Willoughby City Council

Community Wellbeing Survey – 2021

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Date: March 1, 2022

WILLOUGHBY CITY COUNCIL

micromex research

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Background & Methodology

Objectives (Why?)

- Update the first wave conducted in 2019, in terms of:
  - Assessing the community's level of agreement with statements regarding social wellbeing and connectedness
  - Identifying the community's sense of personal wellbeing and housing and financial security
  - Identifying access issues to local services
  - Identifying the community's overall satisfaction and quality of life – and understanding the key drivers of quality of life.

Sample (How?)

- Telephone survey (landline and mobile) to N = 671 residents. N = 20 Multi-lingual surveys (Mandarin and Cantonese)
- N=92 recruited via Micromex Community Panel. N=11 acquired through number harvesting *(due to COVID restrictions no new number harvesting was conducted in 2021, though previously collected numbers were utilised)*
- Greatest margin of error +/- 3.8%

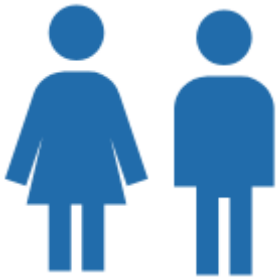
Timing (When?)

- Implementation 10th – 25th November, 2021

Please see Appendix B for detailed methodology

Sample Profile

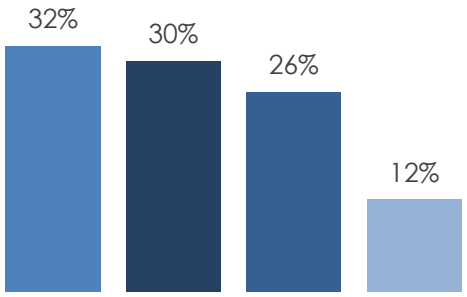
Gender



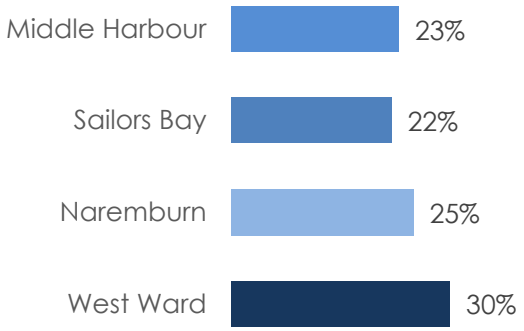
Female 53% | Male 47%

Prefer not to say <1%

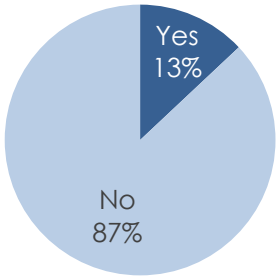
Age



Ward



Identify as having a disability or long term illness?

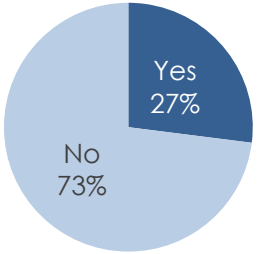


Ratepayer status

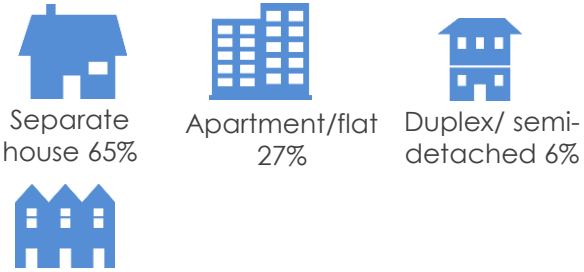
Ratepayer 76%

Non-ratepayer 24%

Do you speak a language other than English at home?



Dwelling type



Separate house 65%

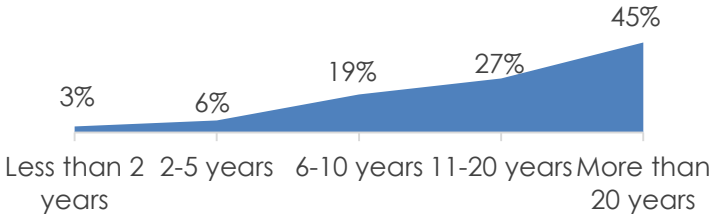
Apartment/flat 27%

Duplex/ semi-detached 6%

Terrace/ townhouse 2%

Other dwelling 1%

Time lived in the area



N=671 Residents

The sample was weighted by age, gender and ward to reflect the 2016 ABS community profile of Willoughby City Council.

Note: 1 person refused to answer language other than English, 2 people refused to answer dwelling type and 2 did not answer ratepayer status.

Sample Profile

Employment Status

Full time 55%

Part time 16%

Unemployed 3%

Studying 3%

Home duties 2%

Retired 17%

Employed, but temporarily not working due to COVID restrictions 1%

Other 3%

Family Status

Single/living alone 15%

Single parent (children at home) 4%

Couple (children at home) 39%

Couple (no children at home) 19%

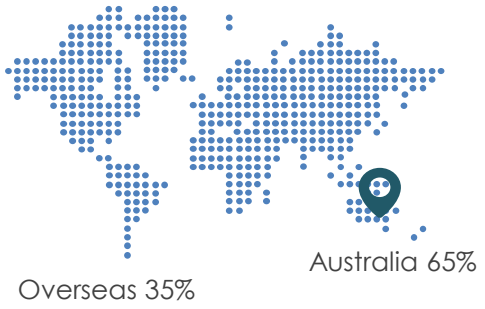
Living at home with one or more parents 15%

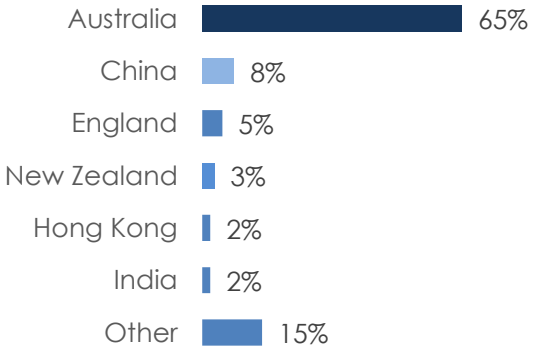
Group/shared Household 6%

Other 1%

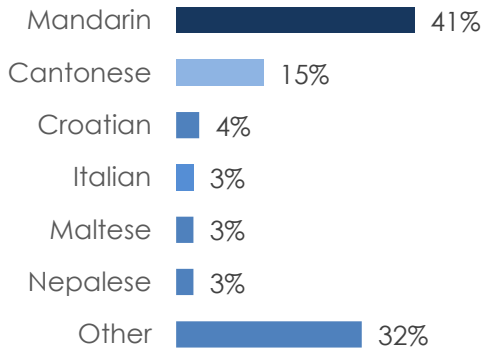
Prefer not to say 1%

Country of Birth





Language Spoken (Other than English)



Please see Appendix B for full list of countries and languages spoken

Note: 1 person refused to answer family status, 4 people refused to answer country of birth and 1 person refused to answer language spoken.

Key Findings

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Overview

- Overall, 2021 results for most of the community wellbeing metrics are very similar to the inaugural 2019 wave. Given the impacts of COVID that have occurred since the 2019 wave, this is an encouraging result.
- Furthermore, where we have normative data (e.g.: quality of life, culture and diversity, safety and work and employment), Willoughby City Council tends to score above those benchmarks. Willoughby scored on par with the benchmark measures for connection (see Slides 9 and 13). Willoughby did not score below any norms

- Some of the differences in 2021 results versus 2019 – perhaps stemming from the COVID situation – may present opportunities for Council:
  - ***Outwardly***, the community seems resilient, perhaps reflecting a pride in coping during COVID – for instance:
    - The only one of 12 agree/disagree statements about the local area/neighbourhood to increase significantly from 2019 was 'My local community copes well when faced with challenges' (albeit it has the lowest overall score of all 12 attributes)
    - Similarly, the highest of seven 'personal wellbeing' agreement statements was 'I feel like I can adapt to change well' – scores for this attribute have remained steady since 2019 against the backdrop of COVID. And this attribute has increased in its importance as a driver of overall quality of life.
  - However, there have been some significant declines in 2021 on several key ***sense-of-self/connectedness*** metrics:
    - Of 15 quality-of-life satisfaction questions, the only one to drop significantly was 'Your mental health' – and this attribute has increased in its importance as a driver of overall quality of life.
    - Of seven 'personal wellbeing' agreement statements, the two that dropped significantly in 2021 were 'I generally do not feel lonely' and 'I generally do not feel anxious', indicating that residents *do* tend to feel more lonely and anxious in 2021.
    - There has been a slight (not significant) dip in the frequency of feeling positive emotions – and a significant increase in the frequency of feeling negative emotions.
    - 26% of residents want more connection/engagement with their local area than they currently have – up slightly on 22% in 2019

Council can potentially support the community by recognizing that on the one hand residents are outwardly proud of their resilience (perhaps due in part to their COVID response) – but on the other hand acknowledging that some in the community are emotionally flat (perhaps due in part to the impacts of COVID)…

Key Findings - Overview

Quality of Life

Overall, **97%** of residents stated that their quality of life is good, very good or excellent. Quality of life in the Willoughby LGA is on par with 2019 levels, and continues to be *significantly higher* than the Micromex Benchmark for other Metro NSW Councils.

29% believe quality of life has *improved* over the past few years (up from 24% in 2019), with this change being *significantly higher* among young people aged 16-34.

Based on a regression analysis, the *key drivers* of quality of life continue to be residents' perceived standard of living and satisfaction with their local area. When comparing 2021 scores to 2019 scores:

- Some attributes that are ***outside*** the individual, such as 'standard of living', 'your local area', and 'the home you live in' are relatively lower in importance.
- On the other hand, ***personal wellbeing and connectedness*** attributes such as 'your personal relationships', 'I generally do not feel lonely', 'I feel like my life has a sense of purpose' and 'your mental health' are relatively more important in driving overall quality of life ratings.

Recommending the Willoughby Area

92% of residents are *likely or very likely* to recommend Willoughby as a place to ***live***, on par with 2019.

Likelihood to recommend Willoughby as a place to ***work*** has seemingly softened, with 71% of residents likely or very likely to recommend the area, compared to 77% in 2019. However, when we focus on just those who are employed, the drop is less pronounced – 76% in 2019 versus 74% in 2021.

COVID-19

As noted on the previous slide, although quality of life has remained stable, COVID-19 appears to have had an impact of several aspects of personal and social wellbeing. Level of satisfaction with mental health has *significantly decreased*, and residents are *more likely* to feel lonely or anxious. Whilst it has generally been a difficult time for the community, residents have shown resilience. The statement 'I feel like I can adapt to change well' has the highest level of agreement among all personal wellbeing statements.

Not surprisingly, volunteering, level of involvement in social groups and political or civic actions have all *decreased*. There is also a sense that COVID-19 has contributed to difficulties accessing some services as mentioned by residents (un-prompted).

One likely positive impact of COVID-19 is that residents are *significantly more likely* to walk to parks, ovals or bushland in their neighbourhood. Access to parks and open spaces continues to have a *high level of satisfaction*.

Comparison to Benchmarks

Measure	Willoughby 2021 T2B%	Micromex Benchmark T2B%	Willoughby 2021 Mean rating	Micromex Benchmark Mean rating	Base
Connection					
I feel part of my local neighbourhood	69%	68%	0.87	0.87	7,440
I feel proud to live in my neighbourhood	86%	85%	1.31	1.33	8,059
Culture & Diversity					
It is a good thing for a society to be made up of people from different cultures	91%	83%	1.55	1.37	2,411
Willoughby is welcoming of people of different cultures	82%	77%	1.15	1.09	2,411
Safety					
I feel safe walking alone in my local area during the day	96%	89%	1.71	1.48	3,449
I feel safe walking alone in my local area at night	79%	68%	1.12	0.85	2,942
Work & Employment					
I have good job security	79%	65%	1.12	0.80	1,501
I am satisfied with my job	75%	59%	0.95	0.62	2,205
My work and family life do not interfere with each other	49%	48%	0.37	0.30	1,501

Legend

- Higher than the Micromex Benchmark (more than 5% or 0.05 above the Benchmark)
- On par with the Micromex Benchmark (less than 5% or < 0.05 above the Benchmark / more than -5% or -0.05 below the Benchmark
- Below the Micromex Benchmark (less than or -5% or ≥ -0.05 below the Benchmark)

Key Findings - Strengths

Healthy Lifestyles

- **82%** of residents are satisfied/completely satisfied with their mental health
- **79%** of residents are satisfied/completely satisfied with their physical health
- **96%** of residents participated in some form of physical activity for at least 30 minutes a week, with **74%** participating in physical activity 3 or more times per week
- **97%** say they have fresh fruit and vegetables readily available to them

Access to Parks and Open Spaces

- **88%** of residents are satisfied/completely satisfied with access to parks and open spaces
- **79%** of residents walk to or through a park, oval or bushlands in a usual week, a *significant increase* since 2019

High Standard of Living

- **92%** of residents are satisfied/completely satisfied with their standard of living
- **83%** of residents are satisfied/very satisfied with their local area

Safety

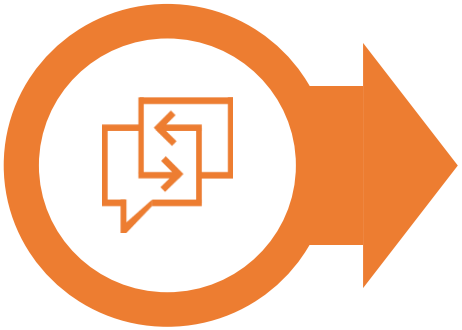
Residents express *high levels of satisfaction* with safety, and it is the *fourth highest driver* of quality of life.

- **92%** are satisfied with how safe they feel
- **97%** feel safe in their home alone during the day
- **94%** feel safe in their home alone at night
- **95%** feel safe in public places in the Willoughby area

Diversity

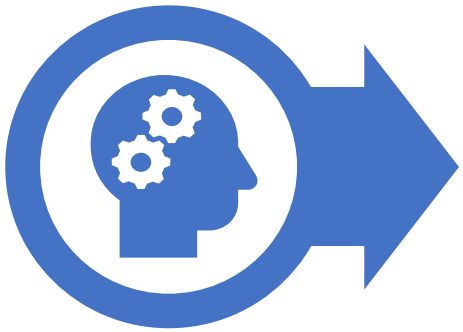
- **91%** of residents agree/strongly agree that it is a good thing for a society to be made up of people from different cultures and communities
- **84%** of residents agree/strongly agree that accepting immigrants from many different countries makes Willoughby stronger

Key Findings - Opportunities



Connection and Engagement

26% of residents indicated that their ***desired*** level of connection and engagement is ***higher than*** their ***current*** level of connection and engagement. Overall, residents were more likely to say that there were fewer opportunities to have a say on issues important to them, as compared to 2019. Those who live in the West Ward were *significantly more likely* to suggest that they wanted to increase their level of engagement. Young people aged 16-34 were also more likely to say they wanted to be more connected/engaged (although not significantly).



Mental Health

Satisfaction with mental health has *significantly decreased* since 2019, which is likely to have been impacted by COVID-19 and the resulting lockdowns. Satisfaction with personal relationships, mental health and other personal wellbeing indicators such as 'I generally do not feel lonely' and 'I feel like my life has a sense of purpose' are key drivers of quality of life, and have increased in importance since 2019. Young people are *less likely* to be satisfied with their mental health, though not significantly. Singles/those living alone are *less satisfied* with personal relationships, *less likely* to feel like their life has a sense of purpose and experience positive emotions *less frequently*.

Financial Concerns and Affordability

3% of residents ran out of food and were unable to afford more at least once in the past 12 months. This is *significantly higher* among young people aged 16-34, those who are renting, singles/living alone or in a group/shared household as well as those who identify as having a disability/long term illness or provide care.

9% of residents said they would be unable to access or raise $2,000 within two days in case of an emergency. This is again, *significantly higher* among young people, as well as those who are unemployed. The inability to access or raise funds in an emergency is *slightly higher* among those single/living alone, living at home with parents, single parents, or who are renting.

As a direct result of housing costs, **22%** of residents had to unwillingly sacrifice spending on 'other things' (e.g. eating out, arts & cultural activities, sports & recreation). Residents who are renting are significantly more likely to have had to sacrifice spending. Single parents are *slightly more likely* to have sacrificed spending.

Key Findings - Opportunities

Physical Health

4% of residents do not engage in 30 mins of physical activity at all in an average week. Residents aged 70+ have lower participation in physical activities and are *less satisfied* with access to public sports and recreation facilities as well as opportunities to participate in sporting and recreation activities.

Younger residents and those who speak a language other than English at home are *more likely* to have had fewer healthy days in the past 30 days.

Diversity and Inclusion

17% of residents agree/strongly agree that 'some groups who live in Willoughby are made not to feel welcome'. **12%** agree/strongly agree that they 'feel like an outsider in their local neighbourhood'.

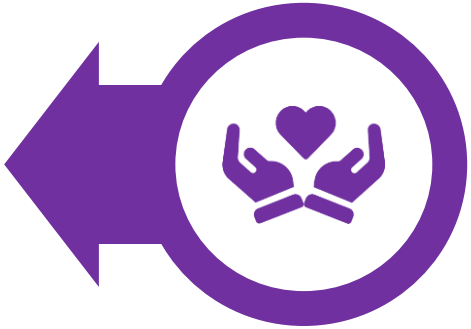
Females, carers and those who speak a language other than English are significantly more likely to agree that some groups are made not to feel welcome. Those who speak a language other than English are also significantly more likely to agree that they feel like an outsider.

22% of residents have seen or experienced discriminatory attitudes in the past 12 months. Young people and those who identify as having a disability or who provide ongoing care are *more likely* to have seen or experienced discriminatory attitudes.

Social Involvement

Volunteering, involvement in social groups and political/civic actions have all decreased since 2019, which has most likely been impacted by COVID-19. However, there are some groups who are less likely to be involved. Those who speak a language other than English at home are less likely to have participated in social group activities or political/civic actions.

15% of residents believe there are not any opportunities to have a say on local issues. This is significantly higher among residents who live in the Naremburn Ward. Young people and those who speak a language other than English are more likely to say there are fewer opportunities to have a say.



Summary - Quality of Life & Personal Wellbeing

Mean scores

Quality of Life – Mean Rating

Willoughby 2021	Willoughby 2019	Metro Benchmark
5.12↑	5.14	4.90

Good - excellent

Quality of Life – Top 3 Box

Willoughby 2021	Willoughby 2019	Metro Benchmark
97%↑	97%	92%

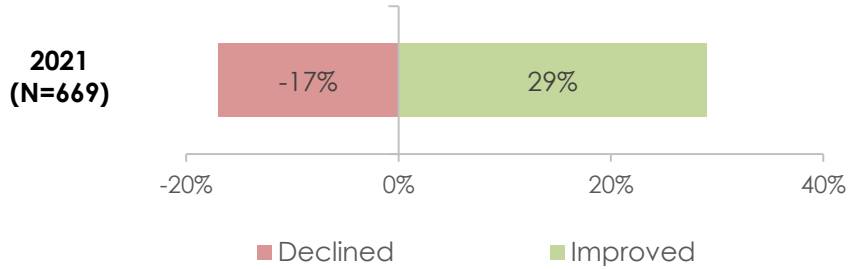
Top 5 Quality of Life Attributes

- How safe you feel
- Access to parks & open spaces
- Your standard of living
- Your personal relationships
- The home you live in

Bottom 5 Quality of Life Attributes

- Feeling part of the broader Willoughby Community
- Your spirituality or religion
- Opportunities to participate in sporting & recreation activities
- Feeling part of your local neighbourhood community
- Access to public sports & recreation facilities

Change in Quality of Life Over the Past Few Years



What has Changed Since 2019?

COVID-19 appears to have had an impact of mental health and personal wellbeing. Mean satisfaction with 'your mental health' has *significantly decreased*.

Agreement with the following personal wellbeing statements is *significantly lower*…

- I generally do not feel lonely
- I generally do not feel anxious

The statement 'I feel like I can adapt to change well' has the *highest level of agreement* of all personal wellbeing statements in 2021.

Top 5 Drivers of Quality of Life

- Your standard of living
- Your local area
- Your personal relationships
- How safe you feel
- What you are currently achieving in life

Summary – Financial Wellbeing

In the last 12 months…

Food affordability

97% of residents *did not* experience being unable to afford food

3% of residents ran out of food in their household *at least once* and **could not afford to buy more**

Groups ***significantly more likely*** to have been unable to afford to buy food:

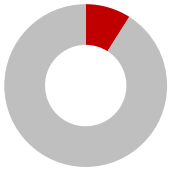
- Males
- 16-34 year olds
- Renters
- Single/living alone
- Group/shared household

Those who were unable to afford to buy more food were also more likely to:

- Identify as having a disability or long-term illness
- Provide ongoing care or help to a member of the household
- Not get enough sleep

Accessing funds

91% of residents said they could access or raise $2,000 within two days in an emergency



9% of residents indicated they ***would not be able*** to access or raise emergency funds if needed

Groups ***significantly more likely*** to have been unable to access/raise emergency funds:

- 16-34 year olds
- Unemployed

Groups ***slightly more likely*** to have been unable to access/raise emergency funds:

- Renting
- Single/living alone
- Living at home with parents
- Single parents
- Studying
- Home duties
- Don't have a car/license

Housing Costs

78% of residents did not have to sacrifice spending on other things as a direct result of housing costs

22% of residents said that as a direct result of housing costs, they had to unwillingly sacrifice spending on other things

Groups ***significantly more likely*** to have sacrificed spending on other things:

- Renters

Groups ***significantly less likely*** to have sacrificed spending on other things:

- Residents aged 50+
- Couples with no children at home
- Retirees

Summary – Acceptance of People and Cultures

Positive Statements - What has Changed Since 2019?

Overall, agreement is higher in 2021 for **6** of the **10** positive statements.

Agreement with the following people and culture statements is ***significantly higher***…

- It is a good thing for a society to be made up of people from different cultures and communities
- Accepting immigrants from many different countries makes Willoughby stronger

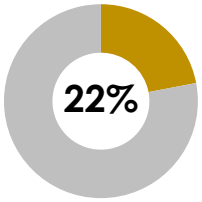
Agreement is ***slightly higher*** for the following statements…

- I feel welcome in my local neighbourhood
- I feel welcome in the broader Willoughby community
- Willoughby is a place where people from different national or ethnic backgrounds get on well together
- I feel part of my local neighbourhood community

Agreement is ***slightly lower*** for the following statements…

- Willoughby is welcoming of people from different cultures
- Willoughby is welcoming of people with different lifestyle choices
- Willoughby is welcoming of teenagers
- I feel part of the broader Willoughby community

Discrimination



In the last 12 months…

of residents said they had ***seen or experienced*** **discriminatory attitudes** towards themselves or others

(vs 23% in 2019)

Groups ***significantly more likely*** to have seen or experienced discriminatory attitudes:

- 16-34 year olds
- Living in a group/shared household
- Those who identify as having a disability or long-term illness
- Those who provide ongoing care or help to a member of the household

Negative Statements - What has Changed Since 2019?

Residents are ***slightly more likely to disagree*** with the following statements…

- I feel like an outsider in my local neighbourhood community
- There is a lot of disagreement between people in the Willoughby community

Whilst there appears to be a positive shift in attitudes towards acceptance of people and cultures (higher levels of agreement of positive statements shown on the left), there is still room for improvement in terms of making everyone feel welcome. 17% of all respondents agree/strongly agree that 'some groups who live in Willoughby are made not to feel welcome'.

Females, carers and those who speak a language other than English are significantly more likely to agree with this statement.

Summary – Local Area

Level of Engagement

26% of residents indicated that they would like to be more engaged than they currently are.

This is significantly higher among residents who live in the West Ward.

Gap between current and desired level of connection/engagement	Decrease	Stay the same	Increase
2021 (N=668)	3%	71%	26%
2019 (N=786)	4%	74%	22%

Asking for Help

93% of residents ***could*** **ask for help** from neighbours or local friends.

Friends and family were the main support groups.

7% of residents **could not ask for help** from neighbours or local friends

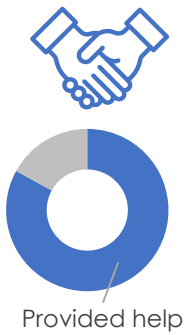
Groups ***significantly more likely*** to state they are unable to ask for help:

- Singles/those living alone
- Unemployed
- Born overseas

Groups ***slightly more likely*** to state they are unable to ask for help:

- Speak a language other than English

Providing Help



83% of residents ***provided help*** to neighbours or local friends.

Residents were significantly more likely to say they provided help shopping and slightly more likely to say they provided emotional support or provided food or money in an emergency (compared to 2019).

17% of residents **did not provide help** to neighbours or local friends over the past 12 months

Groups ***significantly less likely*** to state that they have provided help:

- Born overseas
- Speak a language other than English
- Renting
- Singles/those living alone
- Unemployed

Volunteering

55% of residents have provided unpaid volunteer support to one or more types of organisations in the past 12 months, down from 61% in 2019.

This has likely been impacted by restrictions in physically being able to meet due to COVID-19.

Summary – Local Area (continued)

Your Local Area

42% of residents associate their 'local area' with the suburb that they live in.

Residents are *significantly more likely* to consider the Council area that they live in as their 'local area', and *less likely* to consider the Northern Suburbs as their 'local area' compared to 2019.

Overall, level of agreement has *slightly increased* for **6** of the **12** statements about the local Willoughby area, as compared to 2019.

