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# Housing NSW

## Redfern Waterloo Public Housing Tenant Survey

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29 APR 2011 V9

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# EXECUTIVE SUMMARY



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# Some Key Insights (I)

## Generally Satisfied with Life in the Area

- Overall, close to 70% of tenants are satisfied with neighbourhood life in Redfern and Waterloo
- Most (73%) residents are satisfied with the condition of their homes
- Net delighted scores are high averaging around +7. (Note: Net delighted score is a metric derived from a satisfaction question to understand the extent of satisfaction. The score is calculated by subtracting 'Very Satisfied' from 'Total Dissatisfied' scores. A higher score suggests that residents' experience exceed their expectations)

## Sub-Group Differences – Older Residents, Those Living in Redfern, and High Rise Tenants Are More Positive

- Throughout the report, we find that older respondents (i.e. 55+) are more positive about the area, evidenced by their intentions to continue living there. For example, 57% of the 55+ group would choose to stay at the current home in their current neighbourhood,. This compares with 14% of 18-34s
- Residents from Redfern are somewhat more positive about the area and its offering. More than seven in ten (72%) Redfern residents are satisfied with the neighbourhood as a place to live, compared to 65% of Waterloo residents
- High rise residents tend to be happier and more satisfied than low rise residents. This includes satisfaction with:
  - The neighbourhood
  - The social and community assistance offered
  - The local housing office etc
- It is likely that this is influenced by crime levels reported in the area, where low rise residents report that they are more exposed to crime than high rise residents



## Some Key Insights (II)

### ☑: Accessibility and Convenience

### ☒: Anti-Social Behaviour and Safety

- Accessibility and convenience are the most positively perceived aspects of the area. This includes proximity to the city (mentioned by 40%), access to transport (30%), and shops (25%). The majority (82%) find it easy to get around to places of interest
- However, anti-social behaviour and safety are seen to be major concerns in the area; particularly drug-related problems, alcohol-related problems, and crime levels in general. Most residents however believe that authorities are working on improving the level of safety in the area
- Around three in ten dislike the social composition of the area ('the people who live here')

### Mixed Sense of Community; Most Happy with Social and Community Assistance Provided

- Feelings of social inclusion are relatively weaker; less than six in ten say there is a strong feeling of friendliness, a sense of belonging, or a sense of community in the neighbourhood
- Feelings about community are mixed. About one third (36%) feel uninvolved in the community. A fairly similar proportion (34%) feel they have enough involvement, and a further one third want more involvement
- Despite this, the majority (71%) are satisfied with the social and community assistance provided, and net 'delighted' scores for this aspect are quite high (+16) (see earlier note about definition of the net delighted score)

### Some Degree of Misunderstanding About Role of the Local Housing Office

- Close to four in ten are dissatisfied with the service provided by the local housing office
- There is a sense of misalignment between tenants' expectations and the level of service offered by the local housing office. Dissatisfaction levels are driven by:
  - Inefficient communication; residents suggest that Housing takes too long to respond and take action
  - Management of maintenance issues; half say they are satisfied with the maintenance advice and responsiveness provided
  - Staff attitudes; residents feel that communication is poor and some staff show lack of respect towards tenants



## Some Key Insights (III)

**Lack of Confidence in Employment Situation. Some are Impeded to Take Up Further Education**

- There is a lack of confidence in the availability of employment and training opportunities – less than half of residents agree there is sufficient advice and support for those wanting to up- skill; 36% feel there are good training prospects locally, while only 23% think that there are good opportunities for work in the local area
- More than a third (37%) are interested in undertaking further education, however age (particularly among the older population and those with health/mobility issues) and finances are key barriers for doing so

**Expectations that the Area Will Improve; Safety and Anti-Social Problems Are Issues to be Addressed**

- Residents are positive about the potential for improvement in local conditions:
  - 46% feel that the local neighbourhood will improve in the next 5 years
  - This compares to 41% who think it has improved in the past 5 years
- Among those who did not believe there will be an improvement in the area in the coming 5 years, there are mixed views about whether the area will deteriorate during this time:
  - 20% think it will stay the same
  - 18% believe it will deteriorate
  - 16% are not sure



# INTRODUCTION



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# Background

- Redfern Waterloo is home to about 4,400 residents living in public housing. According to the Redfern Waterloo Human Services Plan 2005, the area is characterised by strong cultural and ethnic diversity and it is a major base for Indigenous people who have a strong connection with the area
- Compared to wider Sydney, Redfern Waterloo experiences higher levels of economic and social disadvantage, manifested in lower levels of income, education, home ownership and labour force participation, reflecting high public housing occupancy
- Given the social disadvantage, the achievement of a socially sustainable community through redevelopment and social renewal of the Redfern Waterloo area is on the agenda of Housing NSW and the Redfern-Waterloo Authority. The aim is to renew the existing public housing stock, provide more diverse housing types, improve public spaces and community facilities and provide more affordable housing
- Housing NSW conducted research among Redfern Waterloo residents as a baseline measure of existing attitudes, which can then be used for future tracking
- Sweeney Research was commissioned to conduct the survey for Housing NSW. This document reports the findings of the quantitative research program





# Research Objectives

## The overall aim of the research is to:

- Understand Redfern Waterloo residents' perceptions of their living environment. This includes their housing, local services, crime and safety, and the social environment



In meeting the overarching aim of the research, the specific objectives span the following areas:

### Overall Perceptions of the Local Area

- Explore residents' perceptions of the local area and neighbourhood (e.g., facilities, built environment, security etc)

### Community Belonging

- Identify residents' involvement in social and community services/activities

### Social Aspects

- Gauge residents' perceptions of the social inclusion and exclusion in the area

### Education and Employment

- Understand residents' perceptions of education and employment opportunities, including intentions of up-skilling and further education

### Future Outlook

- Determine residents' outlook for the future of Redfern Waterloo

# Methodology – Quantitative Research (I)

- The research consisted of **752 interviews: 334** in Redfern and **418** in Waterloo with about equal numbers of high and low rise residents
- It took around 20-25 minutes to complete the survey
- Interviews were conducted in English

Methodology	
<b>Details</b>	
<b>Audience</b>	Public housing tenants from high and low rise residence
<b>Method</b>	CATI (Boosted via doorknocks)
<b>Quota</b>	Applied by location and housing type
<b>Fieldwork period</b>	Between 28 <sup>th</sup> June and 30 <sup>th</sup> November 2010 at different times of day and week
<b>Sample source</b>	List of public housing tenants supplied by Housing NSW

Respondent Sample Structure							
		TOTAL		Redfern		Waterloo	
		# Respondents	% Total	# Respondents	% Total	# Respondents	% Total
<b>TOTAL</b>		752	100%	334	100%	418	100%
<b>Gender</b>	Male	361	48%	175	52%	186	44%
	Female	391	52%	159	48%	232	56%
<b>Age</b>	18-34	59	8%	25	7%	34	8%
	35-54	269	36%	108	32%	161	39%
	55+	424	56%	201	60%	223	53%
<b>Household type</b>	Single/ couple with no kids	581	77%	275	82%	306	73%
	Family/parent with no kids	49	6%	23	7%	26	6%
	Family/parent with kids	117	16%	35	10%	82	20%
	Refused	5	1%	1	*	4	1%
<b>Housing type</b>	Low rise	352	47%	134	40%	218	52%
	High rise	400	53%	200	60%	200	48%

Note: \* Less than 0.5%



# Methodology – Quantitative Research (II)

## Caveat in Reading the Report

- It needs to be understood that the findings represent the **perceptions** of the Redfern and Waterloo community; not objective reality

## Notes on Significance Testing

- All results have been tested for significance (measured at the 95% confidence level). Sub-group differences that are significantly higher or lower than the average are indicated as follow:
  - Significantly higher results: ▲
  - Significantly lower results: ▼
- Note: The term “significant” in this report refers to statistically significant results. Where relevant, any interesting non-significant differences are also reported as points of discussion

## Net Delighted Scores

- Where possible, we have provided a net ‘delighted’ score – which is a metric derived from respondents’ response to a satisfaction question
- Net delighted is calculated using the following formula:

$$\text{Net delighted} = \text{Very satisfied} - \text{Total dissatisfied}$$

## Tables and Charts

- Base sizes and descriptions for each question are noted. Where relevant, “Don’t knows/NAs” have been excluded and the respective sample sizes noted on the slides



## THE RESULTS IN DETAIL

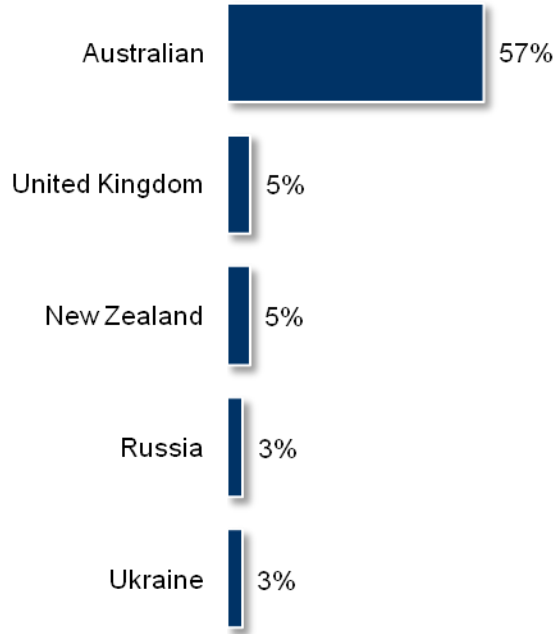


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## Section 1: Tenant Profile

# Ethnic Groups

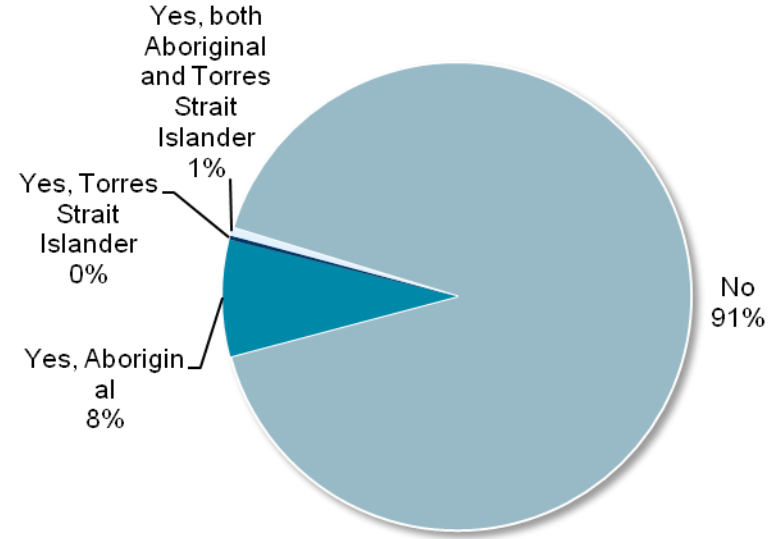
## Main Ethnic Origin Groups



	(n=)	Aust %	UK %	NZ %	Russia %	Ukraine %
<b>TOTAL</b>	<b>(748)</b>	<b>57</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>3</b>
Redfern	(333)	56	4	5	4	4
Waterloo	(415)	57	6	5	3	3

Base: All (n=748) (excludes 'Refused')  
 Note: Open ended question. Others mentions 1% or less  
 QC7. What is your ethnic origin – by this, we mean where you were born or the birthplace of your parents?

## Aboriginal/Torres Strait



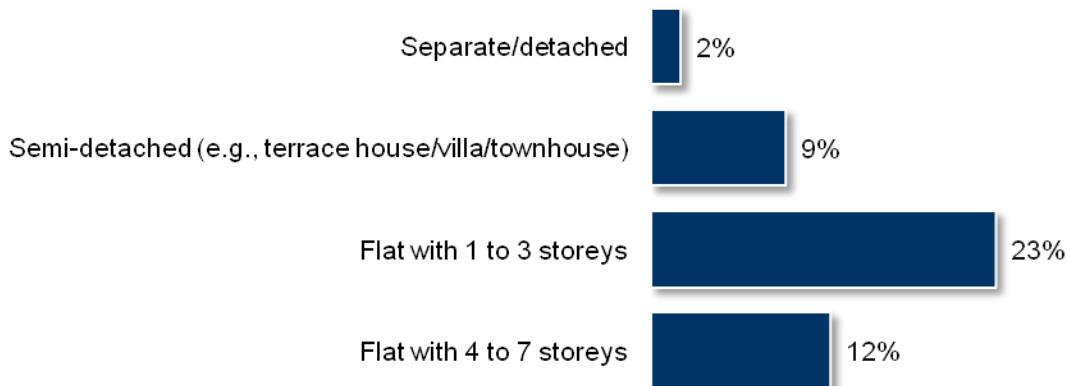
	(n=)	Yes %	No %
<b>TOTAL</b>	<b>(734)</b>	<b>9</b>	<b>91</b>
Redfern	(317)	5 ▼	95
Waterloo	(417)	12 ▲	88

Base: All (n=734) (excludes 'Refused')  
 Note: Open ended question  
 QC8. Are you or any member of your household of Aboriginal and/or Torres Strait Islander origin?

# Housing Type

## Housing Type (Detailed)

### Low rise



### High rise



	(n=)	Detached %	Semi-detached %	Flat (1-3 storeys) %	Flat (4-7 storeys) %	Flat (8+ storeys) %
<b>TOTAL</b>	<b>(752)</b>	<b>2</b>	<b>9</b>	<b>23</b>	<b>12</b>	<b>53</b>
Redfern	(334)	1	4	19 ▼	17 ▲	60 ▲
Waterloo	(418)	3	14 ▲	27	9	48

Base: All (n=752)

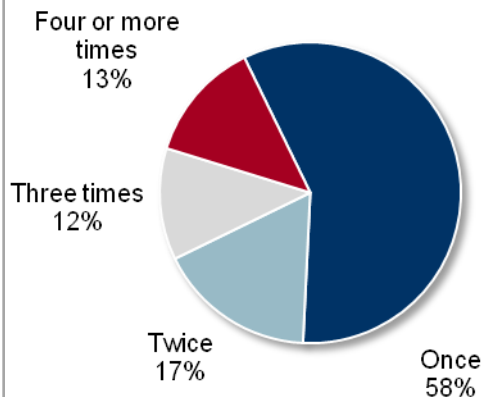
S3. What type of property is your home?

S4. Which of the following statements best describes your household? Do you rent from...? (Note: Results not charted here; 99% are renting from HNSW)

# Moving Homes

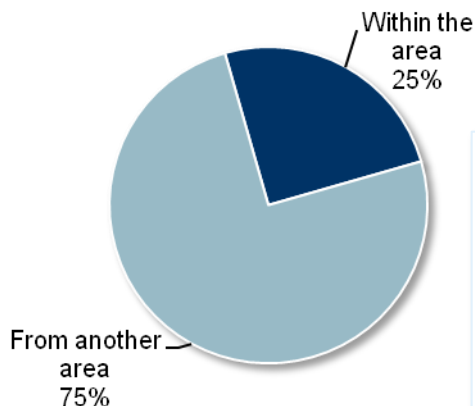
## Moving Homes

### How Often Moved



	(n=)	Once %	2+ times %
<b>TOTAL</b>	<b>(194)</b>	<b>58</b>	<b>42</b>
Redfern	(94)	51	49
Waterloo	(100)	64	36

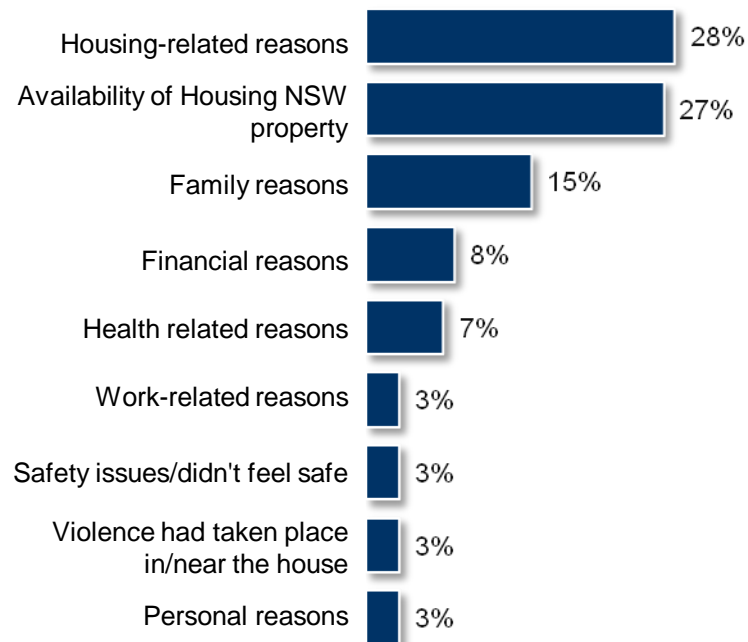
### Moved Within/Outside the Area



	(n=)	Within area %	Other area %
<b>TOTAL</b>	<b>(194)</b>	<b>25</b>	<b>75</b>
Redfern	(94)	23	77
Waterloo	(100)	26	74

Base: Moved home in the last 5 years (n=194)  
 Note: Open ended question for Q6b  
 Q6b. How many times have you moved home in the last 5 years?  
 Q6c. Before moving, was your previous home in [RESPONSE IN S2] or another area?

## Reasons for Moving Home

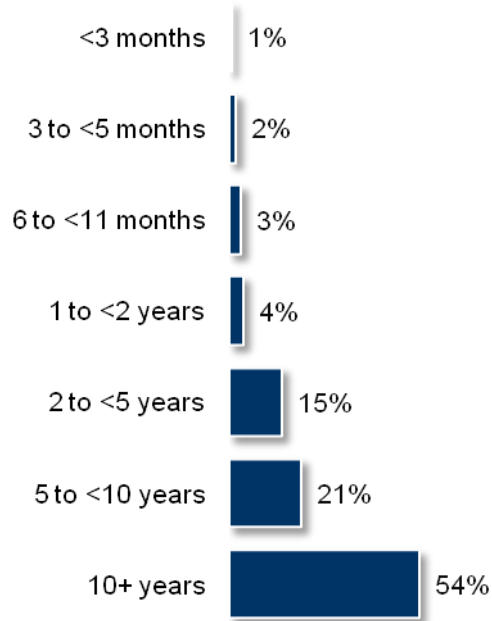


	(n=)	Top 5 Reasons				
		Housing %	Availability %	Family %	Financial %	Health %
<b>TOTAL</b>	<b>(194)</b>	<b>28</b>	<b>27</b>	<b>15</b>	<b>8</b>	<b>7</b>
Redfern	(94)	26	33	13	5	4
Waterloo	(100)	30	21	17	10	10

Base: Moved home in the last 5 years (n=194)  
 Note: Open ended question. Multiple responses allowed. Others mentions 2% or less  
 Q6d. Why did you move from your last home?

# Tenure Duration

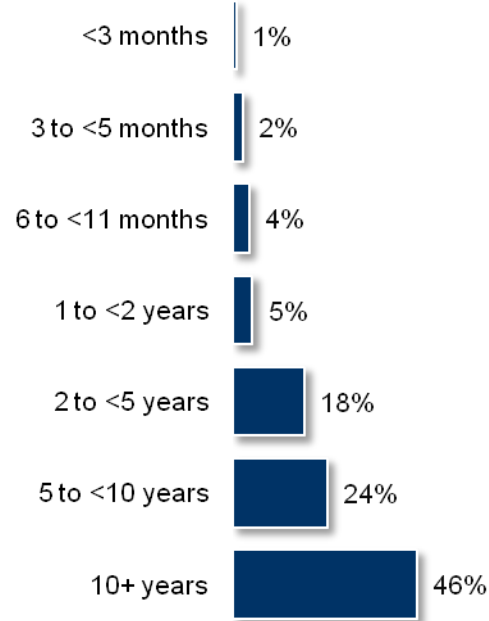
## Time Lived in Area



	(n=)	<5 yrs %	5-10 yrs %	10+ yrs %
<b>TOTAL</b>	<b>(751)</b>	<b>25</b>	<b>21</b>	<b>54</b>
Redfern	(334)	30 ▲	18	52
Waterloo	(417)	22	23	56

Base: All (n=751) (excludes DKs)  
 Note: Open ended question  
 QC1. How long have you lived at [RESPONSE IN S2] ?

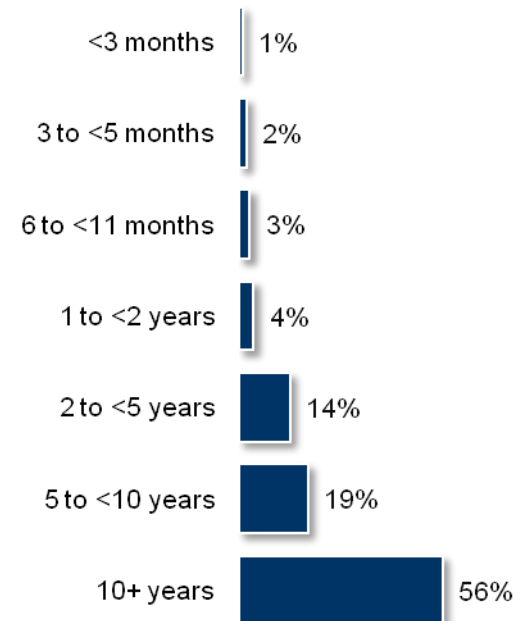
## Time Lived at Address



	(n=)	<5 yrs %	5-10 yrs %	10+ yrs %
<b>TOTAL</b>	<b>(748)</b>	<b>30</b>	<b>24</b>	<b>46</b>
Redfern	(333)	33	22	44
Waterloo	(415)	28	25	47

Base: All (n=748) (excludes DKs)  
 Note: Open ended question  
 QC2. How long have you lived at your current address?

## Time as Tenant



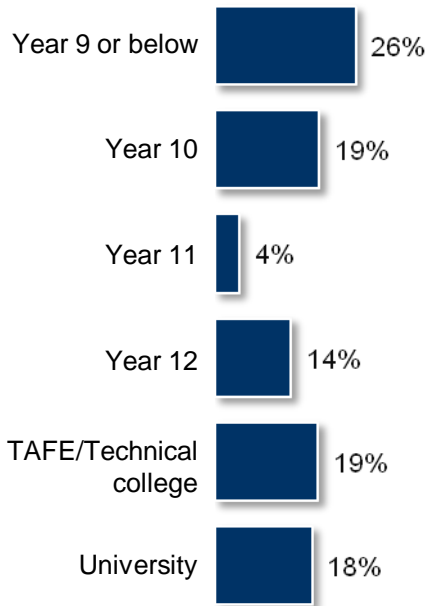
	(n=)	<5 yrs %	5-10 yrs %	10+ yrs %
<b>TOTAL</b>	<b>(746)</b>	<b>24</b>	<b>19</b>	<b>56</b>
Redfern	(333)	28	20	53
Waterloo	(413)	22	19	60

Base: All (n=746) (excludes DKs)  
 Note: Open ended question  
 QC3. And how long have you been a tenant with [RESPONSE IN S4]?



# Education and Work

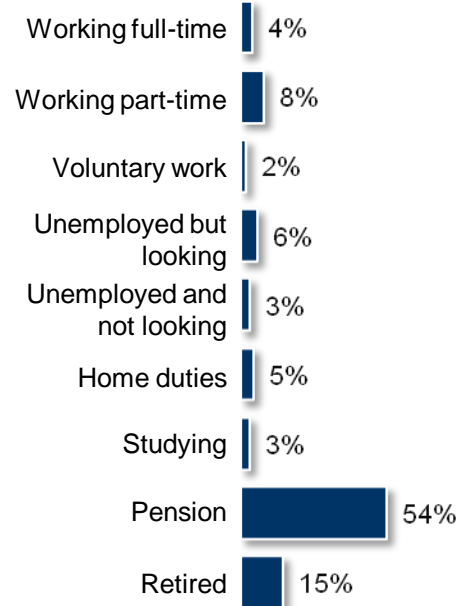
## Education



	(n=)	<Yrs 9-10 %	Yrs 11-12 %	TAFE/uni %
<b>TOTAL</b>	<b>(752)</b>	<b>45</b>	<b>18</b>	<b>37</b>
Redfern	(334)	46	18	36
Waterloo	(418)	44	18	37

Base: All (n=752) (excludes 'Refused')  
 Note: Open ended question  
 QC5. What is the highest level of education that you have completed?

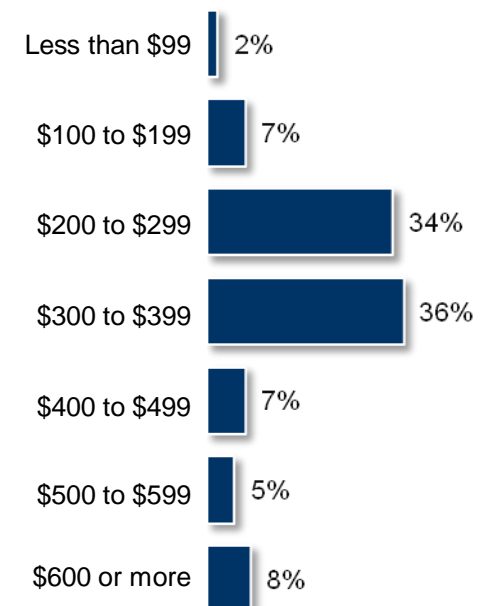
## Employment



	(n=)	Working %	Not working %
<b>TOTAL</b>	<b>(748)</b>	<b>13</b>	<b>87</b>
Redfern	(334)	12	88
Waterloo	(414)	13%	87

Base: All (n=748) (excludes 'Refused')  
 Note: Multiple responses allowed  
 Q16. Which of the following best describes your current employment situation?

## Weekly Income



	(n=)	<\$200 %	\$200-\$299 %	\$300-\$399 %	\$400+ %
<b>TOTAL</b>	<b>(608)</b>	<b>10</b>	<b>34</b>	<b>36</b>	<b>20</b>
Redfern	(299)	5 ▼	32	43	19
Waterloo	(309)	14	36	30 ▼	20

Base: All (n=608) (excludes 'Refused' and DKs)  
 Note: Open ended question  
 QC6. Roughly, what is your household's total **weekly** income before tax (including all wages/salaries, benefits and pensions)?

