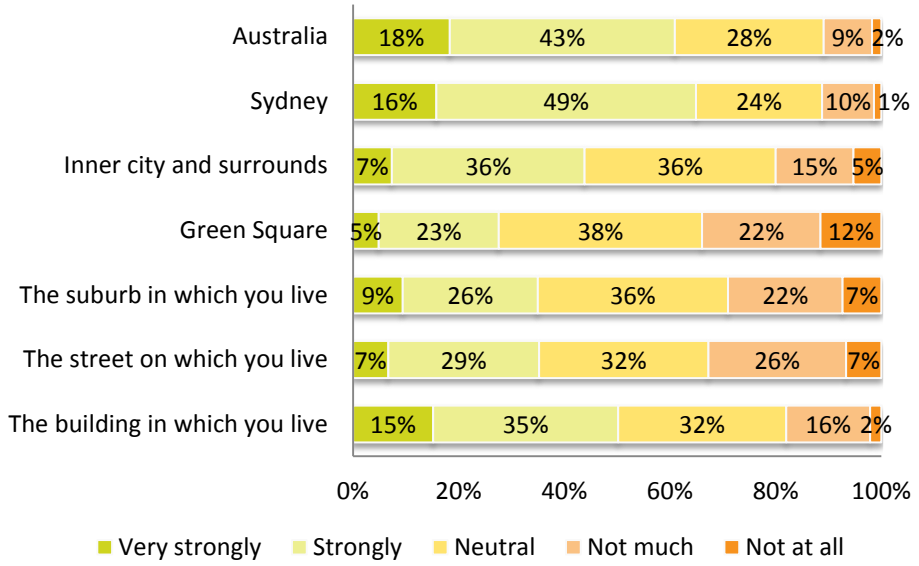
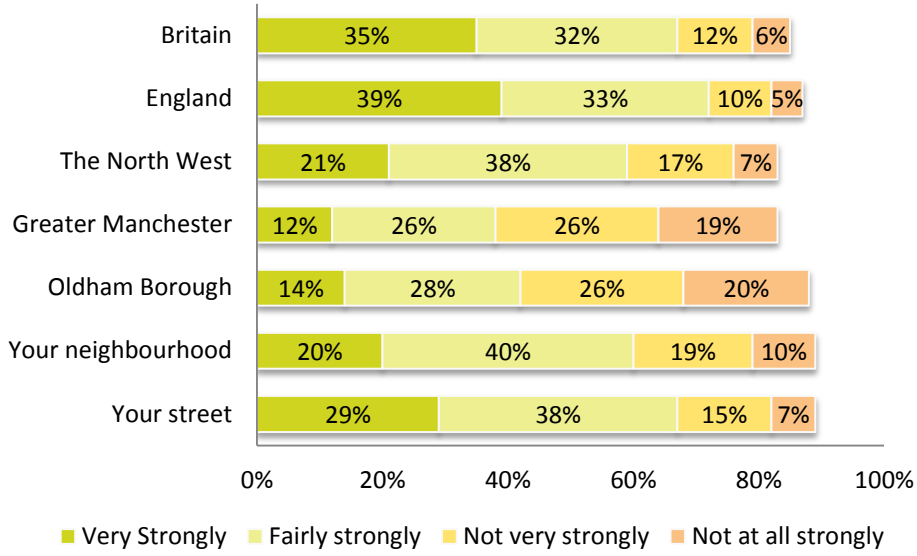
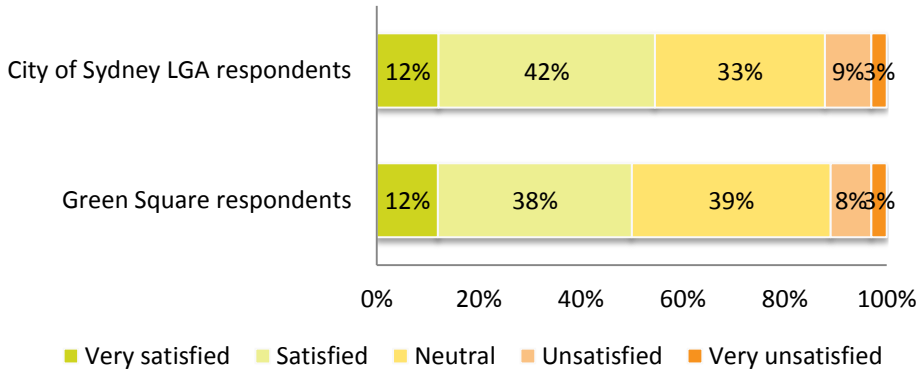
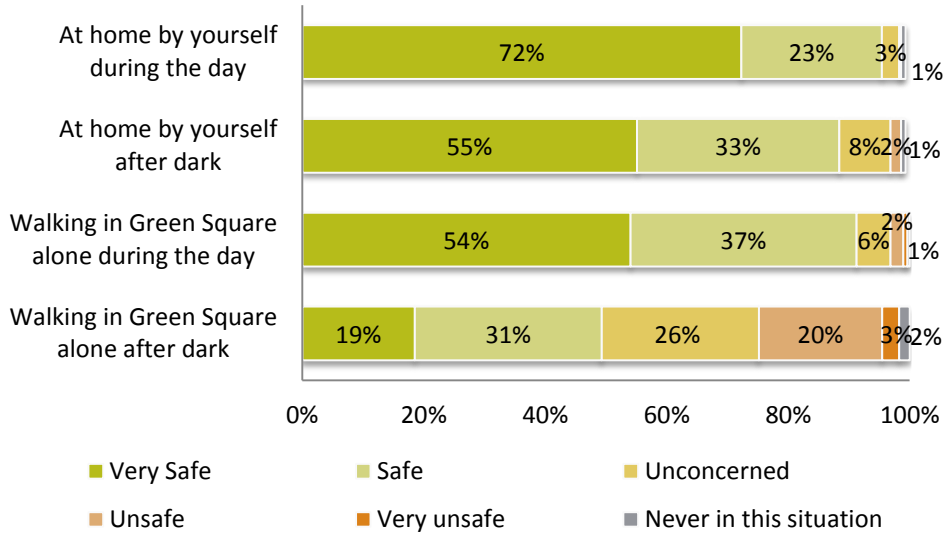
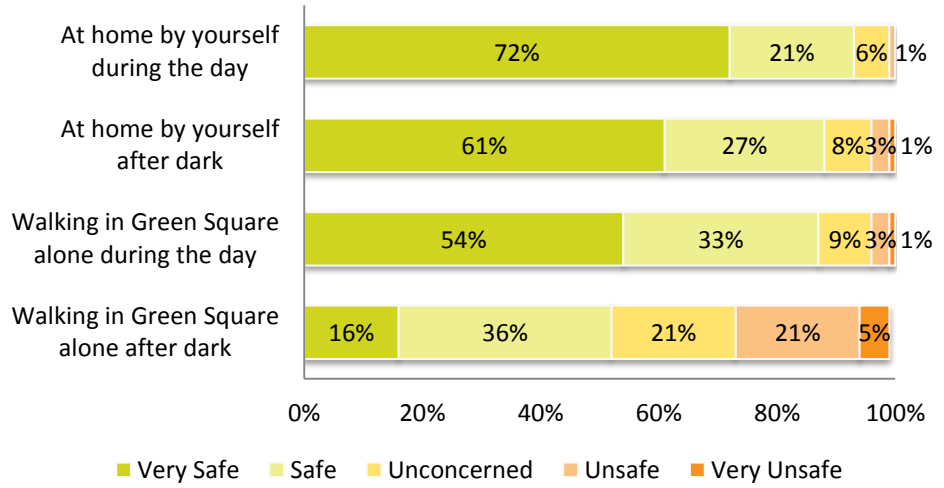
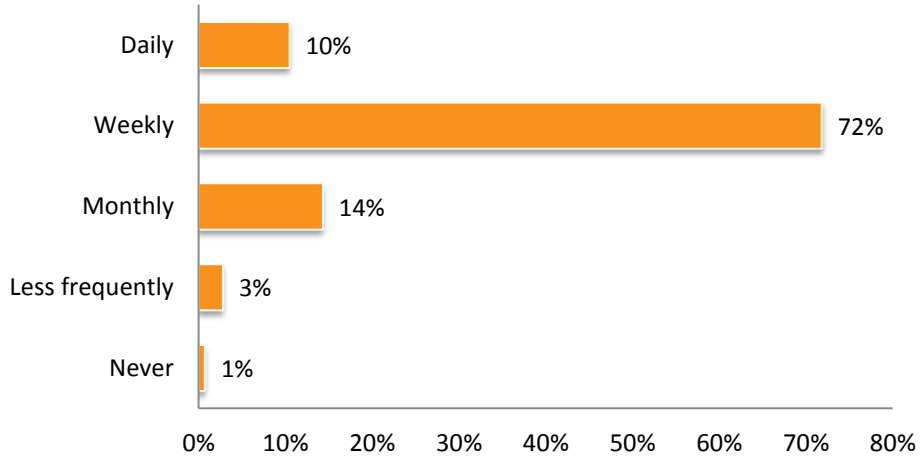
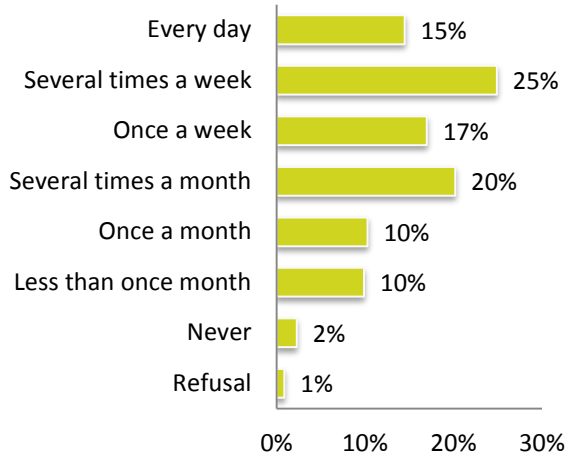
Question 8 – Green Square Survey 2014	Various studies
To what extent do you feel that you are part of the community in …? (n = 284-286)	
	• **How strongly do you feel that you belong in…? (MORI North, 2006)** 

	• **Thinking about personal wellbeing, how satisfied are you with <u>feeling part of your community</u> [in your local area] (**City of Sydney Residents Survey, 2011**)** 
	Sample: *MORI North (2006)* • 2,262 stratified random sample of total population of residents in Oldham Borough (total population, UK, response rate 24%. Data collected 2005/2006. *City of Sydney Residents Survey (2011)* • Approximately 2,500 respondents from a mail survey sent to all 92,000 households in the City of Sydney local government area. Data collected 2011.

Question 22 – Green Square Survey 2014	City of Sydney Residents Survey (2011)
How safe or unsafe do you feel when you are in the following situations? (n = 285-286)	**How safe or unsafe do you feel when you are in the following situations?**
	
	Sample: Approximately 2,500 respondents from a mail survey sent to all 92,000 households in the City of Sydney local government area. Data collected 2011.

Question 22 – Green Square Survey 2014	European Social Survey (2012)
How often do you meet socially with friends, relatives or work colleagues? At least… (n = 287)	**How often do you meet socially with friends, relatives or work colleagues?**
	
	Sample: 54,673 randomly-selected respondents from 29 countries in Europe, including Russia. Response rate between 52-78%. Data collected 2012.