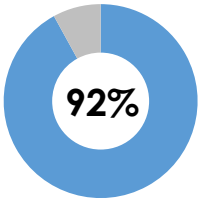
Residents who live in the **Middle Harbour Ward** have generally higher levels of agreement, *significantly so* for **7** of the **12** statements.

90% or more who agree/strongly agree	I feel safe in my home alone during the day I feel safe walking alone in my local area during the day I feel safe in my home alone at night I feel safe in public places in the Willoughby area My local neighbourhood is a great place to live
80-89% who agree/strongly agree	I feel proud to live in my neighbourhood I feel proud to live in the Willoughby community My local community has a bright future Most people in my local area can be trusted
<79% who agree/strongly agree	I feel safe walking alone in my local area at night There's a good community spirit in my local area My local community copes well when faced with challenges

Residents that consider their *local area to be in close proximity*, i.e. the street they live in or the streets immediately surrounding their home were generally *less likely to agree with all statements*, significantly so for 6 of them.

Conversely, those who consider their local area to be the *suburb or postcode they live in* were *significantly more likely* to agree with statements about being proud about where they live, trust and community spirit.

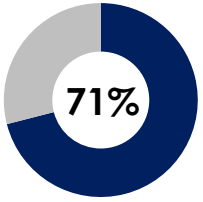
Recommending Willoughby as a Place to *Live*



of residents *are* ***likely or very likely to recommend*** *Willoughby as a place to* ***live***

(vs 93% in 2019)

Recommending Willoughby as a Place to *Work*

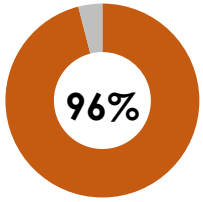


of residents *are* ***likely or very likely to recommend*** *Willoughby as a place to* ***work***

(vs 77% in 2019)

Summary – Access to Services and Facilities

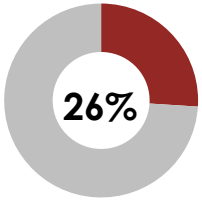
Access to a Car



of residents say **have access to a car**, either their own (90%) or from someone else in their household (6%)

(compared to 95% in 2019)

Difficulties Accessing Services



of residents say they **have difficulty accessing one or more types of services** (see below-left for main services selected by respondents)**

(compared to 24% in 2019)

The majority of residents have access to non-car transport options they could use to get to various locations such as: accessing government services, getting to work, going out for recreation, grocery shopping etc.

However, up to 10% of residents do not have access to alternative transport options for going to an education facility to take a child to school or childcare.

Services that are Most Difficult to Access	Main Reasons for Services and Activities Being Difficult to Access
• Public transport (11%) • Government Services (8%) • Gaming, coding, programming or other IT-related events and activities (5%)	• Lack of transport options • No service in your area • Poor customer service • Remote location/hard to get to • Lack of time • They are not open at the times I require

Differences by demographics:

- Residents aged 70 years or older and residents who live in the Sailors Bay Ward are *significantly more likely* to say it is difficult to access one or more service.
- Those who identify as having a disability/long-term illness, provide care or are a couple with children are significantly more likely to say they have difficulty accessing Government services.
- Difficulty accessing public transport is also significantly more likely to be mentioned by those with a disability/long-term illness.

**Services that were read out to respondents as prompts were: public transport, education facilities, sport and recreation facilities, gaming/coding/programming/other IT related events and activities, cultural facilities, healthcare services and facilities, disability support services, government services e.g. Medicare, Centrelink, Service NSW, Local Council, childcare services, grocery shopping, natural areas

Summary – Healthy Lifestyles

74% participate in physical activities 3 or more times a week on average

21.8
Mean number of healthy days in the past 30 days

(compared to 22.2 in 2019)

Groups who claimed to have a ***significantly higher*** number of healthy days:

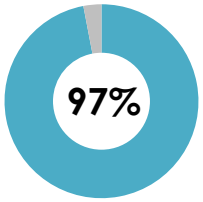
- Residents aged 50+
- Those who live in the Sailors Bay Ward
- Couples with no children at home

Groups who claimed to have a ***significantly lower*** number of healthy days:

- Residents aged 16-34
- Speak a language other than English
- Living at home with parents

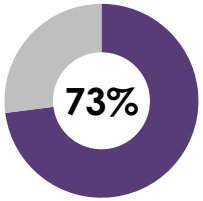
95% walk to specific destinations, or just around their neighbourhood in a typical week.

Residents are significantly more likely to walk to green spaces such as parks, ovals or bushland as compared to 2019, potentially a positive impact of COVID lockdowns.



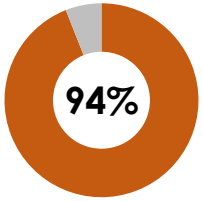
of residents say **fresh fruit and vegetables are readily available** in their area

(compared to 98% in 2019)



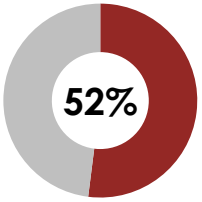
of residents say they **generally get enough sleep**

(compared to 76% in 2019)



of residents say they **sometimes/often experience positive emotions**

(compared to 95% in 2019)



of residents say they **sometimes/often experience negative emotions**

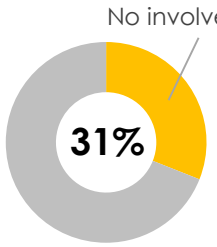
(compared to 42% in 2019)

Compared to 2019, there has been a *significant decrease* in those who said they <u>never</u> experience negative emotions and a *significant increase* in those who said they <u>sometimes</u> experience negative emotions.

Residents born in Australia, do not speak a language other than English, rent or work (either full-time or part-time) are *slightly more likely* to have experienced negative emotions.

Summary – Social and Community Engagement

Involvement in Social Groups



of residents *said they had* ***no involvement*** in social groups in the past 12 months, a ***significant increase*** from 20% in 2019.

This is likely due to the impact of COVID-19 and resulting lockdowns.

1.5

Average number of activities

Compared to 1.9 in 2019

Sport or physical recreation groups, special interest or hobby groups, social groups through school/TAFE/University, religious/spiritual groups and ethnic/multicultural groups have all been impacted.

Groups ***significantly more likely*** to state they were not involved in any social groups:

- Speak a language other than English
- Live in an apartment/flat
- Single parents
- Unemployed

Those who had access to a car were significantly more likely to be involved in activities organized by social groups.

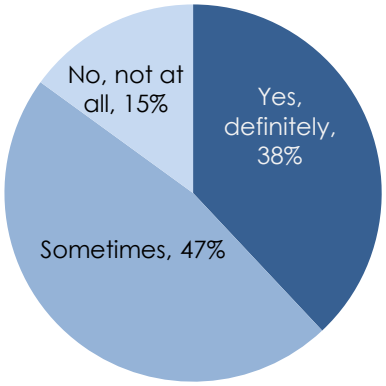
Political and Civic Actions

Overall, 55% of residents participated in a political or civic action in the past 12 months. The most common actions were signing a petition, being a member of a group that makes decisions or writing/speaking to a Federal or State Member of Parliament.

Participation in the following political and civic actions ***significantly decreased*** since 2019:

- Signing a petition
- Participating in an online discussion about political or local community issues
- Participating in a community consultation or attending a public Council meeting

Opportunities to Have a Say



Base: N=670

Residents are ***significantly less likely*** to commit to saying that they **definitely have enough opportunities to have a say** on important issues, and are *more likely to say 'sometimes'* compared to 2019. Belief that there are adequate opportunities to have a say increase with age.

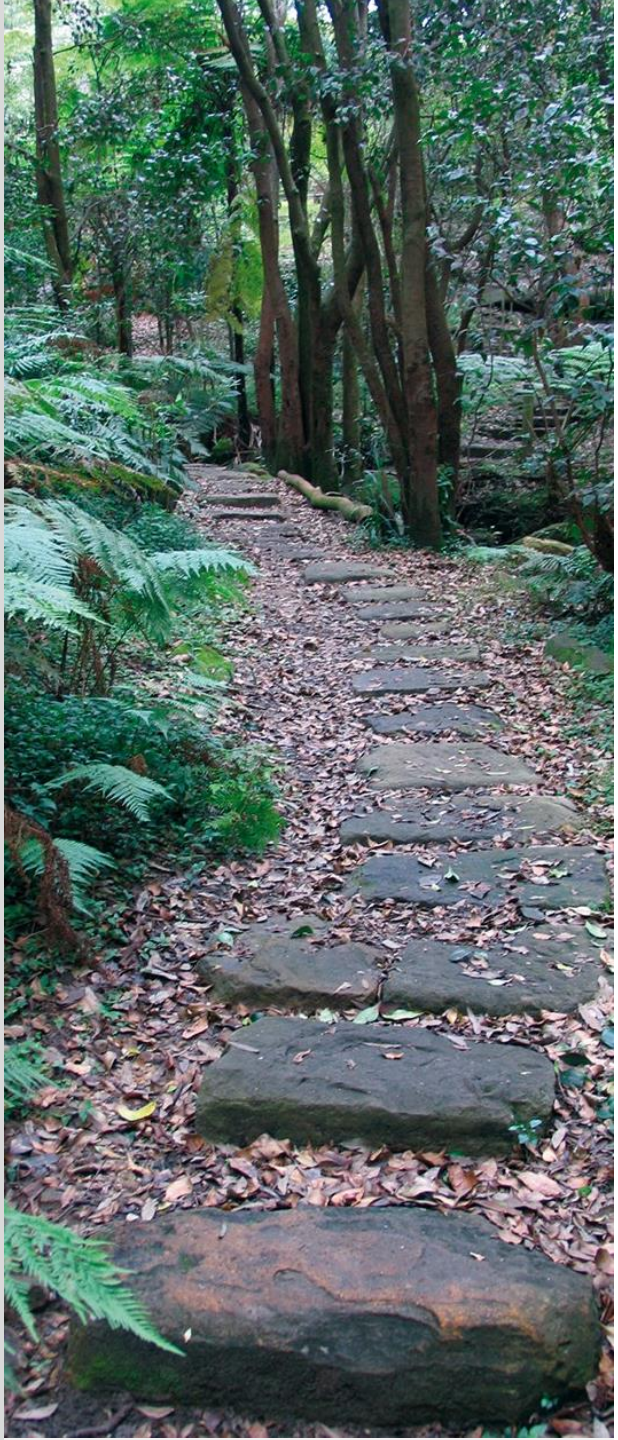
Residents who speak a language other than English are more likely to say that there are *fewer opportunities*.

Detailed Results

WILLOUGHBY CITY COUNCIL

micromex research

1. Quality of Life



Detailed Results

1. Quality of Life

2. Financial Security

3. Acceptance of People and Cultures

4. Local Area

5. Access to Services and Facilities

6. Healthy Lifestyles

7. Social and Community Engagement

8. Potentially Vulnerable Groups

This section explores residents' perceptions about quality of life, level of satisfaction with statements about the Willoughby area and key drivers of quality of life ratings.

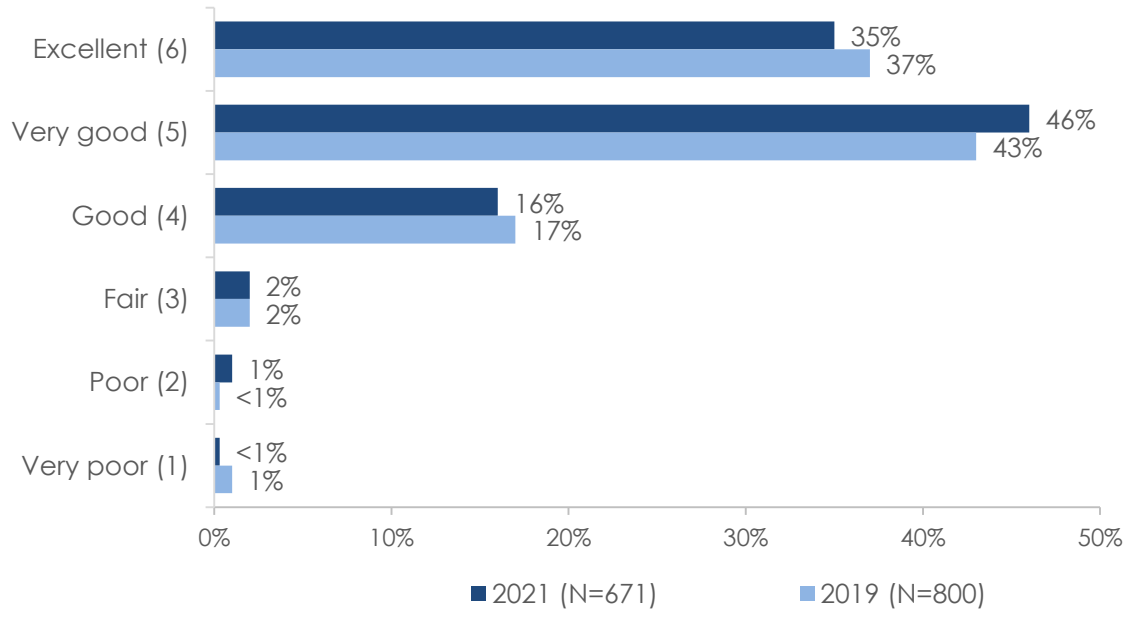
WILLOUGHBY CITY COUNCIL

micromex research

Quality of Life

Q2a. *Thinking about your life and personal circumstances, overall, how would you rate the quality of life you have living in the Willoughby Local Government Area?*

	Overall 2021	Overall 2019	Male	Female	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
Mean rating	5.12	5.14	5.15	5.10	5.16	5.10	5.16	5.00	5.21	5.27▲	5.02	5.04
Base	671	800	355	316	215	201	175	79	154	148	168	201



	Willoughby City Council	Micromex LGA Benchmark - Metro
Mean rating	5.12↑	4.90
T3 Box	97%↑	92%
Base	671	6,843

Scale: 1 = very poor, 6 = excellent

↑↓ = A significantly higher/lower level of satisfaction (compared to the Benchmark)

▲▼ = A significantly higher/lower level of satisfaction (by group)

Overall, 97% of residents in the Willoughby area say their quality of life is good to excellent. Quality of life is on par with 2019 levels and continues to be significantly higher than the Micromex Metro benchmark. Sailors Bay residents rated their quality of life significantly higher compared to other wards – although results for all Wards are favourable.

Overall Quality of life

Q2a. *Thinking about your life and personal circumstances, overall, how would you rate the quality of life you have living in the Willoughby Local Government Area?*

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
Mean rating	5.18	5.03▼	5.01	5.17	5.11	5.17	5.00	5.23	5.11
Base	430	236	179	491	22	42	125	182	300

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
Mean rating	5.16	5.02	5.16	5.07	5.04	5.11	5.11	5.17	4.84
Base	509	160	434	180	39	11	92	50	44

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
Mean rating	5.15	5.23	5.17	4.90▼	5.09	5.03	5.14	5.32▲	4.69	4.86	5.11	4.98▼
Base	259	130	104	99	39	28	371	109	18	22	13	112

Scale: 1=very poor, 6=excellent
▲▼= A significantly higher/lower rating (by group)

Residents who were born overseas, living alone or are retired reported having a significantly lower quality of life, whilst those who are working part time reported having a significantly higher quality of life.

Overall Quality of life

Q2a. *Thinking about your life and personal circumstances, overall, how would you rate the quality of life you have living in the Willoughby Local Government Area?*

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	**No**	**Yes**	**No**
Mean rating	4.91▼	5.16	5.00	5.15
Base	85	586	114	556

	Do you have a car and a license so you are able to drive?		Are fresh fruit and vegetables readily available?		Are you getting enough sleep?	
	Yes	**No**	**Yes**	**No/Sometimes/ Don't know**	**Yes**	**No**
Mean rating	5.14	5.01	5.14	4.77	5.19▲	4.94
Base	604	67	650	21	490	181

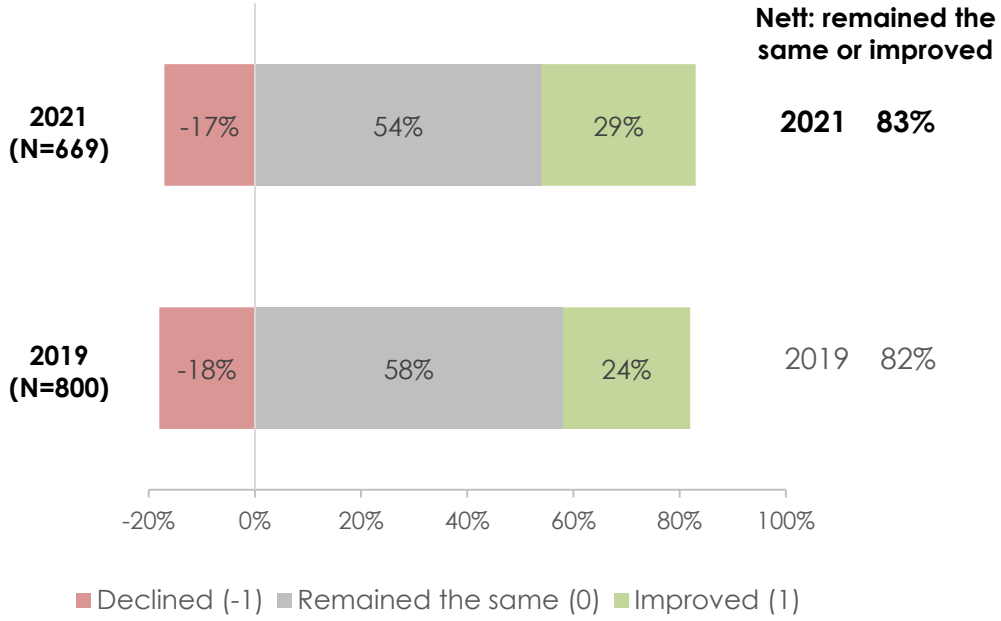
Scale: 1=very poor, 6=excellent
▲▼= A significantly higher/lower rating (by group)

Those who identified as having a disability or long-term illness have a significantly lower quality of life, as was the case in 2019 – although their rating of 4.91 is almost identical to our overall metropolitan norm of 4.90 reported on Slide 23. Getting enough sleep also continues to be associated with having a higher quality of life.

Change in Quality of life

Q2b. Over the past few years, do you think the overall quality of life in the Willoughby LGA has improved, remained the same, or declined?

	Overall 2021	Overall 2019	Gender		Age				Ward			
			Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
Mean rating	0.12	0.06	0.12	0.12	0.25▲	0.20	-0.05▼	-0.06▼	0.19	0.07	0.10	0.11
Base	669	800	353	316	215	199	175	79	154	148	168	199



	Quality of life		
	Very poor-fair	Good-very good	Excellent
Mean rating	-0.66▼	0.03▼	0.33▲
Base	17	418	234

Please see Appendix A for results by demographics

Scale: -1=declined, 1=improved
▲▼= A significantly higher/lower rating (by group)

Overall, residents were slightly more likely to say that quality of life within the Willoughby LGA has improved over the past few years (29% in 2021 vs 24% in 2019, not statistically significant at the 95% confidence level). Younger residents, and those who rated their own quality of life as 'excellent' were significantly more likely to say that general quality of life has improved in the LGA, whilst residents aged 50+ were significantly less likely.

Change in Quality of life

Q2b. Over the past few years, do you think the overall quality of life in the Willoughby LGA has improved, remained the same, or declined?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
Mean rating	0.09	0.16	0.26▲	0.07	0.48	0.15	0.23	0.21	-0.01▼
Base	430	234	179	489	20	42	125	182	300

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
Mean rating	0.11	0.14	0.10	0.16	0.12	0.12	0.32▲	0.14	-0.15▼
Base	507	160	434	180	37	11	92	50	44

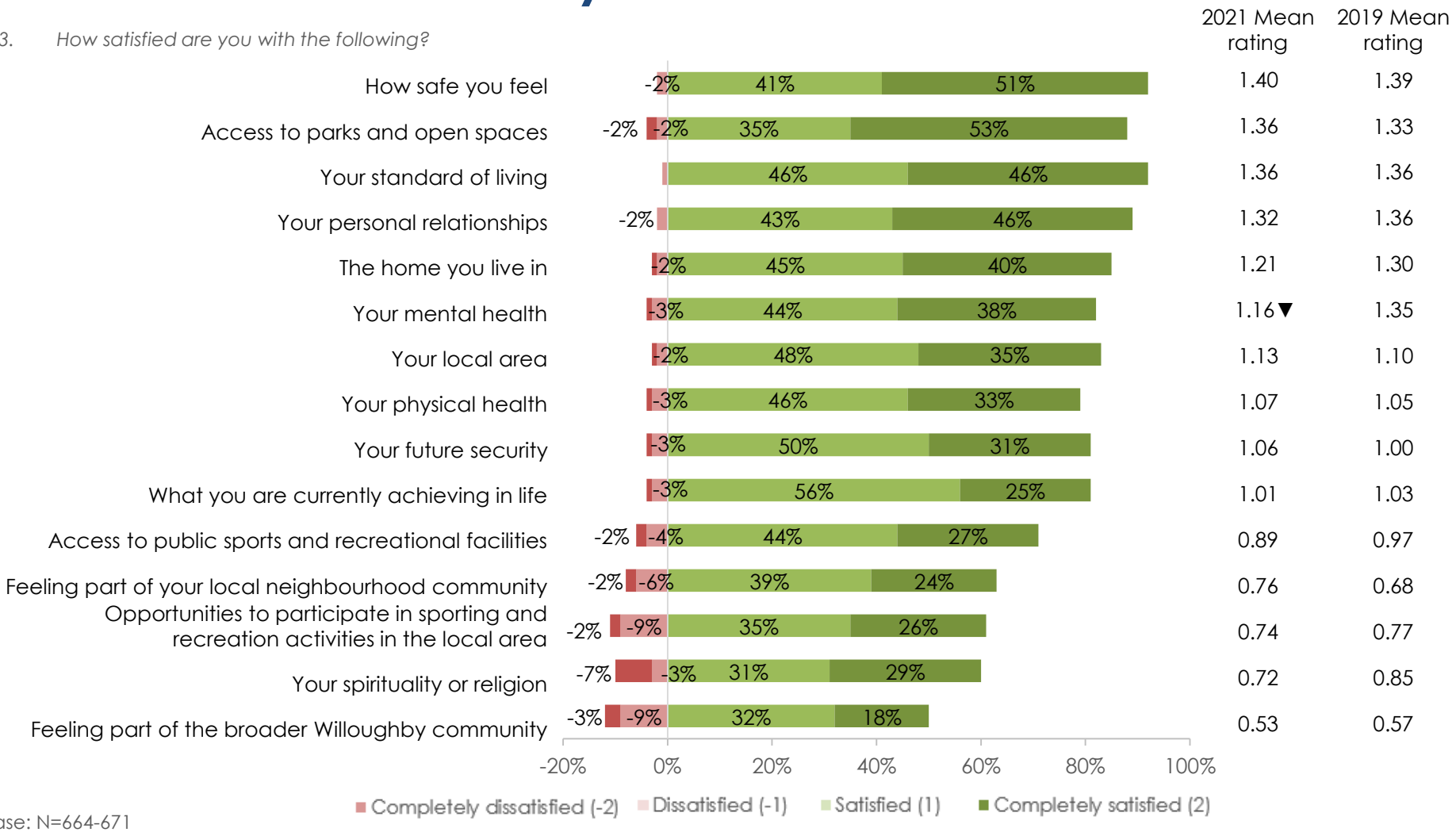
	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
Mean rating	0.19	0.08	0.27	-0.01	-0.08	-0.22	0.16	0.12	0.53	0.40	-0.22▼	-0.06▼
Base	257	130	104	99	39	28	369	109	18	22	13	112

Scale: -1=declined, 1=improved
▲▼= A significantly higher/lower rating (by group)

Residents who speak a language other than English at home were significantly more likely to say that overall quality of life in the LGA has improved over the past few years.

Quality of Life Attributes

Q3. *How satisfied are you with the following?*



Base: N=664-671
Scale: -2=completely dissatisfied, 2=completely satisfied
Note: values <2% are not shown in the chart
▲▼= A significantly higher/lower rating (by year)

Note: 7 respondents refused to answer satisfaction with 'your spirituality or religion' and 1 respondent refused to answer for each of 'how safe you feel', 'your future security' and 'opportunities to participate in sporting and recreation activities in the local area'

Residents expressed high levels of satisfaction with safety, access to parks and open spaces and their standard of living. Satisfaction with mental health is the only attribute to have significantly decreased since 2019, which may have been impacted by COVID-19 and associated lockdowns.

Quality of Life Attributes

Q3. How satisfied are you with the following?