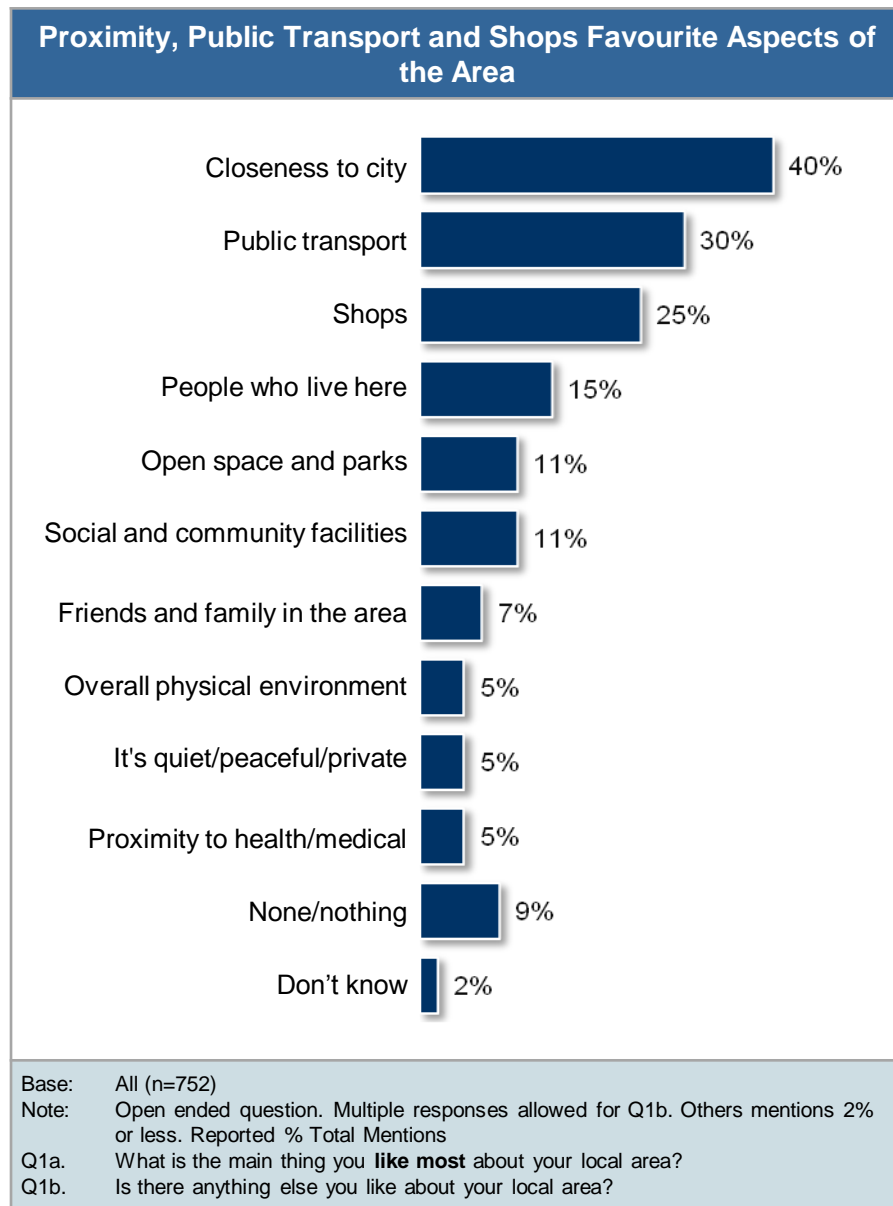
## THE RESULTS IN DETAIL



## Section 2: Local Area

# Proximity, Public Transport and Shops Favourite Aspects of the Area

- Respondents were asked to identify what they liked about Redfern and Waterloo. Respondents reported that convenience is a major positive, with:
  - 40% mentioning proximity to the city
  - 30% mentioning accessibility of public transport
  - 25% mentioning shops around the area
- Amenity and social aspects are also well liked including:
  - The open space and parks
  - Social and community facilities
  - Friends and family who also live in the area
  - Neighbours/residents in the area (although 15% like this aspect, 28% say they dislike the ‘people who live here’ (see slide 21)



## What They Like About the Local Area – Sub-Group Insight

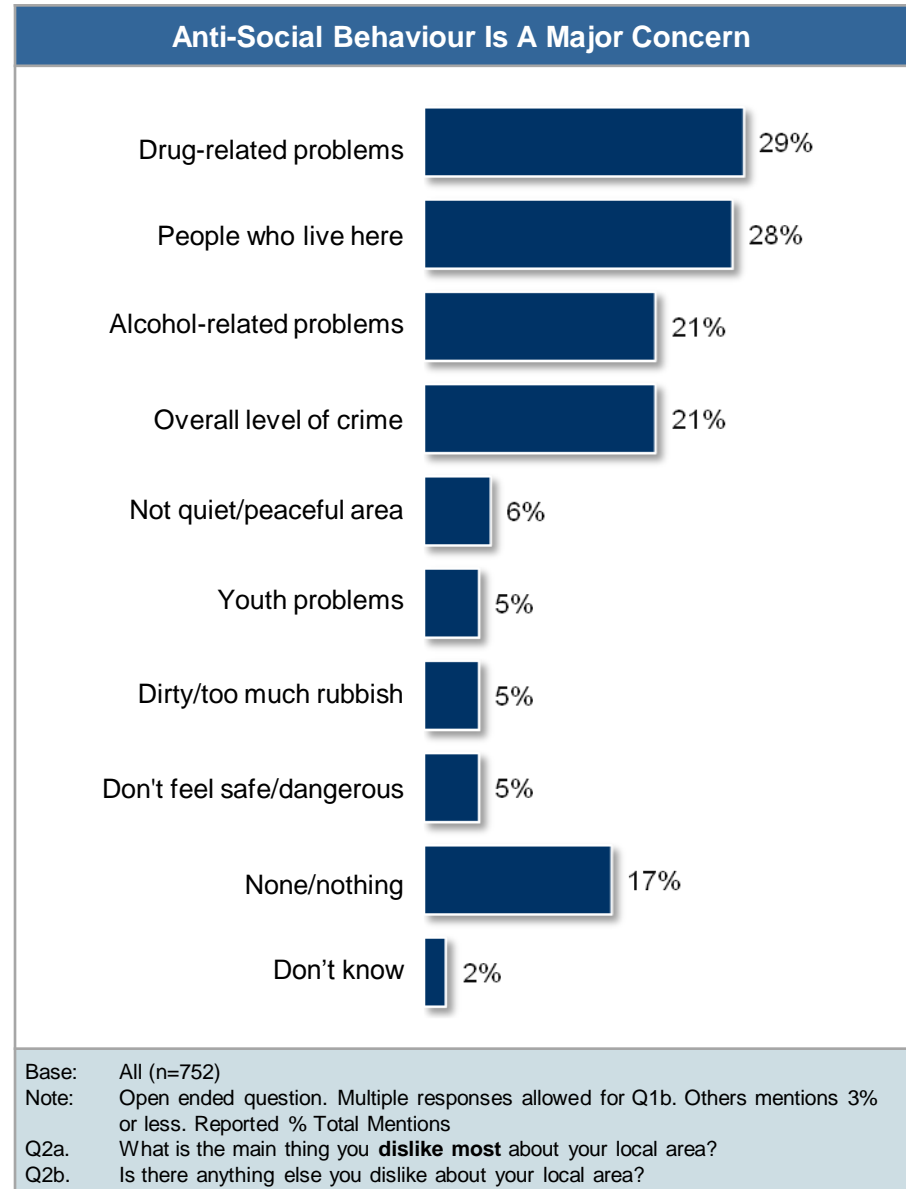
- Across all age groups, genders, building types and suburbs in the study, the area's closeness to the city is the most commonly cited positive aspect
- Redfern and Waterloo residents share some similar views on what they like about the area, although more Redfern residents are positive with the following:
  - Public transport (37% Redfern cf. 25% Waterloo), shops (31% Redfern cf. 20% Waterloo), and open space and parks (14% Redfern cf. 8% Waterloo)
- Age however is a significant variable:
  - The 18-34 age group are less happy; with only 20% liking the public transport, 14% like shops, and 5% like open space and parks. On the other hand, the 18-34s are more positive about how close they are to the city
  - The over 55s are more positive about most aspects than other age groups, although they are less positive about closeness to the city

% Total mentions	Total (752) %	Redfern (334) %	Waterloo (418) %	Low rise (352) %	High rise (400) %	Male (361) %	Female (391) %	18-34 (59) %	35-54 (269) %	55+ (424) %
Closeness to city	40	40	41	40	40	43	37	49	43	37
Public transport	30	37▲	25	28	32	26	35▲	20▼	29	33
Shops	25	31▲	20	25	25	26	24	14▼	26	26
People who live here	15	14	15	16	14	12	17	12	15	15
Open space and parks	11	14▲	8	13	10	11	11	5▼	9	13
Social and community facilities	11	10	11	11	11	7▼	14	15	9	12
Friends and family in the area	7	8	6	5	9▲	8	6	10	6	7
Overall physical environment	5	4	5	5	5	5	4	5	4	5
It's quiet/peaceful/private	5	6	5	7	4	5	5	3	5	6
Proximity to health/medical	5	7	4	4	6	6	4	3	3	6

Base: All (n=752)  
 Note: Open ended question. Multiple responses allowed for Q1b. Others mentions 3% or less  
 Q1b. Is there anything else you like about your local area?

# Anti-Social Behaviour Is A Major Concern

- When asked about what they disliked about their local area, concerns about anti-social behaviour were most often mentioned, particularly:
  - Drug-related problems (29% overall)
  - Alcohol-related problems (21%)
  - Crime levels in general (21%)
- Concern about 'the types of people living in the area' is reported by 28% of respondents
- Despite this, 17% said there was nothing they did not like, while 9% said there was nothing they liked



## What They Dislike About the Local Area – Sub-Group Insight

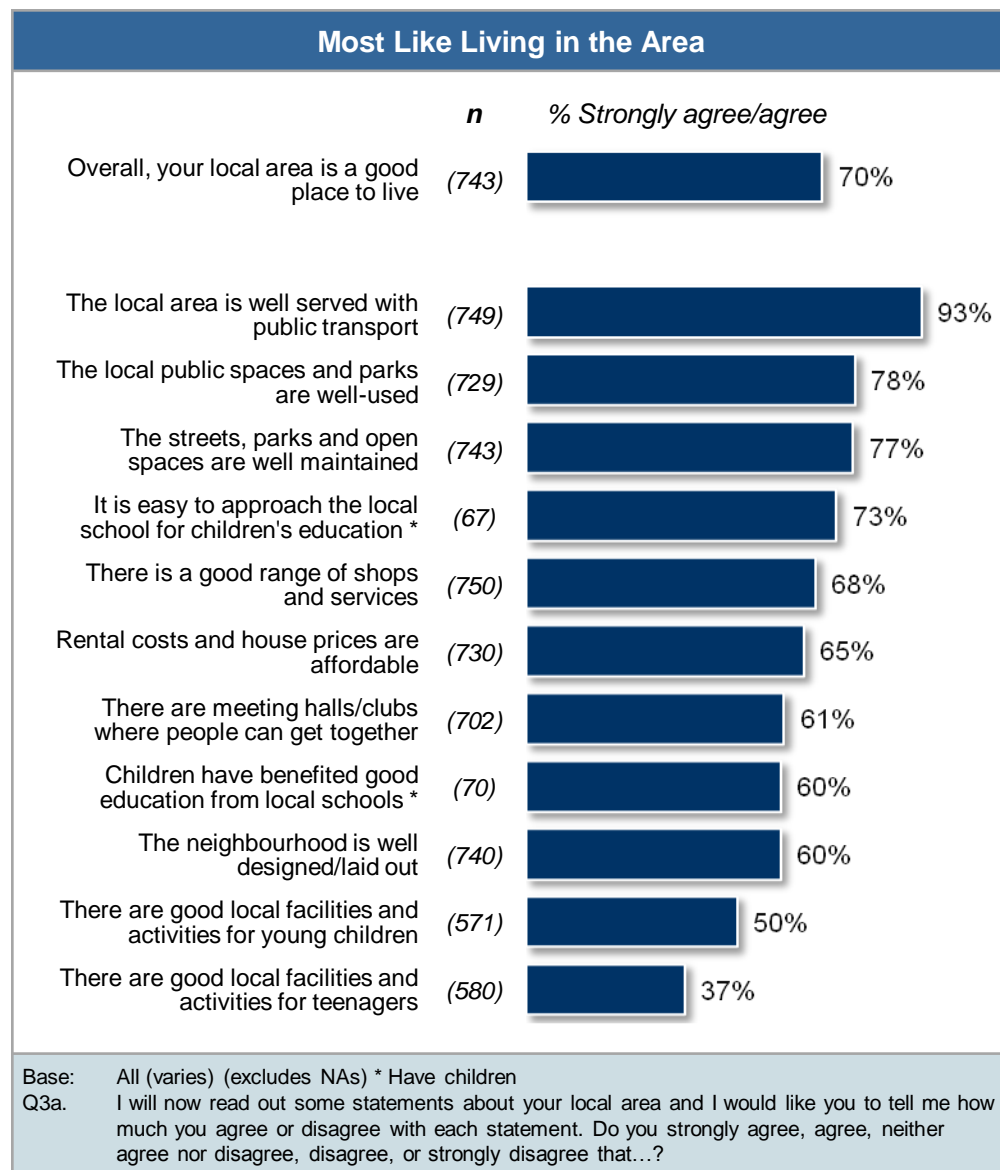
- There are significant differences among sub-groups about the aspects of the area they most disliked:
  - Redfern residents are more concerned about drug-related problem (35% cf. 24% Waterloo residents) and the 'people who live in the area' (33% cf. 24% Waterloo residents)
  - More high rise residents mention drug problems as an aspect they dislike of the area (33%) cf. 24% of low rise residents
  - The 18-34s tend to think more negatively about the 'people who live in the area' (39% not liking this aspect) compared to 23% of the 35-54s

% Total mentions	Total (752) %	Redfern (334) %	Waterloo (418) %	Low rise (352) %	High rise (400) %	Male (361) %	Female (391) %	18-34 (59) %	35-54 (269) %	55+ (424) %
Drug-related problems	29	35 ▲	24	24 ▼	33	27	30	37	28	28
People who live here	28	33 ▲	24	26	31	28	29	39 ▲	23 ▼	30
Alcohol-related problems	21	17 ▼	24	18 ▼	24	23	19	20	25 ▲	18
Overall level of crime	21	18	23	18	23	24 ▲	17	24	26 ▲	17
Not quiet/peaceful area	6	6	6	6	6	6	6	2	5	7
Youth problems	5	6	4	6	4	5	5	5	5	5
Dirty/too much rubbish	5	4	6	8 ▲	3	5	6	7	7	4
Don't feel safe/dangerous	5	6	5	3 ▼	7	5	6	7	4	6

Base: All (n=752)  
 Note: Open ended question. Multiple responses allowed for Q2b. Others mentions 3% or less  
 Q2b. Is there anything else you dislike about your local area?

## Most Like Living in the Area

- Respondents were also asked to respond to a set of attitudinal statements relating to the local area
- In general, the majority (70%) agree that the local area is a good place to live
- Public transport access is highly regarded, with 93% agreeing the local area is well served
- Other aspects of the area that are well regarded are:
  - Public spaces and parks
  - The maintenance of streets, parks and open spaces
  - Ease of approaching local schools for children's education
  - Variety of shops and services
  - Affordability of housing prices and rent
- Smaller proportions agree that there are good local facilities and activities for young children (50%) or teenagers (37%)



# Statements That Respondents Agree About the Local Area – Sub-Group Insight

- There are a number of significant differences among sub-groups about attitudes to the area:
  - Compared to Waterloo residents, more Redfern residents agree that the local area is a good place to live, that the local public spaces and parks are well used, that there is a good range of shops, that rental costs and housing is affordable, and that there is good education options from local schools
  - High rise residents more so than low rise residents agree that the rental and property market is more affordable and the neighbourhood is well laid out
  - Younger residents tend to be less positive about the area (e.g., 47% of 18-34s agree that the local area is a good place to live cf. 76% of the 55s+)

% Strongly agree/agree	(n=)	Total %	Redfern %	Waterloo %	Low rise %	High rise %	Male %	Female %	18-34 %	35-54 %	55+ %
Overall, your local area is a good place to live	(743)	70	75 ▲	65	69	70	69	71	47 ▼	65	76 ▲
The local area is well served with public transport	(749)	93	95	92	94	92	92	94	90	92	95
The local public spaces and parks are well-used	(729)	78	84 ▲	73	78	77	77	78	69	77	79
The streets, parks and open spaces are well maintained	(743)	77	80	75	74	80	81 ▲	73	58 ▼	74	82 ▲
It is easy to approach the local school for children's education *	(67)	73	74	73	74	70	78 ▲	71	67	72	81 ▲
There is a good range of shops and services	(750)	68	79 ▲	60	65	71	71	66	56 ▼	70	69
Rental costs and house prices are affordable	(730)	65	69 ▲	62	62	69 ▲	67	64	59	64	67
There are meeting halls/clubs where people can get together	(702)	61	64	58	63	59	63	58	58	58	63
Children have benefited good education from local schools *	(70)	60	71 ▲	57	64	47 ▼	71 ▲	57	70 ▲	60	55
The neighbourhood is well designed/laid out	(740)	60	64	57	55	65 ▲	59	61	40 ▼	55	66 ▲
There are good local facilities and activities for young children	(571)	50	50	50	50	49	54 ▲	46	35 ▼	50	52
There are good local facilities and activities for teenagers	(580)	37	36	39	40	35	44 ▲	32	41	39	36

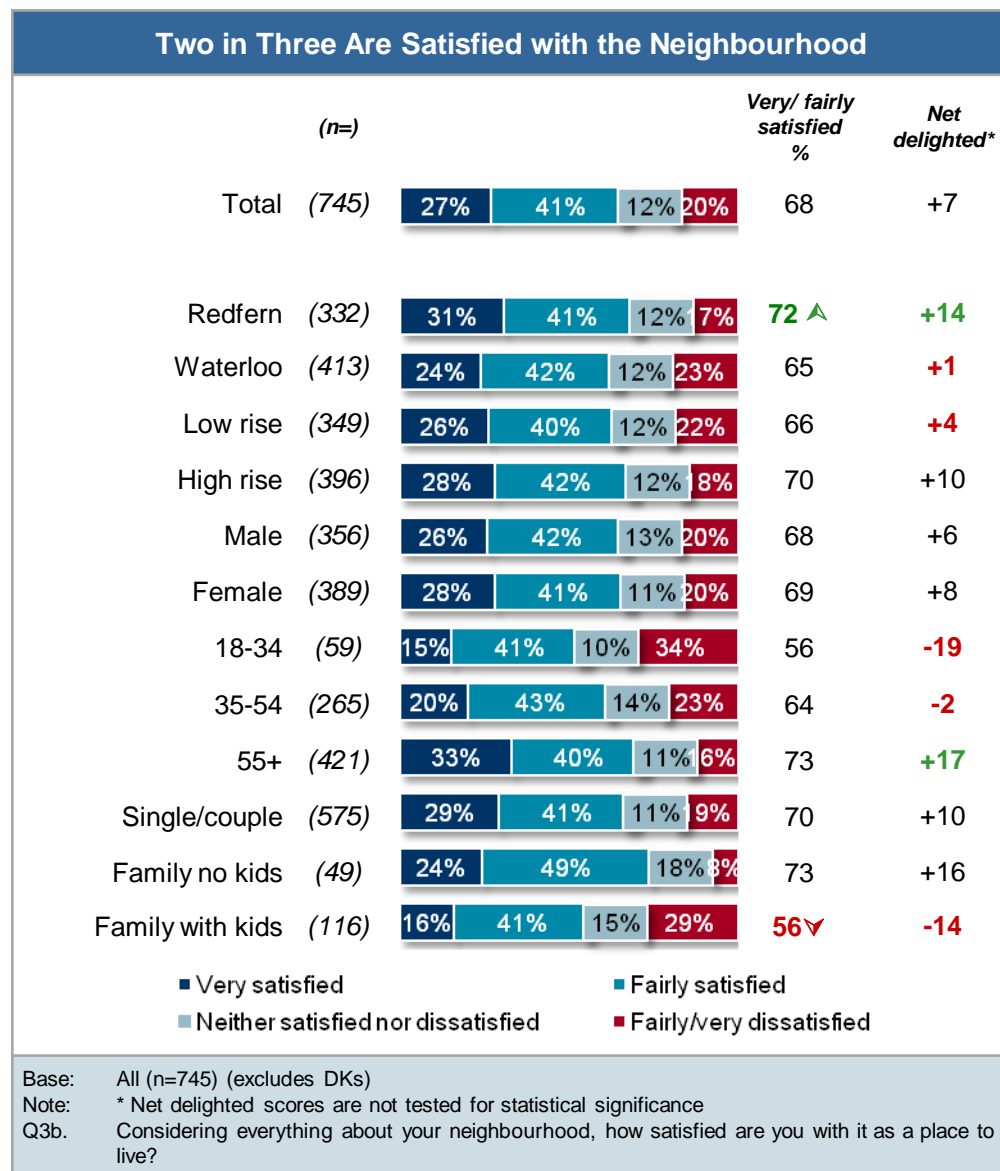
Base: All (varies) (excludes NAs) \* Have children

Q3a. I will now read out some statements about your local area and I would like you to tell me how much you agree or disagree with each statement. Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree that...?



## Two in Three Are Satisfied with the Neighbourhood

- Overall, respondents are generally satisfied with the neighbourhood as a place to live (68% very/fairly satisfied)
  - Redfern residents are more satisfied than Waterloo residents
  - Those who are least likely to feel positive about the area are families with children (56% agreement levels)
- Net 'delighted' scores are fairly positive (+7). What this suggests is that residents' needs are not just being met, but their expectations are being exceeded
- There are several substantial differences in net 'delighted' scores across the groups:
  - Redfern residents (+14) display significantly higher net delighted scores than Waterloo residents (+1)
  - Compared to the average (+7), low rise residents have lower net 'delighted' scores (+4),
  - Younger aged cohorts (-19 among 18-34s), and family with kids (-14) are significantly less 'delighted' than the average
  - Older respondents report higher net delighted scores (+17)



## THE RESULTS IN DETAIL

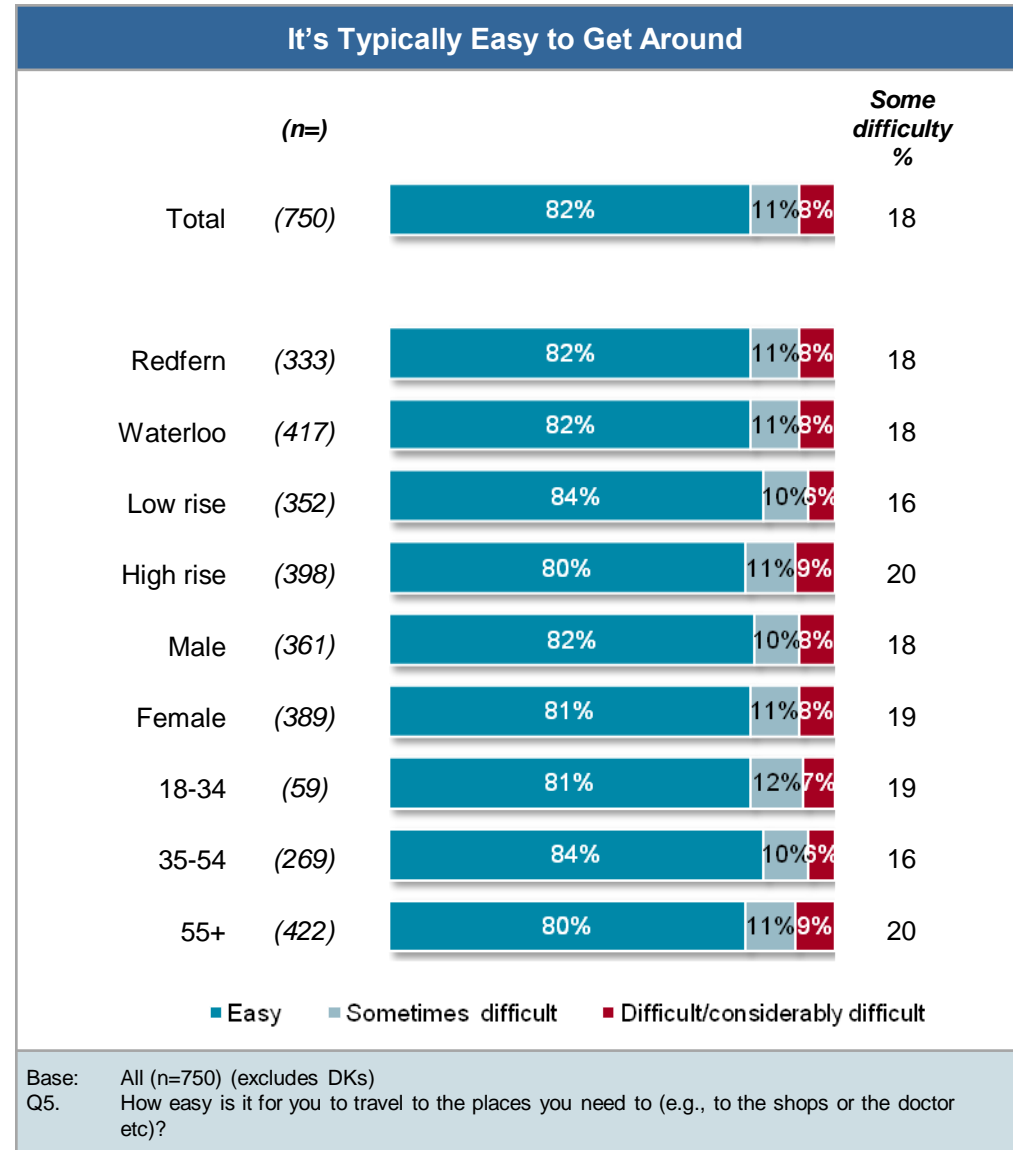


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## Section 3: Local Facilities