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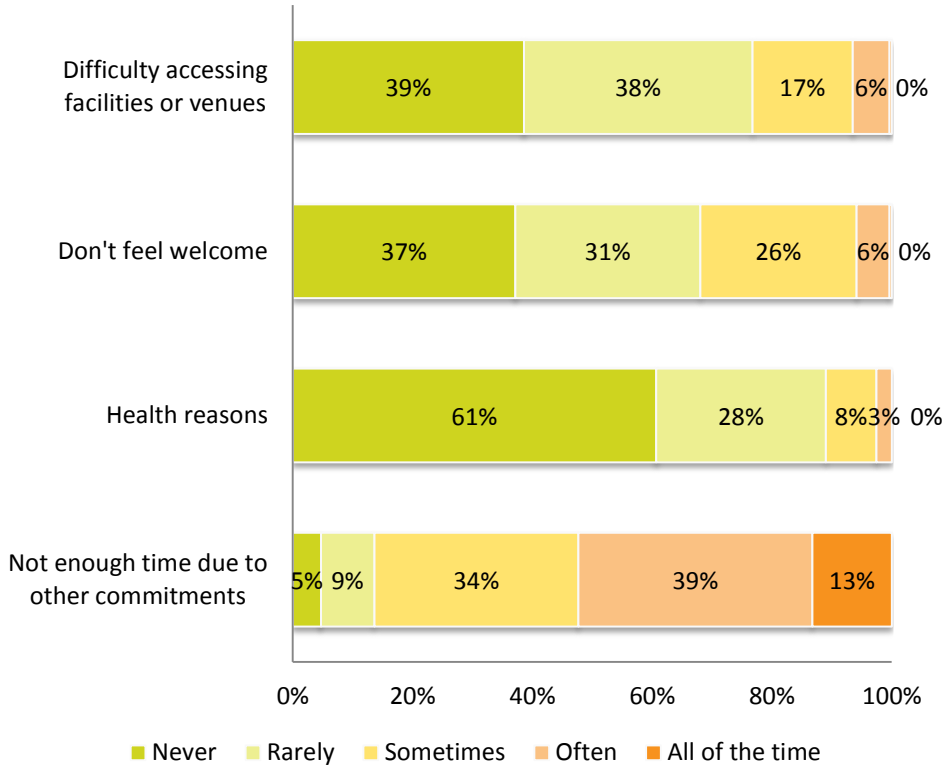
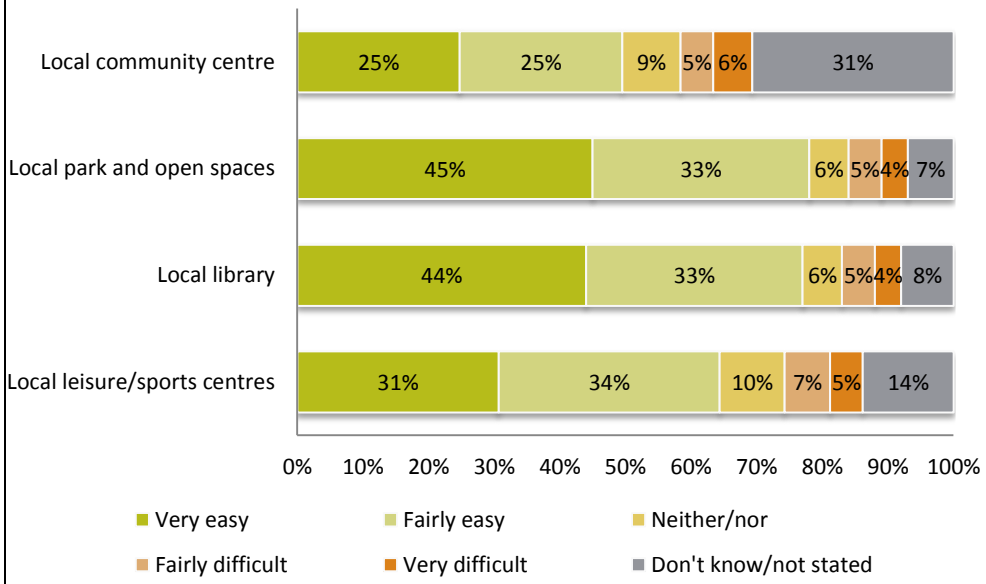
Question 25 – Green Square Survey 2014	Various studies
In the past month, have you had contact with people in any of the following ways? (n = 288)	**Have you done any of the following activities monthly or more in the past 12 months? (**Baum et al., 2000) **How do you connect with your local community? [Open response, backcoded]** (Sunshine Coast Council, Community Planning & Strategy, 2010) **In the past 3 months, have you participated in any of these activities?** (General Social Survey, 2010) **In the past 12 months/* have you participated in … / **Are you actively involved in…** (City of Sydney Residents Survey, 2011)
• Participating in clubs, groups or associations In Green Square: 8% Outside Green Square: 35%	• 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, 2011) 37%
• Sitting on the executive committee of your building In Green Square: 17% Outside Green Square: 14%	• resident or community action group (Baum et al., 2000) 5.9% • decision making on a school, sports club, church or other bard or committee, body corporate or resident action group **(**City of Sydney, 2011**)** 25%
• Volunteering In Green Square: 5% Outside Green Square: 16%	• Volunteering (Sunshine Coast Council, Community Planning & Strategy, 2010) 27.0% • Volunteer organization or group (Baum et al., 2000) 14.2% • **Volunteering (when needed, sometimes and yes, often) **(**City of Sydney, 2011) 58%
• Chatting to people while shopping In Green Square: 32% Outside Green Square: 42%	• Shopping Locally **(**Sunshine Coast Council, Community Planning & Strategy, 2010) 11.9% of respondents

• Through involvement with schools / educational institutions In Green Square: 5% Outside Green Square: 26%	• 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, 2011) 5%
• Through involvement with a church or religious centre In Green Square: 8% Outside Green Square: 14%	• Church (Sunshine Coast Council, Community Planning & Strategy, 2010) 5.2% of respondents • Attended church (Baum et al., 2000) 23.0%
• Through involvement in sport or other recreational activities In Green Square: 16% Outside Green Square: 47%	• 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 (General Social Survey, 2010) 75% • A sports match or competition (City of Sydney, 2011) 8%
• Socialising in cafés, restaurants and/or pubs In Green Square: 58% Outside Green Square: 59%	• Been to a café or restaurant (Baum et al., 2000) 58.1% • Went out with or met a group of friends – indoor activities (General Social Survey, 2010) 72.5%