	Gender		Age				Ward			
	Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
How safe you feel	1.32▼	1.50	1.57▲	1.32	1.34	1.32	1.49	1.47	1.37	1.32
Access to parks and open spaces	1.36	1.36	1.42	1.37	1.32	1.23	1.49	1.38	1.27	1.33
Your standard of living	1.35	1.36	1.46	1.26▼	1.34	1.37	1.47▲	1.42	1.31	1.26
Your personal relationships	1.35	1.28	1.33	1.37	1.27	1.26	1.37	1.44▲	1.25	1.24
The home you live in	1.25	1.16	1.09	1.12	1.34▲	1.45▲	1.31	1.32	1.06▼	1.17
Your mental health	1.13	1.18	1.10	1.14	1.20	1.26	1.17	1.30▲	1.10	1.09
Your local area	1.11	1.15	1.16	1.12	1.08	1.17	1.23	1.12	1.13	1.06
Your physical health	1.07	1.07	1.21▲	1.09	1.02	0.75▼	1.18	1.19	1.12	0.86▼
Your future security	1.03	1.08	1.10	0.99	1.06	1.08	1.24▲	0.98	0.92	1.08
What you are currently achieving in life	1.00	1.03	1.09	0.98	1.00	0.91	1.12	1.11	0.96	0.89▼
Access to public sports and recreational facilities such as pools and courts	0.93	0.84	1.00	0.98	0.74▼	0.66▼	0.93	1.03	0.98	0.68▼
Feeling part of your local neighbourhood community	0.84	0.68	0.52▼	0.90	0.85	0.88	0.80	0.98▲	0.55▼	0.76
Opportunities to participate in sporting and recreation activities in the local area	0.67	0.81	0.65	0.95▲	0.71	0.51▼	0.79	0.88	0.73	0.60
Your spirituality or religion	0.84▲	0.58	0.51	0.91▲	0.75	0.70	0.81	0.68	0.76	0.63
Feeling part of the broader Willoughby community	0.56	0.49	0.37	0.65	0.53	0.64	0.62	0.59	0.42	0.50
Base (minimum)	350	312	212	199	173	77	154	145	163	200

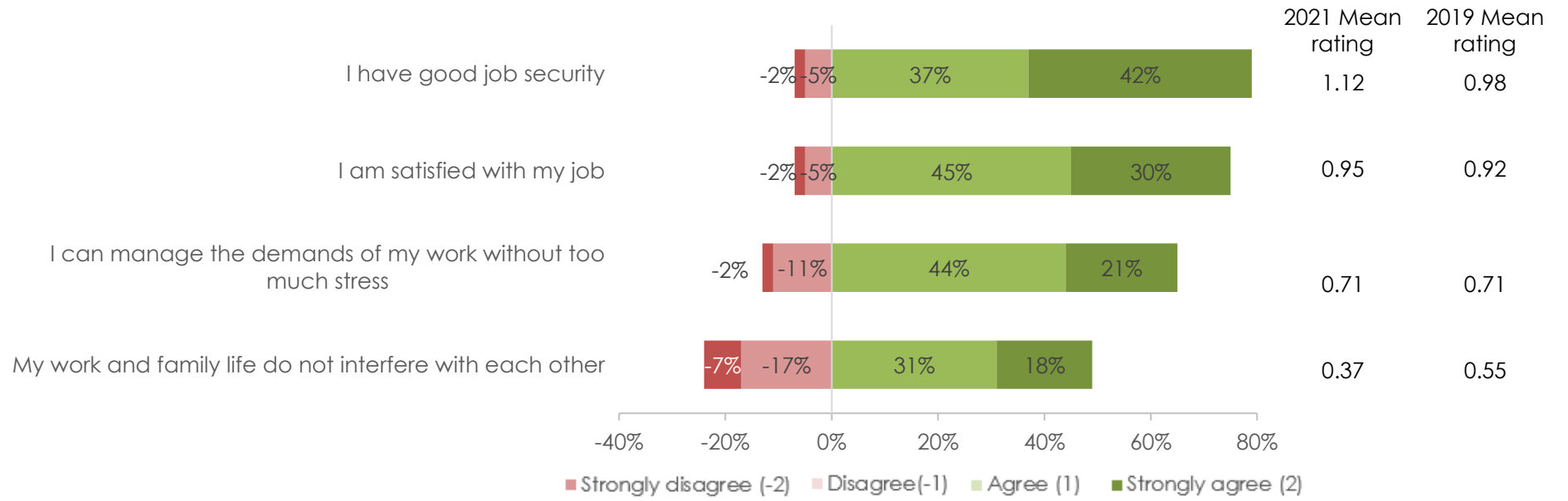
▲▼= A significantly higher/lower level of satisfaction (by group) See Appendix A for further analysis Scale: -2=completely dissatisfied, 2=completely satisfied

Note that scores for 'Your mental health' are fairly similar across most key cohorts.

Impact of Employment

Q4b. [If employed full-time or part-time] To what extent do you agree or disagree with the following statements?

	Gender		Age				Ward			
	Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
I have good job security	1.20	1.06	1.24	1.05	1.04	1.35	1.32▲	0.98	1.15	1.05
I am satisfied with my job	0.90	1.00	0.90	0.89	1.07	1.69▲	1.10	1.12	0.74▼	0.91
I can manage the demands of my work without too much stress	0.71	0.71	0.73	0.52▼	0.90▲	1.40▲	0.92	0.66	0.61	0.66
My work and family life do not interfere with each other	0.21▼	0.52	0.50	0.16▼	0.39	1.61▲	0.41	0.32	0.48	0.27
Base	234	250	181	180	113	10	112	104	129	140



Base: N=484
Scale: -2=strongly disagree, 2=strongly agree

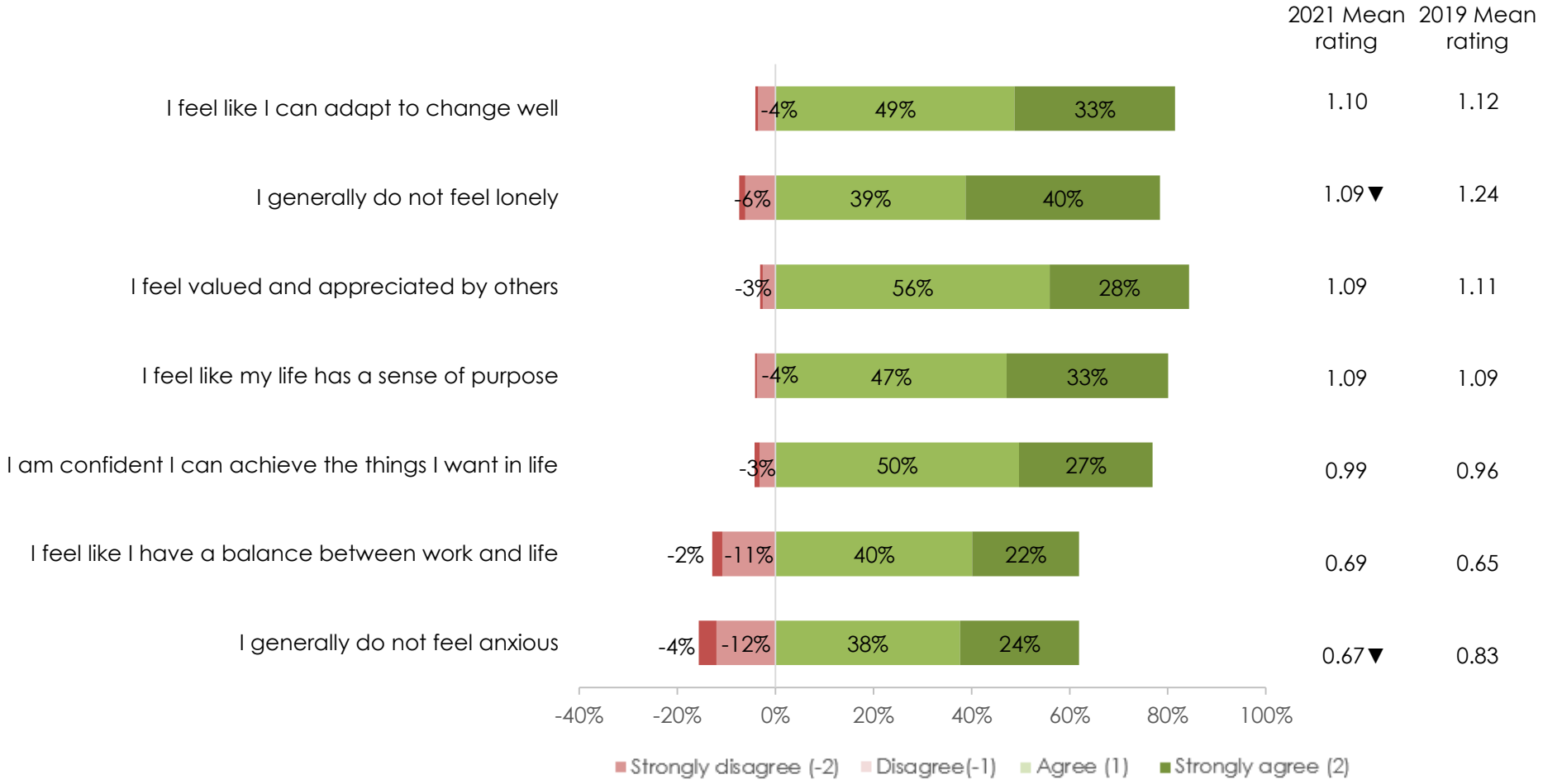
See Appendix A for results by family and employment status
▲▼= A significantly higher/lower level of agreement (by group)

In 2019, 5% of our sample were unemployed – this year it is down marginally to 3%, perhaps reflecting lower unemployment rates across Australia. This may explain the small (and not significant) increase in the mean rating for 'I have good job security'.

In contrast, there has been a slight decrease this year in the mean score for 'My work and family life do not interfere with each other' – we could have perhaps expected the reverse as more people were working from home due to COVID…

Personal Wellbeing

Q5. To what extent do you agree or disagree with the following statements?



Note: values <2% are not shown in the chart
Scale: -2=strongly disagree, 2=strongly agree
▲▼= A significantly higher/lower level of agreement (by year)

Base: N=671
Note: only employed residents were asked agreement on 'I feel like I have a balance between work and life' N=484

COVID-19 appears to have had an impact on personal wellbeing to some extent:

- **The statement 'I feel like I can adapt to change well' has the highest level of agreement of all statements in 2021 (and virtually identical to 2019), which is encouraging.**
- **However, residents have significantly lower levels of agreement with 'I generally do not feel lonely' and 'I generally do not feel anxious' compared to 2019 – which is consistent with the earlier 'mental health' rating (Slide 28).**

Personal Wellbeing

Q5. To what extent do you agree or disagree with the following statements?

	Gender		Age				Ward			
	Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
I feel like I can adapt to change well	1.11	1.08	1.17	1.12	1.09	0.83▼	1.07	1.10	1.14	1.07
I generally do not feel lonely	1.12	1.06	1.07	1.08	1.15	1.07	1.09	1.26▲	0.96	1.09
I feel valued and appreciated by others	1.09	1.09	1.24▲	0.98▼	1.04	1.08	1.18	1.08	1.09	1.04
I feel like my life has a sense of purpose	1.12	1.05	1.11	1.12	1.07	0.95	1.14	1.13	1.01	1.07
I am confident I can achieve the things I want in life	0.99	0.99	1.16▲	0.94	0.93	0.79▼	1.05	1.02	1.05	0.87▼
I feel like I have a balance between work and life	0.63	0.74	0.67	0.62	0.76	1.35▲	0.84	0.71	0.63	0.59
I generally do not feel anxious	0.61	0.73	0.49	0.66	0.82▲	0.84▲	0.58	0.80	0.54	0.75
Base	234-355	250-316	181-215	180-201	113-175	10-79	112-154	104-148	129-168	140-201

See Appendix A for further analysis

▲▼= A significantly higher/lower level of agreement (by group)

Scale: -2=strongly disagree, 2=strongly agree

Agreement with the statement 'I feel like I can adapt to change well' is slightly higher among residents aged 16-34 and significantly lower among residents aged 70 or older. Younger residents are also more likely to agree with feeling valued and appreciated and being confident in achieving the things they want in life. However, they also have the lowest mean score for 'I generally do not feel anxious'. Females have lower levels of agreement with the statements 'I feel like I have a balance between work and life' and 'I generally do not feel anxious'.

Regression Analysis

Another lens through which to consider the 15 Quality of Life attributes and the 7 Personal Wellbeing attributes is via Micromex's Regression analysis…

Why is Regression Analysis Needed?

Knowing the extent to which the community is satisfied/dissatisfied or agrees/disagrees with a series of 'life' statements (previous slides) is of course useful – however, the scores do not necessarily identify which of the attributes are having most impact on overall quality of life.

A Regression analysis however allows us to specifically identify how Willoughby Council can actively drive overall quality of life.

Regression analysis is a statistical tool for investigating relationships between independent variables (in this case, the 15 Quality of Life attributes and the 7 Personal Wellbeing attributes) and a dependent variable (in this case, overall quality of life).

What does it tell us?

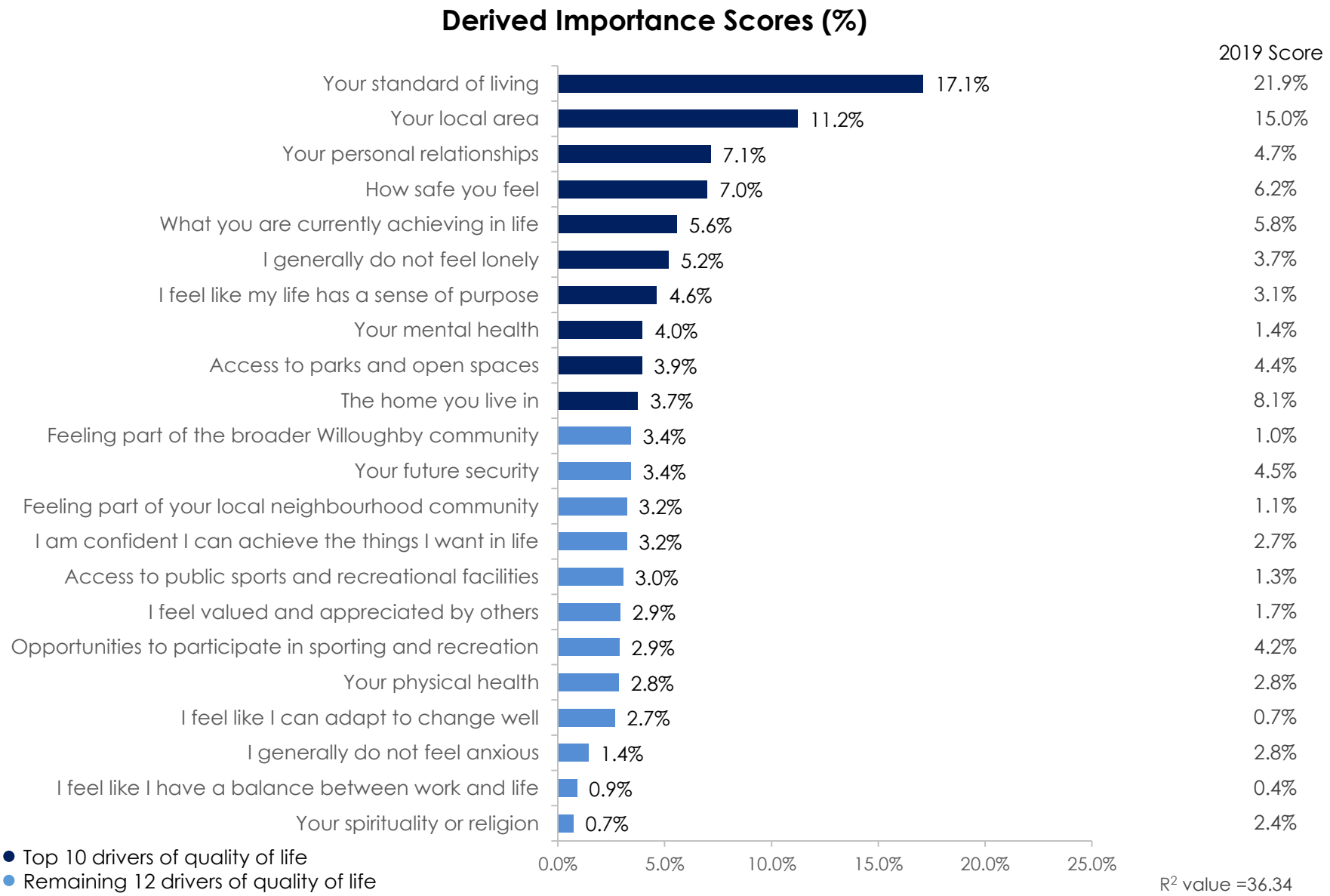
The chart on the following page summarises the Regression Value for all 22 attributes:

- The sum of the scores for all 22 attributes is 100%. The higher the score, the more variance in quality of life is explained by that variable. Thus, any improvements Council can make in the higher scoring areas has the potential to improve overall quality of life ratings.
- Based on the 22 attributes from the survey (there may of course be other important drivers that were not included in the survey), a large driver of quality of life is how satisfied residents are with their standard of living, followed by satisfaction with their local area – these two attributes dominated in 2019 as well.
- Compared to 2019, satisfaction/agreement with personal relationships, mental health and other personal wellbeing indicators such as 'I generally do not feel lonely' and 'I feel like my life has a sense of purpose' have increased in importance.
- The top 10 drivers are highlighted in dark blue over the next two slides. These key drivers (45% of the 22 attributes) account for nearly 70% of the variation in quality of life. So whilst all 22 statements are important, these top 10 statements are relatively more important and potentially significant drivers of quality of life.

Regression Analysis – Key Drivers of Quality of Life

Dependent variable: Thinking about your life and personal circumstances, overall, how would you rate the quality of life you have living in the Willoughby Local Government Area? (Q2a)

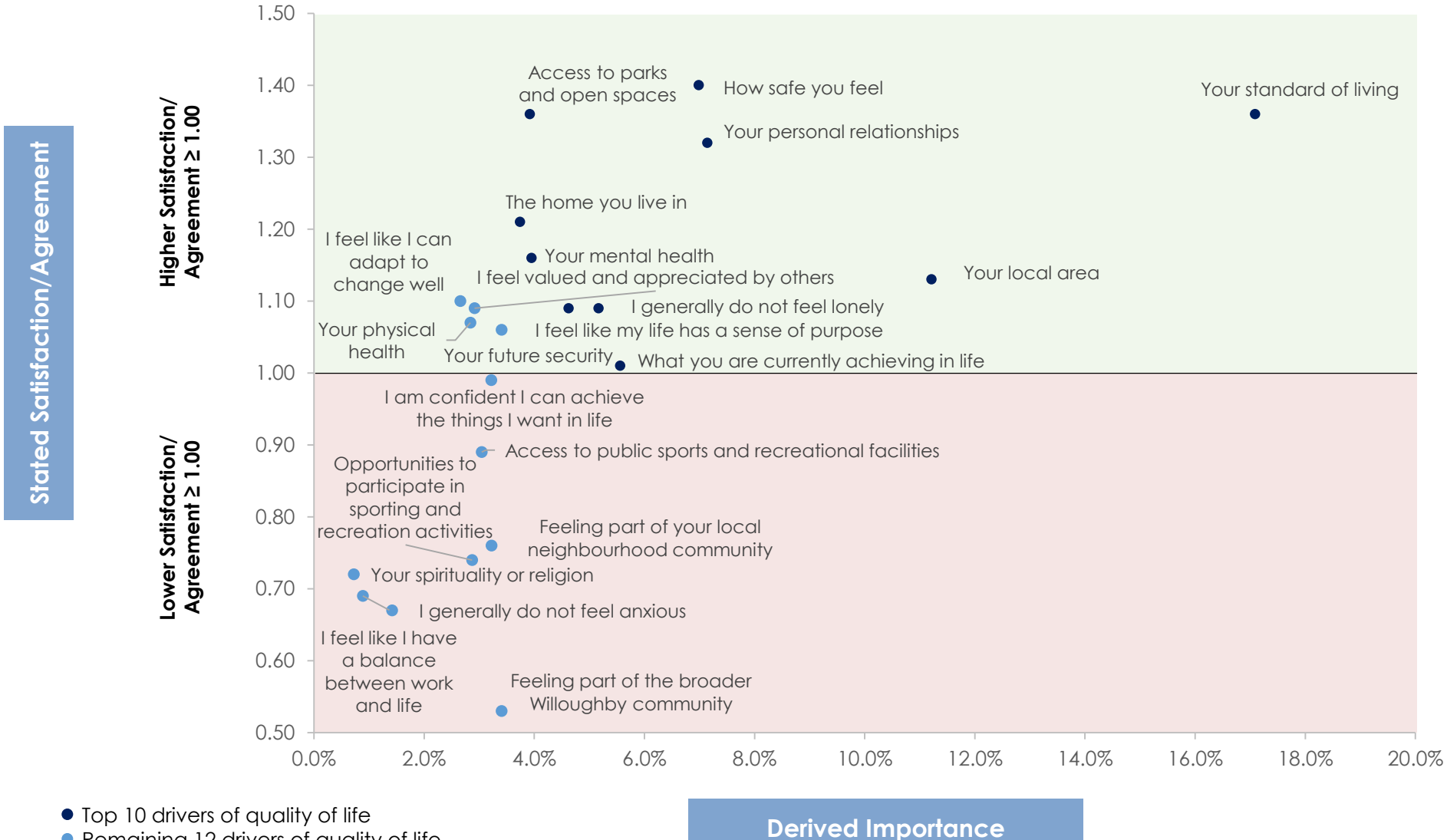
Explanatory variables: Quality of life attributes (Q3) and personal wellbeing statements (Q5)



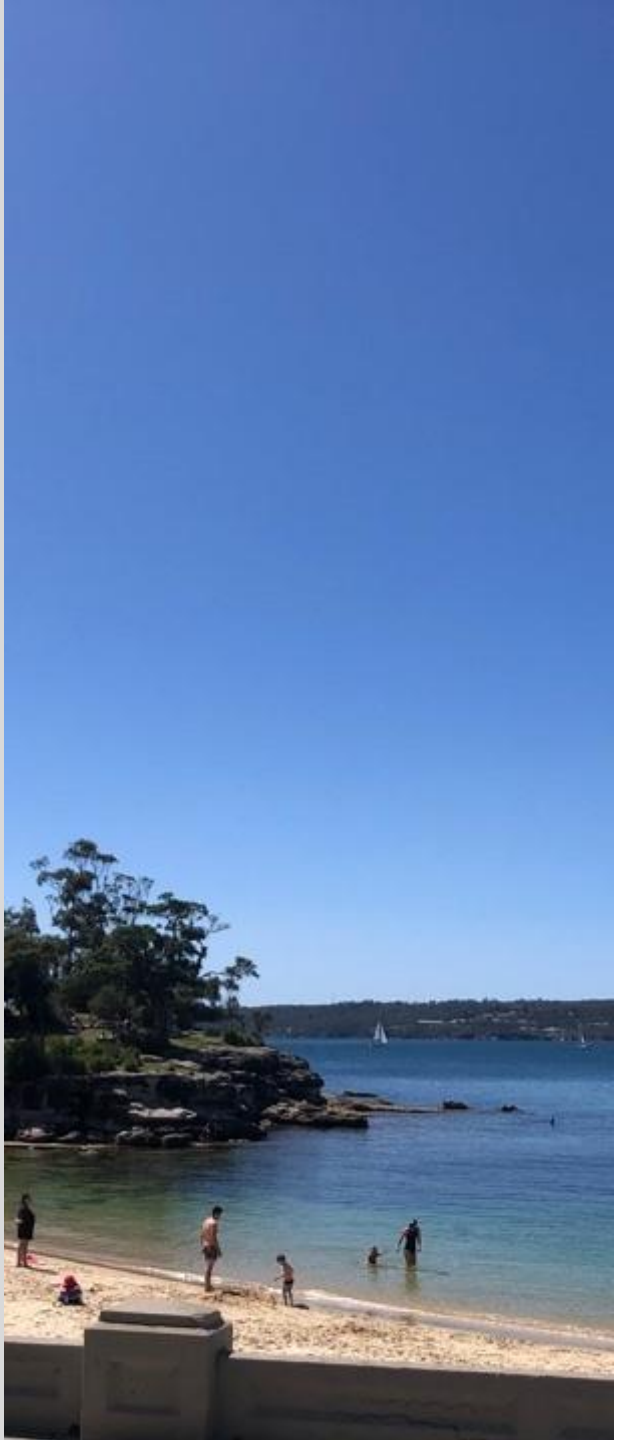
R^2 value =36.34

Mapping Stated Satisfaction/Agreement and Derived Importance

By mapping satisfaction/agreement scores against the derived importance (i.e.: regression) scores, we can identify that for all top 10 drivers, residents already have relatively high agreement/satisfaction levels.



2. Financial Security



Detailed Results

1. Quality of Life

2. Financial Security

3. Acceptance of People and Cultures

4. Local Area

5. Access to Services and Facilities

6. Healthy Lifestyles

7. Social and Community Engagement

8. Potentially Vulnerable Groups

This section explores aspects of financial wellbeing, including affordability of food, access to emergency funds, housing costs and discretionary spending.