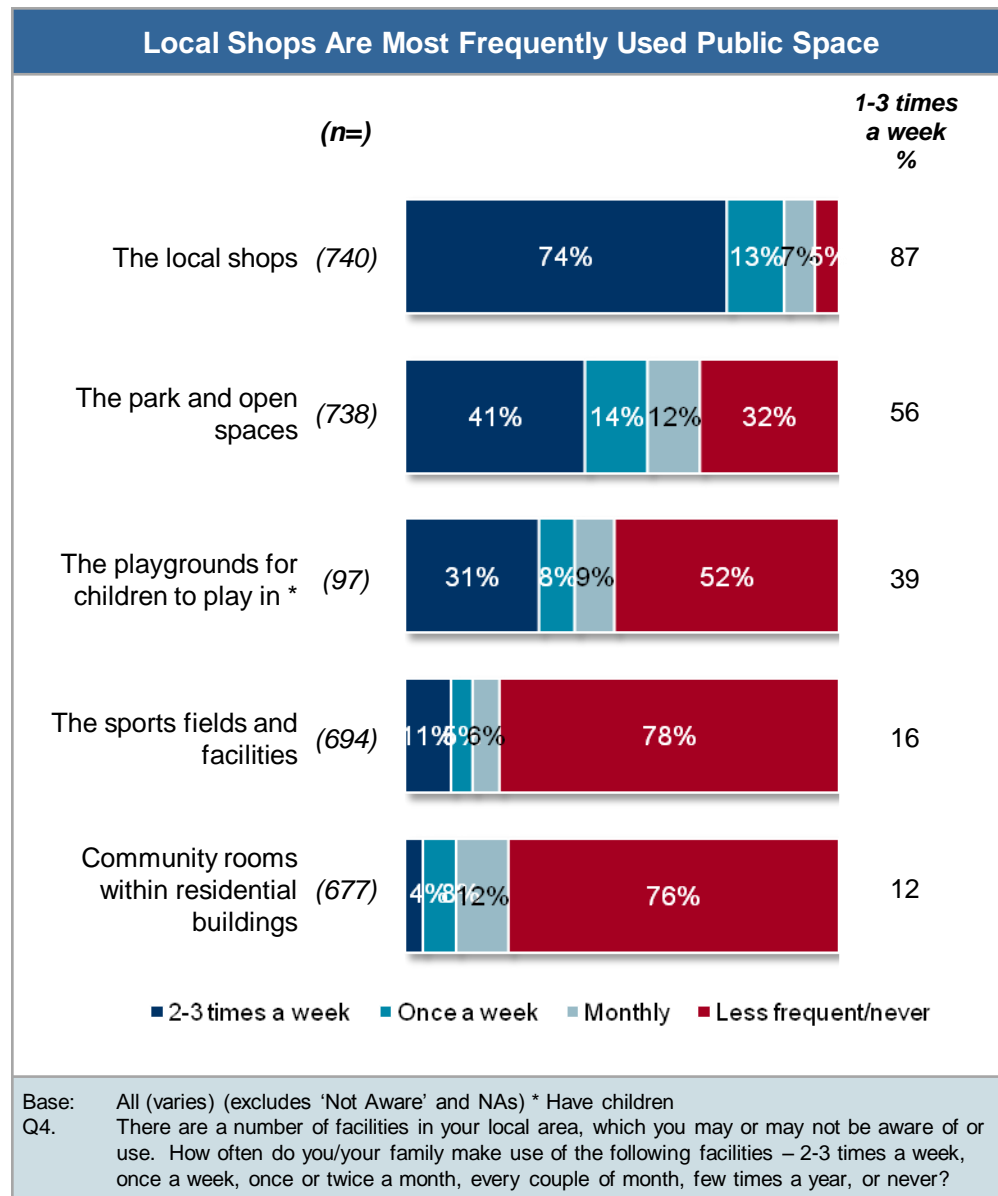
# It's Typically Easy to Get Around

- Many respondents (82%) say that it is easy to get around and to travel to places that they need to reach (including shops, appointments etc)
  - This is consistent across all sub groups



# Local Shops Are Most Frequently Used Public Space

- Different facilities in the area are used to varying degrees:
  - The local shops are visited most often, with 87% of residents using them 1 to 3 times a week
  - Parks and open spaces are used at least weekly by 55%
  - Close to four in ten (39%) of those with children use playgrounds at least once a week
  - Other facilities, such as sports fields and facilities, and community rooms are used less often, with close to four in five using them only monthly or less



## Usage of Facilities – Sub-Group Insight

- Differences are found in terms of usage of facilities by sub-groups:
  - People from all age groups visit the local shops to a significant extent, with the 35-54s using them most often
  - Families with kids (30%) tend to be the main users of sports fields/facilities compared to other household types
  - The 18-34s are more likely to use sporting facilities frequently (25% cf. 11% of 55s+)
  - The community rooms are more likely to be accessed by the 55s+

	1-3 times a week				
	Local shops	Park/open spaces	Playground *	Sports fields/facilities	Community rooms
	%	%	%	%	%
<b>TOTAL</b>	<b>87</b>	<b>56</b>	<b>39</b>	<b>16</b>	<b>12</b>
Redfern	89	56	33	17	14
Waterloo	85	55	41	15	10
Low rise	89	60	38	19	11
High rise	85	53	42	13 ▼	12
Male	87	57	48	18	13
Female	88	55	36	13	11
18-34	86	63	53	25 ▲	4 ▼
35-54	93 ▲	57	42	21	9
55+	84	54	24	11 ▼	15 ▲
Single/couple with no kids	88	55	NA	13	14
Family/parent no kids	80	53	39	14	11
Family/parent with kids	88	62	NA	30 ▲	3 ▼

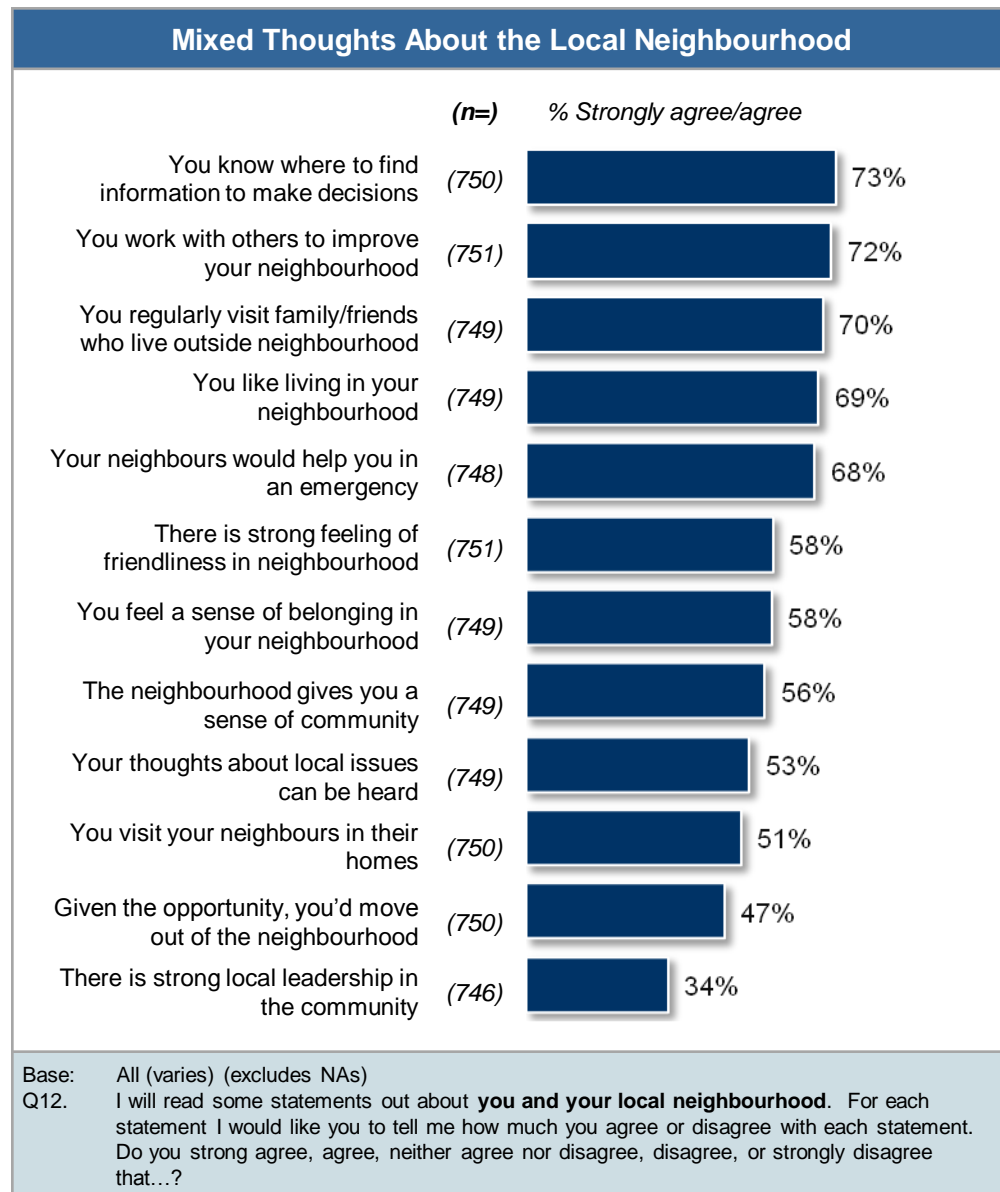
## THE RESULTS IN DETAIL



## Section 4: Social Aspects of the Local Neighbourhood

# Mixed Thoughts About the Local Neighbourhood

- Attitudes to the local neighbourhood are mixed
- Aspects most agreed with include:
  - Knowing where to access information to help make decisions (73%)
  - Willingness to work with others to improve the neighbourhood (72%)
  - Staying in touch with family/friends who live elsewhere (70%)
  - The enjoyment of living in the area (69%)
  - Care and concern among neighbours, especially in times of emergency (68%)
- Despite this, 58% agree that there is a sense of belonging; 58% agree that people are friendly and 56% feel a sense of community
- Local leadership in the area is the most poorly rated dimension, with only one third believing there is strong local leadership



# Statements That Respondents Agree About the Local Neighbourhood – Sub-Group Insight

- Several sub-group differences are found about what residents feel about the local neighbourhood:
  - Compared to those in Waterloo, more Redfern residents agree that information is accessible, they like living in the area, and they believe there is a strong feeling of friendliness and belonging in the neighbourhood
  - More low rise residents say they work with others to improve the neighbourhood and regularly visit family/friends outside the area – more so than high rise residents
  - The 18-34s are significantly less positive than other age groups. They are much less likely to like living in the area, believe that neighbours will help in an emergency, that there is a strong feeling of friendliness or sense of community or that their thoughts about local issues can be heard. A significantly higher proportion of younger residents (75%) would opt to move out of the neighbourhood if given the opportunity

% Strongly agree/agree	(n=)	Total %	Redfern %	Waterloo %	Low rise %	High rise %	Male %	Female %	18-34 %	35-54 %	55+ %
You know where to find information to make decisions	(750)	73	81 ▲	66 ▼	75	71	76	70	69	70	75
You work with others to improve your neighbourhood	(751)	72	69	75	76 ▲	68	73	72	64	77 ▲	70
You regularly visit family/friends who live outside neighbourhood	(749)	70	72	69	77 ▲	65	68	73	78	68	71
You like living in your neighbourhood	(749)	69	74 ▲	65	68	69	66	71	49 ▼	63	75 ▲
Your neighbours would help you in an emergency	(748)	68	68	69	68	69	61 ▼	75	47 ▼	66	73
There is strong feeling of friendliness in the neighbourhood	(751)	58	63 ▲	54	59	58	55	61	41 ▼	58	61
You feel a sense of belonging in your neighbourhood	(749)	58	62 ▲	54	57	59	53 ▼	62	42 ▼	56	61
The neighbourhood gives you a sense of community	(749)	56	60	53	57	56	54	58	42 ▼	54	60
Your thoughts about local issues can be heard	(749)	53	56	50	51	54	54	52	39 ▼	54	53
You visit your neighbours in their homes	(750)	51	51	50	49	52	48	53	39	55	49
Given the opportunity, you would move out of the neighbourhood	(750)	47	45	49	47	46	48	46	75 ▲	54 ▲	38 ▼
There is strong local leadership in the community	(746)	34	36	32	34	33	32	35	25	31	36

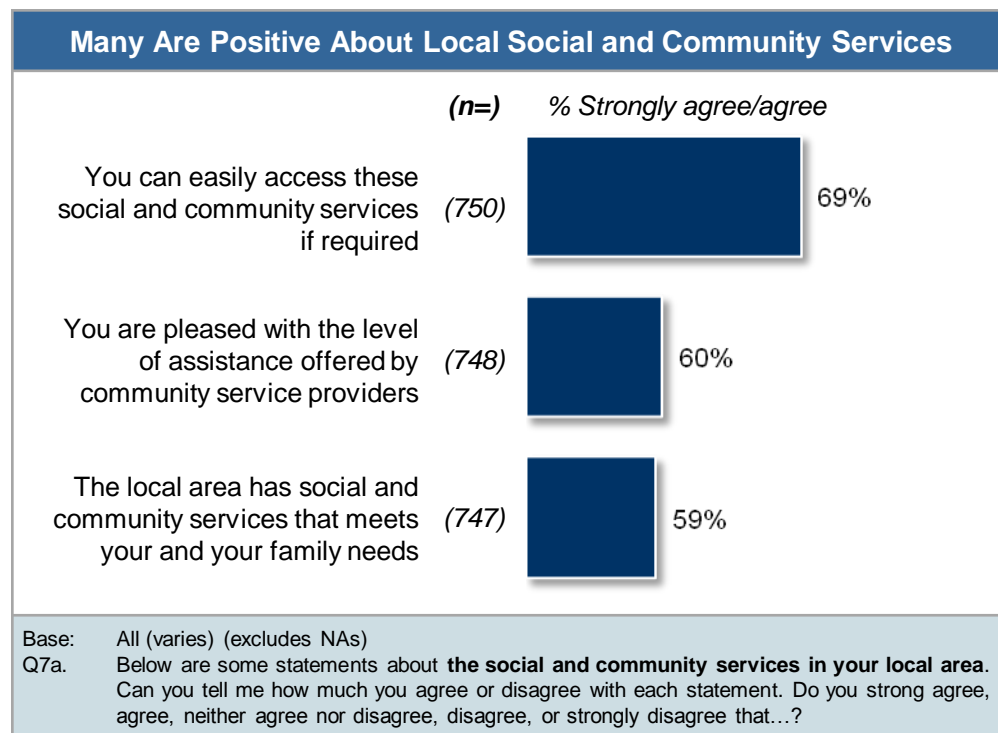
Base: All (varies) (excludes NAs)

Q12. I will read some statements out about **you and your local neighbourhood**. For each statement I would like you to tell me how much you agree or disagree with each statement. Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree that...?



# Many Are Positive About Local Social and Community Services

- Overall, the social and community services in the local area are positively rated
- Some 69% agree that it is easy to access the social and community services
- Six in ten agree that the local area has social and community services that meet their family's needs; a similar proportion are happy with the level of assistance they get from community service providers
  - Redfern residents are slightly more likely to be pleased with the level of assistance provided by community service providers

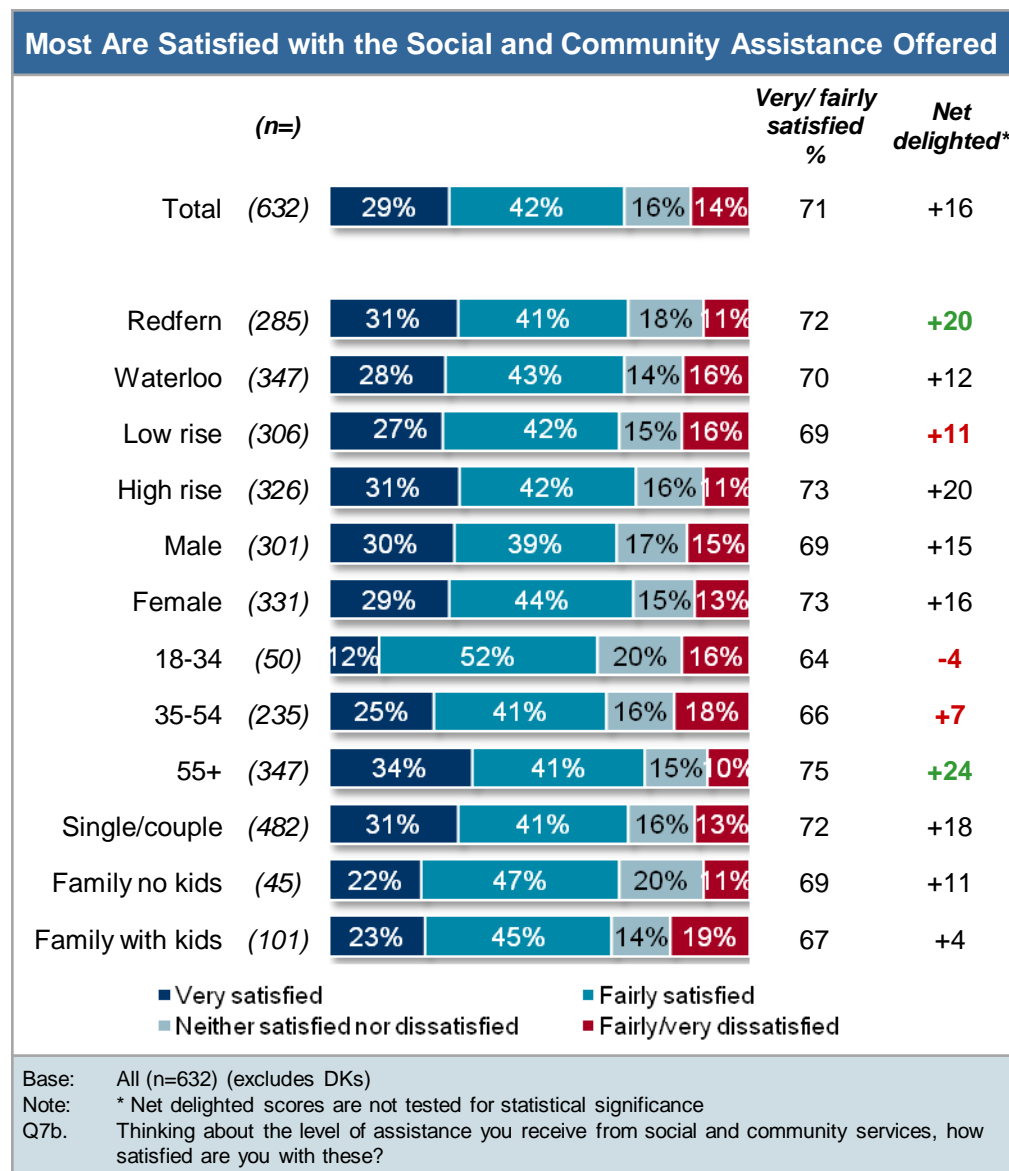


% Strongly agree/agree	(n=)	Total %	Redfern %	Waterloo %	Low rise %	High rise %	Male %	Female %	18-34 %	35-54 %	55+ %
You can easily access these social and community services if required	(750)	69	73	67	68	71	69	69	68	69	70
You are pleased with the level of assistance offered by community service providers	(748)	60	64	56 ▼	57	62	58	61	58	56	62
The local area has social and community services that meets your and your family needs	(747)	59	61	58	56	62	57	61	51	58	61

Base: All (varies) (excludes NAs)  
 Q7a. Below are some statements about **the social and community services in your local area**. Can you tell me how much you agree or disagree with each statement. Do you strong agree, agree, neither agree nor disagree, disagree, or strongly disagree that...?

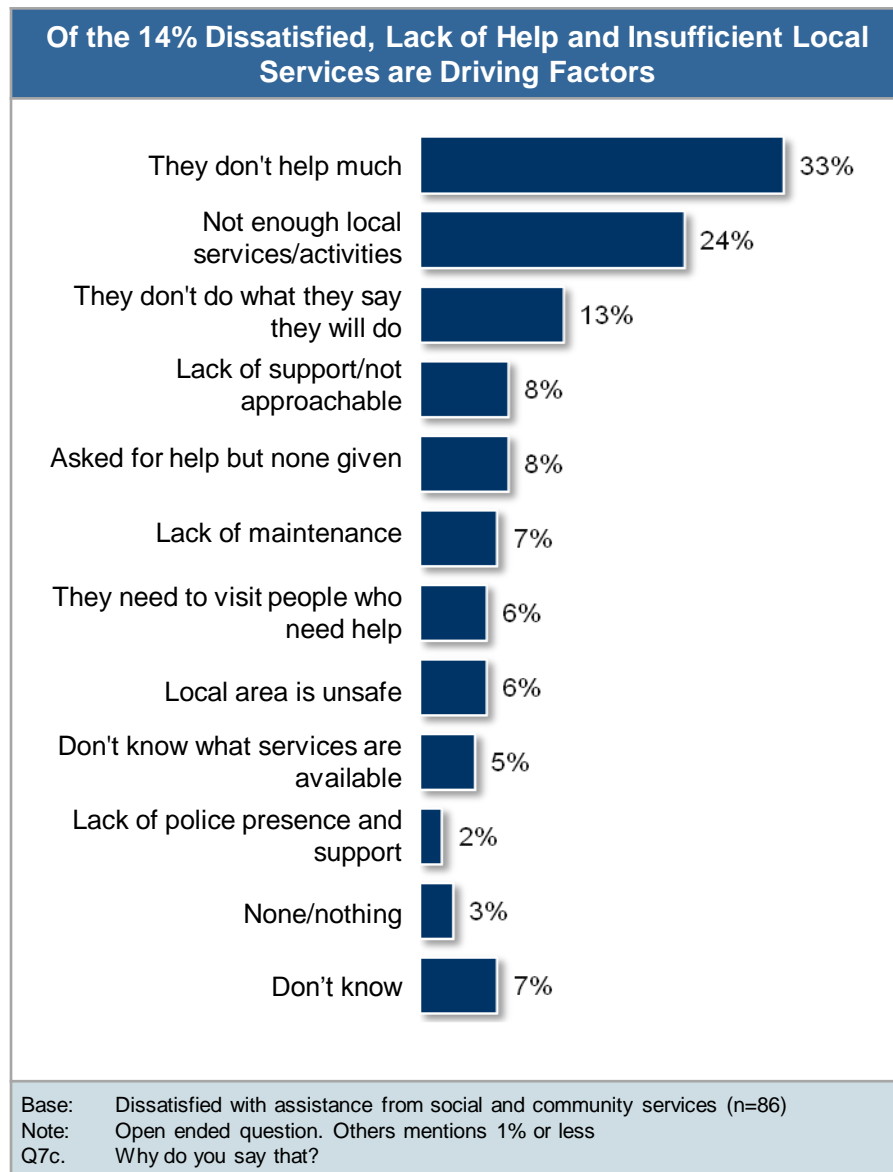
# Most Are Satisfied with the Social and Community Assistance Offered

- Overall, 71% of residents are satisfied with the level of assistance they receive from social and community services
  - No significant differences are found by sub-groups
- Net 'delighted' scores remain high (+16)
  - Those living in low rise housing (+11) and younger residents (-4 among 18-34s) are less satisfied
  - Redfern residents display a higher net 'delighted' scores with this aspect (+20 cf. +12 for Waterloo)



# Of the Dissatisfied, Lack of Help and Insufficient Local Services Are Driving Factors

- When the 14% of residents who are dissatisfied were asked why:
  - One third mention that services don't help much
  - One quarter (24%) say there are not enough local services
  - 13% mention that community service providers don't do what they say they will do
  - 8% asked for help, but didn't get it



## THE RESULTS IN DETAIL

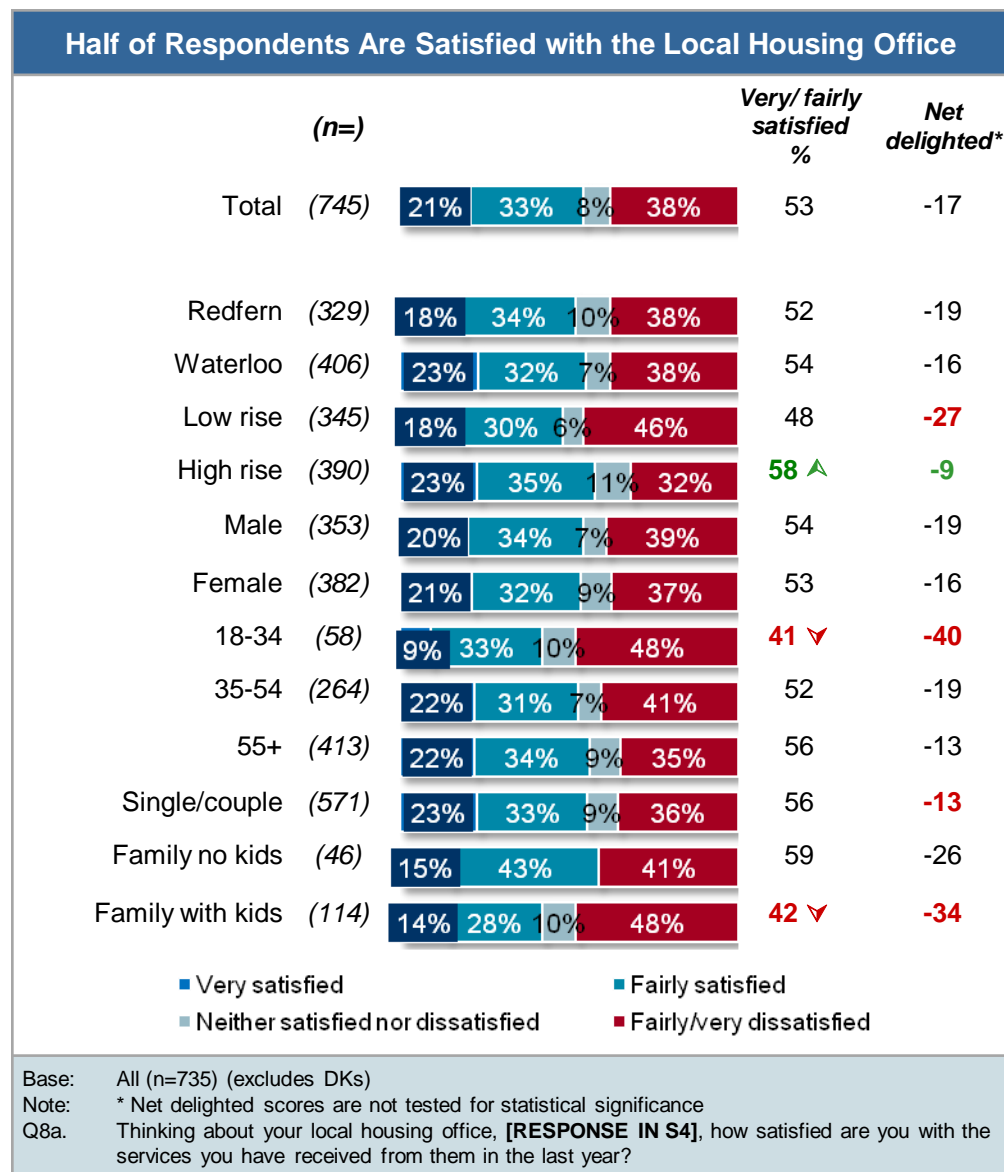


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## Section 5: Housing

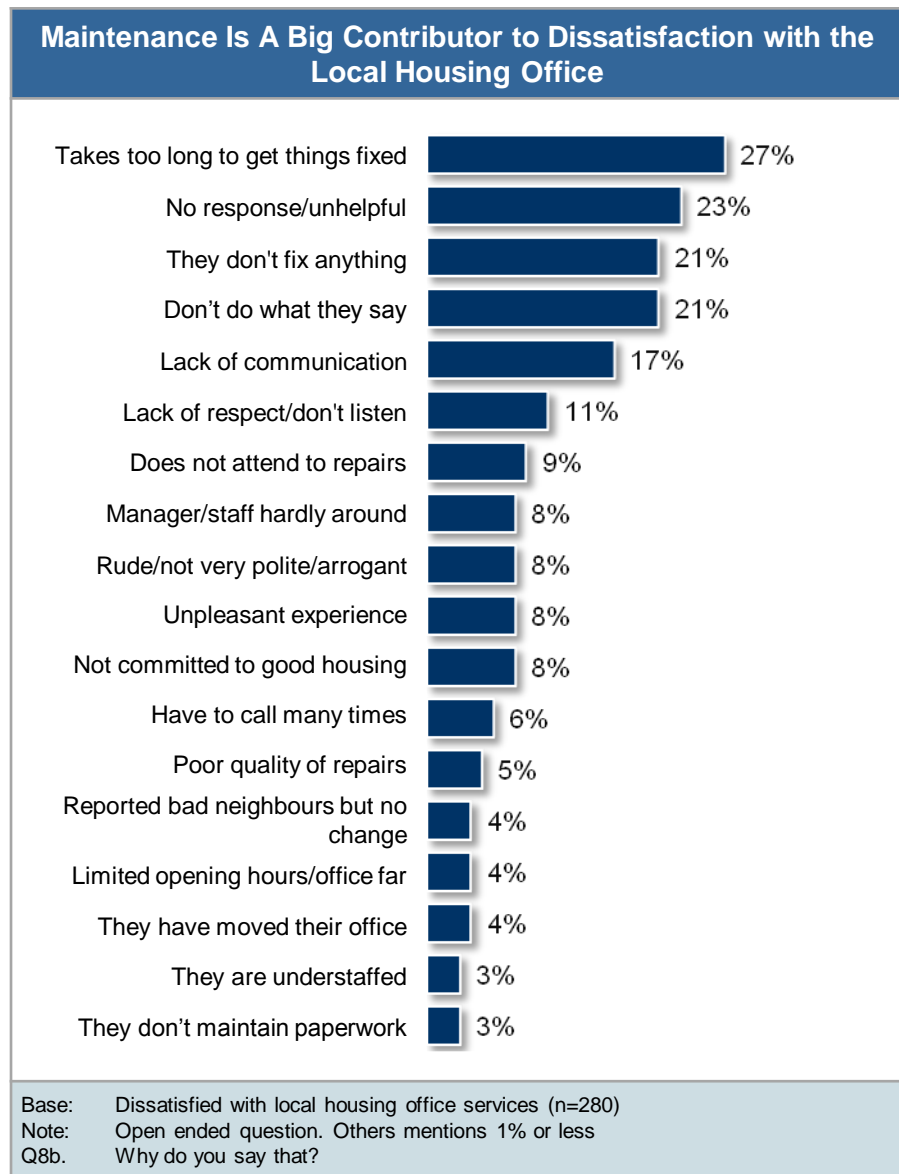
# Half of Respondents Are Satisfied with the Local Housing Office