• Socialising in parks In Green Square: 42% Outside Green Square: 25%	• 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 (General Social Survey, 2010) 75%
• Attending community events and activities In Green Square: 27% Outside Green Square: 58%	• 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	• Library (Sunshine Coast Council, Community Planning & Strategy, 2010) 6.2%

garden) In Green Square: 19% Outside Green Square: 27%	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 In Green Square: 67% Outside Green Square: 42%	• 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) who are … In Green Square: 41% Outside Green Square: 50%	• 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. *City of Sydney Resident Survey (2011)* • Approximately 2,500 respondents from a mail survey sent to all 92,000 households in the City of Sydney local government area. Data collected 2011.

Question 26 – Green Square Survey 2014	**City of Sydney Residents Survey (2011);** **Baum et al. (2000)**
In the past 12 months have you done any of the following? (n = 288)	**In the past 12 months have you done any of the following?** (City of Sydney, 2011) **Have you done any of the following activities monthly or more in the past 12 months? (**Baum et al., 2000)
• Attended a community meeting, public hearing or public affairs discussion group 17%	• Attended a community meeting, public hearing or public affairs discussion group (City of Sydney, 2011) 38% • 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 12%	• Written to council (Baum et al., 2000) 10.8% • Contact local MP (Baum et al., 2000) 11.2% • Contact local councillor (Baum et al., 2000) 8.2% • Meeting, calling or writing to a local politician (City of Sydney, 2011) 38%
• Joined a protest or demonstration 8%	• Attended a protest meeting (Baum et al., 2000) 7.1% • Resident or community action group (Baum et al., 2000) 5.9% • Campaign/action to improve social/environmental conditions (Baum et al., 2000) 5.5% • Participated in a protest or demonstration (City of Sydney, 2011) 23%
• Signed a petition 34%	• Signed a petition (Baum et al., 2000) 40.6%
• Participated in an online discussion 28%	• Participated in an online discussion (City of Sydney, 2011) 25%
• Participated in the running of a strata or community title scheme 19%	• Resident or community action group (Baum et al., 2000) 5.9%
• Sent a letter or email to a media outlet (e.g. newspaper, radio) 9%	• Written a letter to editor (Baum et al., 2000) 3.8%

	Sample *City of Sydney Residents Survey (2011)* • Approximately 2,500 respondents from a mail survey sent to all 92,000 households in the City of Sydney local government area. Data collected 2011. *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.