WILLOUGHBY CITY COUNCIL

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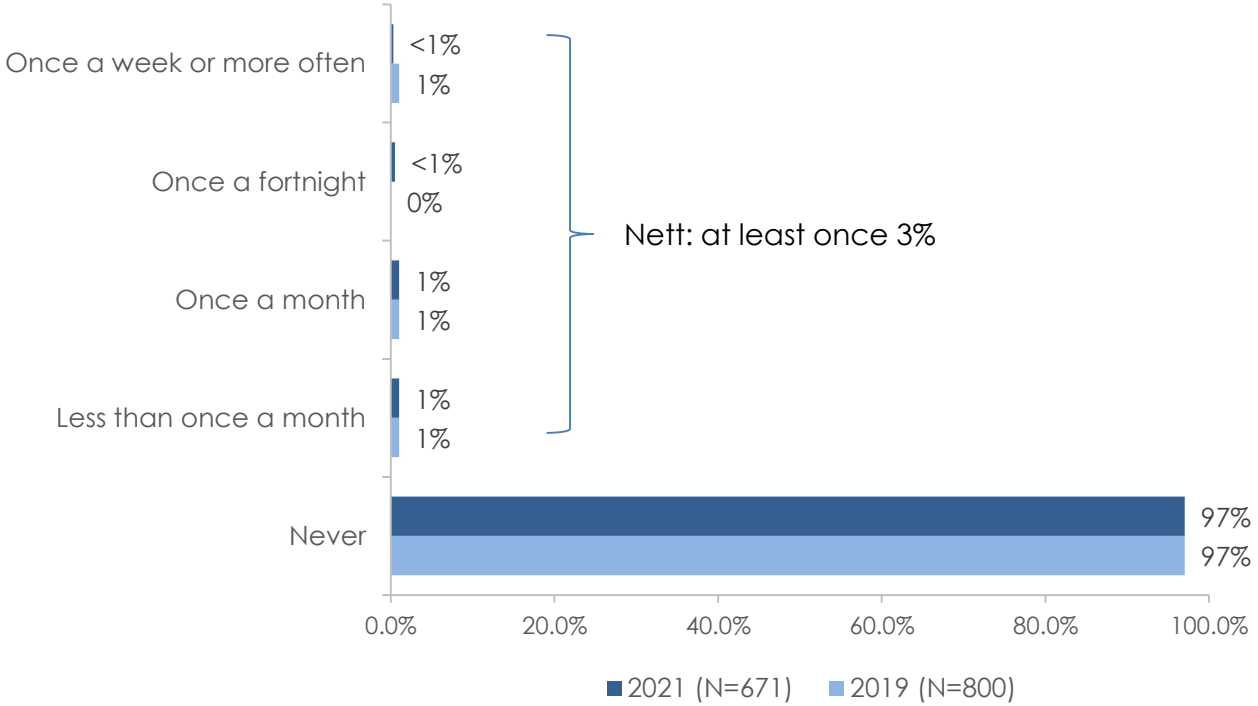
Affordability of Food

Q7a. In the last 12 months, how many times, if at all, has your household run out of food and could not afford to buy more?

	Overall 2021	Overall 2019	Gender		Age				Ward			
			Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
At least once	3%	3%	1%▼	5%	6%▲	2%	1%	2%	6%	0%▼	0%▼	5%
Base	671	800	355	316	215	201	175	79	154	148	168	201



▲▼= A significantly higher/lower percentage (by group)

The affordability of food remains consistent with 2019. Males and residents aged 16-34 are significantly more likely to say that their households have run out of food at least once in the past year, and could not afford to buy more. Sailors Bay and Naremburn residents are significantly less likely.

Affordability of Food

Q7a. In the last 12 months, how many times, if at all, has your household run out of food and could not afford to buy more?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
Yes	3%	2%	4%	3%	0%	0%	8%▲	5%	1%▼
Base	430	236	179	491	22	42	125	182	300

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
Yes	2%	7%▲	3%	5%	0%	0%	0%	16%▲	2%
Base	509	160	434	180	39	11	92	50	44

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
Yes	2%	0%	3%	8%▲	12%▲	0%	3%	3%	0%	0%	0%	1%
Base	259	130	104	99	39	28	371	109	18	22	13	112

▲▼= A significantly higher/lower percentage (by group)

Those who rent, live alone or in a group/shared household are significantly more likely to say their household has run out of food at least once in the past 12 months, and were unable to afford to buy more.

Affordability of Food

Q7a. In the last 12 months, how many times, if at all, has your household run out of food and could not afford to buy more?

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	**No**	**Yes**	**No**
At least once	9%▲	2%	8%▲	2%
Base	85	586	114	556

	Do you have a car and a license so you are able to drive?		Are fresh fruit and vegetables readily available?		Are you getting enough sleep?	
	Yes	**No**	**Yes**	**No/Sometimes/ Don't know**	**Yes**	**No**
At least once	3%	2%	3%	3%	1%	8%▲
Base	604	67	650	21	490	181

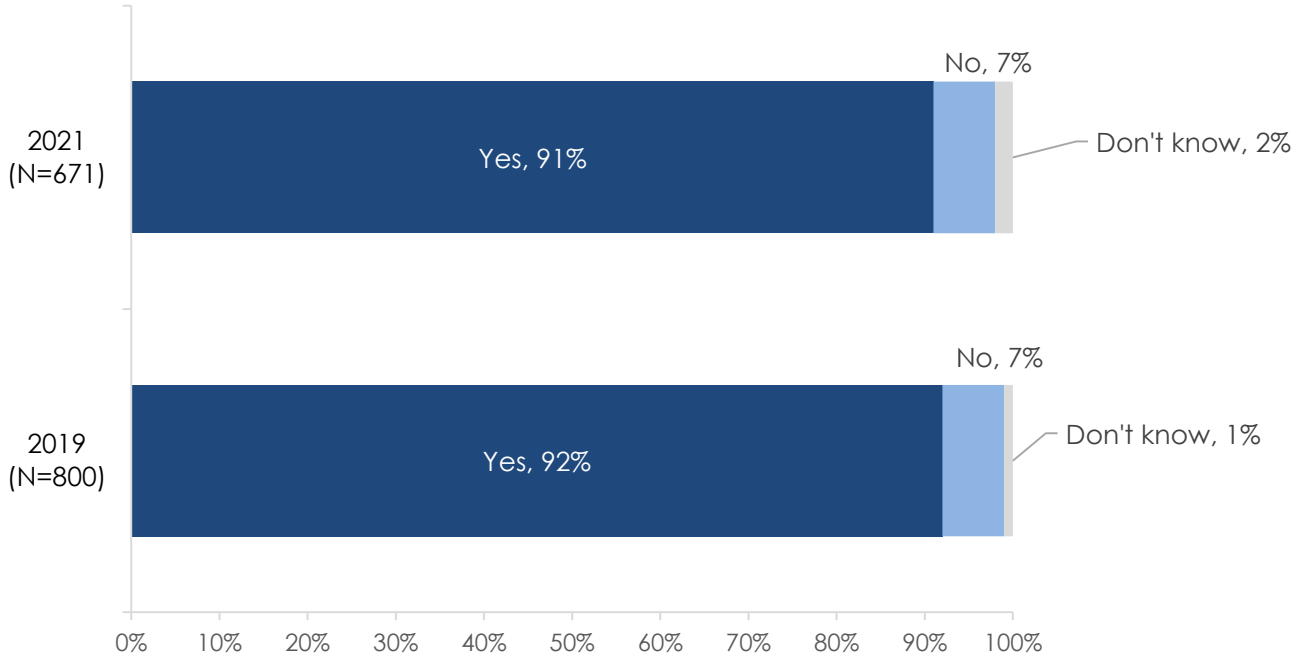
▲▼= A significantly higher/lower percentage (by group)

Residents who identify as having a disability/long term illness or who provide ongoing care to a member of the household are also significantly more likely to be impacted by food affordability.

Accessing Funds

Q7b. If you needed to, could you access or raise $2,000 within two days in an emergency?

	Overall	Gender		Age				Ward			
		Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
No/don't know	9%	10%	8%	14%▲	8%	5%▼	9%	12%	11%	9%	7%
Base	671	355	316	215	201	175	79	154	148	168	201



▲▼= A significantly higher/lower percentage (by group)

Overall, residents' ability to access funds in an emergency remains consistent with 2019, with 9% of residents indicating that they would be unable to raise $2,000 in two days if they needed to. However, when looking at differences by age group, residents aged 16-34 were significantly more likely to say 'no/don't know'.

Accessing Funds

Q7b. If you needed to, could you access or raise $2,000 within two days in an emergency?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
No/don't know	9%	10%	11%	9%	0%	10%	14%	5%	10%
Base	430	236	179	491	22	42	125	182	300

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
No/don't know	8%	15%	9%	9%	14%	12%	6%	13%	10%
Base	509	160	434	180	39	11	92	50	44

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
No/don't know	7%	8%	13%	14%	3%	10%	8%	9%	43%▲	13%	14%	9%
Base	259	130	104	99	39	28	371	109	18	22	13	112

Please see Appendix A for results by further demographics

▲▼= A significantly higher/lower percentage (by group)

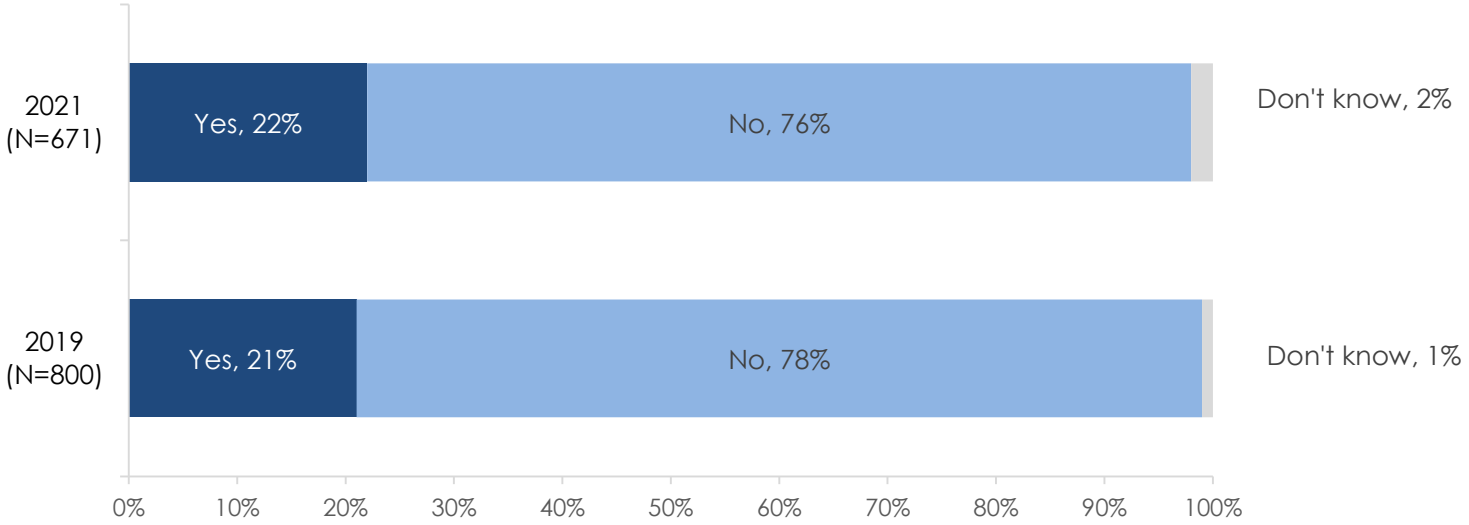
As was the case in 2019, residents who are unemployed were less likely to be able to access/raise $2,000 within two days in an emergency (caution, small sample). Those who are single/living alone and single parents are also somewhat less likely, though not significantly.

Housing Costs

Q7c. As a direct result of housing costs, including mortgage or rent, electricity/gas/water, etc., have you unwillingly had to sacrifice spending on other things?

	Overall 2021	Overall 2019	Gender		Age				Ward			
			Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
Yes	22%	21%	24%	20%	28%	27%	16%▼	9%▼	25%	22%	25%	17%
Base	671	800	355	316	215	201	175	79	154	148	168	201

As a direct result of housing costs, have you unwillingly had to sacrifice spending on other things?



Please see Appendix A for results by further demographics

▲▼= A significantly higher/lower percentage (by group)

An almost identical proportion of the community indicated that they have had to sacrifice spending due to housing costs (22% in 2021, 21% in 2019). When asked what they had cut back on, results generally followed a similar 'pattern' to 2019 (see Slide 44) – albeit with some significantly lower scores. The next two slides explore differences by demographics and specific areas where spending was sacrificed.

Housing Costs

Q7c. As a direct result of housing costs, including mortgage or rent, electricity/gas/water, etc., have you unwillingly had to sacrifice spending on other things?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
Yes	24%	18%	21%	22%	33%	21%	30%	20%	19%
Base	430	236	179	491	22	42	125	182	300

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
Yes	18%	34%▲	24%	16%	27%	8%	12%	19%	19%
Base	509	160	434	180	39	11	92	50	44

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
Yes	25%	10%▼	28%	18%	32%	32%	20%	28%	43%	32%	25%	10%▼
Base	259	130	104	99	39	28	371	109	18	22	13	112

Please see Appendix A for results by further demographics

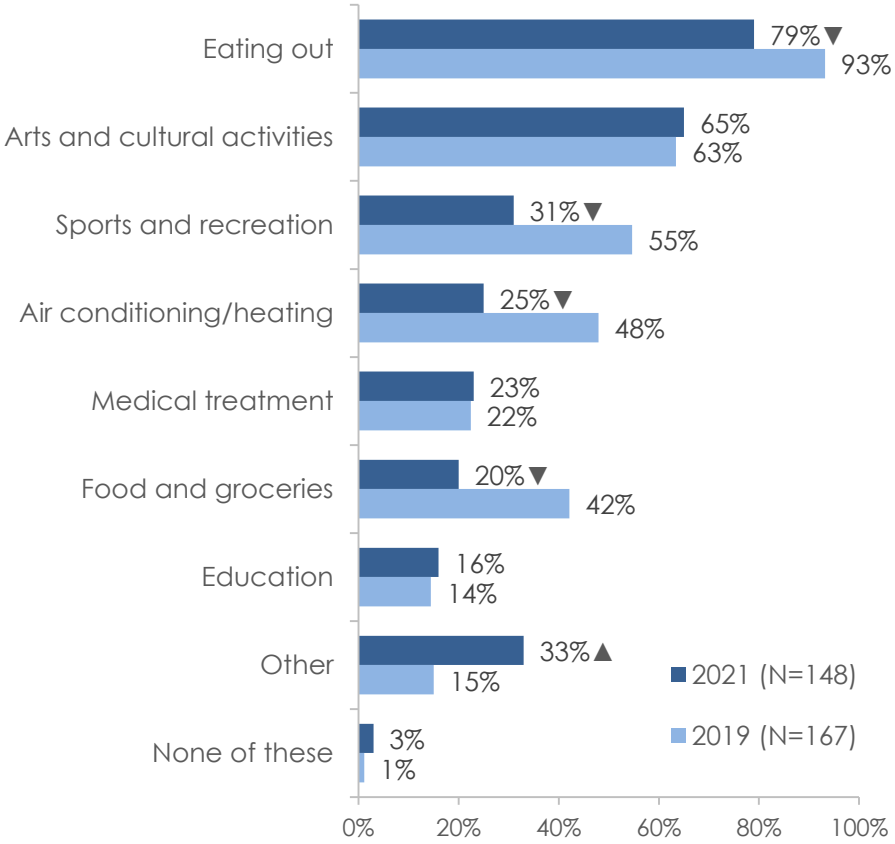
▲▼= A significantly higher/lower percentage (by group)

Residents who rent the property they live in are significantly more likely than owners to have sacrificed spending money on other things as a result of housing and utility costs.

Housing Costs

Q7d. [If yes in Q7c.] Which of the following things have you sacrificed spending on?

Which of the following things have you sacrificed spending on? (Base: Those who have cut)



Other specified	Count
Holidays/travel	22
Clothing/books/toys/skincare	9
Petrol/car expenses and transport costs	5
Entertainment/lifestyle	4
Hobbies	3
Home maintenance/improvements	3
Personal care services	3
Rental property	3
Took out personal loans instead of cutting healthcare	3
Appliances/furniture/other retail purchases	1
Medical expenses/health insurance	1
Pets e.g. vet bills, food, grooming	1
Providing support to family members	1
Supporting community organisations	1

Please see Appendix A for results by demographics

▲▼= A significantly higher/lower percentage (by year)

When asked what they had cut back on, results generally followed a similar 'pattern' to 2019 – albeit with some significantly lower scores. Residents were more likely to mention sacrificing spending on holidays/travel as well as a broader range of unprompted mentions including clothing/books/toys/skincare, transport, entertainment/lifestyle and hobbies, personal care services etc.

3. Acceptance of People and Cultures

Detailed Results

1. Quality of Life
2. Financial Security
3. **Acceptance of People and Cultures**
4. Local Area
5. Access to Services and Facilities
6. Healthy Lifestyles
7. Social and Community Engagement
8. Potentially Vulnerable Groups

This section explores residents' attitudes towards different cultures and communities.

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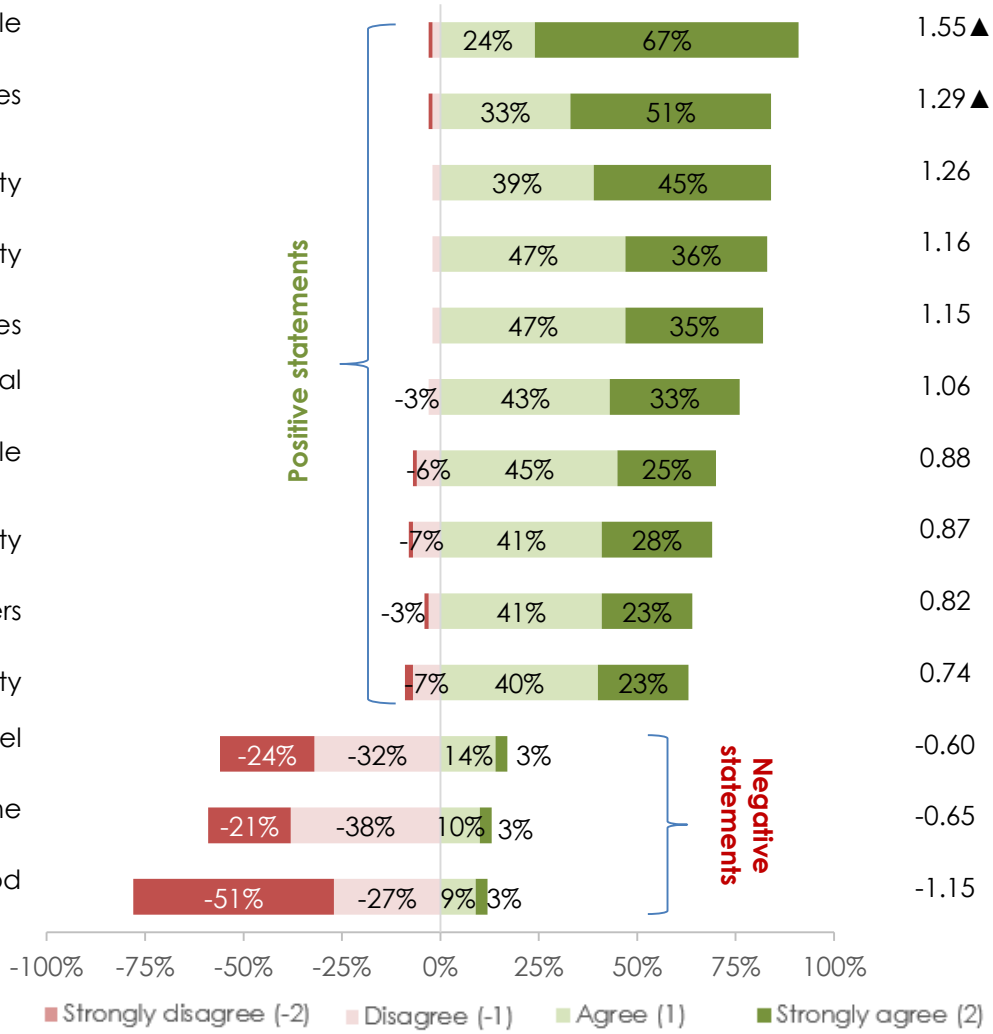
People and Cultures

Q8. To what extent do you agree or disagree with the following statements?



	2021 Mean rating	2019 Mean rating
It is a good thing for a society to be made up of people from different cultures and communities	1.55▲	1.43
Accepting immigrants from many different countries makes Willoughby stronger	1.29▲	1.09
I feel welcome in my local neighbourhood community	1.26	1.18
I feel welcome in the broader Willoughby community	1.16	1.08
Willoughby is welcoming of people from different cultures	1.15	1.17
Willoughby is a place where people from different national or ethnic backgrounds get on well together	1.06	1.02
Willoughby is welcoming of people with different lifestyle choices	0.88	0.96
I feel part of my local neighbourhood community	0.87	0.85
Willoughby is welcoming of teenagers	0.82	0.89
I feel part of the broader Willoughby community	0.74	0.77
Some groups who live in Willoughby are made not to feel welcome	-0.60	-0.61
There is a lot of disagreement between people in the Willoughby community	-0.65	-0.63
I feel like an outsider in my local neighbourhood community	-1.15	-1.11

Note: values ≤2% are not shown in the chart
Scale: -2=strongly disagree, 2=strongly agree
▲▼= A significantly higher/lower percentage (by year)

Residents have moderately high levels of agreement with all positive statements, and for the most part, disagree with the negative statements. Agreement with the statements 'it is a good thing for society to be made up of people from different cultures and communities' and 'accepting immigrants from many different countries makes Willoughby stronger' is significantly higher in 2021 (compared to 2019) – otherwise, results are similar year-on-year.

People and Cultures

Q8. To what extent do you agree or disagree with the following statements?

	Gender		Age				Ward			
	Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
It is a good thing for a society to be made up of people from different cultures and communities	1.57	1.52	1.69▲	1.58	1.47	1.21▼	1.56	1.42	1.64	1.55
Accepting immigrants from many different countries makes Willoughby stronger	1.33	1.25	1.49▲	1.31	1.20	0.90▼	1.29	1.23	1.37	1.27
I feel welcome in my local neighbourhood community	1.29	1.21	1.21	1.31	1.27	1.20	1.26	1.22	1.26	1.28
I feel welcome in the broader Willoughby community	1.16	1.15	1.23	1.21	1.06	1.01▼	1.17	1.15	1.21	1.11
Willoughby is welcoming of people from different cultures	1.06▼	1.24	1.20	1.13	1.18	0.99▼	1.26	0.98▼	1.14	1.19
Willoughby is a place where people from different national or ethnic backgrounds get on well together	1.03	1.09	1.14	1.07	1.03	0.87▼	1.20▲	0.86▼	1.11	1.05
Willoughby is welcoming of people with different lifestyle choices	0.81	0.95	0.90	0.85	0.89	0.86	0.98	0.70▼	0.80	0.99
I feel part of my local neighbourhood community	0.97▲	0.77	0.61▼	1.05▲	0.98	0.93	0.97	0.94	0.71	0.88
Willoughby is welcoming of teenagers	0.80	0.84	0.89	0.83	0.81	0.63▼	0.92	0.75	0.86	0.77
I feel part of the broader Willoughby community	0.74	0.74	0.62	0.86	0.72	0.81	0.85	0.66	0.67	0.77
Some groups who live in Willoughby are made not to feel welcome	-0.45▲	-0.76	-0.71	-0.62	-0.50	-0.46	-0.70	-0.59	-0.58	-0.54
There is a lot of disagreement between people in the Willoughby community	-0.67	-0.62	-0.70	-0.65	-0.62	-0.55	-0.66	-0.65	-0.80▼	-0.51
I feel like an outsider in my local neighbourhood community	-1.15	-1.15	-1.14	-1.15	-1.19	-1.10	-1.12	-1.17	-1.28	-1.05
Base	353	316	215	201	174	79	154	147	167	201

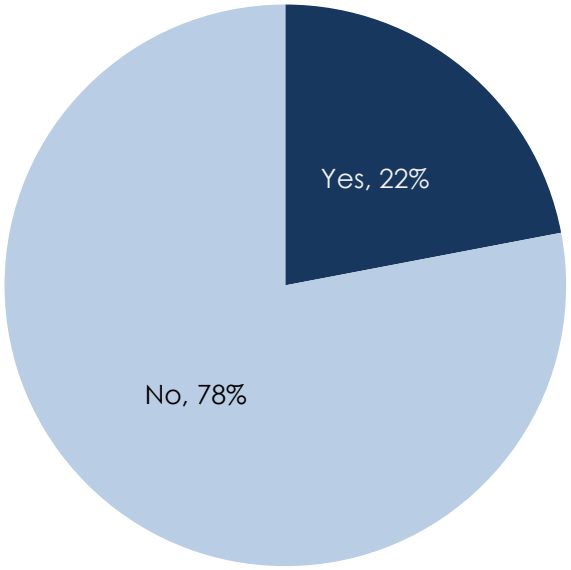
Scale: -2=strongly disagree, 2=strongly agree See Appendix A for further breakdown by demographics ▲▼= A significantly higher/lower agreement (by group)

Females have higher levels of agreement for 5 of the 10 positive statements, as compared to males (with significantly higher agreement for 'I feel part of my local neighbourhood community'). Sailors Bay residents have significantly lower levels of agreement about Willoughby being welcoming of people from different cultures, a place where people from different backgrounds get along, and being welcoming of people with different lifestyle choices.

Discrimination

Q9. In the last 12 months, have you seen or experienced any discriminatory attitudes towards yourself or other people because of race, religion, gender or age?

	Overall 2021	Overall 2019	Gender		Age				Ward			
			Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
Yes	22%	23%	21%	22%	31%▲	19%	18%	12%▼	17%	24%	21%	23%
Base	671	800	355	316	215	201	175	79	154	148	168	201



Base: N=671

▲▼= A significantly higher/lower percentage (by group)

The overall 2021 result is almost identical to 2019. Residents aged 16-34 are significantly more likely to state they have seen or experienced discriminatory attitudes towards themselves or other people due to race, religion, gender or age compared to other age groups. There has been a slight increase in discrimination seen or experienced among this age group in 2021 (31%) compared to 2019 (28%).