- About half of respondents are satisfied with the services received from their local housing office over the last year
- Dissatisfaction levels are quite high, with four in ten saying they are dissatisfied with the housing office services. This explains the low net delighted scores (-17)
- There are no real differences between Redfern and Waterloo residents although satisfaction levels vary across other sub-groups:
  - More high rise residents are satisfied (58% cf. 48% low rise)
  - The younger age cohort are less satisfied (41% of 18-34s)
  - Families with kids are less satisfied (42%)
- Similar patterns are displayed when we examine the net delighted scores
  - Those from low rise buildings (-27), the 18-34s (-40), singles/couples (-13) and family with kids (-34) have lower net delighted scores
  - While net delighted scores are still low, those living in high rise buildings (-9) have slightly higher net delighted scores than the average (-17)



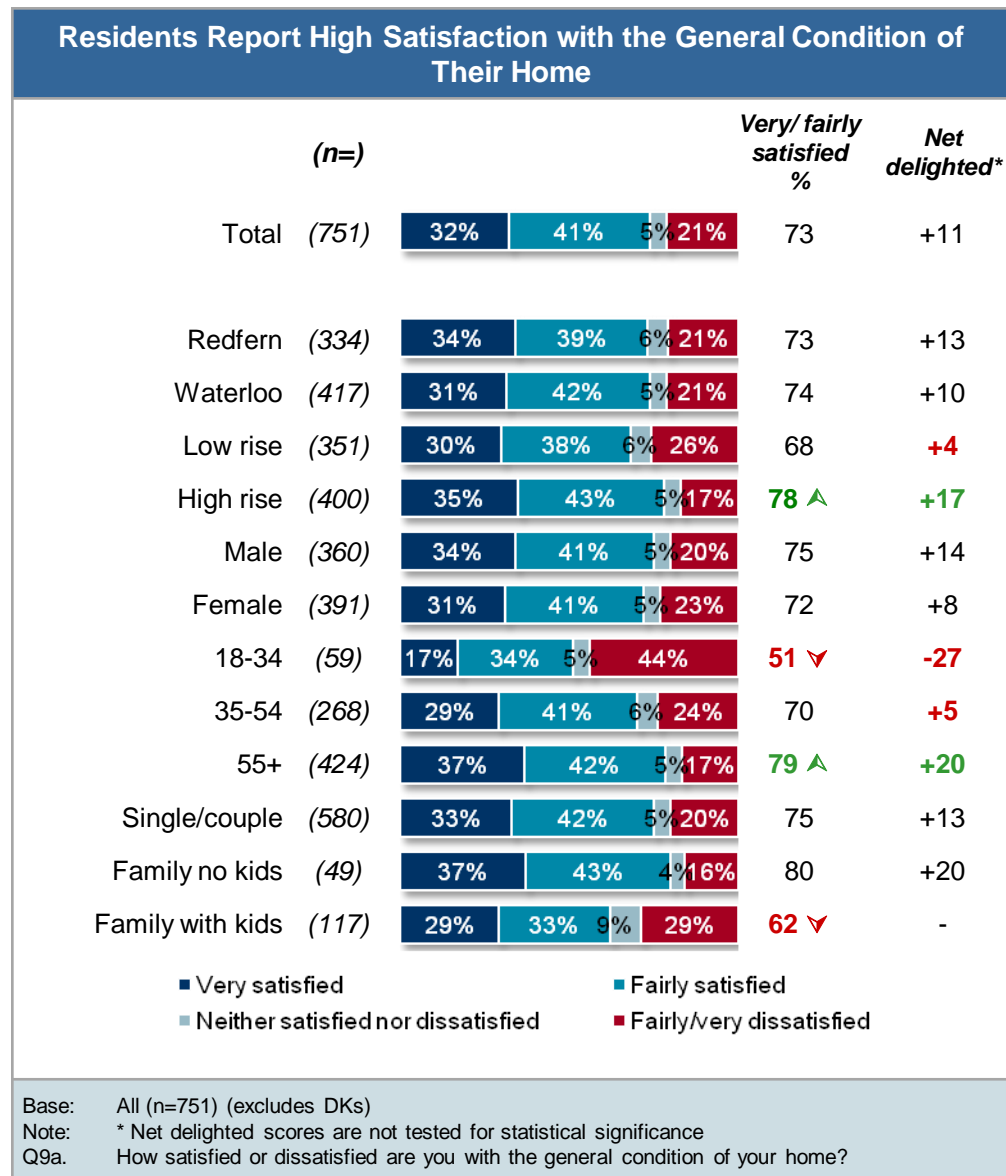
# Maintenance Is A Big Contributor to Dissatisfaction with the Local Housing Office

- The 38% who are dissatisfied with the local housing office were asked reasons for their dissatisfaction
- Residents provided the following reasons for their dissatisfaction, including:
  - Time taken to get things fixed (as mentioned by 27%)
  - Lack of response or that responses are unhelpful (23%)
  - That the office does not do what they say they will (21%)
  - Authorities don't fix anything (21%)
  - There is poor communication (17%)
  - 11% say staff show lack of respect/ don't listen and 8% say staff are rude/not very polite or arrogant
- These results indicate there is a misalignment between residents' expectations and the services provided by the local housing office



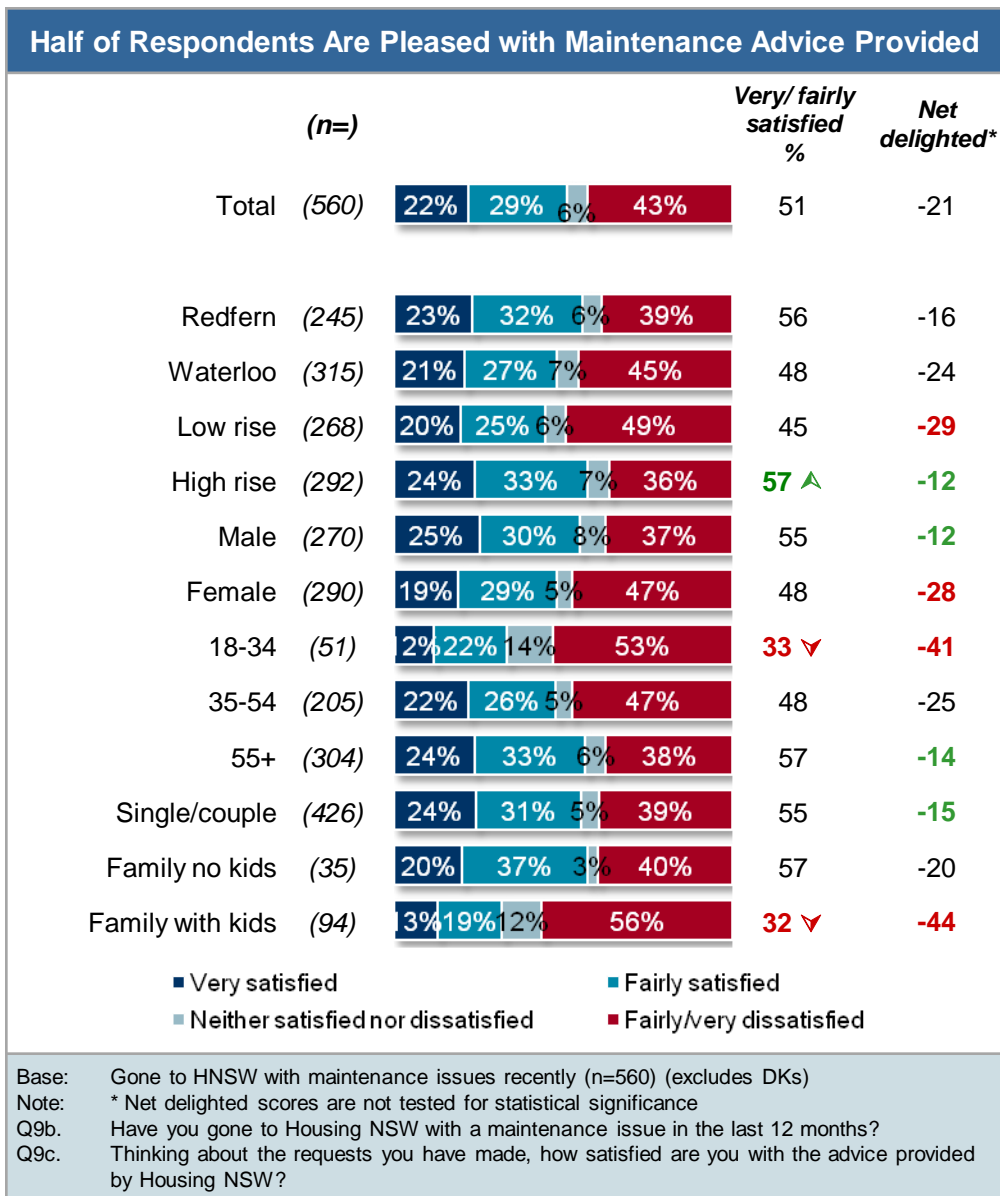
# Residents Report High Satisfaction with the General Condition of Their Home

- Overall, most respondents (73%) are satisfied with the general condition of their home
- There are no differences between Redfern and Waterloo residents. However several significant differences are found in other sub-groups:
  - Those living in the high rise residences are more satisfied with the condition of their homes (78% cf. 68% low rise)
  - Five in ten of the 18-34 group are satisfied, significantly less than the eight in ten of the 55+ group
  - Those that come from households with kids are also less likely to be satisfied (62%)
- Net delighted scores are high (+11)
  - This is substantially higher among high rise residents (+17) compared to low rise residents (+4)
  - The younger population feels less positive about the condition of their homes; net delighted scores are (-27) among 18-34 cf. (+20) among the 55+



# Half of Respondents Are Pleased with Maintenance Advice Provided

- Three quarters of respondents recently approached Housing NSW with a maintenance issue (Note: Results not shown here)
  - The younger age group (18-34s) are most likely to have made a maintenance report to Housing NSW in the last 12 months
- About half of those who have made a recent report are very/fairly satisfied with differences among sub groups:
  - The 18-34s are less satisfied with their experience (33% satisfied), as are families with kids (32%)
  - Those living in high rises are significantly more satisfied (57% cf. 45% low rise)
- Overall net delighted scores are low (-21) and vary among sub groups:
  - Considerably lower among low rise residents (-29 cf. -12 for high rise residents)
  - Higher among males (-12) than females (-28)
  - Higher among the 55s+ (-14)
  - Lower in households with children (-44)





## THE RESULTS IN DETAIL

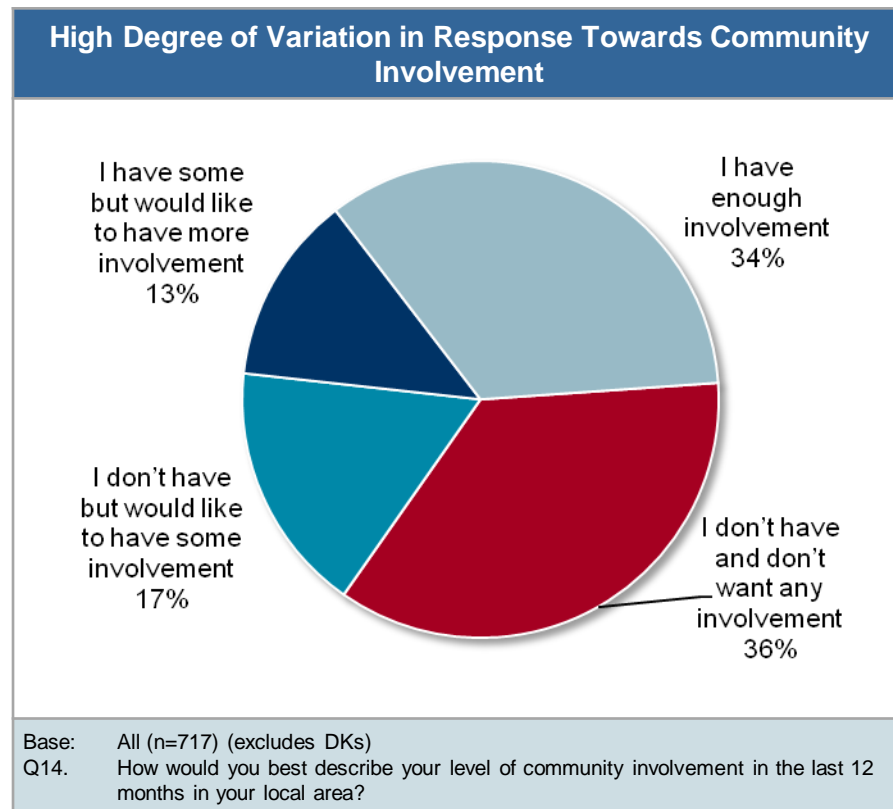


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## Section 6: Community Activities and Involvement

# High Degree of Variation in Response Towards Community Involvement

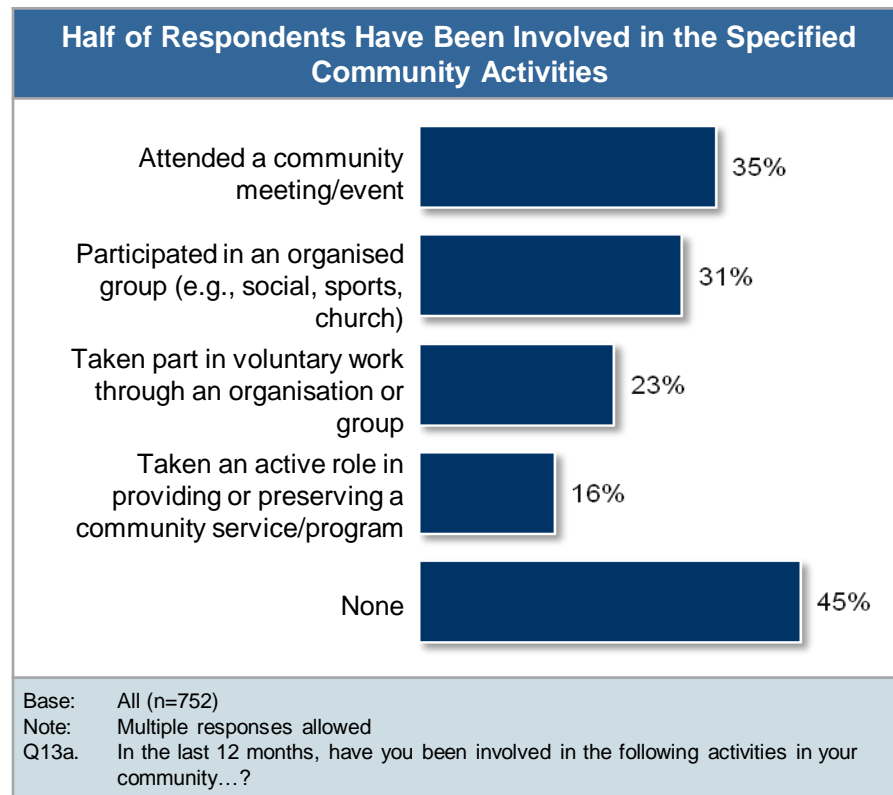
- Responses vary in terms of respondents' community involvement in the last 12 months:
  - One third (34%) are currently involved in the community and feel they have enough involvement
  - A similar proportion (36%) are not currently involved and do not desire any involvement
  - Another third desire more involvement, including those with current involvement (13%) and those without (17%)
- Differences are found between Redfern and Waterloo residents:
  - Redfern residents (57%) are more likely to have some current involvement (cf. 39% of Waterloo residents)
  - Those living in Redfern are more likely to feel that they have sufficient involvement (44% cf. 26% of Waterloo residents) and as such, are less likely to want further involvement
- Age group differences are also evident:
  - A higher proportion of the 18-34s (46%) say they are currently not involved and don't want to be involved
  - This compares with the 35-54s who do not have current involvement but would like to have some (22%)
  - Older residents (42% of those aged 55+) are more likely to say they have enough involvement



	Total (717) %	Redfern (322) %	Waterloo (395) %	Low rise (342) %	High rise (375) %	Male (343) %	Female (374) %	18-34 (57) %	35-54 (258) %	55+ (402) %
I don't have and don't want any involvement	36	31 ▼	40	36	36	36	36	46	37	34
I don't have but would like to have some involvement	17	12 ▼	21	20	14	17	17	19	22 ▲	13
I have some but would like to have more involvement	13	12	13	13	13	15	11	18	15	11
I have enough involvement	34	44 ▲	26 ▼	31	37	32	36	18 ▼	26	42 ▲

# Half of Respondents Have Been Involved in the Specified Community Activities

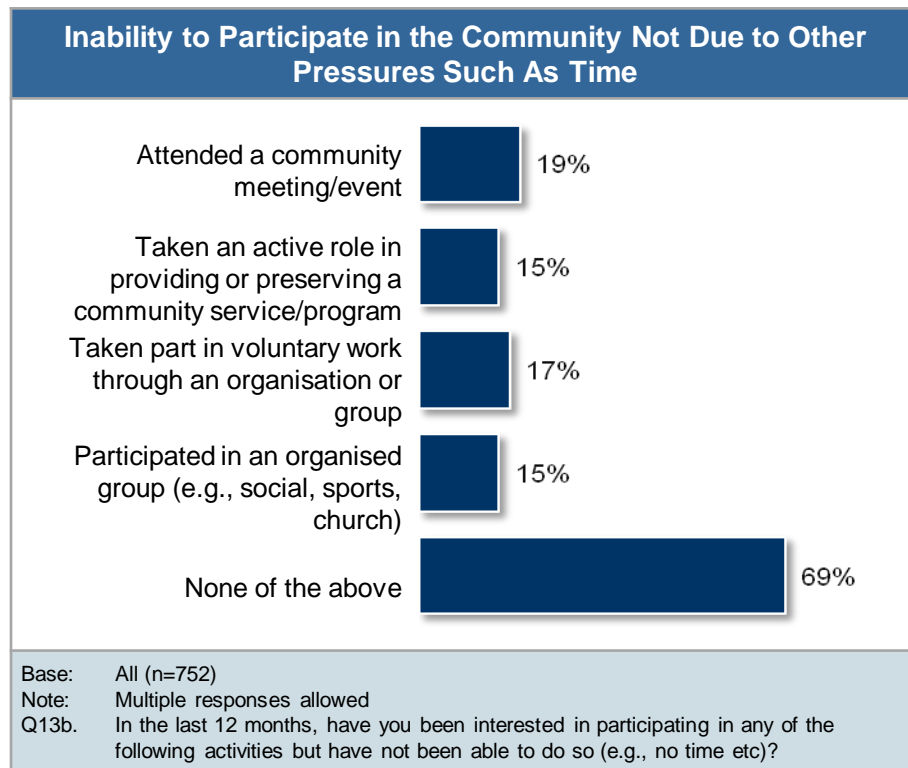
- When asked about involvement in specific activities, 55% say they have had some involvement in a specified activity in the last 12 months
- Of these:
  - Some 35% have attended a community meeting/event
    - Older age tenants (41% of 55s+) are more likely to be involved through community meetings or events
  - About three in ten have participated in an organised group (particularly the 18-34s)
  - Fewer have been involved in voluntary work through an organisation (23%) or in preserving/providing a community service/program (16%)
- While differences are not significant, younger residents are more active. For example:
  - One quarter (24%) of 18-34s are actively involved in a community service/program, although they are less likely to do volunteer work (17% as against an average 23%)
  - Some 26% of 35-55s have taken part in some form of voluntary work



	Total (752) %	Redfern (334) %	Waterloo (418) %	Low rise (352) %	High rise (400) %	Male (361) %	Female (391) %	18-34 (59) %	35-54 (269) %	55+ (424) %
Attended a community meeting/event	35	36	34	32	38	33	37	20 ▼	30 ▼	41 ▲
Participated in an organised group (e.g., social, sports, church)	31	32	30	31	31	30	31	39	32	29
Taken part in voluntary work through an organisation or group	23	24	22	22	25	25	21	17	26	23
Taken an active role in providing or preserving a community service/program	16	17	16	18	15	17	16	24	16	16
None	45	43	47	47	44	46	45	49	45	45

# Inability to Participate in the Community Not Due to Other Pressures Such As Time

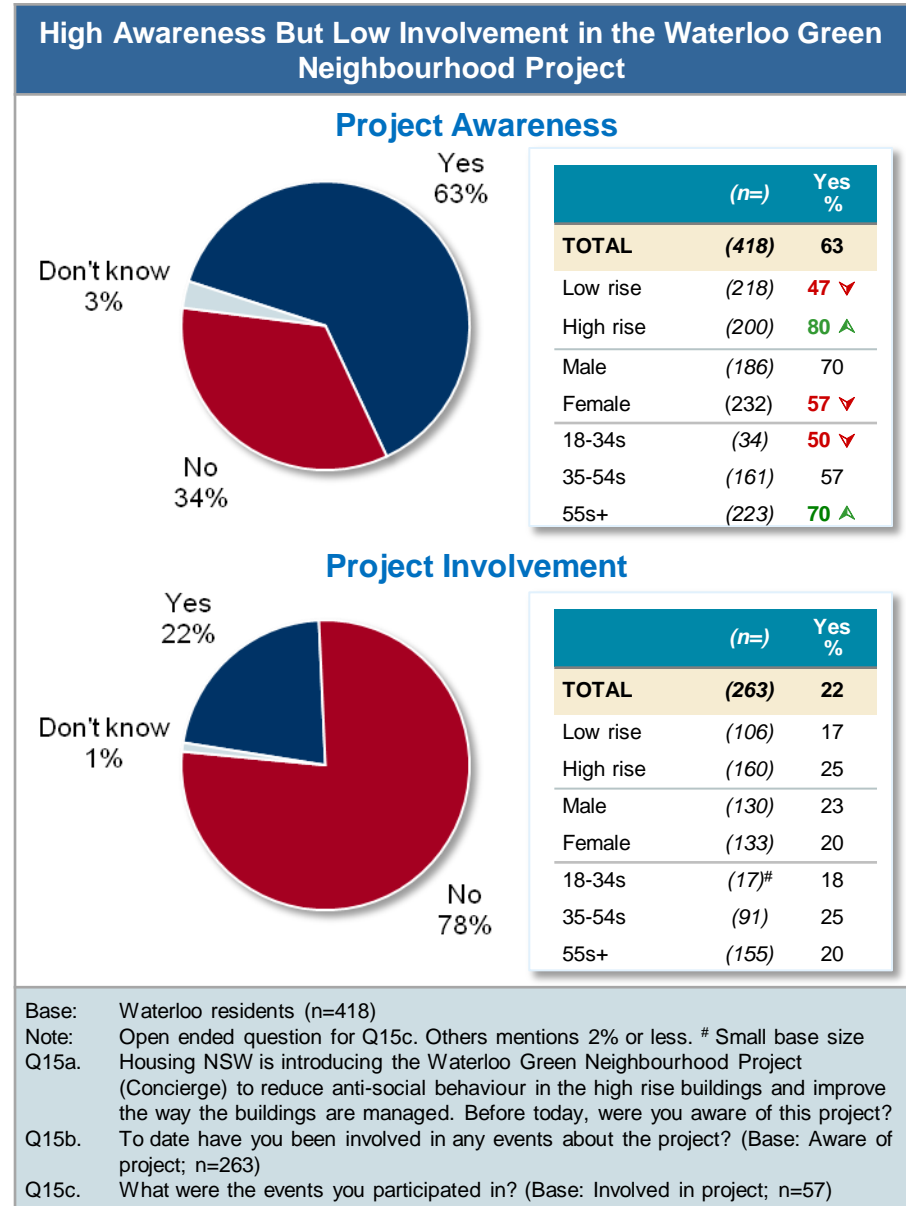
- When asked whether other pressures (such as lack of time or accessibility) have impacted on their ability to participate, seven in ten said they had not
- Among those with an active interest in community activities, but who were held back by such obligations, proportions are fairly consistent across all specified activities (around 15-20%)
- Minimal sub-group differences are found, although the 35-54s are more likely to mention that they have not participated in voluntary work as a result of such constraints