Question 27 – Green Square Survey 2014	Various Studies
Do any of the following limit you from socialising or participating in organised social activities in Green Square? (n = 272-279)	**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)
	• Access to… (MORI North, 2006) 

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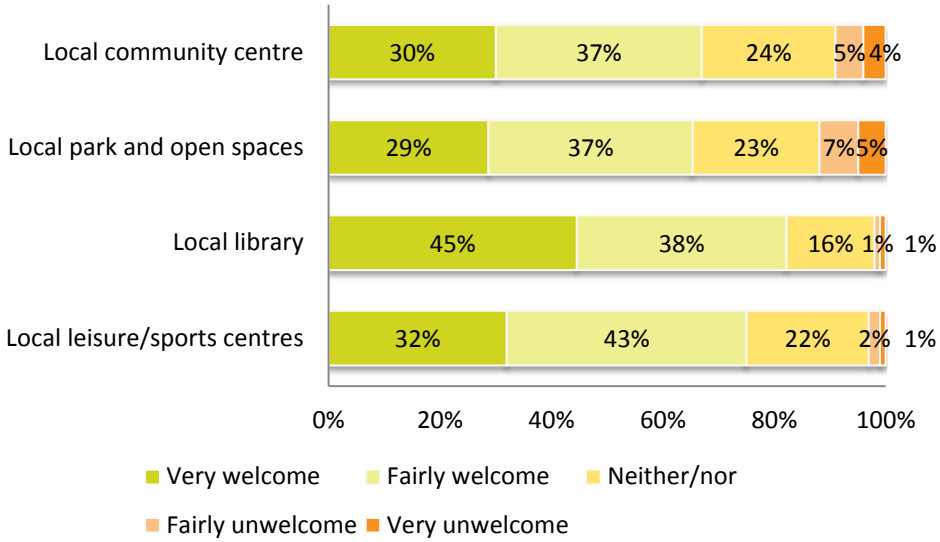
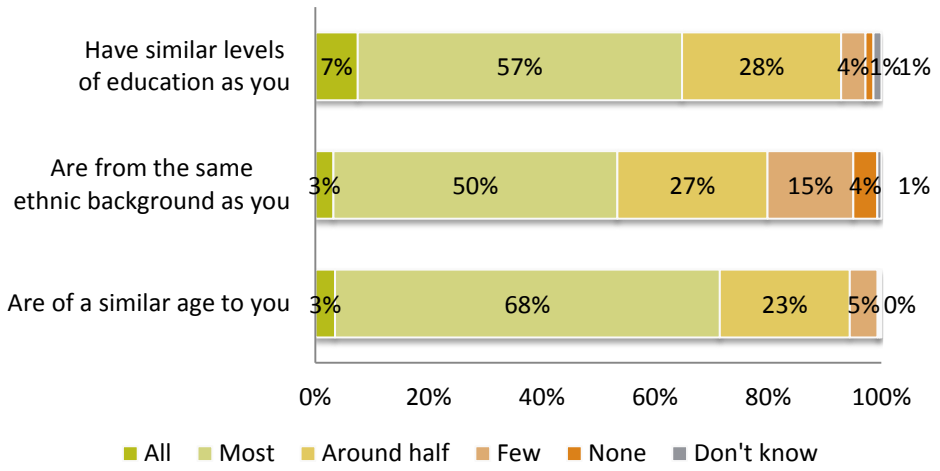
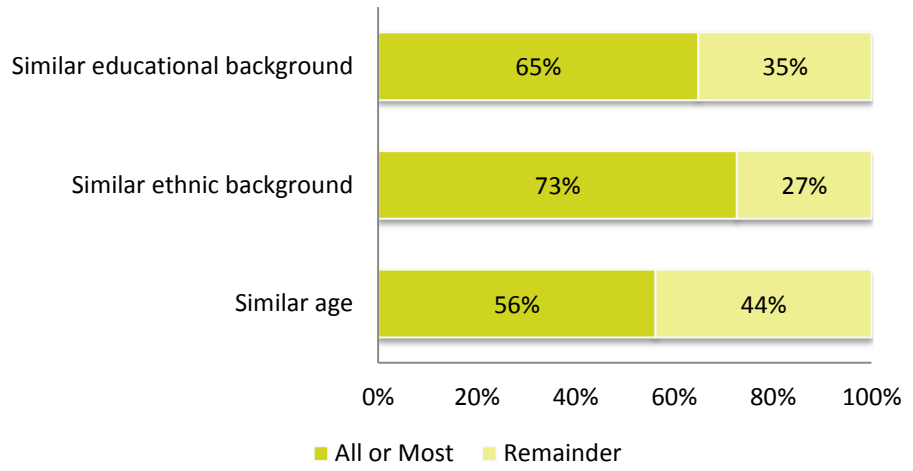
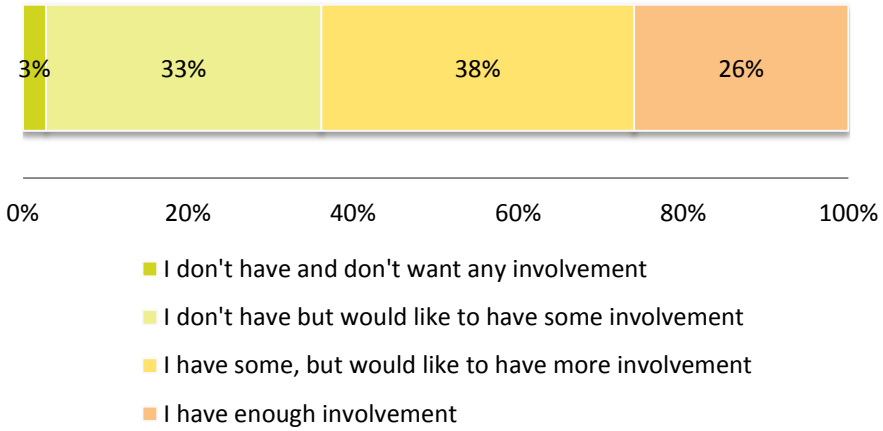
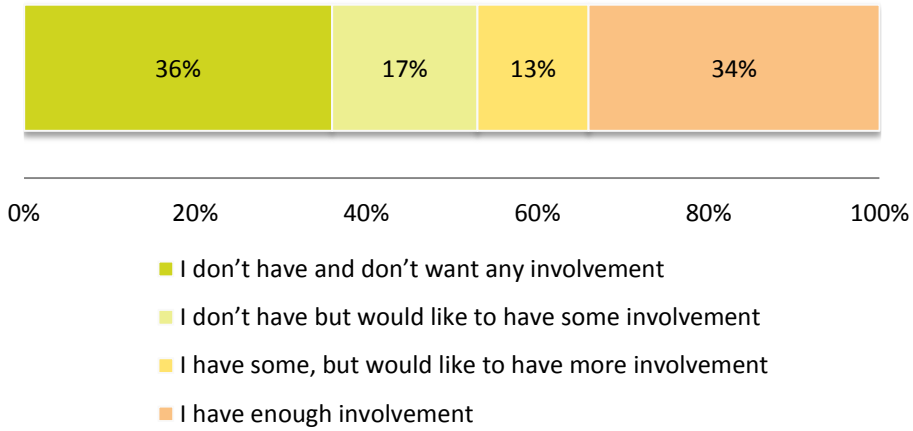
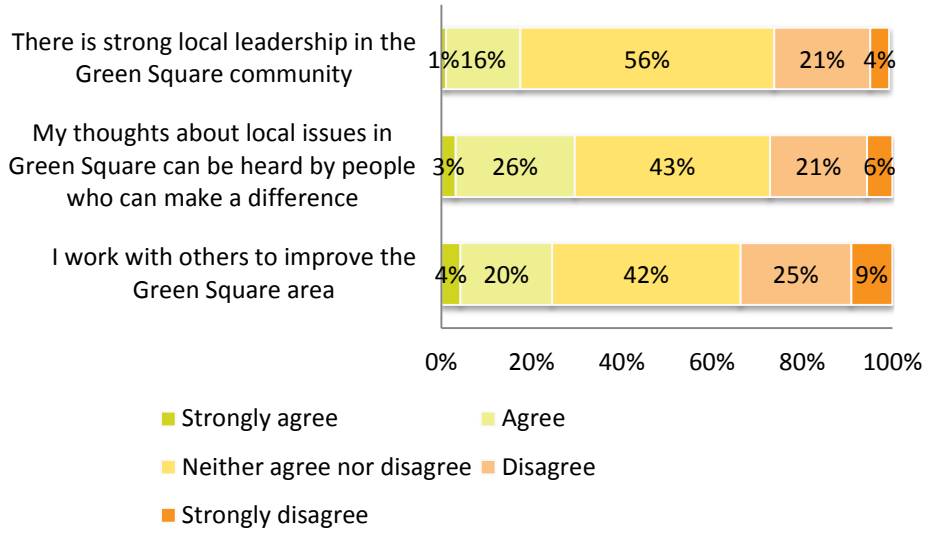