Discrimination

Q9. *In the last 12 months, have you seen or experienced any discriminatory attitudes towards yourself or other people because of race, religion, gender or age?*

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
Yes	24%	17%	24%	21%	13%	22%	19%	24%	22%
Base	430	236	179	491	22	42	125	182	300

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
Yes	19%	29%	21%	24%	13%	24%	24%	31%	19%
Base	509	160	434	180	39	11	92	50	44

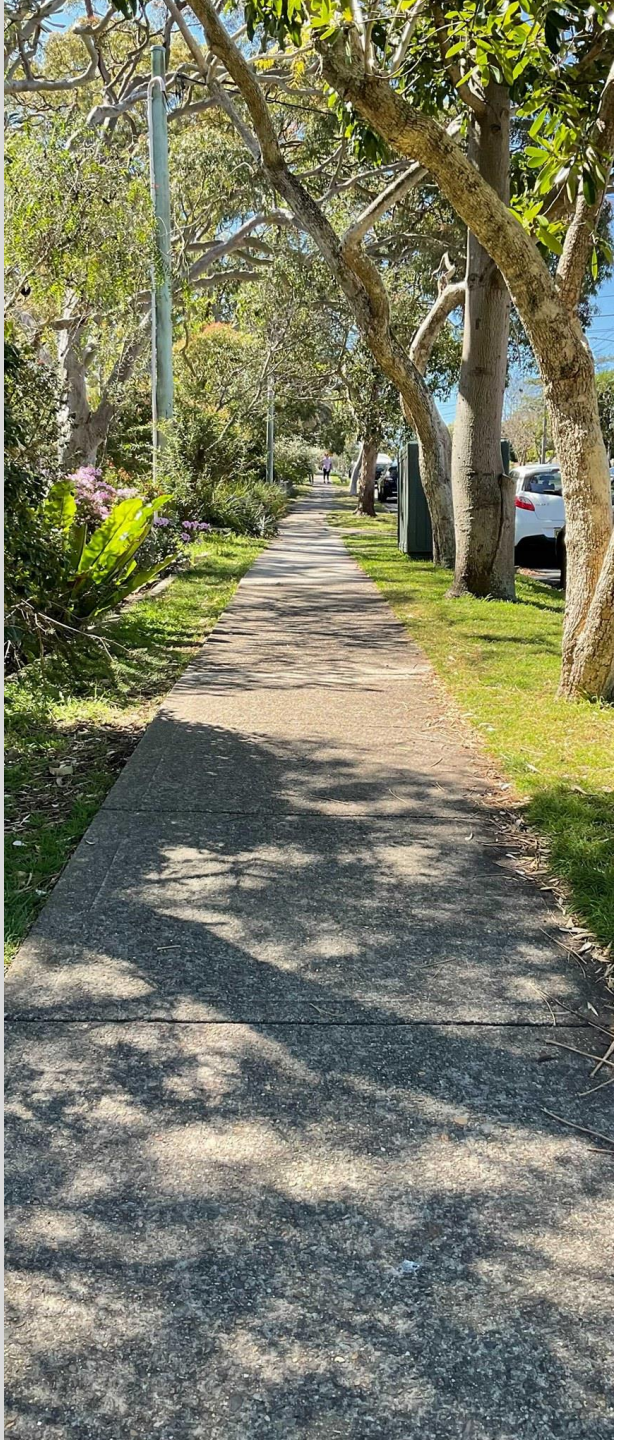
	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
Yes	20%	20%	27%	18%	45%▲	2%▼	22%	25%	3%▼	36%	5%	15%▼
Base	259	130	104	99	39	28	371	109	18	22	13	112

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	No	Yes	No
Yes	38%▲	19%	33%▲	19%
Base	85	586	114	556

▲▼= A significantly higher/lower percentage (by group)

Residents who identified as having a disability/long term illness or who provide ongoing care were also more likely to state that they have seen or experienced discriminatory attitudes towards themselves or other people.

4. Local Area



Detailed Results

1. Quality of Life
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3. Acceptance of People and Cultures
4. **Local Area**
5. Access to Services and Facilities
6. Healthy Lifestyles
7. Social and Community Engagement
8. Potentially Vulnerable Groups

This section explores residents' connection and engagement with their local area, and attitudes towards seeking or providing help to others.

WILLOUGHBY CITY COUNCIL

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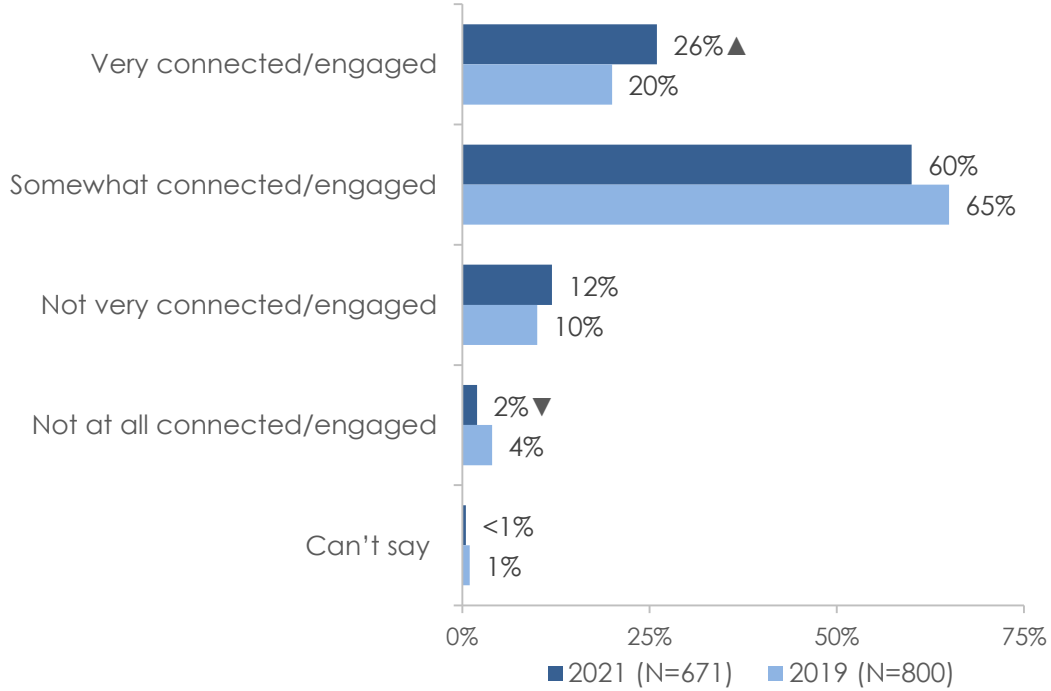
Connection/Engagement to Local Area

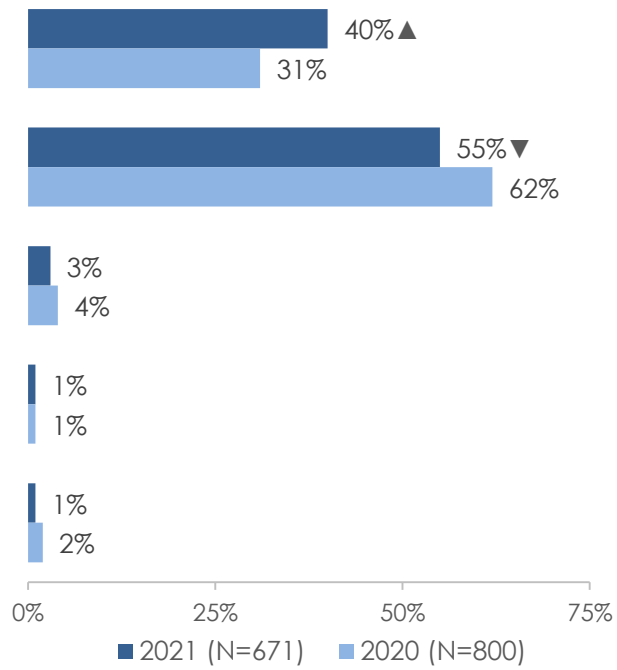
Q10b. How connected or engaged do you feel with the people, businesses and other aspects of your local area?
Q10c. And how connected or engaged would you like to feel with the people, businesses and other aspects of your local area?

Gap between current and desired level of connection/ engagement	Decrease	Stay the same	Increase
2021 (N=668)	3%	71%	26%
2019 (N=786)	4%	74%	22%

Current Level of Connection/Engagement



Desired Level of Connection/Engagement



Note: respondents that stated 'can't say' were not included in the above table

▲▼= A significantly higher/lower percentage (by group)

The table at the top summarises the interaction between the two charts below it… Overall, 26% of residents indicated that they would like to feel more engaged/connected than they currently do – up marginally from 22% in 2019. Is it possible that the COVID lockdowns have provided some residents with a greater sense of what 'neighbourhood' can be?

Connection/Engagement to Local Area

Q10b. How connected or engaged do you feel with the people, businesses and other aspects of your local area?
Q10c. And how connected or engaged would you like to feel with the people, businesses and other aspects of your local area?

Change in connection/ engagement	Gender		Age				Ward			
	Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
Increase	26%	26%	32%	24%	26%	14%▼	19%	22%	27%	33%▲
Stay the same	71%	71%	66%	73%	71%	79%▲	78%	76%	72%	61%▼
Decrease	3%	3%	2%	3%	3%	7%▲	3%	2%	1%▼	5%
Base	355	313	213	201	175	79	152	147	168	201

Change in connection/ engagement	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
Increase	25%	27%	33%	23%	48%	30%	31%	17%▼	27%
Stay the same	71%	70%	65%	73%	52%	70%	65%	78%	70%
Decrease	4%	2%	3%	3%	0%	0%	3%	5%	3%
Base	427	236	179	488	22	42	125	182	297

See Appendix A for further breakdown by demographics

▲▼= A significantly higher/lower percentage (by group)

Younger residents are more likely to want to increase the level of engagement they have with their local area. Although not significant, there is some sense in the data (as there was in 2019) that those who speak a language other than English at home are more likely than those who only speak English to want an increase in connection/engagement.

Connection/Engagement to Local Area

Q10b. How connected or engaged do you feel with the people, businesses and other aspects of your local area?
Q10c. And how connected or engaged would you like to feel with the people, businesses and other aspects of your local area?

Change in connection/ engagement	Q5. 'I generally do not feel lonely'		
	Disagree/strongly disagree	Neither	Agree/strongly agree
Increase	43%▲	27%	24%
Stay the same	56%	70%	73%
Decrease	1%	4%	3%
Base	49	92	526

Change in connection/ engagement	Q10a. Which best describes what you would consider to be your local area		
	The street you live in/the streets immediately surrounding where you live	The suburb you live in/the postcode you live in	The council area you live in/the Northern Suburbs
Increase	25%	22%	35%▲
Stay the same	70%	75%	63%
Decrease	5%	3%	2%
Base	164	335	159

See Appendix A for further breakdown by demographics

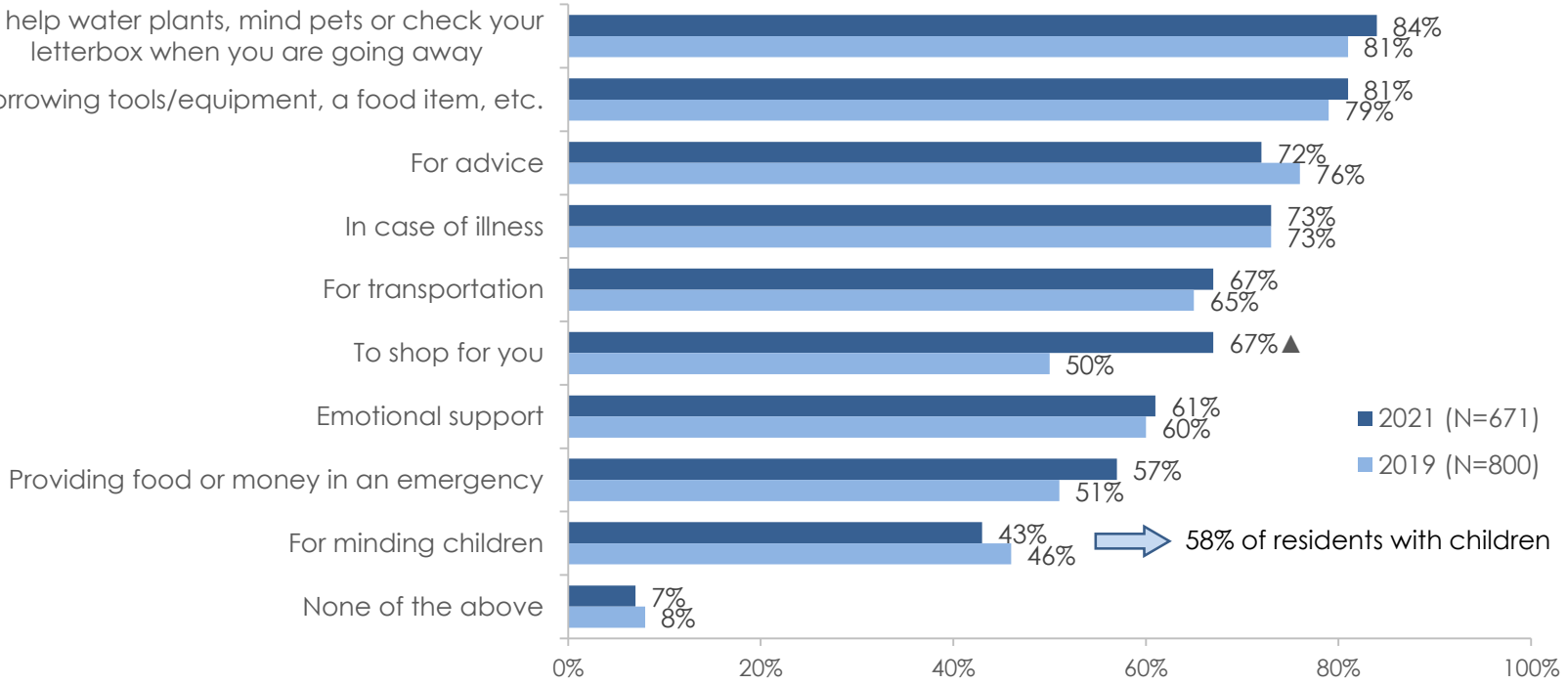
▲▼= A significantly higher/lower percentage (by group)

Those who feel lonely (i.e.: the disagree with the statement 'I generally do not feel lonely') are significantly more likely than other residents to say that they would like to be more connected or engaged with their local area. Interestingly, those who consider their local area to be a larger area, i.e. the Council area they live in or the Northern Suburbs are also significantly more likely to want an increase in engagement.

Help from Friends/Neighbours

Q11a. If you needed to, could you ask your neighbours or local friends for help or assistance in each of the following circumstances?

	Overall 2021	Overall 2019	Gender		Age				Ward			
			Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
None of the above	7%	8%	8%	6%	10%	6%	5%	7%	7%	3%	7%	10%
Base	671	800	355	316	215	201	175	79	154	148	168	201



▲▼= A significantly higher/lower percentage (by group)

7% of residents said they could not ask for any of the above types of help or assistance, on par with 2019 levels. Positively, residents are slightly more likely to say they could ask for help with general chores when they are away from home, borrowing items, for transportation, emotional support, providing food or money in an emergency and significantly more likely to ask for help with shopping. Have the COVID lockdowns built stronger neighbourhood connections? (Explored further on Slide 56)

Help from Friends/Neighbours

Q11a. If you needed to, could you ask your neighbours or local friends for help or assistance in each of the following circumstances?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
None of the above	4%	12%▲	11%	6%	18%	3%	18%▲	4%	4%
Base	430	236	179	491	22	42	125	182	300

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
None of the above	5%	14%▲	4%▼	14%▲	4%	0%	8%	13%	26%
Base	509	160	434	180	39	11	92	50	44

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
None of the above	6%	4%	6%	16%▲	2%	11%	9%	1%▼	30%▲	0%	0%	7%
Base	259	130	104	99	39	28	371	109	18	22	13	112

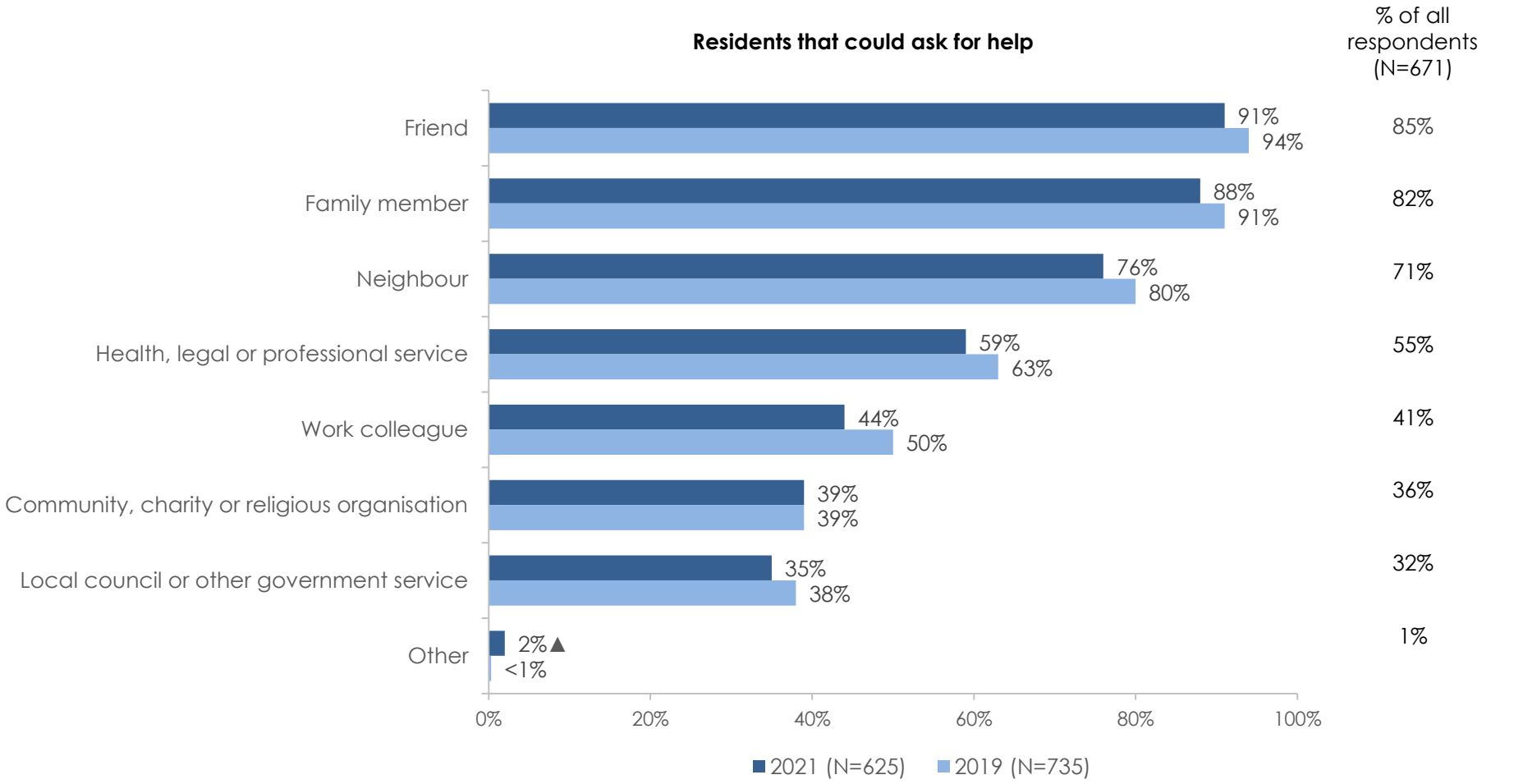
	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	No	Yes	No
None of the above	4%	7%	5%	7%
Base	85	586	114	556

▲▼= A significantly higher/lower percentage (by group)

Singles/residents living alone and those who are unemployed are significantly more likely to state that they are unable to ask neighbours or local friends for help. Those who were born overseas or speak a language other than English are also somewhat more likely to say they are unable to ask for help.

Who You Could Ask for Support in a Crisis

Q11a. If you needed to, could you ask your neighbours or local friends for help or assistance in each of the following circumstances?
Q11b. [If none of the above was not selected in Q11a] Who could you ask for these types of support in a crisis?



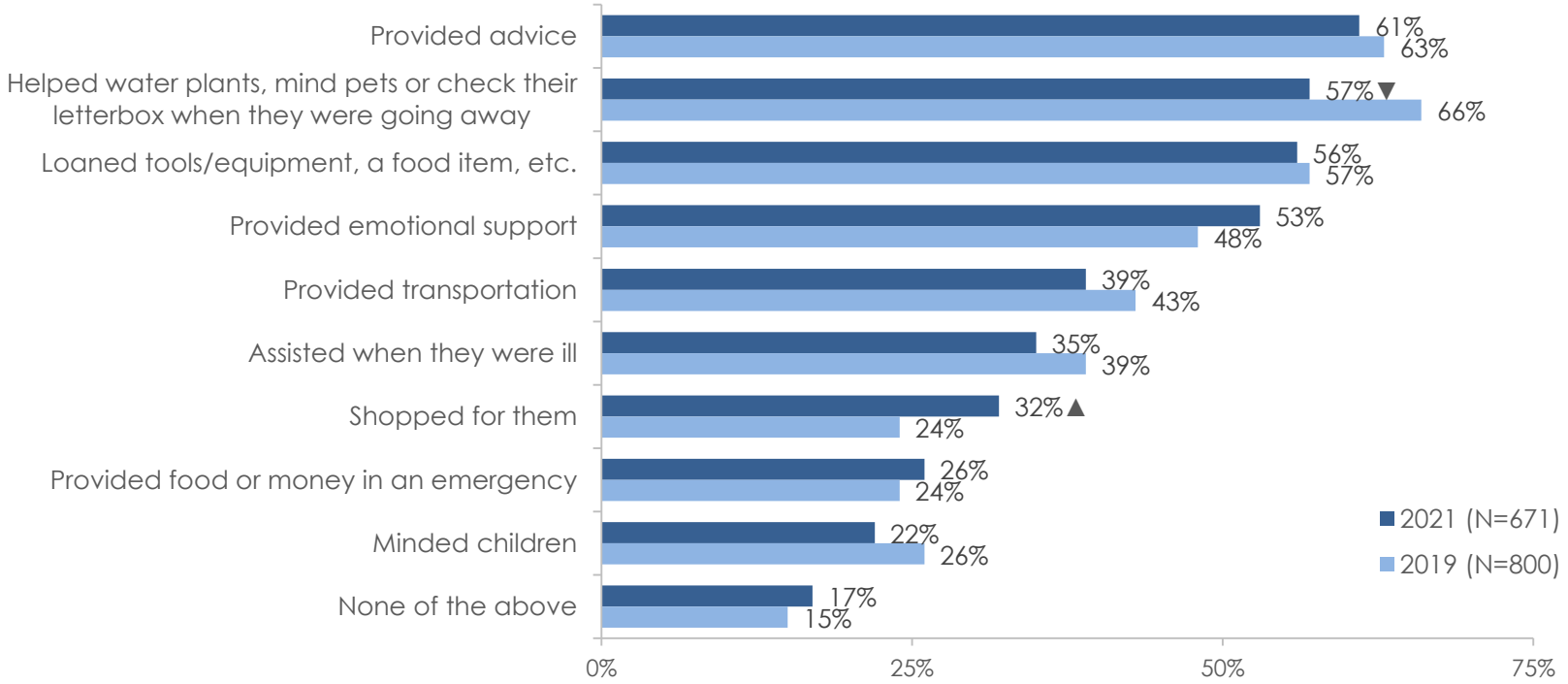
▲▼= A significantly higher/lower percentage (by year)

Friends and family are the main groups of people that residents say they would ask for support in a crisis. Results are generally in line with 2019, although there is a slight decline in the proportion of residents who said they could seek help across all groups. We hypothesized on Slide 54 that perhaps the COVID lockdowns have built stronger neighbourhood connections – but the above data does not support this.

Help Given to Friends/Neighbours

Q11c. In which, if any, of the following circumstances have you helped neighbours or local friends in the past 12 months?

	Overall 2021	Overall 2019	Gender		Age				Ward			
			Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
Provided help	83%	85%	84%	81%	76%	88%	87%	78%	84%	86%	84%	78%
Base	671	800	355	316	215	201	175	79	154	148	168	201



▲▼= A significantly higher/lower percentage (by group)

83% of residents have provided some form of help to neighbours or local friends in the past 12 months. Residents are significantly more likely to say they provided help by shopping for neighbours/local friends, and slightly more likely to say they provided emotional support or provided food or money in an emergency – whilst they are significantly less likely to have helped a neighbor who was away (perhaps reflecting the impact of COVID).

Help Given to Friends/Neighbours

Q11c. In which, if any, of the following circumstances have you helped neighbours or local friends in the past 12 months?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
Provided help	87%	75%▼	76%▼	85%	70%	86%	79%	86%	83%
Base	430	236	179	491	22	42	125	182	300

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
Provided help	85%	74%▼	88%▲	69%▼	86%	65%	75%	61%	69%
Base	509	160	434	180	39	11	92	50	44

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
Provided help	89%▲	88%	76%	63%▼	87%	91%	84%	85%	21%▼	88%	91%	81%
Base	259	130	104	99	39	28	371	109	18	22	13	112

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	No	Yes	No
Provided help	83%	83%	83%	83%
Base	85	586	114	556

▲▼= A significantly higher/lower percentage (by group)

Residents who were born overseas, speak a language other than English, rent or live alone are less likely to have provided help to neighbours/local friends in the past 12 months.

Help Given and Received

Q11a. If you needed to, could you ask your neighbours or local friends for help or assistance in each of the following circumstances?
Q11c. In which, if any, of the following circumstances have you helped neighbours or local friends in the past 12 months?