Interested But Difficult to be Involved										
	Total (752) %	Redfern (334) %	Waterloo (418) %	Low rise (352) %	High rise (400) %	Male (361) %	Female (391) %	18-34 (59) %	35-54 (269) %	55+ (424) %
Attended a community meeting/event	19	17	21	21	18	17	21	15	22	18
Taken an active role in providing or preserving a community service/program	15	12	17	18	13	12	18	10	18	14
Taken part in voluntary work through an organisation or group	17	16	18	20	15	14	20	15	23 ▲	14
Participated in an organised group (e.g., social, sports, church)	15	13	17	17	14	12	18	10	20	13
None of the above	69	71	68	66	72	71	67	64	63	74

# High Awareness But Low Involvement in the Waterloo Green Neighbourhood Project

- Nearly two thirds of Waterloo residents were aware of the Waterloo Green Neighbourhood Project prior to the survey. Awareness levels are significantly higher among:
  - High rise residents (80% cf. 47% of low rise residents)
  - Males (70% cf. 57% of females)
  - Those aged over 55 years (70% cf. 50% of 18-34s)
- However, when asked about their personal involvement in the project, a smaller proportion (22%) have had some sort of involvement in the project
  - There are no significant differences by sub-group, although it is worth noting that more high rise residents say they are involved compared to low rise tenants
- Community meetings/information sessions/workshops are the most popular types of involvement, mentioned by 70% respondents (Note: Results not shown here)



## THE RESULTS IN DETAIL

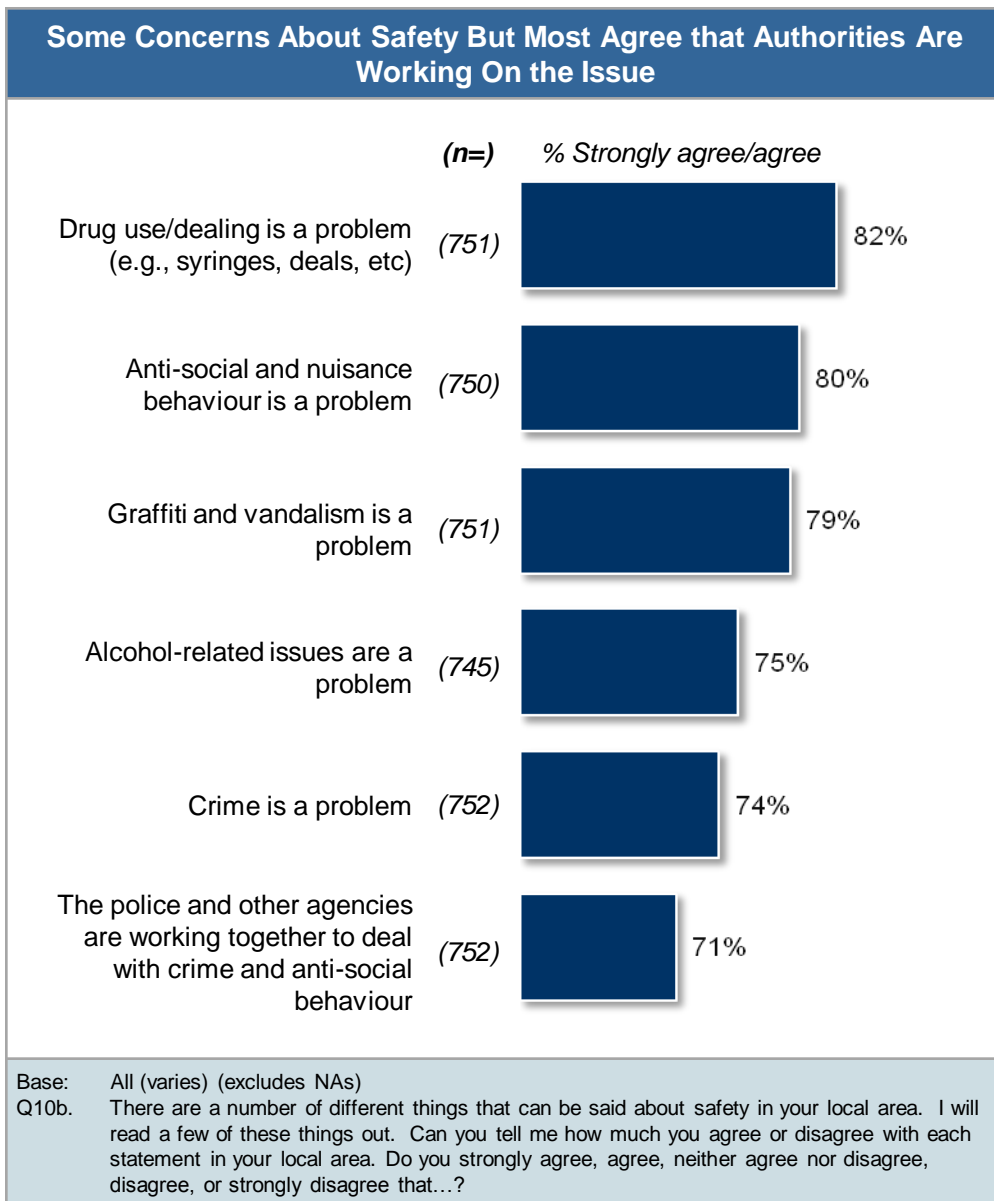


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## Section 7: Safety and Crime

## Some Concerns About Safety But Most Agree that Authorities Are Working On the Issue

- When asked whether or not they agree with a series of statements about safety issues in the local area, respondents agreed that the following are problems:
  - Drug use/dealing (82% strongly agree/agree)
  - Anti-social or nuisance behaviour (80%)
  - Graffiti and vandalism (79%)
  - Alcohol-fuelled problems (75%)
  - Crime in general (74%)
- Despite this, 71% believe that the police and other authorities are collaborating to improve the level of safety in the area



# Statements That Respondents Agree About Safety in the Local Area – Sub-Group Insight

- Looking at differences by sub-groups:
  - Low rise residents are somewhat less concerned about safety than high rise residents, although high rise residents are more inclined to believe authorities are working together to deal with safety problems. For example, fewer low rise residents agree that graffiti and vandalism is a concern (76% cf. 82% high rise) and that crime in general is a problem (70% cf. 77% high rise)
  - Younger residents are consistently more concerned about the range of safety problems than older residents

% Strongly agree/agree	(n=)	Total %	Redfern %	Waterloo %	Low rise %	High rise %	Male %	Female %	18-34 %	35-54 %	55+ %
Drug use/dealing is a problem (e.g., syringes, deals etc)	(751)	<b>82</b>	80	85	80	84	81	83	85	82	82
Anti-social and nuisance behaviour is a problem	(750)	<b>80</b>	79	80	77	82	83	<b>77</b> ▼	80	83	77
Graffiti and vandalism is a problem	(751)	<b>79</b>	78	80	<b>76</b> ▼	82	79	79	83	80	78
Alcohol-related issues are a problem	(745)	<b>75</b>	74	77	78	74	72	78	81	77	74
Crime is a problem	(752)	<b>74</b>	74	74	<b>70</b> ▼	77	75	73	80	76	72
The police and other agencies are working together to deal with crime and anti-social behaviour	(752)	<b>71</b>	69	72	68	74	72	70	61	72	72

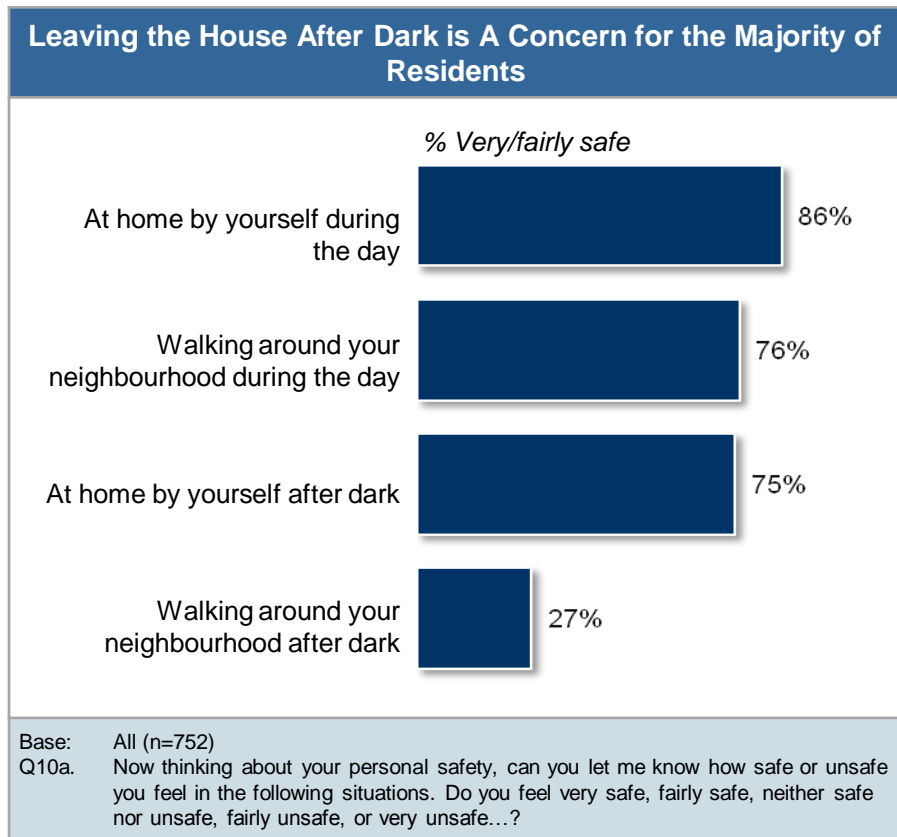
Base: All (varies) (excludes NAs)

Q10b. There are a number of different things that can be said about safety in your local area. I will read a few of these things out. Can you tell me how much you agree or disagree with each statement in your local area. Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree that...?



# Leaving the House After Dark is A Concern for the Majority of Residents

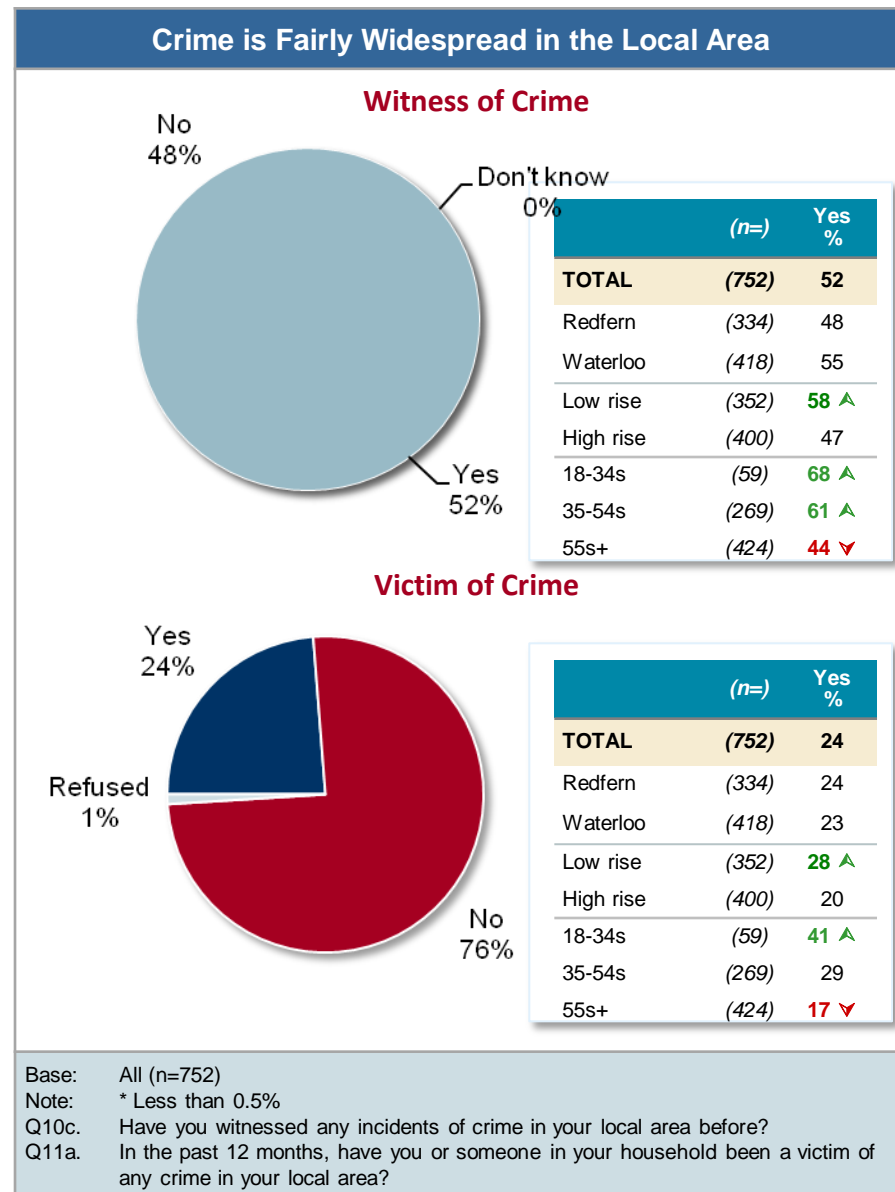
- Although safety and anti-social behaviour are the principal aspects of the area disliked by residents, perceptions of safety are generally positive. The majority do not feel threatened **during the day**, particularly if they are at home by themselves (86% consider it very/fairly safe) or when walking around the neighbourhood (76%)
- While residents feel safe staying at home by themselves during the day (86%), only 27% feel safe walking around the neighbourhood after dark
- Significant differences are found by sub-groups:
  - Low rise residents (80% cf. 74% high rise) feel safer walking around during the day
  - Older residents feel safer at home, both during the day (90% of 55s) and at night (80%)
  - Although levels are low, younger people feel safer after dark (32% of 18–34s and 36% of 35-54s compared to 22% of 55+s). However, fewer 18-34s (54% compared to average 75%) feel safe at home after dark
  - Males (35%) feel safer walking around the area after dark than females (20%)



Safest Aspects of the Neighbourhood										
% Strongly agree/agree	Total (752) %	Redfern (334) %	Waterloo (418) %	Low rise (352) %	High rise (400) %	Male (361) %	Female (391) %	18-34 (59) %	35-54 (269) %	55+ (424) %
At home by yourself during the day	86	85	86	86	85	86	85	71	83	90 ▲
Walking around your neighbourhood during the day	76	78	75	80 ▲	74	79	74	76	78	75
At home by yourself after dark	75	76	74	73	77	74	76	54 ▼	72	80 ▲
Walking around your neighbourhood after dark	27	25	29	31	25	35 ▲	20 ▼	32	36 ▲	21

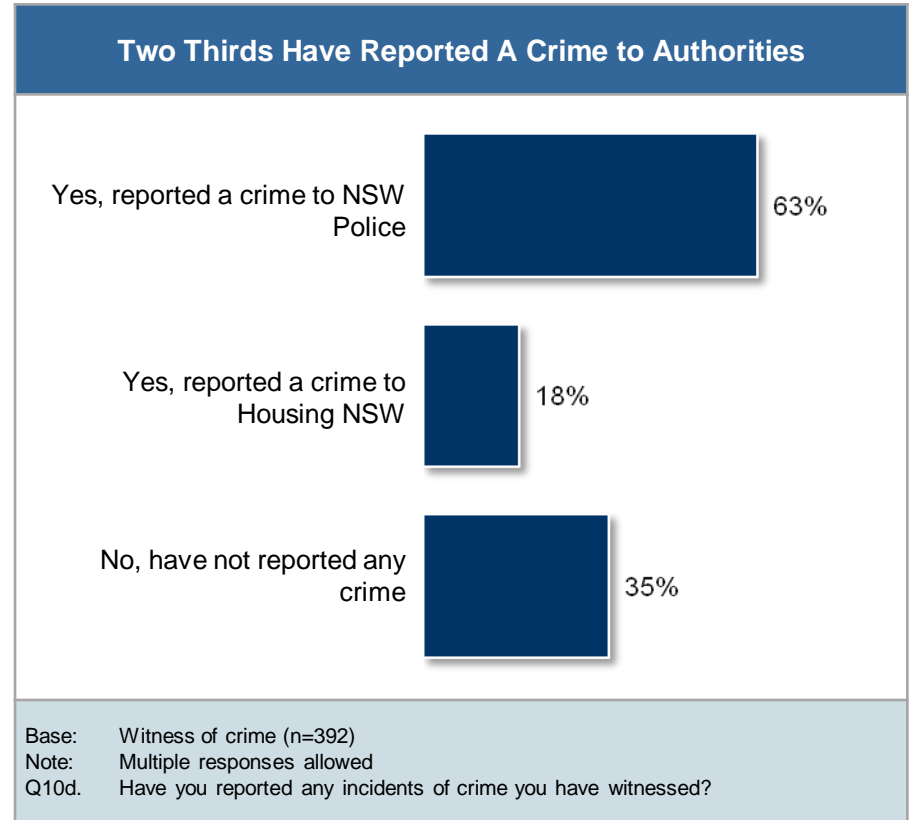
# Crime is Fairly Widespread in the Local Area

- In relation to people's experience of crime in the local area, about half say they have witnessed some incident of crime before
- About a quarter report that they or a household member has been a victim of crime before
- Looking at sub-group differences:
  - Experience of crime is more common among low rise residents who are more likely to have witnessed crime (58% cf. 47% of high rise residents) and been a victim of crime (28% cf. 20% of high rise residents)
  - Younger residents are more likely to have experienced crime in their area than older residents (e.g., 68% of 18-34s witnessed crime cf. 41% of 55s+)



# Two Thirds Have Reported A Crime to Authorities

- Among the 52% who have witnessed some sort of crime before, two thirds have reported an incident to authorities before – either to the NSW Police (63%) or Housing NSW (18%)
- Likelihood of reporting a crime to NSW Police varies by sub-group:
  - Those from low rise housing (71% cf. 55% of high rise residents) are significantly more likely to have reported a crime to NSW Police
  - While differences are not significant, older residents are less likely to report crime to the NSW Police (59% of 55+s) than younger residents (68% of those aged 18 -54)
- Among those who have reported a crime to Housing NSW:
  - Men are more likely to report crime to Housing NSW (22%) than females (14%)
  - While differences are not significant, more 18-34s (25%) have gone to Housing NSW as well as low rise residents (21%)

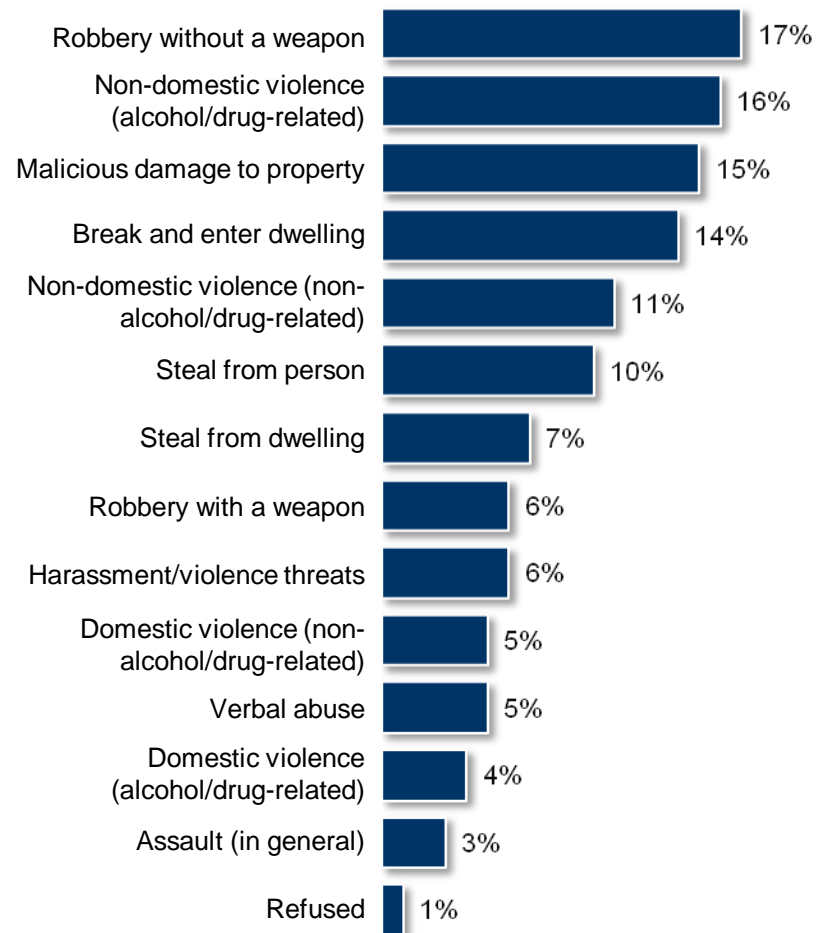


Reporting Crime in Local Area										
	Total (392) %	Redfern (161) %	Waterloo (231) %	Low rise (203) %	High rise (189) %	Male (193) %	Female (199) %	18-34 (40) %	35-54 (164) %	55+ (188) %
Yes, reported a crime to NSW Police	<b>63</b>	63	63	<b>71 ▲</b>	55	61	66	68	68	59
Yes, reported a crime to Housing NSW	<b>18</b>	20	17	21	15	<b>22 ▲</b>	14	25	16	19
No, have not reported any crime	<b>35</b>	35	35	<b>28 ▼</b>	42	37	32	33	31	38

# Alcohol/Drug-Related Crimes and Robbery Are Most Common

- Among those who have reported crime, the most common reports are about:
  - Robbery without a weapon (17%)
  - Non-domestic violence (alcohol and drug-related) (16%)
  - Malicious damage to property (15%)
  - Break and enter (14%)
  - Non-domestic violence (non-alcohol/drug-related) (11%)
  - Stealing from a person (10%) and stealing from a dwelling (7%)

## Alcohol/Drug-Related Crimes and Robbery Are Most Common



Base: Victim of crime (n=177)

Note: Open ended question. Multiple responses allowed. Others mentions 2% or less  
Q11b. Have you reported any incidents of crime you have witnessed?

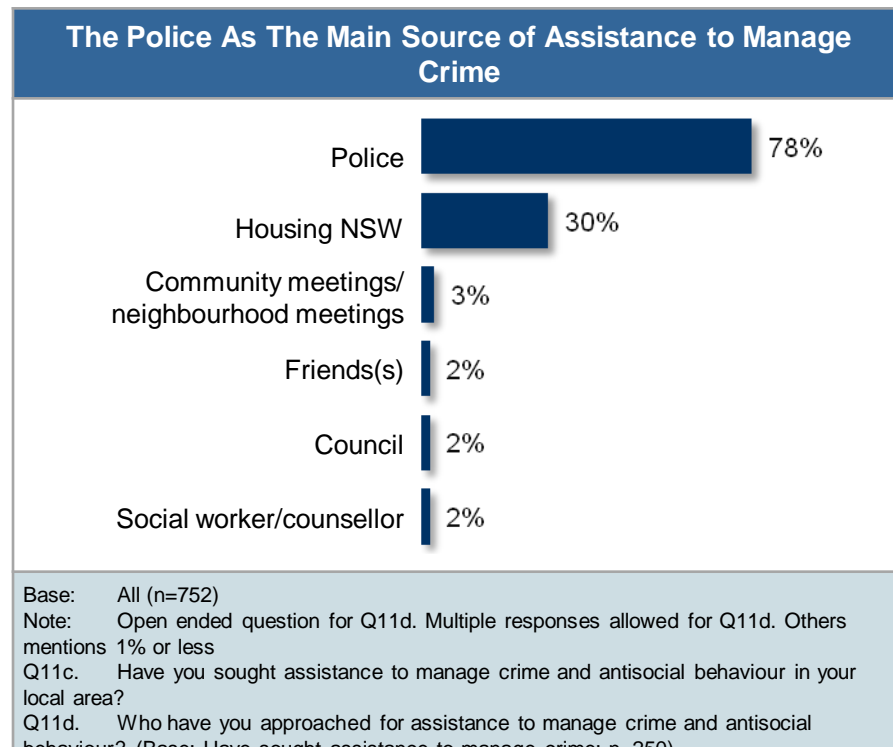
## Types of Crime in Local Area – Sub-Group Insight

- Looking at the main categories of crime in the local area by sub-groups:
  - Those living in Waterloo are less likely to mention robbery (15% cf. 30% Redfern), while those in Redfern are less likely to mention non-alcohol/drug-related crime (8% cf. 22% Waterloo)
  - Break and enter is more commonly reported by low rise residents (23%) than high rise residences (8%)
  - Fewer 55s+ report break and enter (11% compared to average 16%) and non-alcohol/drug-related crime (9% compared to average 16%)

	(n=)	Robbery %	Alcohol/drug-related %	Non-alcohol/drug-related %	Break and enter %
<b>TOTAL</b>	<b>(177)</b>	<b>22</b>	<b>20</b>	<b>16</b>	<b>16</b>
Redfern	(79)	30 ▲	25	8 ▼	16
Waterloo	(98)	15 ▼	16	22	15
Low rise	(97)	22	15	16	23 ▲
High rise	(80)	23	26	15	8 ▼
Male	(100)	21	23	14	12
Female	(77)	23	17	18	21
18-34	(24#)	21	29	13	33
35-54	(79)	16	18	23	15
55+	(74)	28	20	9 ▼	11 ▼
Single/ couple with no kids	(135)	21	21	16	16
Family/parent with no kids	(7#)	43	14	29	-
Family/parent with kids	(35)	20	20	11	17

# The Police Are the Main Source of Assistance to Manage Crime

- About one third of respondents have sought assistance to manage crime and antisocial behaviour in their local area, though this is significantly higher among the younger population (e.g., 47% of 18-34s cf. 27% of 55s+). This coincides with earlier findings that younger residents are more often exposed to crime – either as witness or victims (Note: Results not shown here)
- The police are seen as the main source of help to manage crime, reported by 78% of respondents:
  - This is significantly higher among low rise residents (85%) than those living in high rise (70%)
- Some 30% of residents report crime to Housing NSW
  - This is more common among Redfern residents 42% than Waterloo residents (22%)



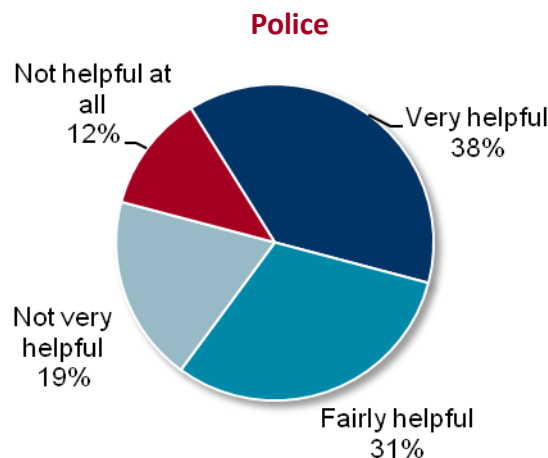
% Total mentions	Total (250) %	Redfern (98) %	Waterloo (152) %	Low rise (127) %	High rise (123) %	Male (111) %	Female (139) %	18-34 (28)# %	35-54 (109) %	55+ (113) %
Police	78	72	81	85 ▲	70	81	75	89	81	72
Housing NSW	30	42 ▲	22	30	30	33	27	32	28	31
Community meetings/neighbourhood meetings	3	4	3	2	4	5	2	7	5	1
Friends(s)	2	3	1	-	3	2	1	-	2	2
Council	2	3	1	2	2	4	1	-	2	3
Social worker/counsellor	2	3	2	1	4	3	2	-	3	3

Note: # Small base size

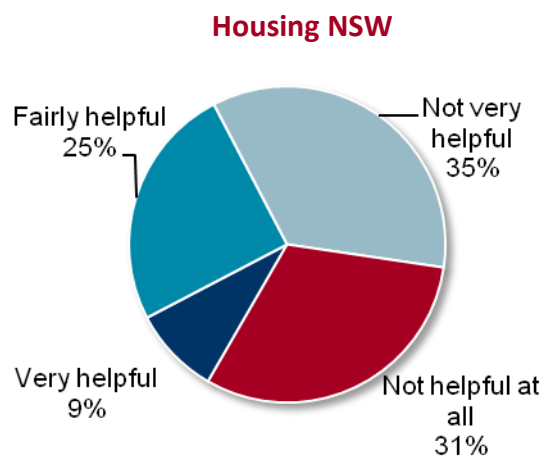
# The Police Are Rated Well by 69% for Helpfulness; Housing NSW Is Rated Well By 35%

- Among those who had sought assistance with crime, respondents were asked how helpful the agencies were. Most (69%) describe the police as being very/fairly helpful
  - Levels are significantly higher among females (76%) and the 55s+ (79%)
- This compares to 35% who describe Housing NSW as very/fairly helpful in responding to crime. Since responding of crime is not the core business of Housing NSW, it may be understandable that the police are better rated than Housing NSW in this respect
- No significant differences are found by sub-groups

## The Police Are Rated Well for Helpfulness – Housing NSW is Average



	(n=)	Very/ fairly helpful %
<b>TOTAL</b>	<b>(194)</b>	<b>69</b>
Redfern	(71)	73
Waterloo	(123)	67
Low rise	(108)	73
High rise	(86)	64
Male	(90)	61
Female	(104)	<b>76 ▲</b>
18-34s	(25)#	60
35-54s	(88)	63
55s+	(81)	<b>79 ▲</b>



	(n=)	Very/ fairly helpful %
<b>TOTAL</b>	<b>(75)</b>	<b>35</b>
Redfern	(41)	32
Waterloo	(34)	38
Low rise	(38)	34
High rise	(37)	35
Male	(37)	32
Female	(38)	37
18-34s	(9)#	44
35-54s	(31)	39
55s+	(35)	29

Base: Have sought assistance to manage crime (varies)

Note: # Small base size

Q11e. How helpful was [RESPONSE IN Q11d] in its assistance to you – very helpful, fairly helpful, not very helpful, not helpful at all?