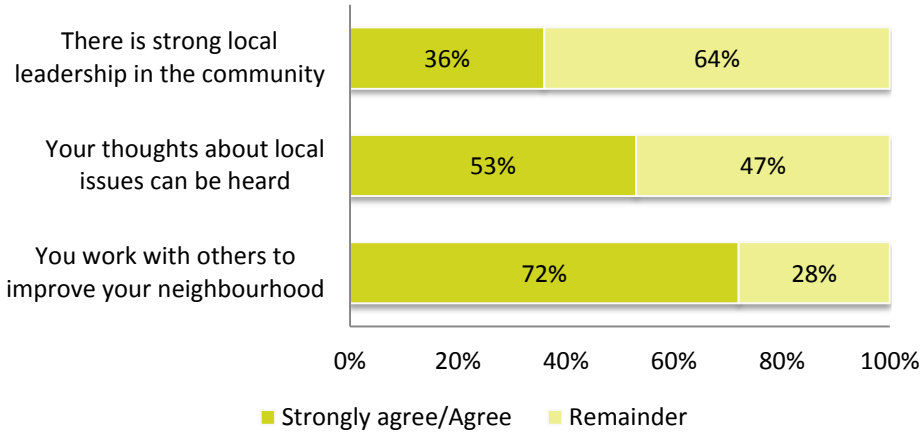
	• Welcome received at… (MORI North, 2006)  • "People reported that the main barriers to greater participation in local community groups were a lack of time due to work commitments, already volunteering during their spare time, or health reasons" (The Benevolent Society, 2012:8)
	Sample *The Benevolent 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.

Question 29 – Green Square Survey 2014	General Social Survey (2010)
Of your friends, how many… ? (n = 281-287)	**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 30 – Green Square Survey 2014	Sweeney Research Redfern/Waterloo Benchmarking Survey (2011)
How would you best describe your level of interaction with other people who live or work in Green Square? (n = 285)	**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 32 – Green Square Survey 2014	Sweeney Research Redfern/Waterloo Benchmarking Survey (2011)
To what extent do you agree with the following statements? (n = 281-286)	**Agree/Disagree scale to statements**
	
	Sample: 752 public housing tenant respondents from Redfern/Waterloo, NSW (public housing population 4,400). Data collected 2010.