		Q11c. Have you provided help?	
		Provided help	**Not provided help**
Q11a. Could you ask for help?	**Could ask for help**	81% (N=543)	12% (N=82)
	Could not ask for help	2% (N=12)	5% (N=34)

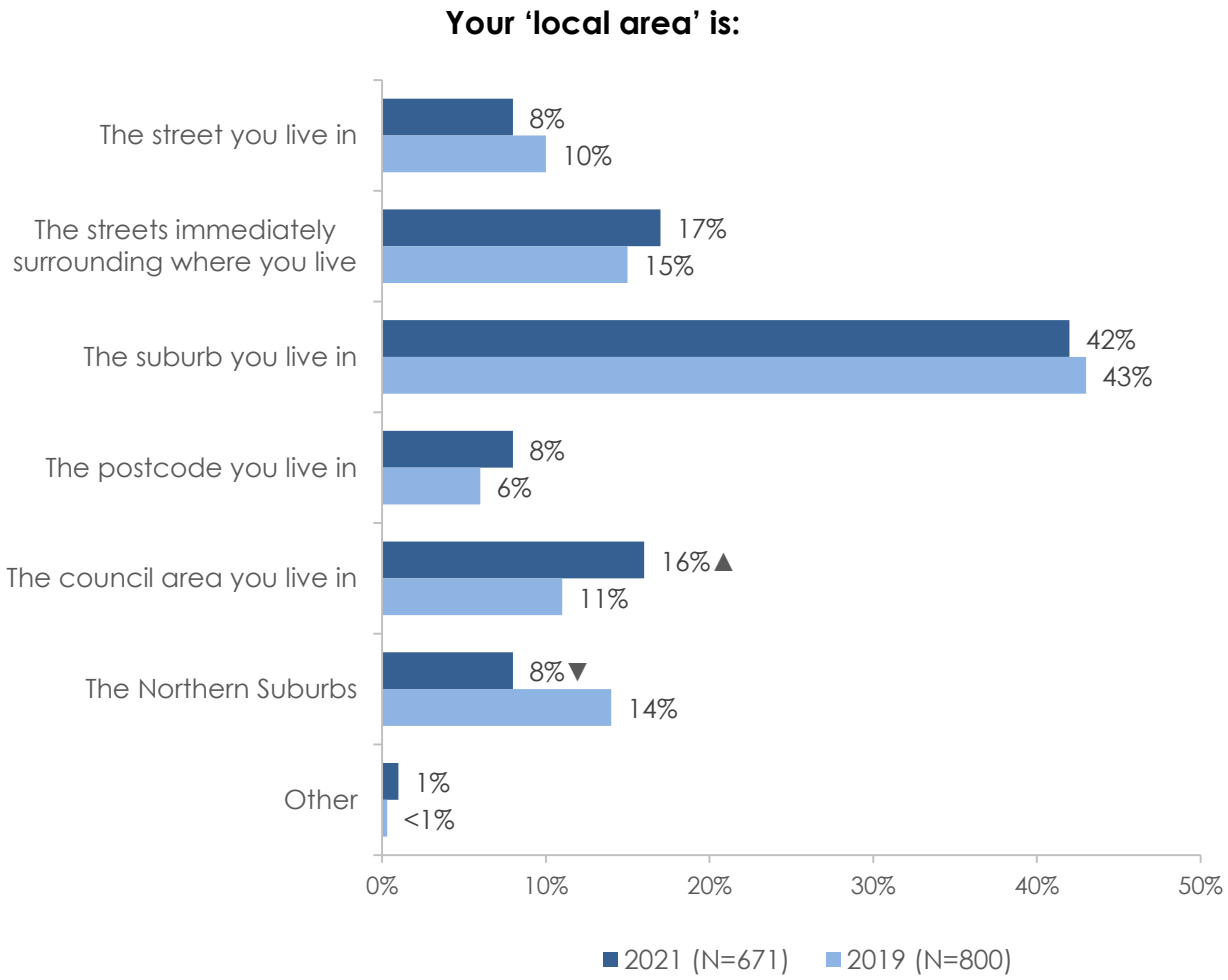
More likely to be:
Female
Young
Single/living alone
Born outside of Australia
Lived in the LGA for 6-10 years
Live in a flat/apartment, rent

81% of residents have both provided help to neighbours or local friends in the past 12 months, and could ask for help if needed.

5% have not provided help, nor could they ask for help if needed, a potentially at-risk group (this was 6% in 2019).

Local Area

Q10a. Thinking about where you live, which one of the following best describes what you would consider to be your 'local area'?



Other specified	Count
All of the above	5
West Ward	1
Don't know/can't say	4

▲▼= A significantly higher/lower percentage (by year)

'The suburb you live in' continues to be what most residents associate with their 'local area'. Residents are more likely to consider the Council area they live in, and less likely to consider 'the Northern Suburbs' as their local area compared to 2019.

Local Area

Q10a. Thinking about where you live, which one of the following best describes what you would consider to be your 'local area'?

Your 'local area' is:	Gender		Age				Ward			
	Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
The street you live in/the streets immediately surrounding where you live	20%▼	30%	20%	19%	33%▲	34%▲	29%	24%	21%	26%
The suburb you live in/the postcode you live in	51%	49%	51%	55%	46%	43%	51%	50%	42%	56%
The council area you live in/the Northern Suburbs	28%	19%	29%	23%	19%	22%	19%	26%	37%▲	15%▼
Base	355	316	215	201	175	79	154	148	168	201

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
The street you live in/the streets immediately surrounding where you live	23%	28%	24%	25%	39%	27%	23%	21%	27%
The suburb you live in/the postcode you live in	47%	54%	55%	48%	20%▼	55%	51%	59%▲	45%
The council area you live in/the Northern Suburbs	29%	15%▼	21%	25%	41%	16%	22%	19%	27%
Base	430	236	179	491	22	42	125	182	300

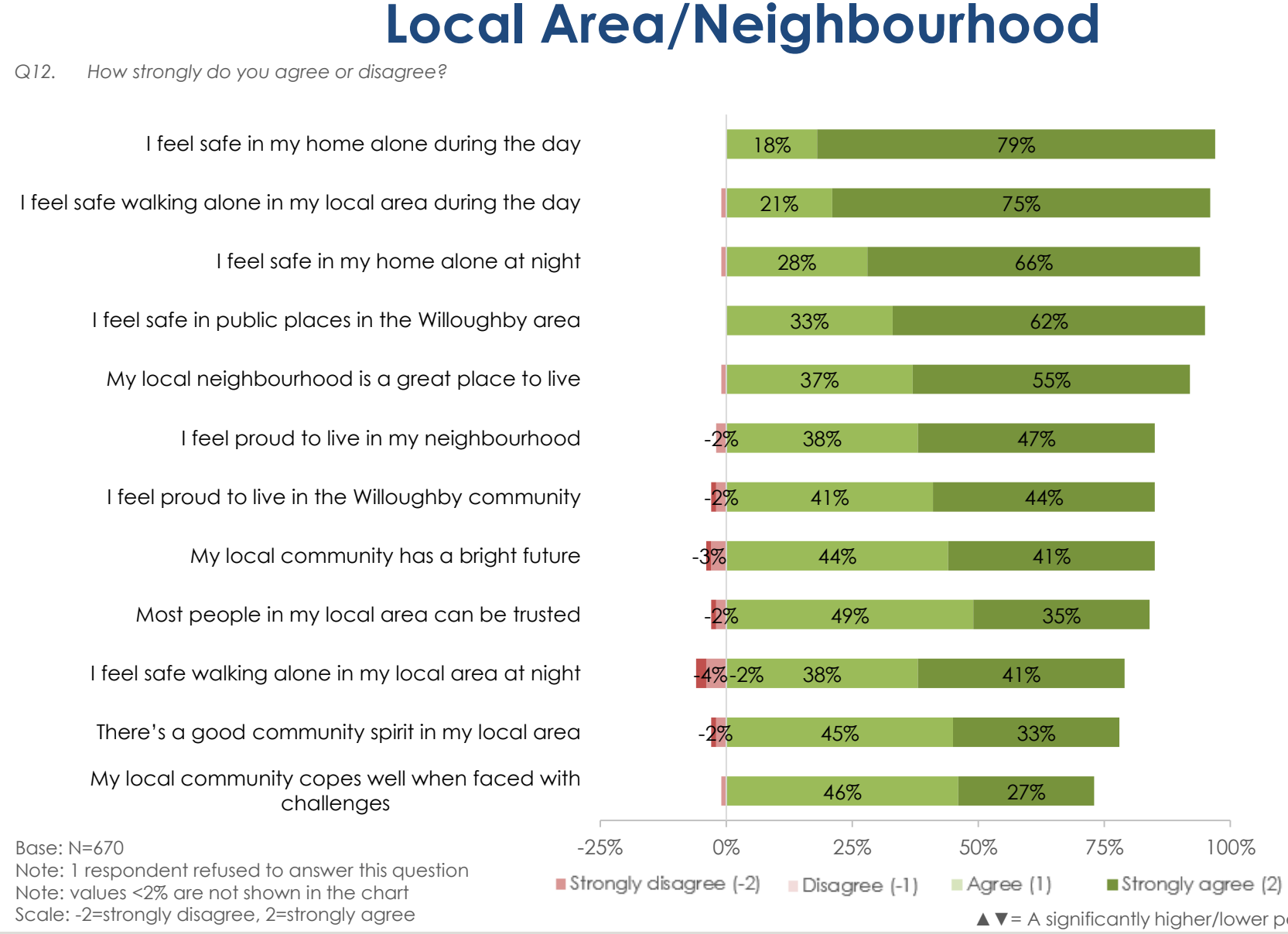
See Appendix A for further breakdown by demographics

▲▼= A significantly higher/lower percentage (by group)

Older residents (50+) tend to have a more micro view of their local area (their street and surrounding streets), whilst younger residents (16-34) are slightly more likely to consider their Council area or Norther Suburbs as their local area. Naremburn residents are also significantly more likely to view the Council area they live in or the Northern Suburbs as their local area.

Local Area/Neighbourhood

Q12. How strongly do you agree or disagree?



Base: N=670
Note: 1 respondent refused to answer this question
Note: values <2% are not shown in the chart
Scale: -2=strongly disagree, 2=strongly agree

▲▼= A significantly higher/lower percentage (by year)

All but one statements have high levels of agreement (greater than 1.00 mean score). Perceptions of resilience have increased, as evidenced by significantly higher agreement with the statement 'my local community copes well when faced with challenges' compared to 2019. This may well have been impacted by the community's response to COVID-19.

Local Area/Neighbourhood

Q12. How strongly do you agree or disagree?

	Overall	Gender		Age				Ward			
		Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
I feel safe in my home alone during the day	1.75	1.73	1.79	1.76	1.73	1.79	1.71	1.75	1.80	1.79	1.70
I feel safe walking alone in my local area during the day	1.71	1.67	1.75	1.74	1.71	1.70	1.66	1.74	1.79▲	1.70	1.62
I feel safe in my home alone at night	1.58	1.50▼	1.68	1.66	1.51	1.58	1.56	1.59	1.56	1.72▲	1.48
I feel safe in public places in the Willoughby area	1.56	1.54	1.59	1.65	1.53	1.56	1.43▼	1.66	1.60	1.61	1.43▼
My local neighbourhood is a great place to live	1.45	1.44	1.47	1.48	1.46	1.44	1.40	1.56▲	1.55	1.36	1.38
I feel proud to live in my neighbourhood	1.31	1.33	1.29	1.26	1.43▲	1.24	1.30	1.44▲	1.36	1.25	1.22
I feel proud to live in the Willoughby community	1.25	1.31	1.18	1.18	1.39▲	1.21	1.15	1.38▲	1.27	1.14	1.22
My local community has a bright future	1.21	1.24	1.18	1.27	1.30	1.11▼	1.09	1.38▲	1.16	1.17	1.17
Most people in my local area can be trusted	1.15	1.17	1.13	1.14	1.13	1.20	1.13	1.21	1.26	1.10	1.07
I feel safe walking alone in my local area at night	1.12	0.85▼	1.43	1.39▲	1.02	1.10	0.72▼	1.27▲	1.01	1.20	1.03
There's a good community spirit in my local area	1.05	1.11	0.99	0.95	1.12	1.09	1.08	1.23▲	1.10	0.87▼	1.03
My local community copes well when faced with challenges	0.97	1.04▲	0.88	0.9	1.05	0.96	0.92	1.14▲	1.02	0.85	0.89
Base	670	354	316	215	201	174	79	154	147	167	201

Scale: -2=strongly disagree, 2=strongly agree
Note: 1 respondent refused to answer this question

Legend: Low value — High value

See Appendix A for further breakdown by demographics
▲▼= A significantly higher/lower agreement (by group)

Middle Harbour residents generally have higher levels of agreement across all local area/neighbourhood statements, significantly so for 7 of the 12. Females have slightly stronger levels of agreement with the exception of statements relating to safety. Females are also significantly more likely to agree that their local community copes well when faced with challenges.

Local Area/Neighbourhood

Q10a. Thinking about where you live, which one of the following best describes what you would consider to be your 'local area'?
Q12. How strongly do you agree or disagree?

	Q10a. Which best describes what you would consider to be your local area		
	The street you live in/the streets immediately surrounding where you live	The suburb you live in/the postcode you live in	The council area you live in/the Northern Suburbs
I feel safe in my home alone during the day	1.75	1.75	1.78
I feel safe walking alone in my local area during the day	1.68	1.72	1.71
I feel safe in my home alone at night	1.55	1.57	1.63
I feel safe in public places in the Willoughby area	1.50	1.55	1.66▲
My local neighbourhood is a great place to live	1.35	1.49	1.47
I feel proud to live in my neighbourhood	1.15▼	1.40▲	1.28
I feel proud to live in the Willoughby community	1.02▼	1.37▲	1.20
My local community has a bright future	1.02▼	1.33▲	1.17
Most people in my local area can be trusted	1.00▼	1.25▲	1.12
I feel safe walking alone in my local area at night	1.06	1.13	1.19
There's a good community spirit in my local area	0.79▼	1.16▲	1.10
My local community copes well when faced with challenges	0.82▼	1.05▲	0.94
Base	166	334	159

Scale: -2=strongly disagree, 2=strongly agree
Note: 1 respondent refused to answer this question

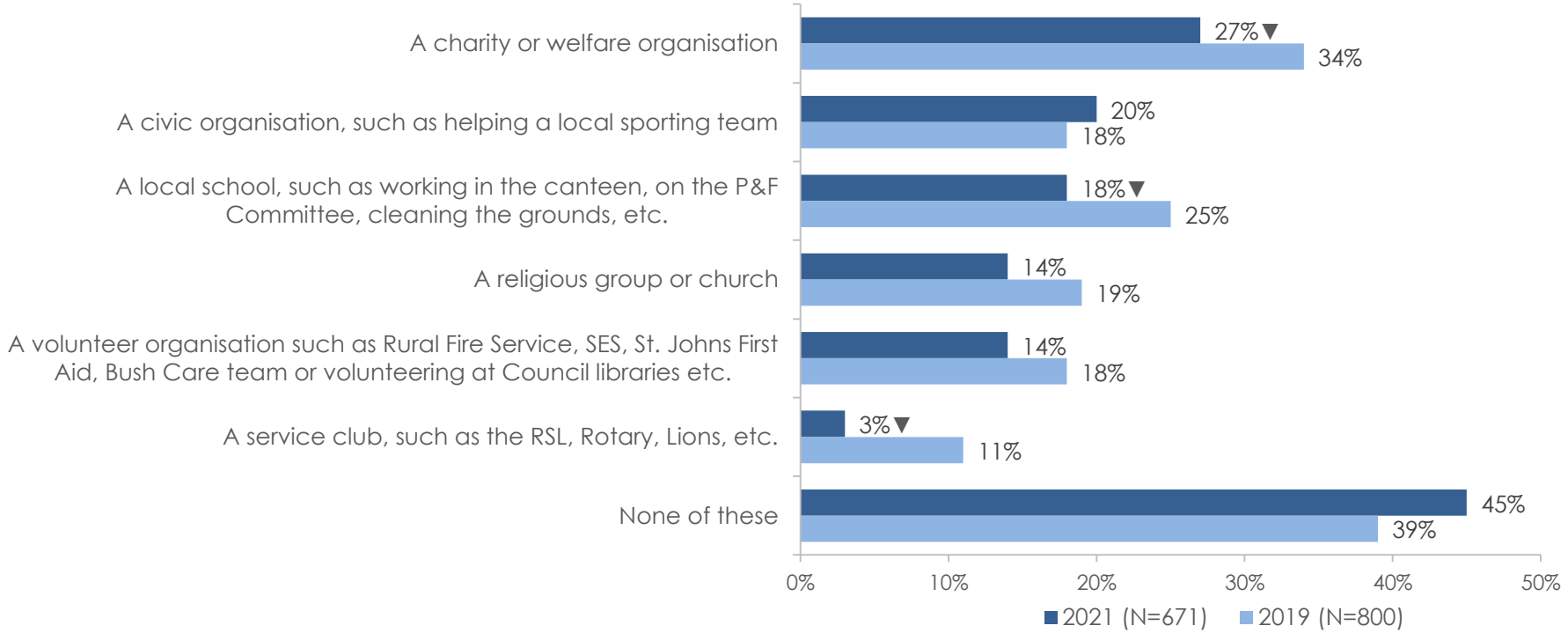
▲▼= A significantly higher/lower agreement (by group)

As was the case in 2019 – but even more pronounced in 2021 – residents that consider their local area to be in close proximity (i.e. the street they live in or the streets immediately surrounding their home) were less likely to agree with all statements, significantly so for 6 of them. Conversely, those who consider their local area to be the suburb or postcode they live in were significantly more likely to agree with statements about being proud about where they live, trust and community spirit.

Volunteering

Q13. In the past 12 months, have you given your time, without pay, to help any of the following organisations?

	Overall 2021	Overall 2019	Gender		Age				Ward			
			Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
Yes, at least one	55%	61%	56%	55%	45%▼	68%▲	57%	51%	53%	57%	57%	55%
Base	671	800	355	316	215	201	175	79	154	148	168	201



See Appendix A for further breakdown by demographics

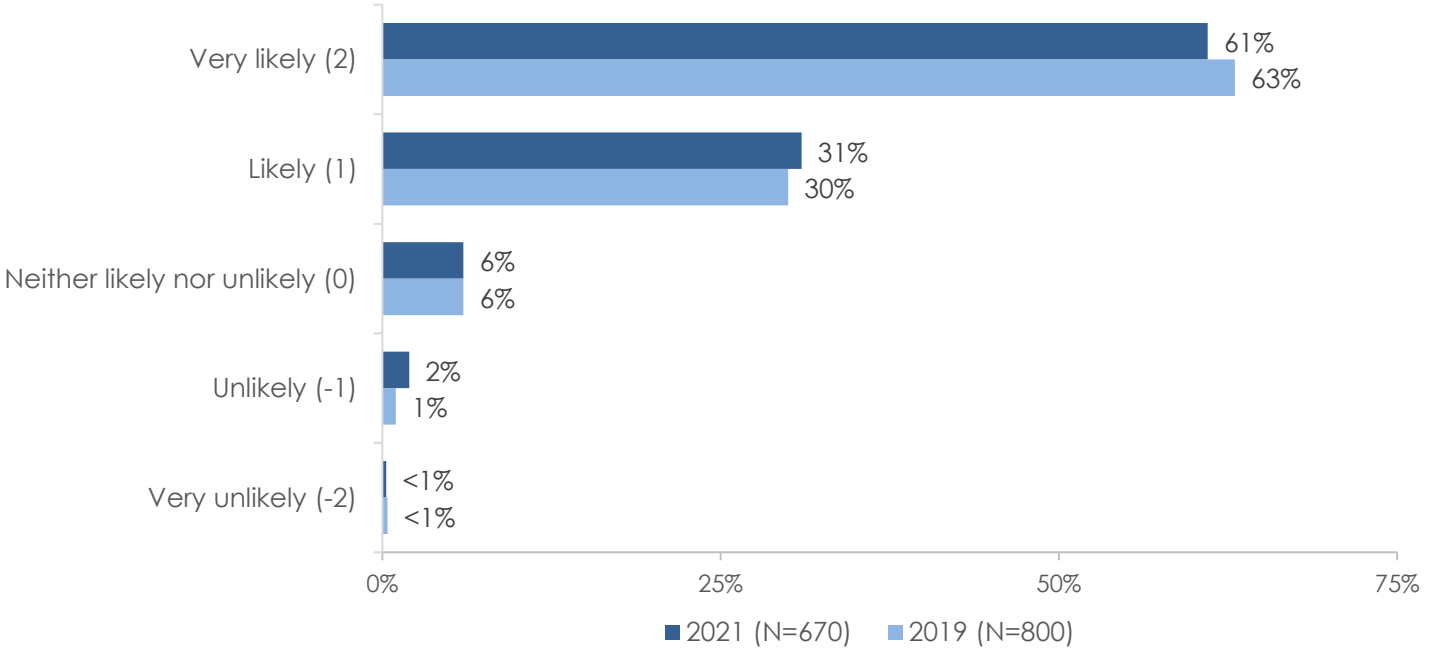
▲▼= A significantly higher/lower percentage (by group)

55% residents have provided unpaid volunteer support to one or more organisations in the past 12 months, down from 61% in 2019. Residents were less likely to have volunteered across all types of organisations, significantly so for a charity or welfare organisation, local school or service club. However, this is potentially due to restrictions in physically being able to meet due to COVID lockdowns more-so than a change in attitudes towards volunteering.

Recommending Willoughby as a Place to Live

Q20. If you were asked, how likely would you be to recommend the Willoughby area as a place to live?

	Overall 2021	Overall 2019	Gender		Age				Ward			
			Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
Live	1.50	1.54	1.50	1.49	1.46	1.53	1.53	1.45	1.59	1.58	1.40	1.44
Base	670	800	355	316	215	201	175	79	154	147	168	201



Note: 1 respondent refused to answer likelihood to recommend Willoughby as a place to 'live'

Scale: -2=very unlikely, 2=very likely
▲▼= A significantly higher/lower rating (by group)

Overall, 92% of residents are likely or very likely to recommend the Willoughby area as a place to live, on par with 2019. There are no significant differences by gender, age or ward, however, likelihood to recommend is notionally higher among residents aged 35-69 and those who live in Middle Harbour or Sailors Bay wards.

Recommending Willoughby as a Place to Live

Q20. If you were asked, how likely would you be to recommend the Willoughby area as a place to live?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
Mean rating	1.50	1.49	1.44	1.52	1.60	1.55	1.44	1.60▲	1.44
Base	430	236	179	491	22	42	125	182	300

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
Mean rating	1.53	1.39	1.50	1.47	1.53	1.55	1.56	1.42	1.35
Base	509	160	434	180	39	11	92	50	44

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
Mean rating	1.55	1.52	1.39	1.46	1.57	1.23	1.54	1.48	0.83▼	1.34	1.50	1.47
Base	259	130	104	99	39	28	371	109	18	22	13	112

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	No	Yes	No
Mean rating	1.46	1.50	1.34	1.53
Base	85	586	114	555

Note: 1 respondent refused to answer likelihood to recommend Willoughby as a place to 'live'

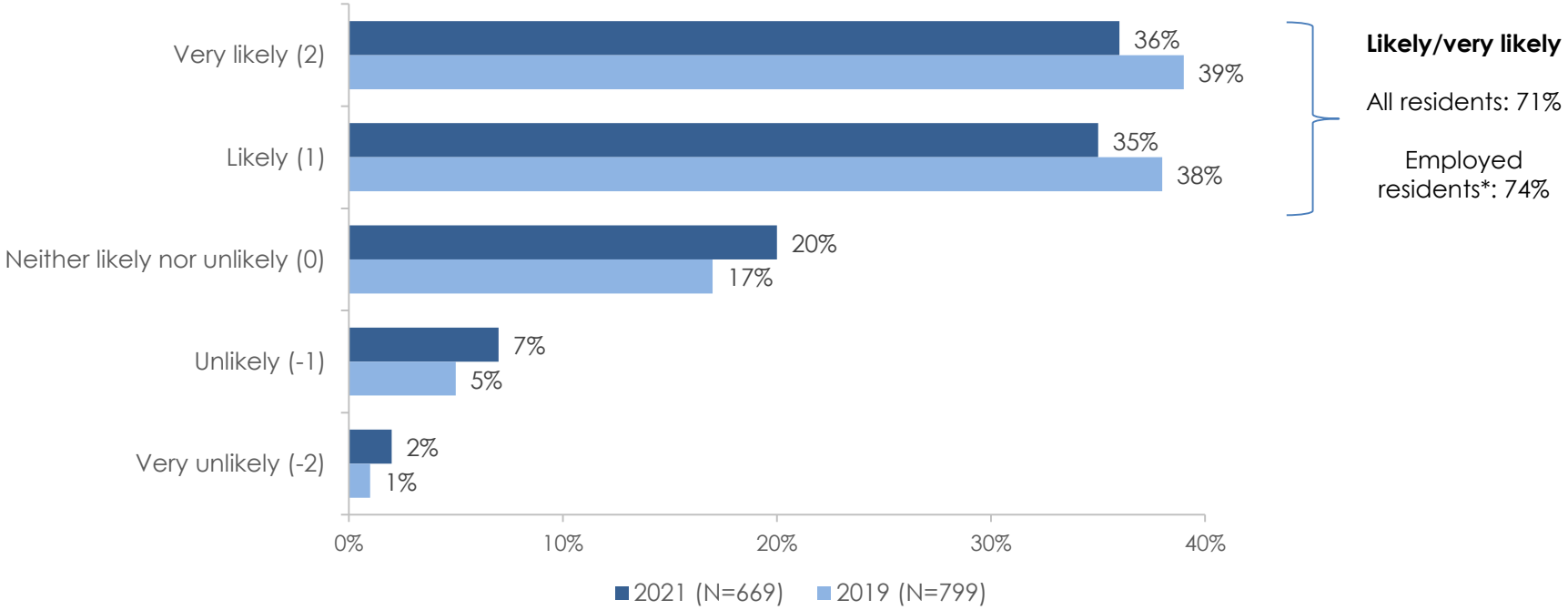
Scale: -2=very unlikely, 2=very likely
▲▼= A significantly higher/lower rating (by group)

Those who own the house they live in, work full time or are a couple are slightly more likely to recommend Willoughby as a place to live, although there are very few significant differences by demographics as shown in the tables above.