## THE RESULTS IN DETAIL

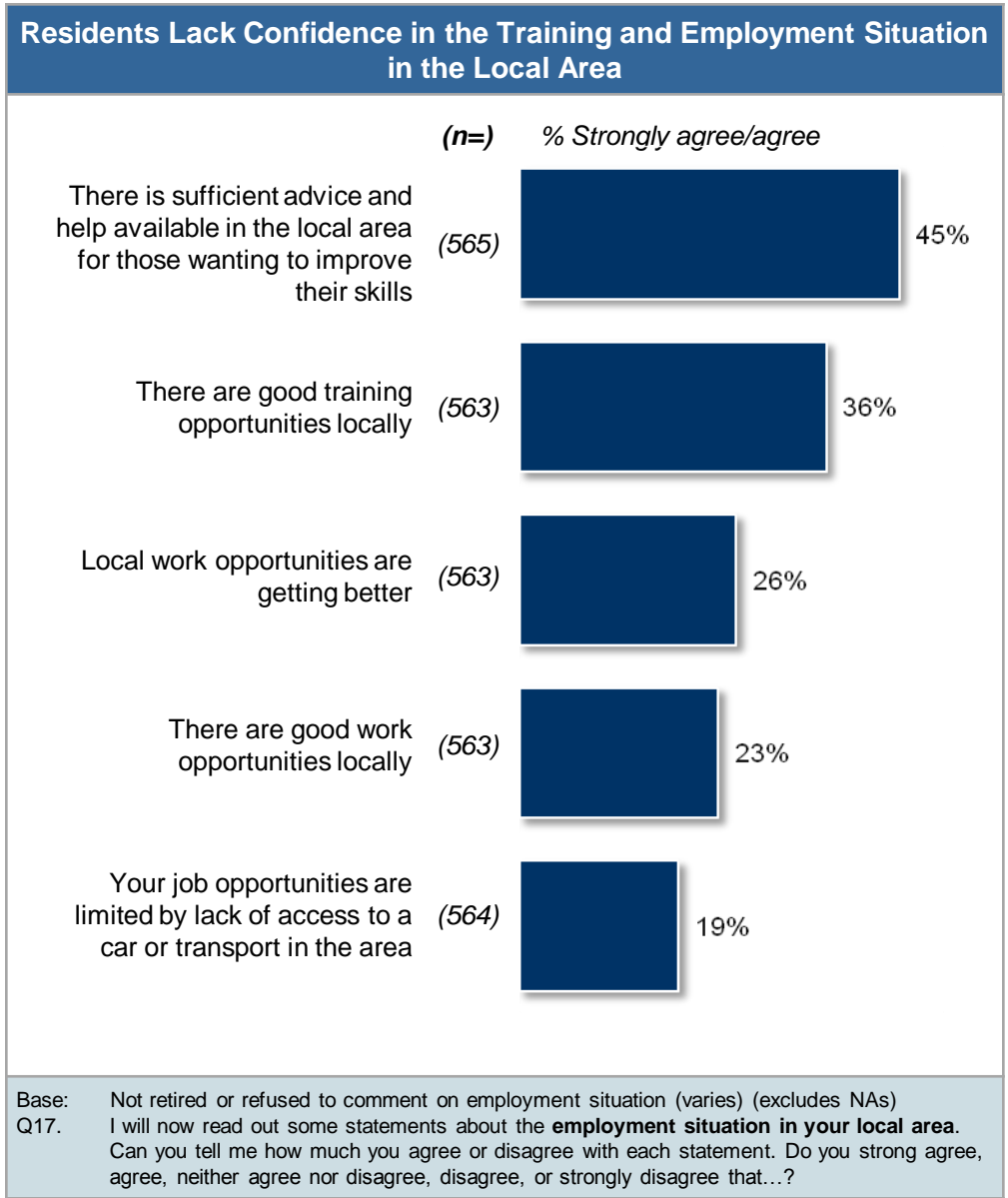


## Section 8: Jobs, Skills and Employment



# Residents Lack Confidence in the Training and Employment Situation in the Local Area

- In general, residents do not have a high level of confidence in the training and employment situation in the area, For example:
  - Some 45% believe that there is sufficient advice provided and readily available for those wanting to improve their skills
  - Less than four in ten agree that there are good training opportunities locally
  - One quarter think that the work opportunities in the area are improving, and that there are viable employment opportunities around
- Only one in five think their job opportunities are limited by poor transportation or lack of access in the area. This is consistent with earlier findings that accessibility of public transport is one of the main positives of the area



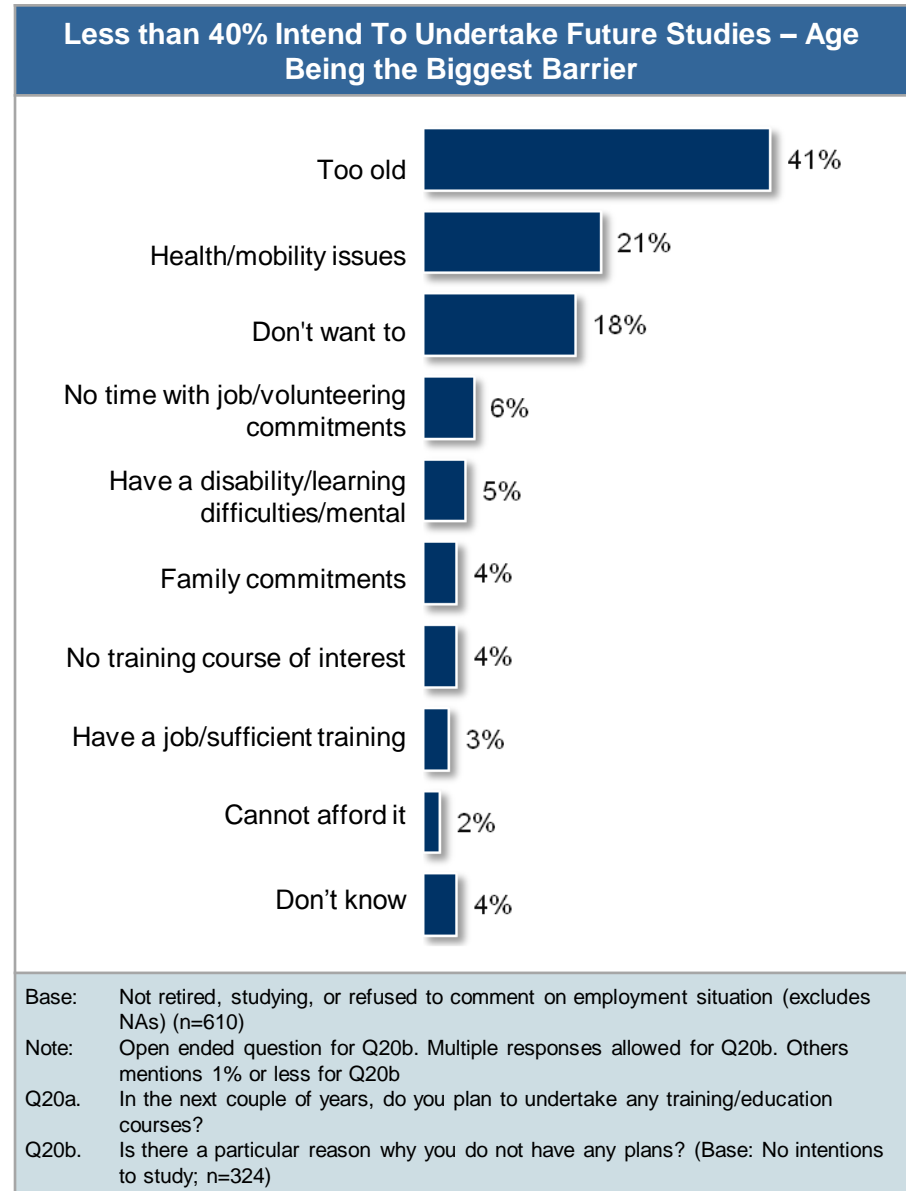
# Statements That Respondents Agree About the Employment Situation – Sub-Group Insight

- Not surprisingly, significant differences are found across the age groups:
  - The 55+ are least enthusiastic about their training and employment situation. For example, 20% think that the local work opportunities are improving, compared to 31% of 35-54s. They are also more likely to feel limited by accessibility issues (12% compared to 29% of 18-34s)
  - While there is typically a perceived lack of options in the area, the 35-54s are most positive that there are good work opportunities locally (32%) and that they are improving (31%). This age group is also more positive about the level of local advice available for those wanting to up-skill (51%)

% Strongly agree/agree	(n=)	Total %	Redfern %	Waterloo %	Low rise %	High rise %	Male %	Female %	18-34 %	35-54 %	55+ %
There is sufficient advice and help available in the local area for those wanting to improve their skills	(565)	<b>45</b>	43	46	47	43	47	42	41	<b>51 ▲</b>	40
There are good training opportunities locally	(563)	<b>36</b>	33	38	36	37	40	33	44	40	32
Local work opportunities are getting better	(563)	<b>26</b>	23	28	25	26	25	27	29	<b>31 ▲</b>	<b>20 ▼</b>
There are good work opportunities locally	(563)	<b>23</b>	22	24	23	24	26	21	15	<b>32 ▲</b>	18
Your job opportunities are limited by lack of access to a car or transport in the area	(564)	<b>19</b>	14	<b>23 ▲</b>	<b>22 ▲</b>	15	22	16	29	24	<b>12 ▼</b>
Base: Not retired or refused to comment on employment situation (varies) (excludes NAs) Q17. I will now read out some statements about the <b>employment situation in your local area</b> . Can you tell me how much you agree or disagree with each statement. Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree that...?											

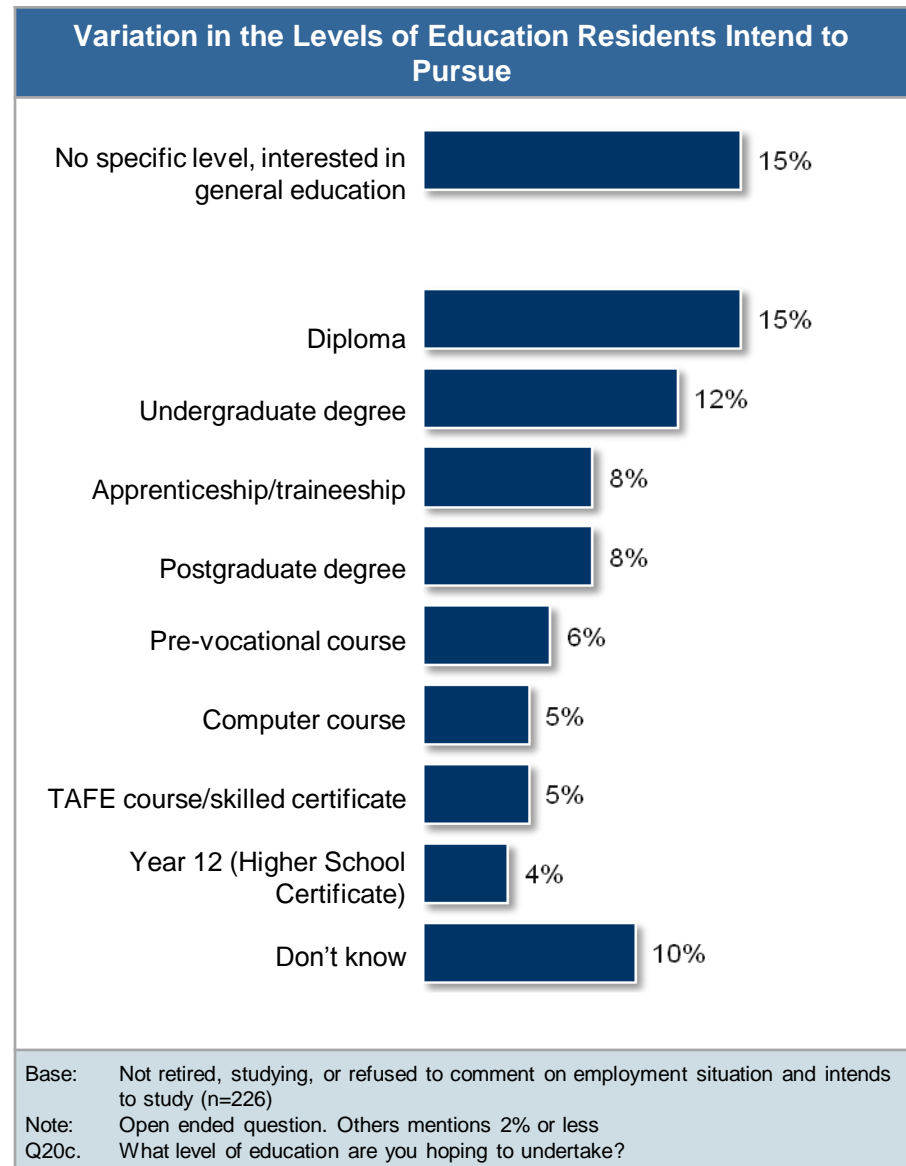
## Less than 40% Intend To Undertake Future Studies – Age Being the Biggest Barrier

- Some 37% of residents intend to undertake training or education course in the near future, while 10% do not know if they will do so. The intention to study is much higher among younger residents (76% of the 18-34s cf. 49% of 35-54s and 21% of 55s+) (Note: Results not shown here)
- Of the 53% who have no intention of undertaking training:
  - Age is a major barrier, as reported by 41%, which may be unsurprising given the predominance of older people in the area
  - Other main reasons include health or mobility issues (21%) and lack of interest (18%)



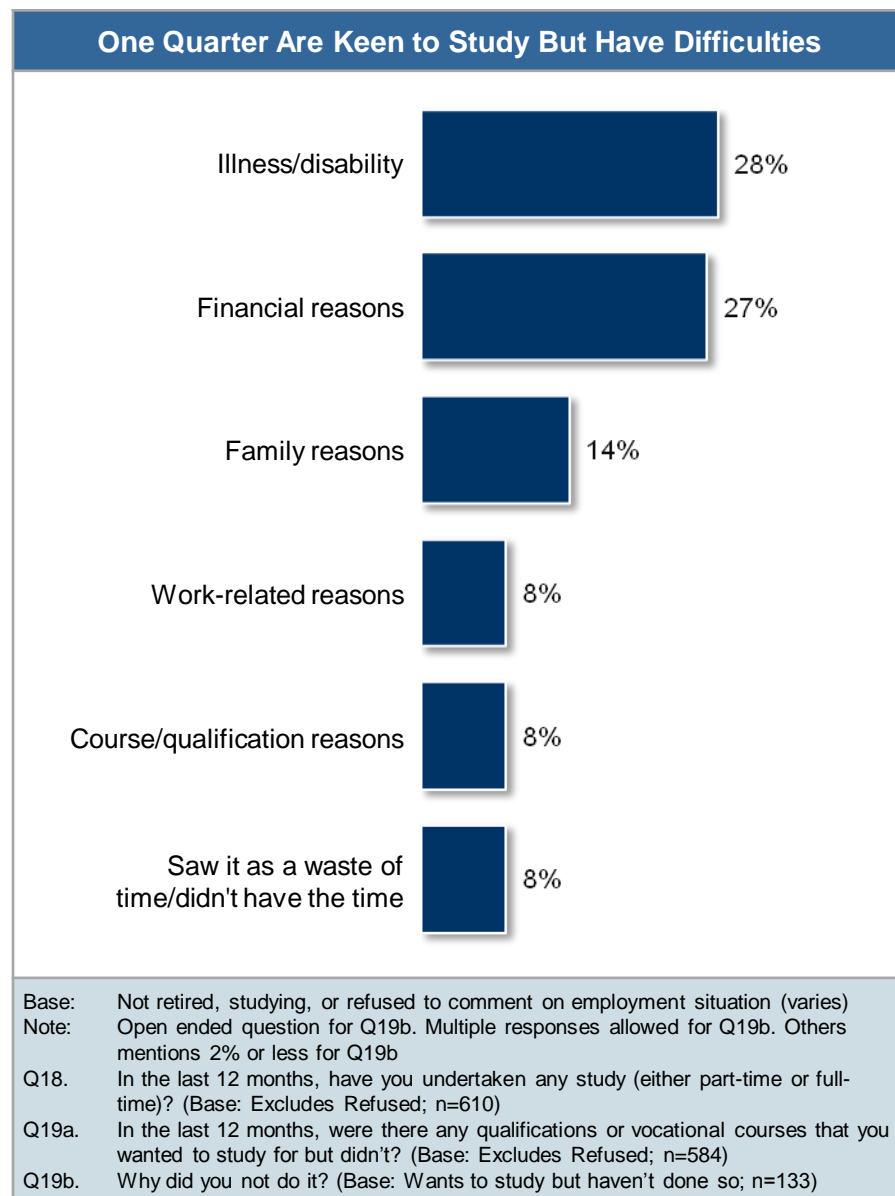
## Variation in the Levels of Education Residents Intend to Pursue

- Among the 37% who intend to study:
  - 15% are interested in general education (with no specific qualification in mind)
  - A further 15% are aiming for a diploma qualification
  - 12% are aiming for an undergraduate degree
- While the majority (45%) have a Year 9/10 school qualification as their highest level of education, few residents (4%) intend to complete Year 12



## One Quarter of Residents Are Keen to Study But Have Difficulties

- One fifth of residents (19%) have recently, or are currently undertaking studies (part-time or full-time). This is significantly higher among 18-34s (35%) (Note: Results not shown here)
- When asked about their intentions to study, 23% mention that there were qualifications or vocational courses that they wanted to study for but didn't
  - While results are not shown here, those living in high rise buildings are less likely to have this intention (16%)
  - A fairly high proportion of 18-34s intend to study (47%). Not surprisingly, the 55s+ (14%) are least likely to do so
- Among the 23% who wanted to study but didn't do so in the last 12 months, the main reasons were illness/disability (28%) and financial reasons (27%)



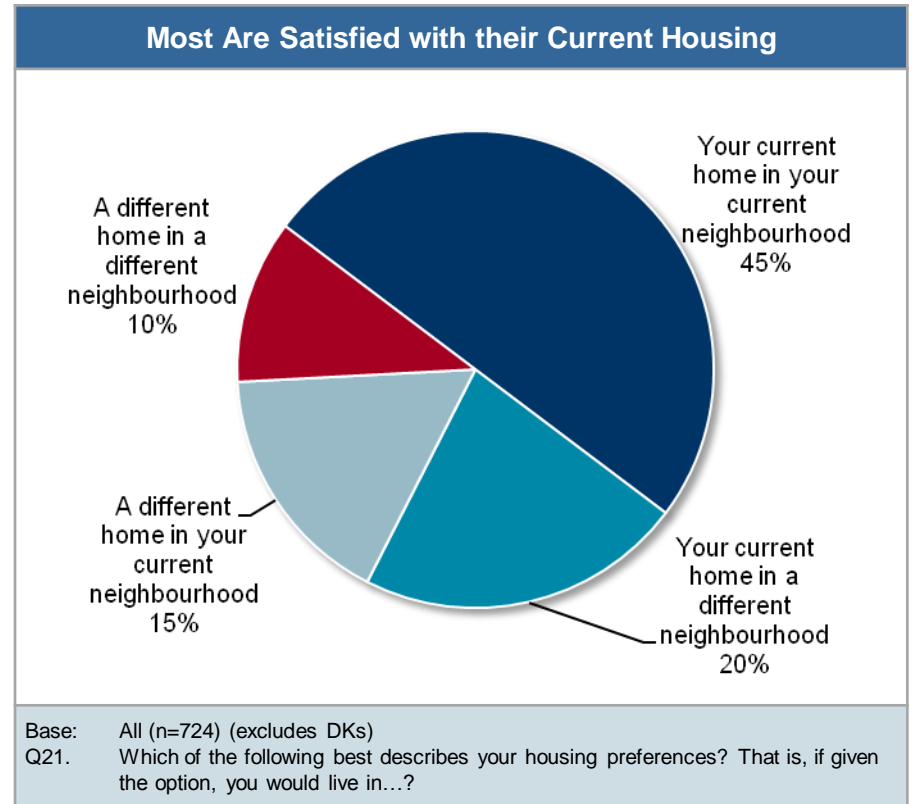
## THE RESULTS IN DETAIL



## Section 9: Looking Forward

# Most Are Satisfied with Their Current Home

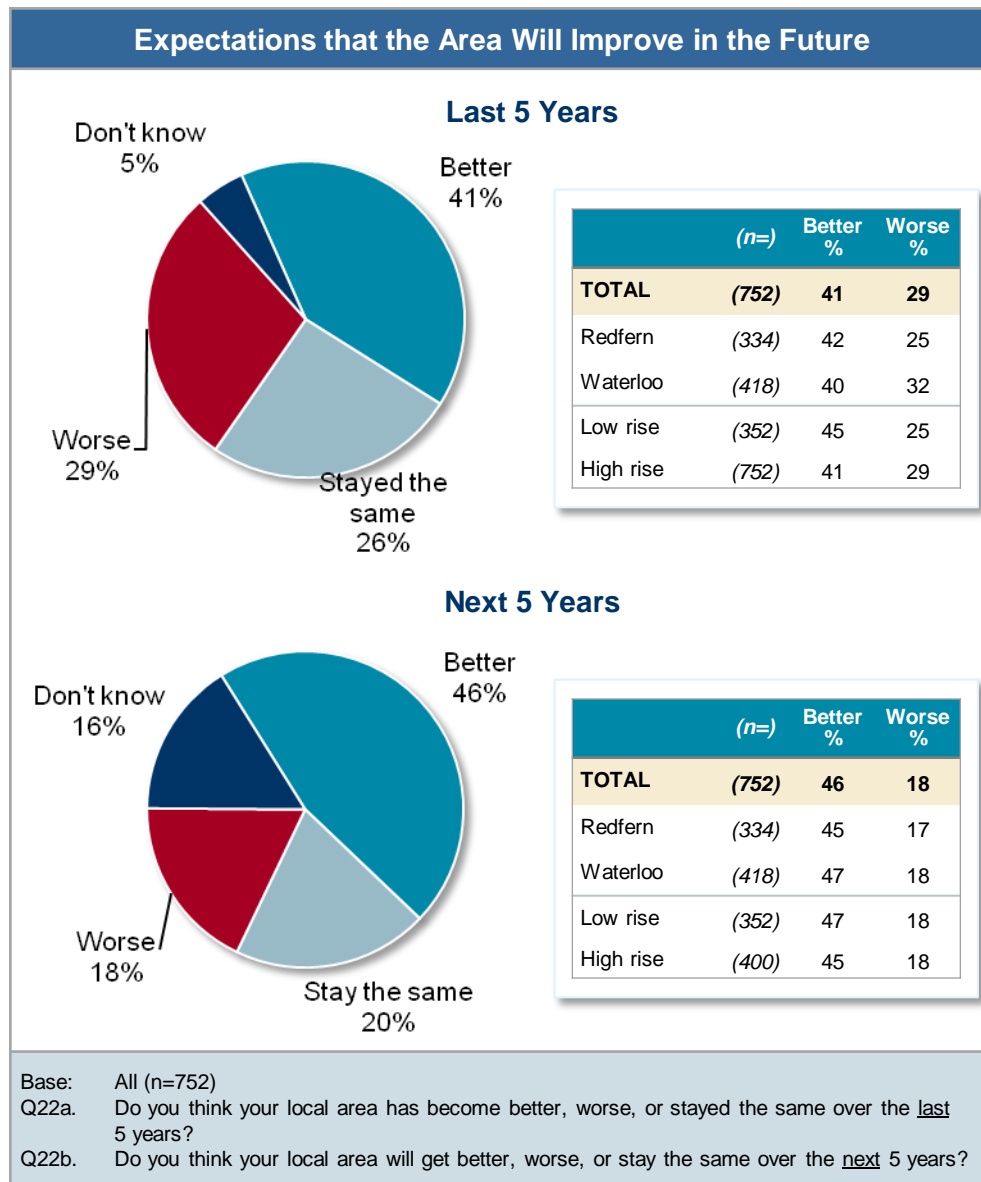
- Most are happy with their current housing situation and would not change their housing arrangements if given the opportunity; just under half (46%) would choose to stay at their current homes in their current neighbourhood
  - The older population are more settled in this regard (57% of 55s+ compared to 14% of 18-34s)
- However, a reasonable proportion (32%) would prefer a new home in a different neighbourhood
  - This is particularly evident among the younger age groups (55% of 18-34s and 41% of 35-54s). Some 74% of 18-34s would move out of the neighbourhood if they had a choice. This supports findings reported earlier that younger residents are less satisfied with living in Redfern and Waterloo
- Waterloo residents tend to be more contented with their neighbourhood (61%) than Redfern residents (51%)