Recommending Willoughby as a Place to Work

Q20. If you were asked, how likely would you be to recommend the Willoughby area as a place to work?

	Overall 2021	Overall 2019	Gender		Age				Ward			
			Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
Work	0.96▼	1.09	0.92	1.00	0.89	1.00	0.94	1.05	1.10	0.98	0.75▼	1.00
Base	669	799	355	315	215	201	174	79	154	147	167	201



*Employed includes full-time, part-time or casual employment and employed but temporarily not working due to COVID restrictions

Scale: -2=very unlikely, 2=very likely

▲▼= A significantly higher/lower rating (by year/group)

Note: 2 respondents refused to answer likelihood to recommend Willoughby as a place to 'work'

71% of residents are likely or very likely to recommend Willoughby as a place to work (compared to 77% in 2019). Whilst the decline in 2021 is somewhat out of character given how stable most other results are, it is worth noting that amongst those who are employed, the 2021 is 74% - it was only 2% higher at 76% in 2019.

Recommending Willoughby as a Place to Work

Q20. If you were asked, how likely would you be to recommend the Willoughby area as a place to work?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
Mean rating	0.93	1.01	0.84	1.00	1.22	1.09	0.85	1.04	0.90
Base	430	235	179	490	22	42	125	182	299

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
Mean rating	0.93	1.04	0.91	1.06	1.02	0.67	1.14	0.94	1.03
Base	508	160	433	180	39	11	92	50	44

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
Mean rating	1.05	1.10	0.70	0.99	0.56	0.75	0.96	1.16▲	0.46	0.69	0.29▼	0.91
Base	259	129	104	99	39	28	371	109	18	22	13	111

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	No	Yes	No
Mean rating	0.89	0.97	0.87	0.97
Base	84	585	114	554

Scale: -2=very unlikely, 2=very likely

▲▼= A significantly higher/lower rating (by group)

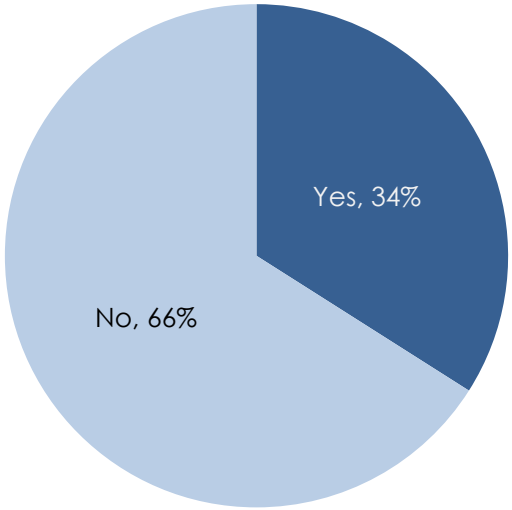
Note: 2 respondents refused to answer likelihood to recommend Willoughby as a place to 'work'

Residents who are newer to the LGA, are a couple or rent are slightly more likely to recommend Willoughby as a place to work. Likelihood to recommend Willoughby as a place to work is significantly higher among those working part-time.

Moving Out of the Willoughby Area

Q21a. Are you considering moving out of the Willoughby area in the next five years or so?

	Overall 2021	Overall 2019	Gender		Age				Ward			
			Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
Yes	34%	31%	33%	35%	57%▲	26%	25%	12%	33%	33%	47%	24%
Base	670	800	355	316	215	201	175	79	154	147	168	201



Base: N = 670

Note: 1 respondent refused to answer this question

▲▼= A significantly higher/lower percentage (by group)

Overall, 1 in 3 residents are considering moving out of the Willoughby area within the next 5 years. Younger residents are significantly more likely to be transient, with 57% of 16-34 year olds considering moving out of the area in the next 5 years.

Moving Out of the Willoughby Area

Q21a. Are you considering moving out of the Willoughby area in the next five years or so?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
Yes	37%	29%	30%	35%	53%	34%	24%	34%	36%
	430	236	179	491	22	42	125	182	300

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
Yes	31%	45%▲	32%	39%	29%	60%	39%	52%	24%
Base	509	160	434	180	39	11	92	50	44

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
Yes	25%▼	23%▼	53%▲	36%	65%▲	54%	36%	45%▲	27%	54%	17%	15%▼
Base	259	130	104	99	39	28	371	109	18	22	13	112

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	No	Yes	No
Yes	28%	35%	34%	34%
Base	85	586	114	555

Note: 1 respondent refused to answer this question

▲▼= A significantly higher/lower percentage (by group)

Not surprisingly, residents who are renting, living at home with parents or in a group/shared household and working part-time are significantly more likely to consider moving out of the Willoughby area in the next 5 years.

5. Access to Services and Facilities

Detailed Results

1. Quality of Life
2. Financial Security
3. Acceptance of People and Cultures
4. Local Area
5. **Access to Services and Facilities**
6. Healthy Lifestyles
7. Social and Community Engagement
8. Potentially Vulnerable Groups

This section explores residents' access to transport options as well as services and facilities within the Willoughby area.

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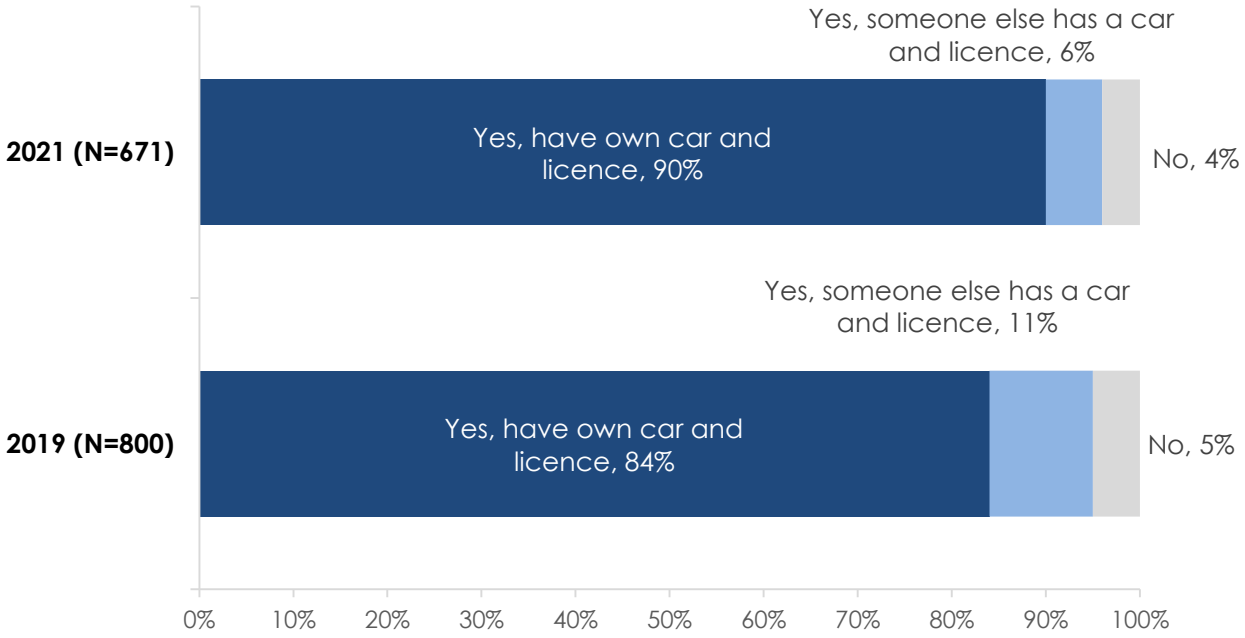
Access to a Car

Q14a. Do you have a car and a licence so you are able to drive?

Q14b. Does anyone else in your household have a car and a licence so they are able to drive?

	Overall 2021	Overall 2019	Gender		Age				Ward			
			Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
Yes (Q14a or Q14b)	96%	95%	95%	96%	96%	99%▲	95%	90%▼	99%▲	98%▲	93%	95%
Base	671	800	355	316	215	201	201	175	154	148	168	201



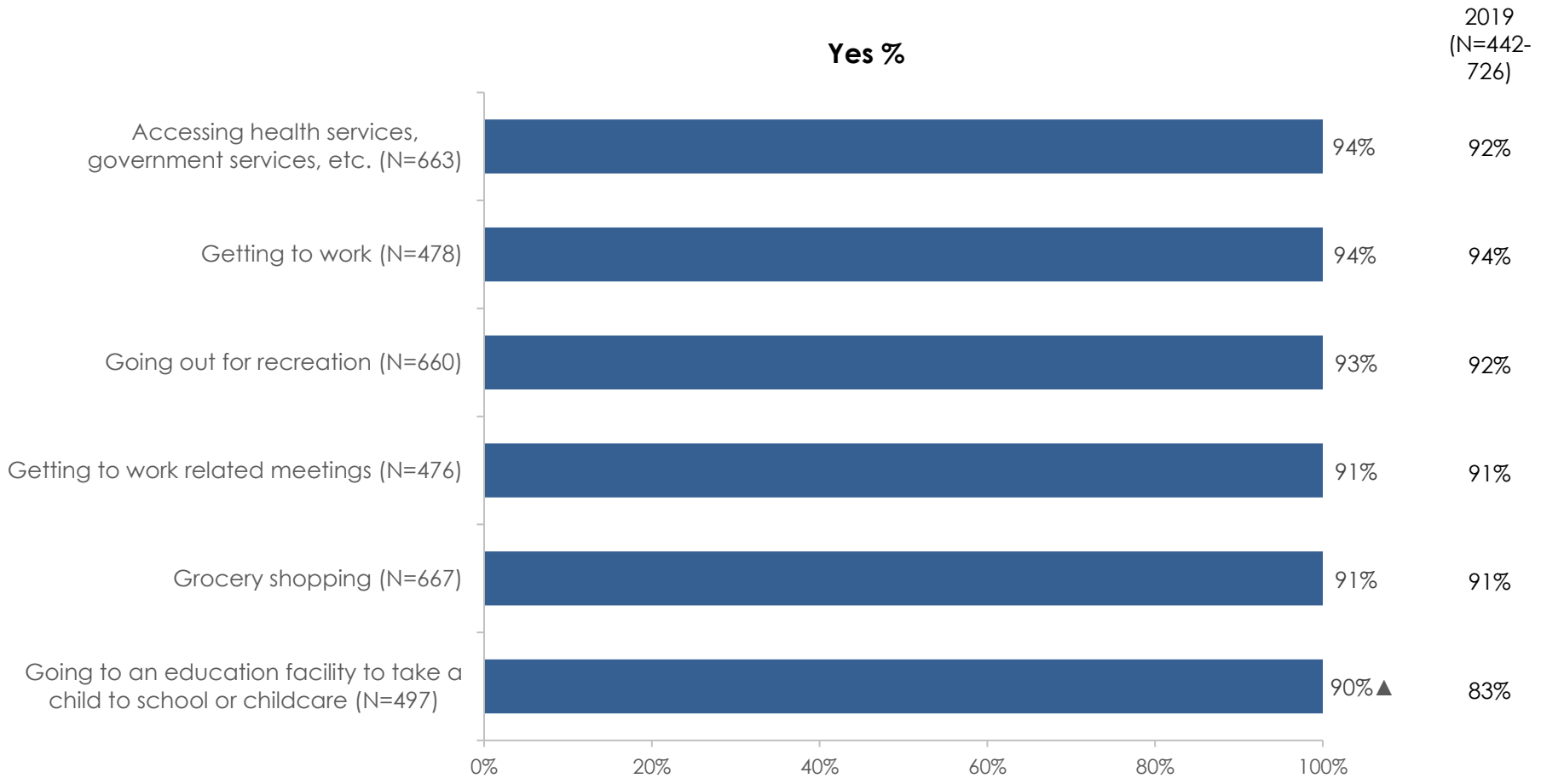
See Appendix A for further breakdown by demographics

▲▼= A significantly higher/lower percentage (by group)

96% of residents have access to a car, either their own (90%) or from someone else in their household (6%). Younger residents (16-49) and residents in Middle Harbour or Sailors Bay are more likely to have access to a car – whereas amongst those aged 70+ years 10% don't have access to a car.

Alternative Transport Options

Q14c. *([If yes on Q14a or Q14b] If you had no cars in your household, would there be other), ([If no on Q14a and Q14b] Are there) non-car transport options you could realistically use to get to the following locations?*



See Appendix A for further breakdown by demographics and alternative methods

▲▼= A significantly higher/lower percentage (by year)

Whilst the majority of residents say that they would have access to non-car transport options for a range of different purposes, up to 10% of residents do not have access to alternative transport for example going to an education facility to take a child to school or childcare.

Alternative Transport Options

Q14c. ([If yes on Q14a or Q14b] If you had no cars in your household, would there be other), ([If no on Q14a and Q14b] Are there) non-car transport options you could realistically use to get to the following locations?

Residents who said 'no' to non-car transport options for <u>any</u> location(s) – (N=130)

- Following on from the previous slide, **19%** of all residents said they do not have non-car transport options for **<u>one or more locations</u>** (accessing health or government services, work or work related meetings, shopping, recreation or education facilities)
- These residents are more likely to be :
  - Female
  - Live in the Sailors Bay Ward
  - Couple with no children or retired
  - Identify as having a disability/long-term illness or provide care

Residents who said 'no' to non-car transport options for <u>all</u> locations – (N=7)

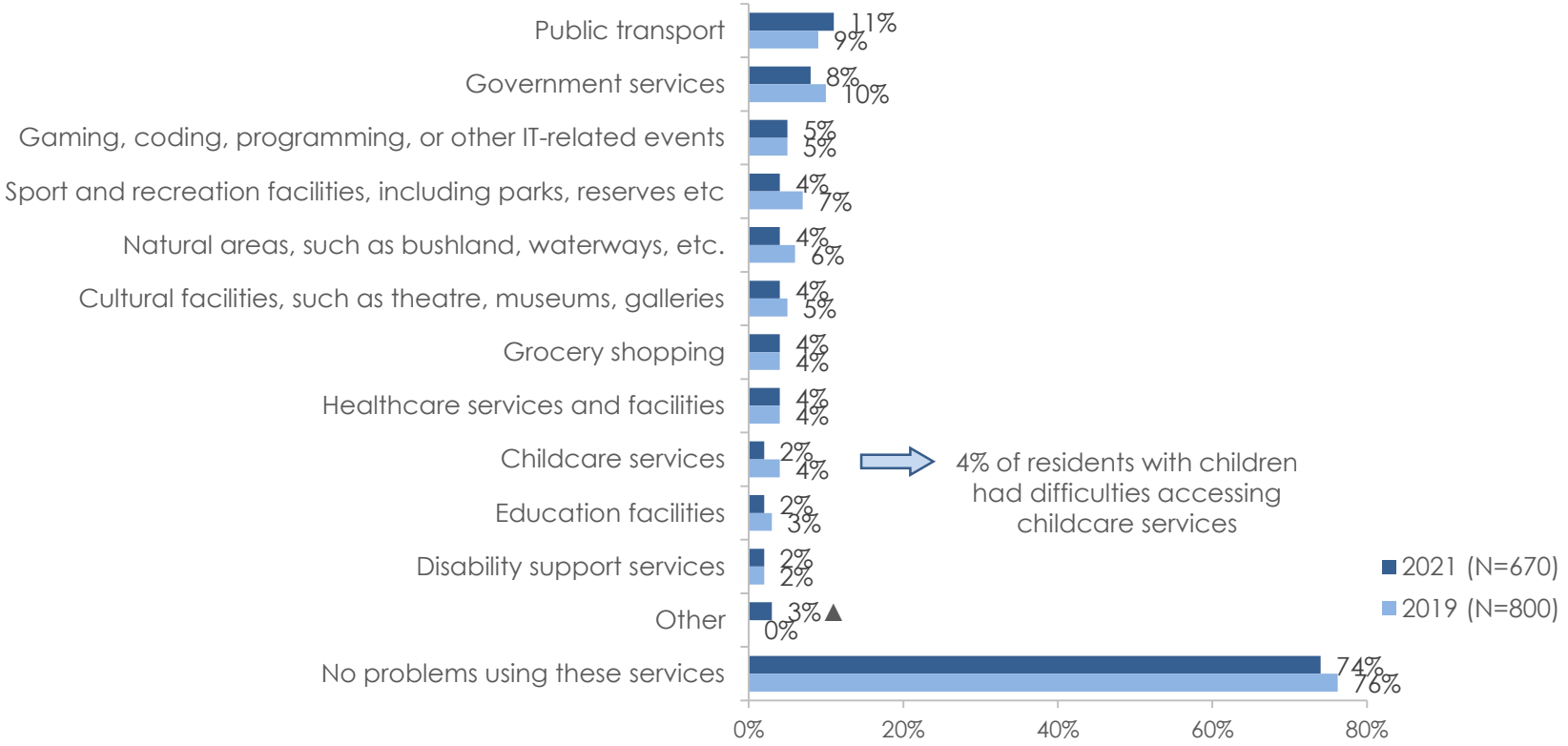
- **1%** of all residents said they do not have non-car transport options for **<u>all of the locations</u>** (accessing health or government services, work and work related meetings, shopping, recreation and education facilities)
- Of the 7 people who said no to <u>all</u> locations..
  - 4 were male and 3 were female
  - 4 were aged 35-49 and 3 were aged 50-69
  - 3 live in the Sailors Bay Ward, 3 live in the West Ward and 1 in Middle Harbour
  - 5 were born overseas

*Caution: small sample size

Services and Activities that are Difficult to Access

Q15a. Sometimes it is difficult to use certain services and activities for a whole range of reasons. Which, if any, of the following services or activities do you have problems using for any reason?

	Overall 2021	Overall 2019	Gender		Age				Ward			
			Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
Yes, at least one	26%	24%	29%	22%	21%	26%	26%	36%▲	24%	33%▲	26%	22%
Base	670	800	355	316	215	201	175	79	154	147	168	201



*Government services includes Medicare, Centrelink, Service NSW, Local Council etc
Note: 1 respondent refused to answer this question
Please see Appendix A for breakdown by demographics

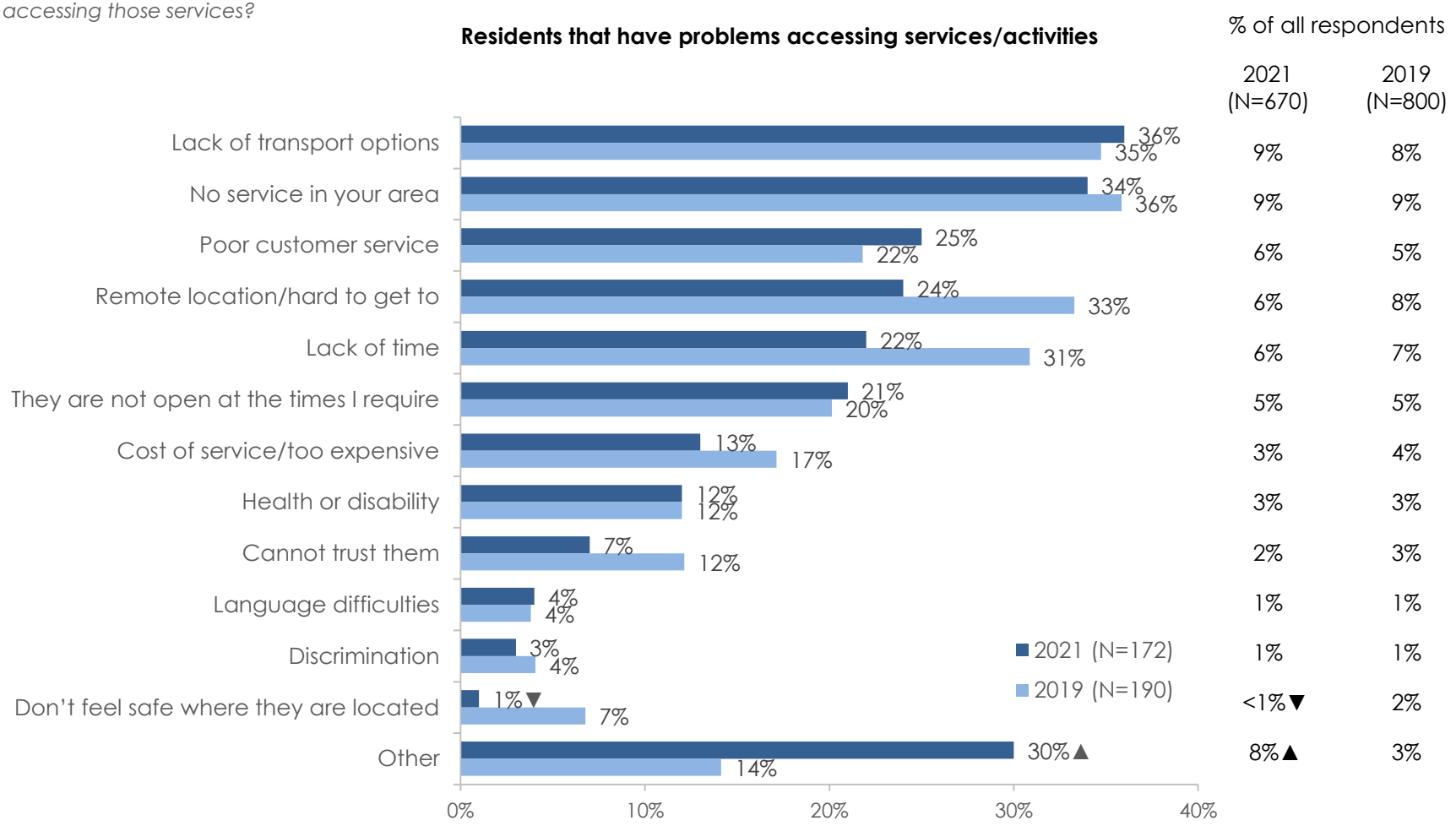
▲▼= A significantly higher/lower percentage (by year)

26% of residents said they have problems accessing one or more of the services listed, a slight increase or 2% since 2019. Public transport is the top service/activity that is difficult to access, followed by Government services such as Medicare, Centrelink, etc. Residents aged 70+ and those living in the Sailors Bay Ward are significantly more likely to mention difficulties accessing one or more service.

Reason for Services and Activities Being Difficult to Access

Q15a. Sometimes it is difficult to use certain services and activities for a whole range of reasons. Which, if any, of the following services or activities do you have problems using for any reason?

Q15b. You mentioned that you have problems accessing one or more services or activities. Which, if any, of the following explain why you have problems accessing those services?



Note: 1 respondent refused to answer services or activities they had access using

See Appendix A for breakdown by demographics. Other specified responses are shown on the next slide. ▲▼= A significantly higher/lower percentage (by year)

Lack of transport options, lack of services available, poor customer service and locations that are difficult to get to were the main reasons provided by residents who had difficulties accessing services. Note the substantial increase in 'other' mentions in 2021 – this is explored further overleaf…

Reason for Services and Activities Being Difficult to Access

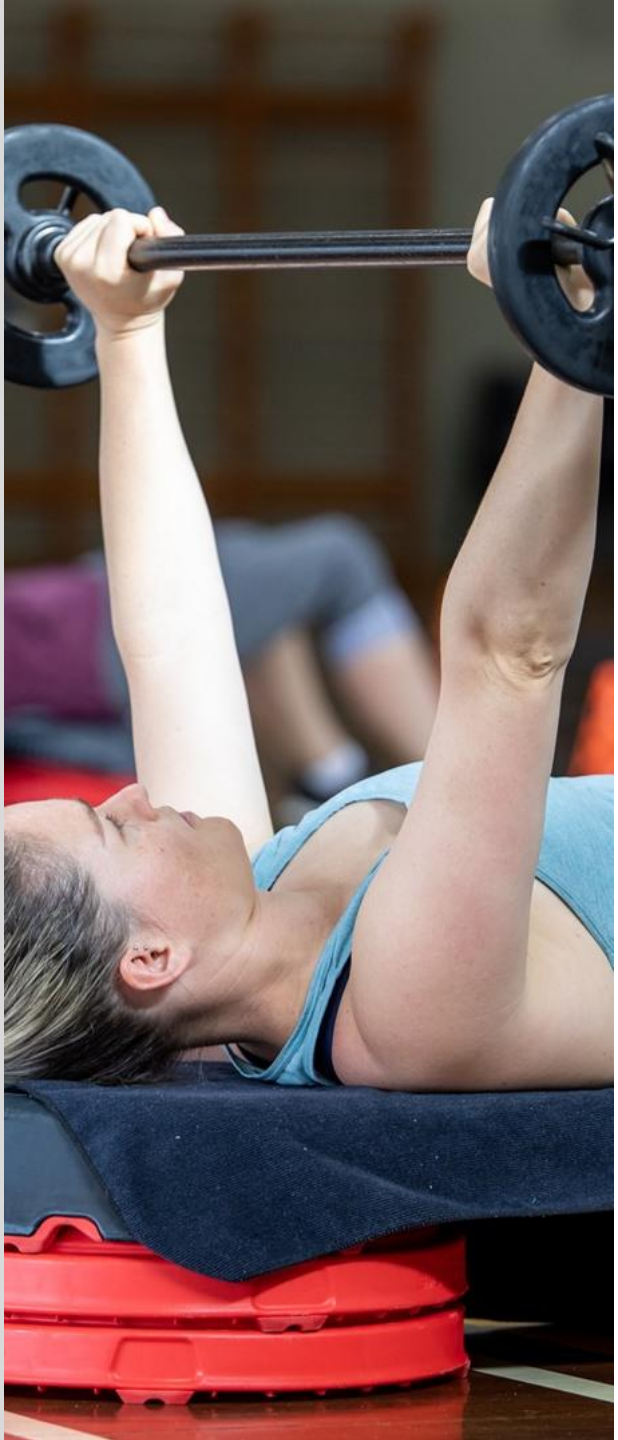
Q15a. Sometimes it is difficult to use certain services and activities for a whole range of reasons. Which, if any, of the following services or activities do you have problems using for any reason?