	Total (724) %	Redfern (326) %	Waterloo (398) %	Low rise (342) %	High rise (382) %	Male (348) %	Female (376) %	18-34 (58) %	35-54 (259) %	55+ (407) %
Your current home in your current neighbourhood	46	46	46	44	48	45	48	14 ▼	36 ▼	57 ▲
Your current home in a different neighbourhood	10	9	11	14 ▲	7	11	9	19	11	9
A different home in your current neighbourhood	12	15	9 ▼	11	13	10	13	12	12	11
A different home in a different neighbourhood	32	30	33	32	32	34	30	55 ▲	41 ▲	23 ▼

# Expectations That the Area Will Improve in the Future

- More residents (41%) believe the local area has improved over the last 5 years – a higher proportion than those who believe it has become worse (29%) or stayed the same (26%)
- A somewhat higher proportion (46%) think that the area will improve in the next 5 years, while only 18% think it will get worse
- However, 16% say they don't know if it will get better, get worse or stay the same
- No significant differences are found by sub-group

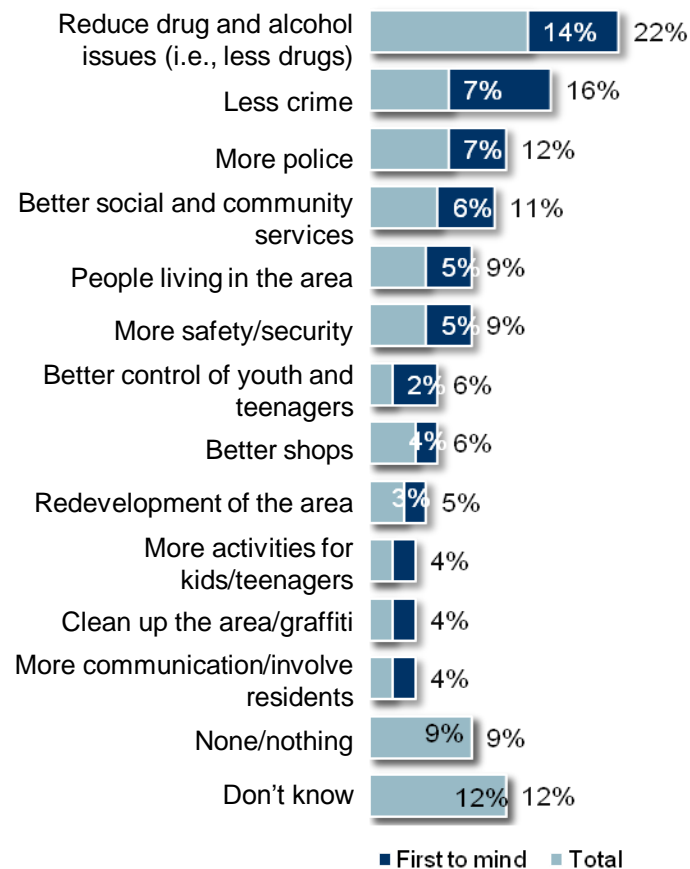




# Making the Place A Better Place by Addressing Drug, Alcohol, and Crime-Related Problems

- Respondents were asked to think of the ‘one thing’ that they believe would make the local area a better place to live in over the next 5 years:
  - Reducing drug and alcohol problems was most often identified (22%). This supports findings reported earlier that most agree that drugs (82%) and alcohol (75%) are major problems in the area
  - Reducing the level of crime (16%) and greater police presence (12%) are also identified
- Other aspects that residents think would make the most positive contribution to improving the area include:
  - Better services (11%)
  - A change in the people living in the area (9%)
  - Better safety/security (9%)
  - Better control of youth and teenagers (6%)
  - Better shops (6%)
  - Redevelopment of the area (5%)
  - More communication/involving residents as the ‘one thing’ for improvement (4%)

## Making the Place A Better Place by Addressing Drug, Alcohol, and Crime-Related Problems



Base: All (n=752)

Note: Open ended question. Multiple responses allowed for Q23b. Others mentions 3% or less

Q23a. Can you think of **one** thing that you believe would make your local area a better place to live in over the next 5 years?

Q23b. Is there anything else you believe would make your local area a better place to live in?

# The 'One Thing' Residents Believe Will Improve the Local Area – Sub-Group Insight

- Several sub-group differences are found in terms of the 'one thing' residents believe will make the area a better place to live in:
  - More Redfern residents identify less crime as the 'one thing' (19% cf. 13% Waterloo)
  - High rise residents identify more safety/security (13% cf. 4% low rise)
  - Females identify better social and community services (13% cf. 8% males)
  - While differences are not significant, younger residents identify reducing drug and alcohol problems, more police, change in the people living in the area, redevelopment, and more activities for kids/teenagers as more important than the other age groups

% Total mentions	Total (752) %	Redfern (334) %	Waterloo (418) %	Low rise (352) %	High rise (400) %	Male (361) %	Female (391) %	18-34 (59) %	35-54 (269) %	55+ (424) %
Reduce drug and alcohol issues (i.e. less drugs)	22	25	20	22	23	23	22	27	25	21
Less crime	16	19 ▲	13	13	18	17	14	14	14	17
More police	12	13	12	11	14	14	10	17	11	13
Better social and community services	11	11	10	13	9	8 ▼	13	10	12	10
People living in the area	9	11	7	9	10	9	9	12	8	9
More safety/security	9	10	8	4 ▼	13 ▲	9	9	8	7	10
Better control of youth and teenagers	6	5	6	7	4	4	7	5	7	5
Better shops	6	5	6	6	6	6	5	7	6	6
Redevelopment of the area	5	7	4	7	4	7	4	8	6	4
More activities for kids/teenagers	4	3	4	5	3	4	4	8	5	2 ▼
Clean up the area/graffiti	4	3	5	6	2 ▼	3	5	5	4	4
More communication/involve residents	4	3	5	5	4	4	4	3	3	4

Base: All (n=752)  
 Note: Open ended question. Multiple responses allowed for Q23b. Others mentions 3% or less  
 Q23a. Can you think of **one** thing that you believe would make your local area a better place to live in over the next 5 years?  
 Q23b. Is there anything else you believe would make your local area a better place to live in?

# APPENDIX



Human Services  
Housing NSW

## The Questionnaire

## Redfern Waterloo Public Housing Survey

Study No.	20240
Client	Housing NSW
Version	Version 6 – 29 <sup>th</sup> June 2010
Research Consultant	Adeline Ong

### Sample Structure

Location	TOTAL	Housing Type	
		Low-rise	High-rise
Redfern	400	200	200
Waterloo	400	200	200
<b>TOTAL</b>	<b>800</b>	<b>400</b>	<b>400</b>

### INTRODUCTION

Good morning/afternoon/evening. My name is (... ..) from Sweeney Research, the market research company.

We are conducting a survey on behalf of Housing NSW about how you feel about your community and what is important to you.

You would have received a flyer in your letterbox in the last couple of weeks about this survey. The findings will be used to help plan for the future of your area.

The survey will take no more than 20 minutes to complete, which has been developed independently by Sweeney Research.

Everyone who completes the survey is given the opportunity to go into a prize draw to win one of a \$150 Coles/Myer gift voucher, a \$100 voucher, or one of five \$50 vouchers.

Please be assured that your responses are confidential and the results will not be linked back to you. Would you be able to help us now?

(IF YES) Thank-you for agreeing to participate. For your information, this call may be monitored for quality control purposes. Once again, all your answers are confidential and your individual answers will not be made available to Housing NSW.

(IF NO) Thank and terminate.

(IF NOT NOW) Arrange call back or thank and close.

**(INTERVIEWER NOTE:** If respondent speaks a language other than English and requires the assistance of an interpreter to complete the questionnaire, ask for another member of the household who may be able to answer the survey in English.

(IF NOT INTERESTED, OR NO OTHER PERSON) Thank and terminate. Record incidence)

PS1. <b>RECORD MAIN LANGUAGE</b>	<b>Go to S1</b>	English	<input type="radio"/> 1
	<b>Go to PS2</b>	Non-English	<input type="radio"/> 2

IF PS1=2 (NES RESPONDENT) PS2. Is there anyone else in your household who may be able to help us with this survey?	<b>Continue</b>	Yes	<input type="radio"/> 1
	<b>Terminate</b>	No	<input type="radio"/> 2

### SCREENER

S1. Can I ask your age to check if you meet the requirements for this survey? <b>(Do not read out. Single response)</b>	<b>Terminate</b>	Under 18 <b>(Ask for adult)</b>	<input type="radio"/> 1
	<b>Continue</b>	18-24	<input type="radio"/> 2
	<b>Continue</b>	25-34	<input type="radio"/> 3
	<b>Continue</b>	35-44	<input type="radio"/> 4
	<b>Continue</b>	45-54	<input type="radio"/> 5
	<b>Continue</b>	55-64	<input type="radio"/> 6
	<b>Continue</b>	65-74	<input type="radio"/> 7
	<b>Continue</b>	75 and over	<input type="radio"/> 8
	<b>Terminate</b>	Refused	<input type="radio"/> 9

S2. Can I confirm in which suburb do you currently live in? <b>(Read out. Single response)</b>	<b>Continue</b>	Redfern	<input type="radio"/> 1
	<b>Continue</b>	Waterloo	<input type="radio"/> 2
	<b>Terminate</b>	Other <b>(specify)</b>	<input type="radio"/> 3

S3. What type of property is your home? <b>(Read out. Single response)</b>	Separate/detached	<input type="radio"/> 1
	Semi-detached (e.g., terrace house/villa/townhouse)	<input type="radio"/> 2
	Flat with 1 to 3 storeys	<input type="radio"/> 3
	Flat with 4 to 7 storeys	<input type="radio"/> 4
	Flat with 8 or more storeys	<input type="radio"/> 5
	Don't know <b>Terminate</b>	<input type="radio"/> 6

**(PROGRAMMER NOTE:** If S3=1-4, classify as “low rise”. If S3=5, classify as “high rise”)

S4. Which of the following statements best describes your household? Do you...? <b>(Read out. Single response)</b>	Rent from Housing New South Wales (HNSW)	<input type="radio"/> 1
	Rent from the Aboriginal Housing Office (AHO)	<input type="radio"/> 2
	Rent from Mercy Arms	<input type="radio"/> 3
	Other <b>(specify)</b>	<input type="radio"/> 4

S5. Which of the following best describes your household? <b>(Read out. Multiple response)</b>	Single/couple with no kids	<input type="radio"/> 1
	Married or de facto with no dependent children	<input type="radio"/> 2
	Married or de facto with dependent children	<input type="radio"/> 3
	Separated, divorced, or widowed with dependent children	<input type="radio"/> 4
	Group of unrelated adults	<input type="radio"/> 5
	Refused	<input type="radio"/> 6

### SECTION 1: LOCAL AREA

The first section of the survey asks questions about your opinions of your local area...

Q1a. What is the main thing you **like most** about your local area? **(Single response. Do not read out. Prompt if required)**

**DO NOT ASK IF Q1a=14-15 (NONE OR DON'T KNOW)**

Q1b. Is there anything else you like about your local area? **(Multiple response up to 2 responses. Do not read out. Prompt if required)**

	Q1a. First to mind	Q1b. Other
1. Open space and parks	<input type="radio"/> 01	<input type="radio"/> 01
2. Schools and educational facilities	<input type="radio"/> 02	<input type="radio"/> 02
3. Shops	<input type="radio"/> 03	<input type="radio"/> 03
4. Social services and community facilities	<input type="radio"/> 04	<input type="radio"/> 04
5. The people who live here/residents	<input type="radio"/> 05	<input type="radio"/> 05
6. Friends and family in the area	<input type="radio"/> 06	<input type="radio"/> 06
7. Employment	<input type="radio"/> 07	<input type="radio"/> 07
8. Public transport	<input type="radio"/> 08	<input type="radio"/> 08
9. Entertainment facilities	<input type="radio"/> 09	<input type="radio"/> 09
10. Closeness to city	<input type="radio"/> 10	<input type="radio"/> 10
11. It is a safe place to live	<input type="radio"/> 11	<input type="radio"/> 11
12. Overall physical environment	<input type="radio"/> 12	<input type="radio"/> 12
13. Other <b>(specify)</b>	<input type="radio"/> 13	<input type="radio"/> 13
14. None/nothing	<input type="radio"/> 14	<input type="radio"/> 14
15. Don't know	<input type="radio"/> 15	<input type="radio"/> 15

Q2a. What is the main thing you **dislike most** about your local area? **(Single response. Do not read out. Prompt if required)**

**DO NOT ASK IF Q2a=14-15 (NONE OR DON'T KNOW)**

Q2b. Is there anything else you dislike about your local area? **(Multiple response up to 2 responses. Do not read out. Prompt if required)**

	Q2a. First to mind	Q2b. Other
1. Drug related problems	<input type="radio"/> <sup>01</sup>	<input type="radio"/> <sup>01</sup>
2. Alcohol related problems	<input type="radio"/> <sup>02</sup>	<input type="radio"/> <sup>02</sup>
3. Lack of police	<input type="radio"/> <sup>03</sup>	<input type="radio"/> <sup>03</sup>
4. Overall level of crime	<input type="radio"/> <sup>04</sup>	<input type="radio"/> <sup>04</sup>
5. Youth problems	<input type="radio"/> <sup>05</sup>	<input type="radio"/> <sup>05</sup>
6. Lack/quality of education	<input type="radio"/> <sup>06</sup>	<input type="radio"/> <sup>06</sup>
7. Lack/quality of employment opportunities	<input type="radio"/> <sup>07</sup>	<input type="radio"/> <sup>07</sup>
8. Lack/quality of public transport	<input type="radio"/> <sup>08</sup>	<input type="radio"/> <sup>08</sup>
9. People who live here	<input type="radio"/> <sup>09</sup>	<input type="radio"/> <sup>09</sup>
10. Overall physical environment	<input type="radio"/> <sup>10</sup>	<input type="radio"/> <sup>10</sup>
11. Lack/quality of social services/facilities	<input type="radio"/> <sup>11</sup>	<input type="radio"/> <sup>11</sup>
12. Lack of shops	<input type="radio"/> <sup>12</sup>	<input type="radio"/> <sup>12</sup>
13. Other <b>(specify)</b>	<input type="radio"/> <sup>13</sup>	<input type="radio"/> <sup>13</sup>
14. None/nothing	<input type="radio"/> <sup>14</sup>	<input type="radio"/> <sup>14</sup>
15. Don't know	<input type="radio"/> <sup>15</sup>	<input type="radio"/> <sup>15</sup>

Q3a. I will now read out some statements about <b>your local area</b> and I would like you to tell me how much you agree or disagree with each statement. Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree that...? <b>(Read out. Randomise)</b>							
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	NA <b>(DO NOT READ OUT)</b>	
2. There is a good range of shops and services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	
3. There are meeting halls/clubs where people can get together	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	
4. The local area is well served with public transport <b>(INTERVIEWER NOTE: This includes buses, taxis and trains)</b>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	
5. The local public spaces and parks are well-used	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	
6. The streets, parks and open spaces are well maintained	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	
7. There are good local facilities and activities for young children	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	
8. There are good local facilities and activities for teenagers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	
<b>ASK IF S5=14-15 (HAVE KIDS)</b>							
9. Your children have benefited from a good education attending your local schools	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	
<b>ASK IF S5=14-15 (HAVE KIDS)</b>							
14. It is easy to approach the local school to discuss issues related to your children's education	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	
11. Rental costs and house prices are affordable	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	
12. The neighbourhood is well designed/laid out	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	
<b>ANCHOR AT THE BOTTOM</b>							
13. Overall, your local area is a good place to live	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	
Q3b. Considering everything about your neighbourhood, how satisfied are you with it as a place to live? <b>(Read out)</b>							
	Very satisfied						<input type="radio"/> 1
	Fairly satisfied						<input type="radio"/> 2
	Neither satisfied nor dissatisfied						<input type="radio"/> 3
	Fairly dissatisfied						<input type="radio"/> 4
	Very dissatisfied						<input type="radio"/> 5
	Don't know <b>(DO NOT READ OUT)</b>						<input type="radio"/> 6



Q4. There are a number of facilities in your local area, which you may or may not be aware of or use. How often do you/your family make use of the following facilities – 2-3 times a week, once a week, once or twice a month, every couple of month, few times a year, or never? **(Read out. Randomise)**

	2-3 times a week	Once a week	Once or twice a month	Every couple of months	Few times a year	Never	NOT AWARE OF FACILITY (DO NOT READ OUT)	NA (DO NOT READ OUT)
<b>ASK IF S5=3-4 (HAVE KIDS)</b>								
5. The playgrounds for children to play in	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 8	<input type="checkbox"/> 7
2. The park and open spaces	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 8	<input type="checkbox"/> 7
3. The sports fields and facilities (e.g., basketball courts etc)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 8	<input type="checkbox"/> 7
4. The local shops	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 8	<input type="checkbox"/> 7
6. Community rooms within residential buildings (e.g., rooms for meeting/socialising)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 8	<input type="checkbox"/> 7

Q5. How easy is it for you to travel to the places you need to (e.g., to the shops or the doctor etc)? <b>(Read out. Single response)</b>	I can easily get to places	<input type="radio"/> 1
	I sometimes have difficulty getting to places	<input type="radio"/> 2
	I have difficulty getting places	<input type="radio"/> 3
	I have considerable difficulty getting to places	<input type="radio"/> 4
	Don't know <b>(DO NOT READ OUT)</b>	<input type="radio"/> 5

Q6a. Have you moved home in the last 5 years?	Yes	<input type="radio"/> 1
	No	<input type="radio"/> 2

**ASK REMAINING QUESTIONS IN THIS SECTION IF Q6a=1 (YES, MOVED HOME). ALL OTHERS GO TO NEXT SECTION**

Q6b. How many times have you moved home in the last 5 years? <b>(Do not read out)</b>	Once	<input type="radio"/> 1
	Twice	<input type="radio"/> 2
	Three times	<input type="radio"/> 3
	Four times or more	<input type="radio"/> 4

Q6c. Before moving, was your previous home in <b>[INSERT RESPONSE FROM S2]</b> or another area?	Within the area (i.e., Redfern/Waterloo)	<input type="radio"/> 1
	From another area	<input type="radio"/> 2

Q6d. Why did you move from your last home? ( <b>Do not read out. Multiple response allowed</b> )	Housing-related reasons	<input type="radio"/> 1
	Availability of Housing NSW property	<input type="radio"/> 2
	Work-related reasons	<input type="radio"/> 3
	Accessibility reasons	<input type="radio"/> 4
	Family reasons	<input type="radio"/> 5
	Financial reasons	<input type="radio"/> 6
	Other ( <b>specify</b> )	<input type="radio"/> 7

**(INTERVIEWER NOTE:** If required, the following are possible answers/examples (not extensive) for each reason at Q6d)

REASONS	EXAMPLES
Housing-related reasons	<ul style="list-style-type: none"> <li>▪ Needed somewhere bigger</li> <li>▪ Was homeless/refuge/staying with relatives/friends previously</li> <li>▪ Want to live in this area</li> <li>▪ Previous housing was inadequate</li> </ul>
Availability of Housing NSW property	<ul style="list-style-type: none"> <li>▪ Security of tenure</li> <li>▪ Managed to get into public housing</li> <li>▪ Have been transferred or re-housed</li> </ul>
Work/education-related reasons	<ul style="list-style-type: none"> <li>▪ Place of work nearby</li> <li>▪ Close to training and employment services</li> <li>▪ Close to schools/university</li> </ul>
Accessibility reasons	<ul style="list-style-type: none"> <li>▪ Facilities/amenities (e.g., parks, hospital, child care) close by</li> <li>▪ Convenient public transport/road network</li> <li>▪ Centrelink offices nearby</li> </ul>
Family reasons	<ul style="list-style-type: none"> <li>▪ Close to family and friends</li> <li>▪ Meets household needs</li> <li>▪ Better environment to raise children</li> </ul>
Financial reasons	<ul style="list-style-type: none"> <li>▪ Cannot afford private home (rent or own)</li> <li>▪ New place has low or lower rent</li> </ul>

## SECTION 2: SOCIAL AND COMMUNITY SERVICES

Now I am going to ask you some questions about the **social and community services** in Redfern and Waterloo. These include aged, child, and health care, medical services, neighbourhood centres, local enterprise centres and others...

Q7a. Below are some statements about <b>the social and community services in your local area</b> . Can you tell me how much you agree or disagree with each statement. Do you strong agree, agree, neither agree nor disagree, disagree, or strongly disagree that...? ( <b>Read out. Randomise</b> )					
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
4. The local area has social and community services that meets you and your family needs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2. You can easily access these social and community services if required	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3. You are pleased with the level of assistance offered by community service providers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q7b. Thinking about the level of assistance you receive from social and community services, how satisfied are you with these? <b>(Read out)</b>	Very satisfied	<input type="radio"/> 1
	Fairly satisfied	<input type="radio"/> 2
	Neither satisfied nor dissatisfied	<input type="radio"/> 3
	Fairly dissatisfied	<input type="radio"/> 4
	Very dissatisfied	<input type="radio"/> 5
	Don't know <b>(DO NOT READ OUT)</b>	<input type="radio"/> 6

<b>ASK IF Q7b=4-5 (DISSATISFIED)</b>	DK <b>(DO NOT READ OUT)</b>
Q7c. Why do you say that? <b>(Record verbatim)</b>	
	<input type="checkbox"/> 2

<b>ASK IF S4=1-3 (PUBLIC HOUSING TENANTS)</b>	Very satisfied	<input type="radio"/> 1
	Fairly satisfied	<input type="radio"/> 2
	Neither satisfied nor dissatisfied	<input type="radio"/> 3
	Fairly dissatisfied	<input type="radio"/> 4
	Very dissatisfied	<input type="radio"/> 5
	Don't know <b>(DO NOT READ OUT)</b>	<input type="radio"/> 6

<b>ASK IF Q8a=4-5 (DISSATISFIED)</b>	DK <b>(DO NOT READ OUT)</b>
Q8b. Why do you say that? <b>(Record verbatim)</b>	
	<input type="checkbox"/> 2

**ASK ALL**

Q9a. How satisfied or dissatisfied are you with the general condition of your home? <b>(Read out)</b>	Very satisfied	<input type="radio"/> 1
	Fairly satisfied	<input type="radio"/> 2
	Neither satisfied nor dissatisfied	<input type="radio"/> 3
	Fairly dissatisfied	<input type="radio"/> 4
	Very dissatisfied	<input type="radio"/> 5
	Don't know <b>(DO NOT READ OUT)</b>	<input type="radio"/> 6

Q9b. Have you gone to Housing NSW with a maintenance issue in the last 12 months?	Yes	<input type="radio"/> 1
	No	<input type="radio"/> 2

<b>ASK IF Q9b=1 (YES)</b> Q9c. Thinking about the requests you have made, how satisfied are you with the advice provided by Housing NSW? <b>(Read out)</b>	Very satisfied	<input type="radio"/> 1
	Fairly satisfied	<input type="radio"/> 2
	Neither satisfied nor dissatisfied	<input type="radio"/> 3
	Fairly dissatisfied	<input type="radio"/> 4
	Very dissatisfied	<input type="radio"/> 5
	Don't know <b>(DO NOT READ OUT)</b>	<input type="radio"/> 6

### SECTION 3: NEIGHBOURHOOD AND COMMUNITY

The next few questions asks you about your **neighbourhood and community** ...

Q10a. Now thinking about your personal safety, can you let me know how safe or unsafe you feel in the following situations. Do you feel very safe, safe, neither safe nor unsafe, fairly unsafe, or very unsafe...? **(Read out. Randomise)**

	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe
1. At home by yourself during the day	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2. At home by yourself after dark	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3. Walking around your neighbourhood during the day	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4. Walking around your neighbourhood after dark	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q10b. There are a number of different things that can be said about safety in your local area. I will read a few of these things out. Can you tell me how much you agree or disagree with each statement in your local area. Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree that...? **(Read out. Randomise)**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
2. Graffiti and vandalism is a problem	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3. Anti-social and nuisance behaviour is a problem	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4. Drug use/dealing is a problem (e.g., syringes, deals, etc)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5. Alcohol related issues are a problem	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6. The police and other agencies are working together to deal with crime and anti-social behaviour	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
<b>ANCHOR AT THE BOTTOM</b> 1. Crime is a problem	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q10c. Have you witnessed any incidents of crime in your local area before?

Yes	<input type="radio"/> 1
No	<input type="radio"/> 2
Refused	<input type="radio"/> 3

<b>ASK IF Q10c=1 (YES)</b> Q10d. Have you reported any incidents of crime you have witnessed? (Read out. Multiple responses allowed from Codes 1 to 2)	Yes, reported a crime to NSW Police <input type="radio"/> 1
	Yes, reported a crime to Housing NSW <input type="radio"/> 2
	No, have not reported any crime <input type="radio"/> 3

Q11a. In the past 12 months, have you or someone in your household been a victim of any crime in your local area?	Yes <input type="radio"/> 1
	No <input type="radio"/> 2
	Refused <input type="radio"/> 3

<b>ASK IF Q11a=1 (YES)</b> Q11b. What was the nature of the crime or crimes? ( <b>Do not read out. Multiple responses allowed</b> )	Murder <input type="radio"/> 01
	Non-domestic violence assault – alcohol and/or drug related <input type="radio"/> 02
	Domestic violence assault – alcohol and/or drug related <input type="radio"/> 03
	Non-domestic violence assault – non-alcohol and/or non-drug related <input type="radio"/> 04
	Domestic violence assault – non-alcohol and/or non-drug related <input type="radio"/> 05
	Sexual assault <input type="radio"/> 06
	Robbery without a weapon <input type="radio"/> 07
	Robbery with a weapon <input type="radio"/> 08
	Break and enter dwelling <input type="radio"/> 09
	Break and enter – non-dwelling <input type="radio"/> 10
	Motor vehicle theft <input type="radio"/> 11
	Steal from motor vehicle <input type="radio"/> 12
	Steal from dwelling <input type="radio"/> 13
	Steal from person <input type="radio"/> 14
	Fraud <input type="radio"/> 15
	Malicious damage to property <input type="radio"/> 16
	Other drug related crime <input type="radio"/> 17
	Other ( <b>specify</b> ) <input type="radio"/> 18
	Refused <input type="radio"/> 19

**ASK ALL**

Q11c. Have you sought assistance to manage crime and antisocial behaviour in your local area?	Yes <input type="radio"/> 1
	No <input type="radio"/> 2

<b>ASK IF Q11c=1 (YES)</b> Q11d. Who have you approached for assistance to manage crime and antisocial behaviour? ( <b>Do not read out. Prompt if required. Multiple response allowed</b> )	Housing NSW <input type="radio"/> 1
	Police <input type="radio"/> 2
	Friend(s) <input type="radio"/> 3
	Family <input type="radio"/> 4
	Other support service(s) ( <b>specify</b> ) <input type="radio"/> 5

**ASK IF Q11c=1 (YES) AND FOR EACH ITEM MENTIONED IN Q11d**

Q11e. How helpful was [INSERT EACH ITEM MENTIONED IN Q11d] in its assistance to you – very helpful, fairly helpful, not very helpful, not helpful at all? **(Read out. Randomise)**

[SHOW ITEMS MENTIONED IN Q11d ONLY]	Very helpful	Fairly helpful	Not very helpful	Not helpful at all
1. Housing NSW	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>
2. The police	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>
3. Your friend/s	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>
4. Your family	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>
5. The other support service(s)	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>

Q12. I will read some statements out about **you and your local neighbourhood**. For each statement I would like you to tell me how much you agree or disagree with each statement. Do you strong agree, agree, neither agree nor disagree, disagree, or strongly disagree that...? **(Read out. Randomise)**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
2. There is a strong feeling of friendliness in the neighbourhood	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>
3. The neighbourhood gives you a sense of community	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>
4. You like living in your neighbourhood	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>
5. Given the opportunity, you would move out of your neighbourhood	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>
6. You visit your neighbours in their homes	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>
7. Your neighbours would help you in an emergency	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>
8. You would work together with others to improve your neighbourhood	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>
9. When you need information to make important decisions, you know where to find it	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>
10. Your thoughts about local issues can be heard	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>
11. There is strong local leadership in the community	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>
12. You regularly visit family/friends who live outside your neighbourhood	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>
<b>ANCHOR AT THE BOTTOM</b>					
13. You feel a sense of belonging in your neighbourhood	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>

<p>Q13a. In the last 12 months, have you been involved in the following activities in your community? <b>(Read out. Multiple response allowed)</b></p>	<p>Attended a community meeting/event <input type="radio"/> 1</p> <p>Taken an active role in providing or preserving a community service/program <input type="radio"/> 2</p> <p>Taken part in voluntary work through an organisation or group <input type="radio"/> 3</p> <p>Participated in an organised group (e.g., social, sports, church) <input type="radio"/> 4</p> <p>None of the above <input type="radio"/> 5</p>
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<p>Q13b. In the last 12 months, have you been interested in participating in any of the following activities but have not been able to do so (e.g., no time, difficult to get to etc)? <b>(Read out. Multiple response allowed)</b></p>	<p>Attending a community meeting/event <input type="radio"/> 1</p> <p>Taking an active role in providing or preserving a community service/program <input type="radio"/> 2</p> <p>Taking part in voluntary work through an organisation or group <input type="radio"/> 3</p> <p>Participating in an organised group (e.g., social, sports, church) <input type="radio"/> 4</p> <p>None of the above <input type="radio"/> 5</p>
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<p>Q14. How would you best describe your level of community involvement in the last 12 months in your local area? <b>(Read out. Single response)</b></p>	<p>I don't have and don't want any involvement <input type="radio"/> 1</p> <p>I don't have but would like to have some involvement <input type="radio"/> 2</p> <p>I have some but would like to have more involvement <input type="radio"/> 3</p> <p>I have enough involvement <input type="radio"/> 4</p> <p>Don't know <b>(DO NOT READ OUT)</b> <input type="radio"/> 5</p>
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**ASK REMAINING QUESTIONS IN THIS SECTION IF S2=1 (WATERLOO RESIDENTS). ALL OTHERS GO TO NEXT SECTION**

<p>Q15a. Housing NSW is introducing the Waterloo Green Neighbourhood Project (Concierge) to reduce anti-social behaviour in the high rise buildings and improve the way the buildings are managed.</p> <p>Before today, were you aware of this project?</p>	<p>Yes <input type="radio"/> 1</p> <p>No <input type="radio"/> 2</p> <p>Don't know <input type="radio"/> 3</p>
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<p><b>ASK IF Q15a=1 (YES)</b></p> <p>Q15b. To date have you been involved in any events about the project</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><b>(INTERVIEWER NOTE:</b> This may include attending the information session at the Marquee on the Green in February, meetings with residents in each building, community BBQ, pond clean up, Christmas celebrations etc)</p> </div>	<p>Yes <input type="radio"/> 1</p> <p>No <input type="radio"/> 2</p> <p>Don't know <input type="radio"/> 3</p>
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<b>ASK IF Q15b=1 (YES)</b> Q15c. What were the events you participated in? <b>(Record verbatim)</b>	<b>DK (DO NOT READ OUT)</b>
	<input type="checkbox"/> <sup>2</sup>

#### SECTION 4: JOBS, SKILLS AND HIGHER LEVELS OF EMPLOYMENT

The next section of the survey explores your experiences and options of **education and employment in your area...**

<b>Q16.</b> Which of the following best describes your current employment situation? <b>(Read out. Multiple response allowed)</b>	<table style="width: 100%; border-collapse: collapse;"> <tr><td style="border-bottom: 1px solid black;">Working full-time (i.e., 35+ hours a week)</td><td style="text-align: right; border-bottom: 1px solid black;"><input type="radio"/> <sup>01</sup></td></tr> <tr><td style="border-bottom: 1px solid black;">Working part-time (i.e., less than 35 hours a week)</td><td style="text-align: right; border-bottom: 1px solid black;"><input type="radio"/> <sup>02</sup></td></tr> <tr><td style="border-bottom: 1px solid black;">Voluntary (i.e., unpaid) work</td><td style="text-align: right; border-bottom: 1px solid black;"><input type="radio"/> <sup>10</sup></td></tr> <tr><td style="border-bottom: 1px solid black;">Unemployed but actively looking for work</td><td style="text-align: right; border-bottom: 1px solid black;"><input type="radio"/> <sup>03</sup></td></tr> <tr><td style="border-bottom: 1px solid black;">Unemployed and not actively looking/available for work</td><td style="text-align: right; border-bottom: 1px solid black;"><input type="radio"/> <sup>04</sup></td></tr> <tr><td style="border-bottom: 1px solid black;">Home duties</td><td style="text-align: right; border-bottom: 1px solid black;"><input type="radio"/> <sup>05</sup></td></tr> <tr><td style="border-bottom: 1px solid black;">Studying (either part-time or full-time)</td><td style="text-align: right; border-bottom: 1px solid black;"><input type="radio"/> <sup>11</sup></td></tr> <tr><td style="border-bottom: 1px solid black;">Pension (i.e., disability, aged, carers)</td><td style="text-align: right; border-bottom: 1px solid black;"><input type="radio"/> <sup>07</sup></td></tr> <tr><td style="border-bottom: 1px solid black;">Retired</td><td style="text-align: right; border-bottom: 1px solid black;"><input type="radio"/> <sup>08</sup></td></tr> <tr><td style="border-bottom: 1px solid black;">Refused</td><td style="text-align: right; border-bottom: 1px solid black;"><input type="radio"/> <sup>09</sup></td></tr> </table>	Working full-time (i.e., 35+ hours a week)	<input type="radio"/> <sup>01</sup>	Working part-time (i.e., less than 35 hours a week)	<input type="radio"/> <sup>02</sup>	Voluntary (i.e., unpaid) work	<input type="radio"/> <sup>10</sup>	Unemployed but actively looking for work	<input type="radio"/> <sup>03</sup>	Unemployed and not actively looking/available for work	<input type="radio"/> <sup>04</sup>	Home duties	<input type="radio"/> <sup>05</sup>	Studying (either part-time or full-time)	<input type="radio"/> <sup>11</sup>	Pension (i.e., disability, aged, carers)	<input type="radio"/> <sup>07</sup>	Retired	<input type="radio"/> <sup>08</sup>	Refused	<input type="radio"/> <sup>09</sup>
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**ASK REMAINING QUESTIONS IN THIS SECTION IF Q16=1-8 (NOT RETIRED OR REFUSED). ALL OTHERS GO TO NEXT SECTION**

<b>Q17.</b> I will now read out some statements about the <b>employment situation in your local area</b> . Can you tell me how much you agree or disagree with each statement. Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree that...? <b>(Read out. Randomise)</b>	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 40%;"></th> <th style="width: 10%; text-align: center;">Strongly agree</th> <th style="width: 10%; text-align: center;">Agree</th> <th style="width: 10%; text-align: center;">Neither agree nor disagree</th> <th style="width: 10%; text-align: center;">Disagree</th> <th style="width: 10%; text-align: center;">Strongly disagree</th> </tr> </thead> <tbody> <tr> <td style="border-bottom: 1px solid black;">1. Your job opportunities are limited by lack of access to a car or transport in the area</td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>1</sup></td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>2</sup></td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>3</sup></td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>4</sup></td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>5</sup></td> </tr> <tr> <td style="border-bottom: 1px solid black;">2. There are good work opportunities locally</td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>1</sup></td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>2</sup></td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>3</sup></td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>4</sup></td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>5</sup></td> </tr> <tr> <td style="border-bottom: 1px solid black;">3. Local work opportunities are getting better</td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>1</sup></td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>2</sup></td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>3</sup></td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>4</sup></td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>5</sup></td> </tr> <tr> <td style="border-bottom: 1px solid black;">4. There are good training opportunities locally</td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>1</sup></td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>2</sup></td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>3</sup></td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>4</sup></td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>5</sup></td> </tr> <tr> <td style="border-bottom: 1px solid black;">5. There is sufficient advice and help available in the local area for those wanting to improve their skills</td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>1</sup></td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>2</sup></td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>3</sup></td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>4</sup></td> <td style="text-align: center; border-bottom: 1px solid black;"><input type="checkbox"/> <sup>5</sup></td> </tr> </tbody> </table>		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	1. Your job opportunities are limited by lack of access to a car or transport in the area	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>	2. There are good work opportunities locally	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>	3. Local work opportunities are getting better	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>	4. There are good training opportunities locally	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>	5. 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**ASK REMAINING QUESTIONS IN THIS SECTION IF Q16 IS NOT 11 (I.E., DO NOT ASK IF RESPONDENT IS STUDYING)**

<b>Q18.</b> In the last 12 months, have you undertaken any study (either part-time or full-time)?	<table style="width: 100%; border-collapse: collapse;"> <tr><td style="border-bottom: 1px solid black;">Yes, part-time</td><td style="text-align: right; border-bottom: 1px solid black;"><input type="radio"/> <sup>1</sup></td></tr> <tr><td style="border-bottom: 1px solid black;">Yes, full-time</td><td style="text-align: right; border-bottom: 1px solid black;"><input type="radio"/> <sup>2</sup></td></tr> <tr><td style="border-bottom: 1px solid black;">No</td><td style="text-align: right; border-bottom: 1px solid black;"><input type="radio"/> <sup>3</sup></td></tr> </table>	Yes, part-time	<input type="radio"/> <sup>1</sup>	Yes, full-time	<input type="radio"/> <sup>2</sup>	No	<input type="radio"/> <sup>3</sup>
Yes, part-time	<input type="radio"/> <sup>1</sup>						
Yes, full-time	<input type="radio"/> <sup>2</sup>						
No	<input type="radio"/> <sup>3</sup>						



Q19a. In the last 12 months, were there any qualifications or vocational courses that you wanted to study for but didn't?	Yes <input type="radio"/> 1
	No <input type="radio"/> 2

<b>ASK IF Q19a=1 (YES)</b> Q19b. Why did you not do it? ( <b>Do not read out. Prompt if required. Multiple responses allowed</b> )	Work-related reasons <input type="radio"/> 1
	Family reasons <input type="radio"/> 2
	Course/qualification reasons <input type="radio"/> 3
	Financial reasons <input type="radio"/> 4
	Illness/disability <input type="radio"/> 5
	Other ( <b>specify</b> ) <input type="radio"/> 6

**(INTERVIEWER NOTE:** If required, the following are possible answers/examples (not extensive) for each reason at Q19b

REASONS	EXAMPLES
Work/education-related reasons	<ul style="list-style-type: none"> <li>▪ Lack of employer support</li> <li>▪ Too busy with current work</li> </ul>
Family reasons	<ul style="list-style-type: none"> <li>▪ Need to support family</li> </ul>
Course/qualification reasons	<ul style="list-style-type: none"> <li>▪ Inadequate pre-requisite qualification</li> <li>▪ Not related to current work</li> </ul>
Financial reasons	<ul style="list-style-type: none"> <li>▪ Cannot afford the course fees</li> <li>▪ Saving</li> </ul>

Q20a. In the next couple of years, do you plan to undertake any training/education courses?	Yes <input type="radio"/> 1
	No <input type="radio"/> 2
	Don't know <input type="radio"/> 4

<b>ASK IF Q20a=2 (NO)</b> Q20b. Is there a particular reason why you do not have any plans? ( <b>Do not read out. Prompt if required. Multiple responses allowed</b> )	Too old <input type="radio"/> 1
	Don't want to <input type="radio"/> 2
	Family commitments <input type="radio"/> 3
	No time with job commitments <input type="radio"/> 10
	Cannot afford it <input type="radio"/> 5
	No training course of interest <input type="radio"/> 6
	Too difficult to get to location of training/education <input type="radio"/> 7
	Other ( <b>specify</b> ) <input type="radio"/> 8
	Don't know <input type="radio"/> 9

<b>ASK IF Q20a=1 (YES)</b> Q20c. What level of education are you hoping to undertake? <b>(Do not read out. Single response)</b>	School Certificate	<input type="radio"/> 09
	Year 12 (Higher School Certificate)	<input type="radio"/> 01
	Pre vocational course	<input type="radio"/> 02
	Apprenticeship/traineeship	<input type="radio"/> 03
	Diploma	<input type="radio"/> 04
	Undergraduate degree	<input type="radio"/> 05
	Postgraduate degree	<input type="radio"/> 06
	No specific level, interested in general education	<input type="radio"/> 10
	Other <b>(specify)</b>	<input type="radio"/> 07
Don't know	<input type="radio"/> 08	

### SECTION 6: LOOKING FORWARD

The final section of the survey asks about **the future** ...

Q21. Which of the following best describes your housing preferences? That is, if given the option, you would live in...? <b>(Read out. Single response)</b>	Your current home in your current neighbourhood	<input type="radio"/> 1
	Your current home in a different neighbourhood	<input type="radio"/> 2
	A different home in your current neighbourhood	<input type="radio"/> 3
	A different home in a different neighbourhood	<input type="radio"/> 4
	Don't know <b>(DO NOT READ OUT)</b>	<input type="radio"/> 5

Q22a. Do you think your local area has become better, worse, or stayed the same over the <u>last</u> 5 years?	Better	<input type="radio"/> 1
	Worse	<input type="radio"/> 2
	Stayed the same	<input type="radio"/> 3
	Don't know <b>(DO NOT READ OUT)</b>	<input type="radio"/> 4

Q22b. Do you think your local area will get better, worse, or stay the same over the <u>next</u> 5 years?	Better	<input type="radio"/> 1
	Worse	<input type="radio"/> 2
	Stay the same	<input type="radio"/> 3
	Don't know <b>(DO NOT READ OUT)</b>	<input type="radio"/> 4

Q23a. Can you think of **one** thing that you believe would make your local area a better place to live in over the next 5 years? **(Single response. Do not read out. Prompt if required)**

**DO NOT ASK IF Q23a=14-15 (NONE OR DON'T KNOW)**

Q23b. Is there anything else you believe would make your local area a better place to live in? **(Multiple response up to 2 responses. Do not read out. Prompt if required)**

	Q1a. First to mind	Q1b. Other
a. More police	<input type="radio"/> <sup>01</sup>	<input type="radio"/> <sup>01</sup>
b. Less crime	<input type="radio"/> <sup>02</sup>	<input type="radio"/> <sup>02</sup>
c. Reduce drug and alcohol issues (i.e. less drugs)	<input type="radio"/> <sup>03</sup>	<input type="radio"/> <sup>03</sup>
d. Better control of youth and teenagers	<input type="radio"/> <sup>04</sup>	<input type="radio"/> <sup>04</sup>
e. People living in the area	<input type="radio"/> <sup>05</sup>	<input type="radio"/> <sup>05</sup>
f. Better parks and open spaces	<input type="radio"/> <sup>06</sup>	<input type="radio"/> <sup>06</sup>
g. Better schools and educational facilities	<input type="radio"/> <sup>07</sup>	<input type="radio"/> <sup>07</sup>
h. Better shops	<input type="radio"/> <sup>08</sup>	<input type="radio"/> <sup>08</sup>
i. Better public transport	<input type="radio"/> <sup>09</sup>	<input type="radio"/> <sup>09</sup>
j. Redevelopment of the area	<input type="radio"/> <sup>10</sup>	<input type="radio"/> <sup>10</sup>
k. Better social and community services	<input type="radio"/> <sup>11</sup>	<input type="radio"/> <sup>11</sup>
l. Better job/training opportunities	<input type="radio"/> <sup>12</sup>	<input type="radio"/> <sup>12</sup>
m. Other <b>(specify)</b>	<input type="radio"/> <sup>13</sup>	<input type="radio"/> <sup>13</sup>
n. None	<input type="radio"/> <sup>14</sup>	<input type="radio"/> <sup>14</sup>
o. Don't know	<input type="radio"/> <sup>15</sup>	<input type="radio"/> <sup>15</sup>

### CLASSIFICATION

Lastly, we just have a few questions about you.

QC1. How long have you lived at <b>[INSERT RESPONSE IN S2]</b> ? <b>(Do not read out. Single response)</b>	Less than 3 months	<input type="radio"/> <sup>1</sup>
	3 to less than 6 months	<input type="radio"/> <sup>2</sup>
	6 to less than 12 months	<input type="radio"/> <sup>3</sup>
	1 to less than 2 years	<input type="radio"/> <sup>4</sup>
	2 to less than 5 years	<input type="radio"/> <sup>5</sup>
	5 to less than 10 years	<input type="radio"/> <sup>6</sup>
	Over 10 years	<input type="radio"/> <sup>7</sup>
	Don't know	<input type="radio"/> <sup>8</sup>

<p>QC2. How long have you lived at your current address? <b>(Do not read out. Single response)</b></p>	<p>Less than 3 months <input type="radio"/> 1</p> <p>3 to less than 6 months <input type="radio"/> 2</p> <p>6 to less than 12 months <input type="radio"/> 3</p> <p>1 to less than 2 years <input type="radio"/> 4</p> <p>2 to less than 5 years <input type="radio"/> 5</p> <p>5 to less than 10 years <input type="radio"/> 6</p> <p>Over 10 years <input type="radio"/> 7</p> <p>Don't know <input type="radio"/> 8</p>
<p><b>ASK IF S4=1-3 (PUBLIC HOUSING TENANTS)</b></p> <p>QC3. And how long have you been a tenant with <b>[INSERT RESPONSE FROM S4, i.e., "Housing NSW", "Aboriginal Housing Office", or "Mercy Arms"]?</b> <b>(Do not read out. Single response)</b></p>	<p>Less than 3 months <input type="radio"/> 1</p> <p>3 to less than 6 months <input type="radio"/> 2</p> <p>6 to less than 12 months <input type="radio"/> 3</p> <p>1 to less than 2 years <input type="radio"/> 4</p> <p>2 to less than 5 years <input type="radio"/> 5</p> <p>5 to less than 10 years <input type="radio"/> 6</p> <p>Over 10 years <input type="radio"/> 7</p> <p>Don't know <input type="radio"/> 8</p>
<p>QC4. <b>RECORD GENDER</b></p>	<p>Male <input type="radio"/> 1</p> <p>Female <input type="radio"/> 2</p>
<p>QC5. What is the highest level of education that you have completed? <b>(Do not read out. Single response)</b></p>	<p>Year 9 or below <input type="radio"/> 1</p> <p>Completed Year 10 <input type="radio"/> 2</p> <p>Completed Year 11 <input type="radio"/> 7</p> <p>Completed Year 12 <input type="radio"/> 3</p> <p>Completed TAFE/technical college <input type="radio"/> 4</p> <p>Completed university <input type="radio"/> 5</p> <p>Refused <input type="radio"/> 6</p>

<p>QC6. Roughly, what is your household's total <b>weekly</b> income before tax (including all wages/salaries, benefits and pensions)? <b>(Do not read out. Single response)</b></p>	<p>Nil/negative income <input type="radio"/> 01</p> <p>\$1 to \$99 <input type="radio"/> 02</p> <p>\$100 to \$199 <input type="radio"/> 03</p> <p>\$200 to \$299 <input type="radio"/> 04</p> <p>\$300 to \$399 <input type="radio"/> 05</p> <p>\$400 to \$499 <input type="radio"/> 06</p> <p>\$500 to \$599 <input type="radio"/> 07</p> <p>\$600 to \$699 <input type="radio"/> 08</p> <p>\$700 to \$799 <input type="radio"/> 09</p> <p>\$800 or more <input type="radio"/> 10</p> <p>Refused <input type="radio"/> 11</p> <p>Don't know <input type="radio"/> 13</p>
<p>QC7. What is your ethnic origin – by this, we mean where you were born or the birthplace of your parents? <b>(Do not read out. Multiple response)</b></p>	<p>Australia <input type="radio"/> 01</p> <p>New Zealand <input type="radio"/> 02</p> <p>United Kingdom <input type="radio"/> 03</p> <p>Russia <input type="radio"/> 35</p> <p>China <input type="radio"/> 36</p> <p>Yugoslavia/Slovenia <input type="radio"/> 05</p> <p>Ukraine <input type="radio"/> 37</p> <p>Vietnam <input type="radio"/> 07</p> <p>Philippines <input type="radio"/> 08</p> <p>Other (<b>specify</b>) <input type="radio"/> 09</p> <p>Refused <input type="radio"/> 10</p>
<p>QC8. Are you or any member of your household of Aboriginal and/or Torres Strait Islander origin? <b>(Do not read out. Single response)</b></p>	<p>No <input type="radio"/> 1</p> <p>Yes, Aboriginal <input type="radio"/> 2</p> <p>Yes, Torres Strait Islander <input type="radio"/> 3</p> <p>Yes, both Aboriginal and Torres Strait Islander <input type="radio"/> 4</p> <p>Refused <input type="radio"/> 5</p>
<p>QC9. Lastly, in general, would you say your health is poor, fair, good, very good, or excellent?</p>	<p>Poor <input type="radio"/> 1</p> <p>Fair <input type="radio"/> 2</p> <p>Good <input type="radio"/> 3</p> <p>Very good <input type="radio"/> 4</p> <p>Excellent <input type="radio"/> 5</p> <p>Refused (<b>DO NOT READ OUT</b>) <input type="radio"/> 6</p> <p>Don't know (<b>DO NOT READ OUT</b>) <input type="radio"/> 7</p>

## End of interview.

Thank you. That is the end of the interview.

QC10a. Would you like to go into the draw to win a Coles Myer gift voucher?	Yes	<input type="radio"/> 1
	No	<input type="radio"/> 2

<b>ASK IF QC10a=1 (YES)</b> QC10b. Please confirm your contact details. Contact details will only be used to notify winners.	Name <input type="text"/>
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QC11. We will be consulting residents about renewal of the area, over the next year or so. Would you be interested to put your name on a list to be further consulted about your area?	Yes	<input type="radio"/> 1
	No	<input type="radio"/> 2

Once again my name is (... ..) from Sweeney Research. Should you need to contact us again please call us on 1800 35 77 39.

The study has been conducted on behalf of Housing NSW. If you would like more information about the study, you can contact Tuyen Duong at Housing NSW on (02) 9268 3492 or visit Housing NSW at Hart House, 1 Hartigan Way, Bradbury.

As part of quality control procedures, someone from our project team may wish to re-contact you to ask a couple of questions, validating the information we have collected.

As a market research company, we comply with the requirements of the Privacy Act. The information you have provided will be used only for market research purposes.

Would you like me to give you any more details about how we comply?

### If yes then say:

As I mentioned we may contact you to verify some of the information you gave us. Once we have completed our validation and processing of information, please be assured that your name and contact details will be removed from your responses to this survey. After that time, we will no longer be able to identify the responses provided by you. However for the period of time that your name and contact details remain with your survey responses, which will be approximately (one month) you can contact us to request access to your information and/or ask us to delete some or all of your information.

Once again, thank you for your time. My name is ..... and I'm calling from Sweeney Research. If you have any queries, you can call the Australian Market & Social Research Society's Survey Line on 1300 364 830 (for the cost of a local call).

**If no:**

Thank and close.

Date of interview:	
Respondent's name:	
Phone number:	
Address (if applicable):	
"I certify that this is a true, accurate and complete interview, conducted in accordance with international standards (ISO 20252) and the AMSRS Code of Professional Behaviour (ICC/ESOMAR). I will not disclose to any other person the content of this questionnaire or any other information relating to this project."	
Signed:	Interviewer:



Human Services  
Housing NSW

MARKET RESEARCH CONSULTANTS

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