Q15b. You mentioned that you have problems accessing one or more services or activities. Which, if any, of the following explain why you have problems accessing those services?

Other specified	Count	Other specified	Count
COVID-19 e.g. reduced services, unable to access services, vaccinations etc	11	Poor customer experience e.g. usability/ease of accessing services	2
Long wait times/response times	7	Age	1
Service disruptions e.g. trackwork, worker strikes	7	Air pollution/noise pollution	1
Traffic congestion/limited parking and cycleways	6	Need better youth services/orientation	1
Insufficient technology/NBN	5	Need more dog parks that are fully fenced	1
Lack of information/awareness about them	5	No lighting at night	1
Inadequate parks/sporting facilities/change rooms	4	Not enough cultural facilities/cultural facilities closed due to COVID-19	1
Inadequate services e.g. limited childcare vacancies, public high school for boys	4	Poor organisation of the service/operating systems	1
Poor listening and engagement from Council	4	Quality of public works e.g. tree lopping, digging underground	1
Limited access to a computer/knowledge of technology	3	Self-motivation	1
Limited accessibility e.g. uneven footpaths, lifts not working	3	Too crowded	1
Not available to the general public	2		

Almost a quarter of 'other' mentions were in reference to the impact of COVID-19. Other unprompted mentions by residents include long wait times/response times, service disruptions such as trackwork or worker strikes and traffic congestion.

6. Healthy Lifestyles



Detailed Results

1. Quality of Life
2. Financial Security
3. Acceptance of People and Cultures
4. Local Area
5. Access to Services and Facilities
6. **Healthy Lifestyles**
7. Social and Community Engagement
8. Potentially Vulnerable Groups

This section explores indicators of residents' health and wellbeing, including walking around the neighbourhood, physical activity, access to fresh fruit and vegetables, sleep, positive and negative emotions.

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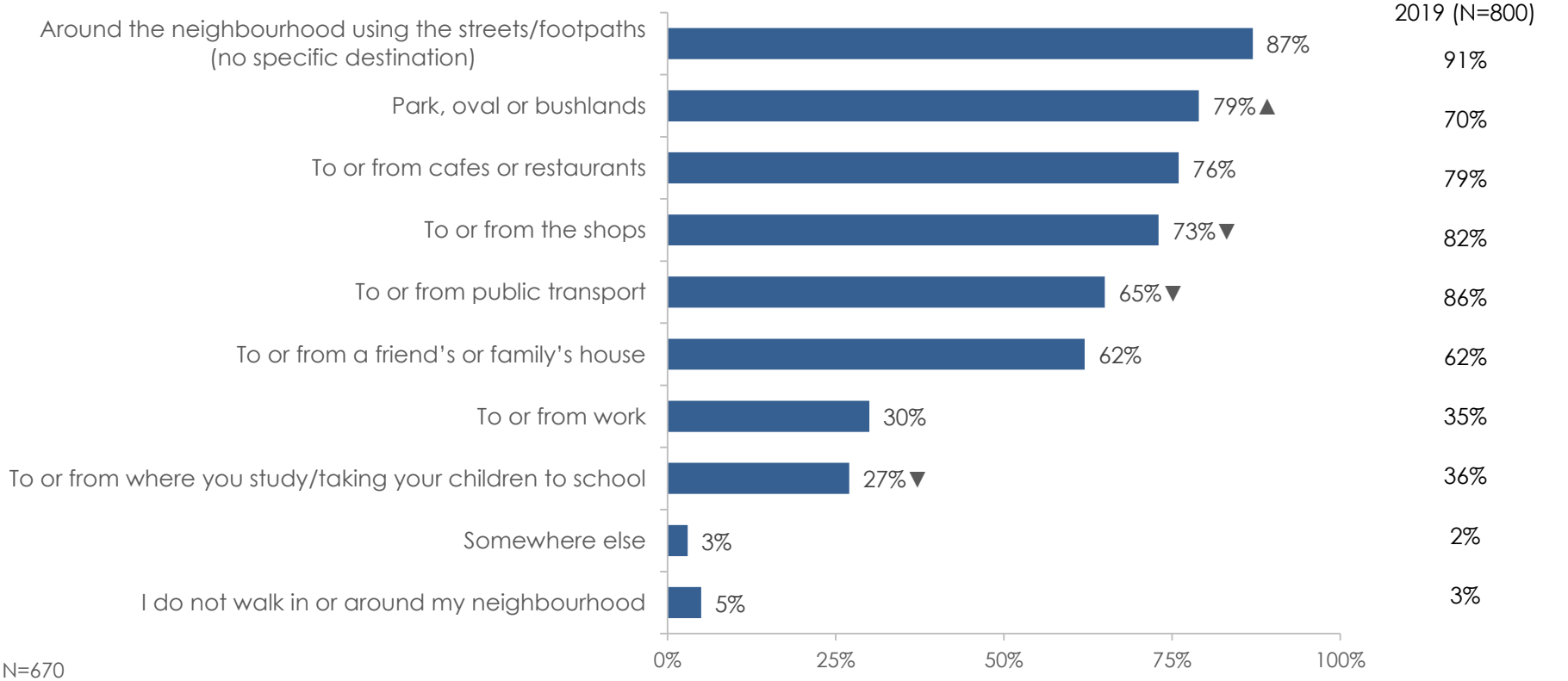
Walking Around the Neighbourhood

Q16a. Which, if any, of these places in or around your neighbourhood do you walk to or through in a usual week?

	Overall	Gender		Age				Ward			
		Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
I do not walk in or around my neighbourhood	5%	4%	6%	2%	5%	5%	13%▲	4%	4%	3%	8%
Base	670	355	316	215	201	175	79	154	147	168	201



Base: N=670
Note: 1 respondent refused to answer this question
Please see Appendix A for breakdown by demographics

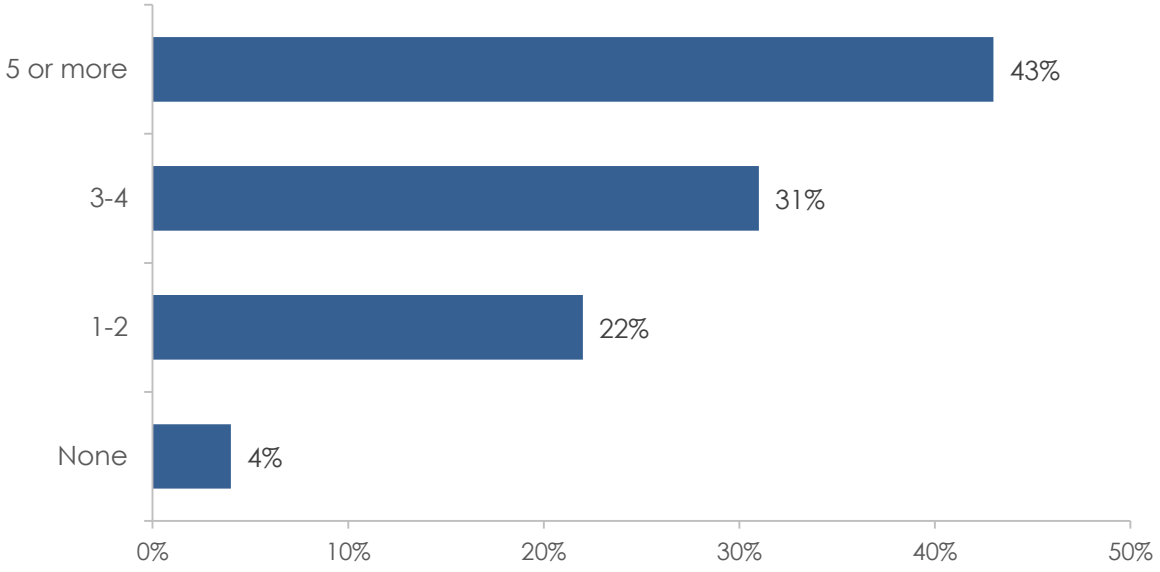
▲▼= A significantly higher/lower percentage (by year/group)

95% of residents walk to specific destinations, or just around the neighbourhood in a typical week. Residents are significantly more likely to walk to green spaces such as parks, ovals or bushland as compared to 2019, potentially a positive impact of COVID lockdowns.

Physical Activity

Q16b. On average, how many times a week do you usually do 30 minutes or more physical activity or walking that increases your heart rate or makes you breath harder than normal?

	Overall 2021	Overall 2019	Gender		Age				Ward			
			Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
5 or more	43%	38%	45%	41%	38%	46%	48%	38%	45%	44%	51%	34%▼
3-4	31%	37%	29%	34%	38%	26%	31%	30%	30%	31%	34%	30%
1-2	22%	21%	22%	21%	24%	23%	17%	22%	22%	20%	12%▼	31%▲
None	4%	4%	4%	4%	0%▼	5%	5%	10%▲	3%	5%	3%	5%
Base	670	800	355	316	215	201	175	79	154	147	168	201



Base: N=670
Note: 1 respondent refused to answer this question
Please see Appendix A for breakdown by demographics

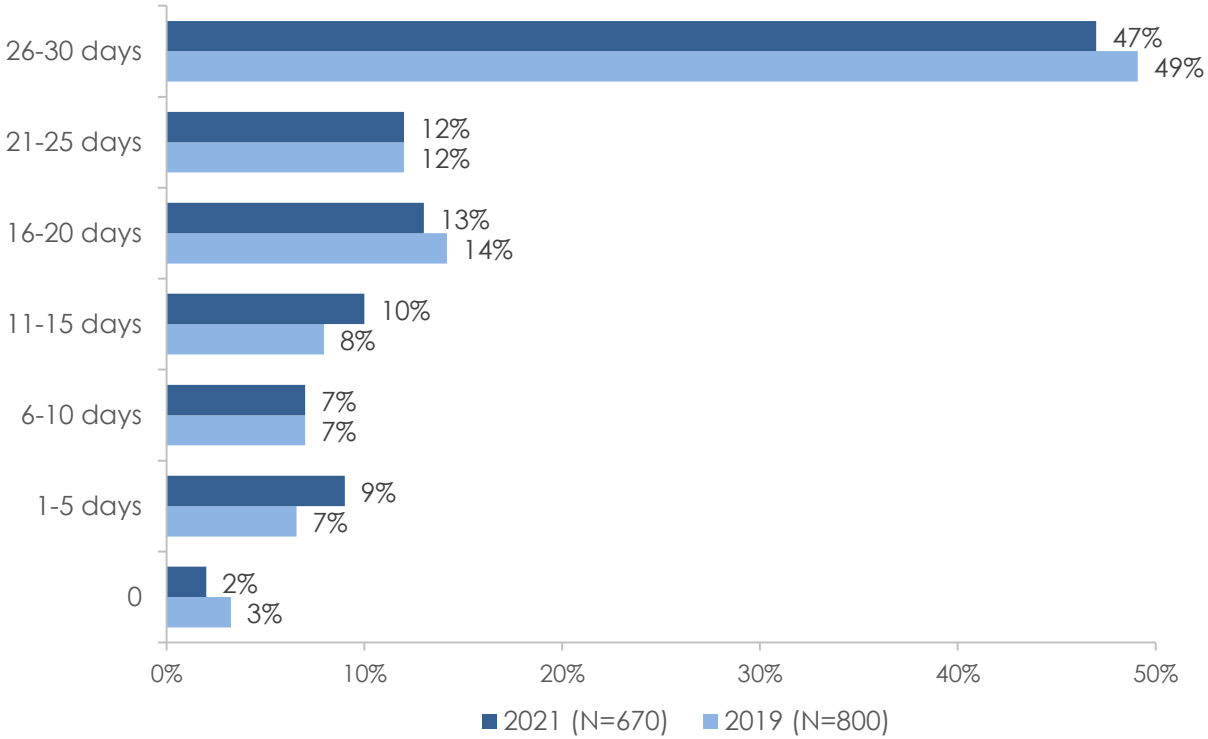
▲▼= A significantly higher/lower percentage (by group)

Overall, residents are slightly more likely to participate in physical activities 5 or more times a week (compared to 2019). Residents in the West Ward have lower levels of participation in physical activity.

Healthy Days

Q16c. In the past 30 days, how many healthy days have you had?

	Overall 2021	Overall 2019	Gender		Age				Ward			
			Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
Mean number of days	21.8	22.2	21.6	22.0	19.2▼	21.1	24.2▲	25.3▲	22.5	23.7▲	21.7	19.9
Base	670	800	355	315	215	201	174	79	154	147	168	201



Note: 1 respondent refused to answer this question

Note: average number of days was calculated using the exact number stated by each respondent ▲▼= A significantly higher/lower number of days (by group)

The average number of healthy days residents have had in the last 30 days is very similar to 2019. It could be argued that given the 2019 fieldwork was conducted in the winter months (July-August), there could have been more coughs and colds back then (and whilst the 2021 wave was conducted during a pandemic, Willoughby was not one of the 12 badly affected LGA's in 2021). Residents aged 50+ and those who live in the Sailors Bay Ward claim to have had a significantly higher number of healthy days in the past 30 days.

Healthy Days

Q16c. In the past 30 days, how many healthy days have you had?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
Number of healthy days	21.8	21.6	20.0▼	22.4	23.3	22.3	19.7	22.4	22.1
Base	430	236	179	491	22	42	125	182	300

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
Number of healthy days	22.4	19.9	22.4	20.1	22.2	26.0	20.4	21.2	17.7
Base	509	160	433	180	39	11	92	50	44

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
Number of healthy days	21.9	25.3▲	17.7▼	21.7	20.2	20.2	20.7	23.7	13.2	19.7	24.6	25.0
Base	259	129	104	99	39	28	371	109	18	22	13	112

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	No	Yes	No
Number of healthy days	20.0	22.0	20.9	21.9
Base	85	585	114	555

Note: 1 respondent refused to answer this question

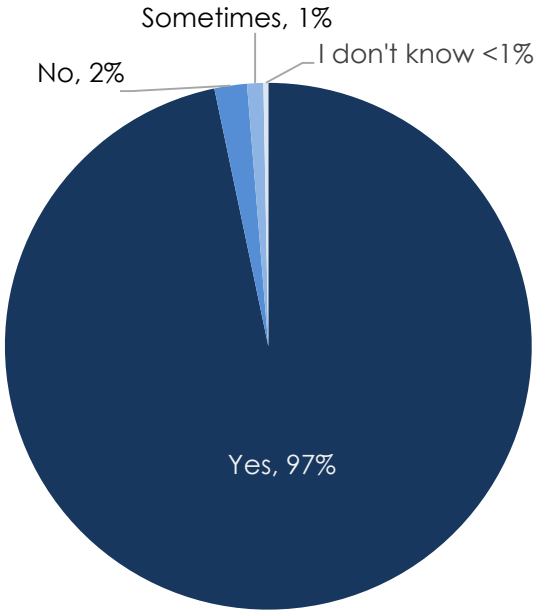
Note: average number of days was calculated using the exact number stated by each respondent ▲▼= A significantly higher/lower number of days (by group)

Couples with no children at home had a significantly higher number of healthy days in the last 30 days (perhaps reflecting that they are older residents), whilst residents who speak a language other than English at home or live at home with their parents had significantly fewer healthy days on average.

Fresh Fruit and Vegetables

Q16d. Are fresh fruit and vegetables readily available at store, markets or gardens in your area?

	Overall 2021	Overall 2019	Gender		Age				Ward			
			Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn West Ward	
No/sometimes/don't know	3%	2%	3%	3%	5%	1%	3%	3%	4%	3%	2%	4%
Base	670	800	355	316	215	201	175	79	154	147	168	201



Base: N=670

Note: 1 respondent refused to answer this question

▲▼= A significantly higher/lower percentage (by group)

Overall, 3% of residents say they <u>do not</u> have fresh fruit and vegetables readily available to them at stores, markets or gardens in their area. Residents aged 16-34 are slightly (but not significantly) more likely to say fruit and vegetables are not available to them in their local area.

Fresh Fruit and Vegetables

Q16d. Are fresh fruit and vegetables readily available at store, markets or gardens in your area?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
No/sometimes/ don't know	3%	4%	5%	2%	0%	0%	2%	3%	4%
Base	430	236	179	491	22	42	125	182	300

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
No/sometimes/ don't know	2%	6%	2%	5%	3%	0%	1%	15%▲	3%
Base	509	160	434	180	39	11	92	50	44

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
No/sometimes/ don't know	3%	2%	0%	3%	19%▲	2%	4%	1%	5%	0%	4%	3%
Base	259	130	104	99	39	28	371	109	18	22	13	112

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	No	Yes	No
No/sometimes/ don't know	8%	2%	4%	3%
Base	85	586	114	555

Note: 1 respondent refused to answer this question

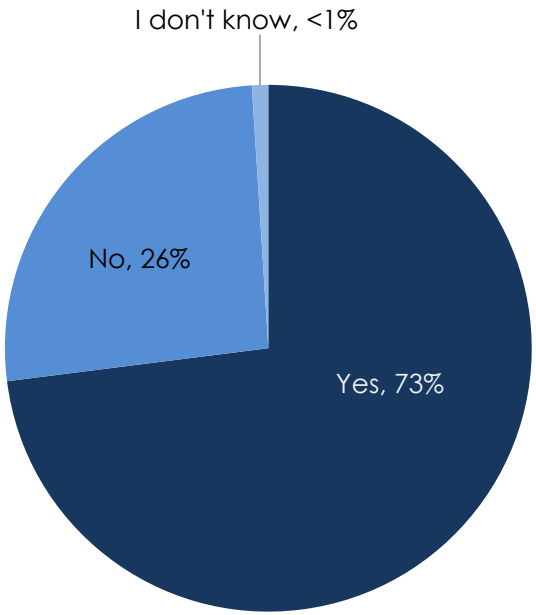
▲▼= A significantly higher/lower percentage (by group)

Residents who live in a group/shared household were more likely to state that fresh fruit and vegetables are <u>not</u> always available to them in their local area (caution – small sample size).

Sleep

Q16e. Are you generally getting enough sleep?

	Overall 2021	Overall 2019	Gender		Age				Ward			
			Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
No/don't know	27%	24%	27%	27%	26%	30%	27%	24%	29%	27%	31%	23%
Base	670	800	355	316	215	201	175	79	154	147	168	201



Base: N=670

Note: 1 respondent refused to answer this question

▲▼= A significantly higher/lower percentage (by group)

27% of residents stated that they generally do <u>not</u> get enough sleep, a slight increase compared to 2019.

Sleep

Q16e. Are you generally getting enough sleep?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
No/don't know	26%	28%	29%	26%	49%	21%	23%	26%	28%
Base	430	236	179	491	22	42	125	182	300

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
No/don't know	25%	31%	27%	22%	55%▲	8%	12%▼	29%	34%
Base	509	160	434	180	39	11	92	50	44

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
No/don't know	29%	19%▼	21%	32%	44%	19%	30%	22%	10%	32%	31%	19%▼
Base	259	130	104	99	39	28	371	109	18	22	13	112

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	No	Yes	No
No/don't know	42%▲	25%	36%	25%
Base	85	586	114	555

Note: 1 respondent refused to answer this question

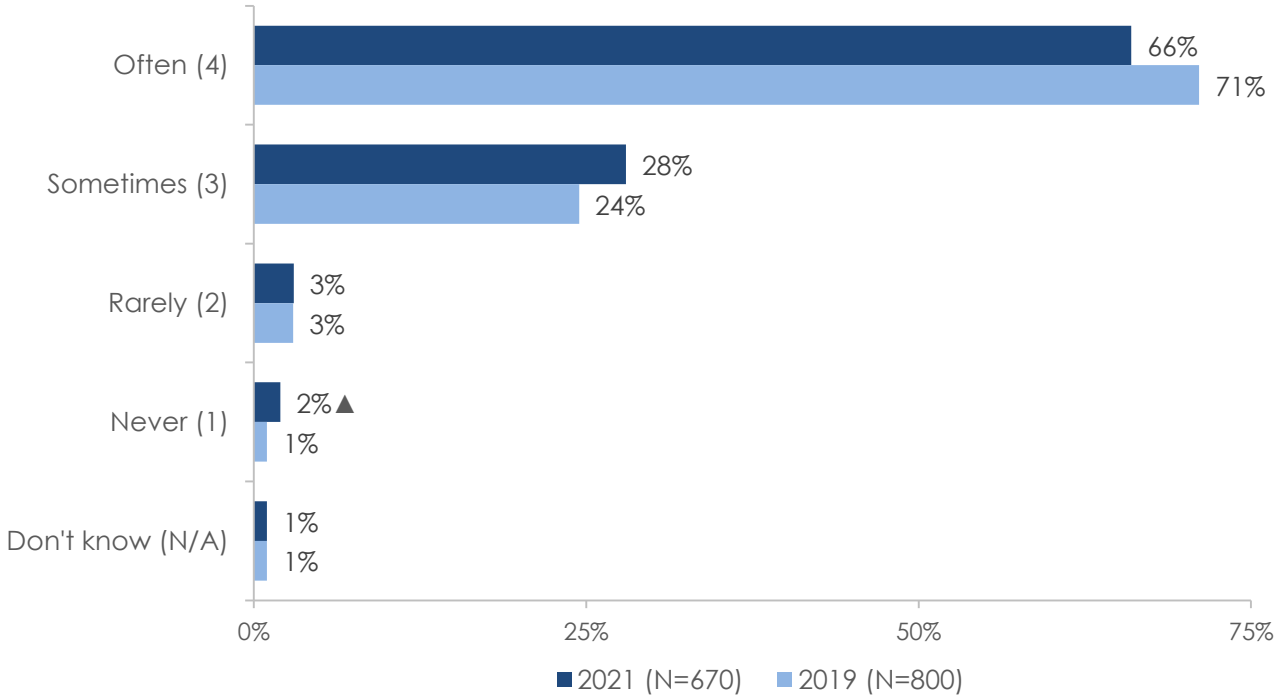
▲▼= A significantly higher/lower percentage (by group)

Couples with no children at home and retirees are significantly less likely to state that they generally do not get enough sleep. Those who identify as having a disability or illness are more likely to state they have trouble getting enough sleep.

Positive Emotions

Q16f. During the past few weeks, how often, if at all, have you experienced positive emotions such as calmness, compassion, forgiveness, contentment and generosity?

	Overall 2021	Overall 2019	Gender		Age				Ward			
			Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
Mean rating	3.59	3.67	3.68▲	3.48	3.61	3.55	3.62	3.57	3.49	3.69	3.60	3.59
Base	667	795	353	314	215	201	174	76	153	145	168	201



Note: 1 respondent refused to answer this question
Note: Respondents that stated 'don't know' were not included in the mean rating

Scale: 1=never, 4=often
▲▼= A significantly higher/lower mean rating (by group)

94% of residents stated that they had sometimes or often experienced positive emotions in the past few weeks. There is some suggestion in the data that residents have experienced positive emotions less frequently than in 2019 (a slight decrease in those who said 'often' and a slight increase in those who said they 'sometimes' experience positive emotions).

Positive Emotions

Q16f. During the past few weeks, how often, if at all, have you experienced positive emotions such as calmness, compassion, forgiveness, contentment and generosity?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
Mean rating	3.65	3.49	3.39▼	3.66	3.44	3.71	3.56	3.64	3.57
Base	429	234	179	488	22	42	125	181	297

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
Mean rating	3.62	3.50	3.61	3.59	3.43	3.47	3.75	3.60	3.25
Base	506	160	431	180	38	11	92	50	43

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
Mean rating	3.61	3.64	3.73	3.31	3.74	3.76	3.56	3.65	3.86▲	3.36	3.60	3.56
Base	259	129	104	98	39	28	370	108	18	22	13	110

Note: 1 respondent refused to answer this question
Note: Respondents that stated 'don't know' were not included in the mean rating

Scale: 1=never, 4=often
▲▼= A significantly higher/lower mean rating (by group)

Similar to 2019, residents who speak a language other than English at home experienced positive emotions less frequently.

Positive Emotions

Q16f. During the past few weeks, how often, if at all, have you experienced positive emotions such as calmness, compassion, forgiveness, contentment and generosity?

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	**No**	**Yes**	**No**
Mean rating	3.47	3.61	3.53	3.60
Base	84	583	114	552

	Do you have a car and a license so you are able to drive?		Are fresh fruit and vegetables readily available?		Are you getting enough sleep?	
	Yes	**No**	**Yes**	**No/Sometimes/ Don't know**	**Yes**	**No**
Mean rating	3.58	3.65	3.60	3.29	3.67▲	3.38
Base	601	66	647	20	487	180

Note: 1 respondent refused to answer this question
Note: Respondents that stated 'don't know' were not included in the mean rating

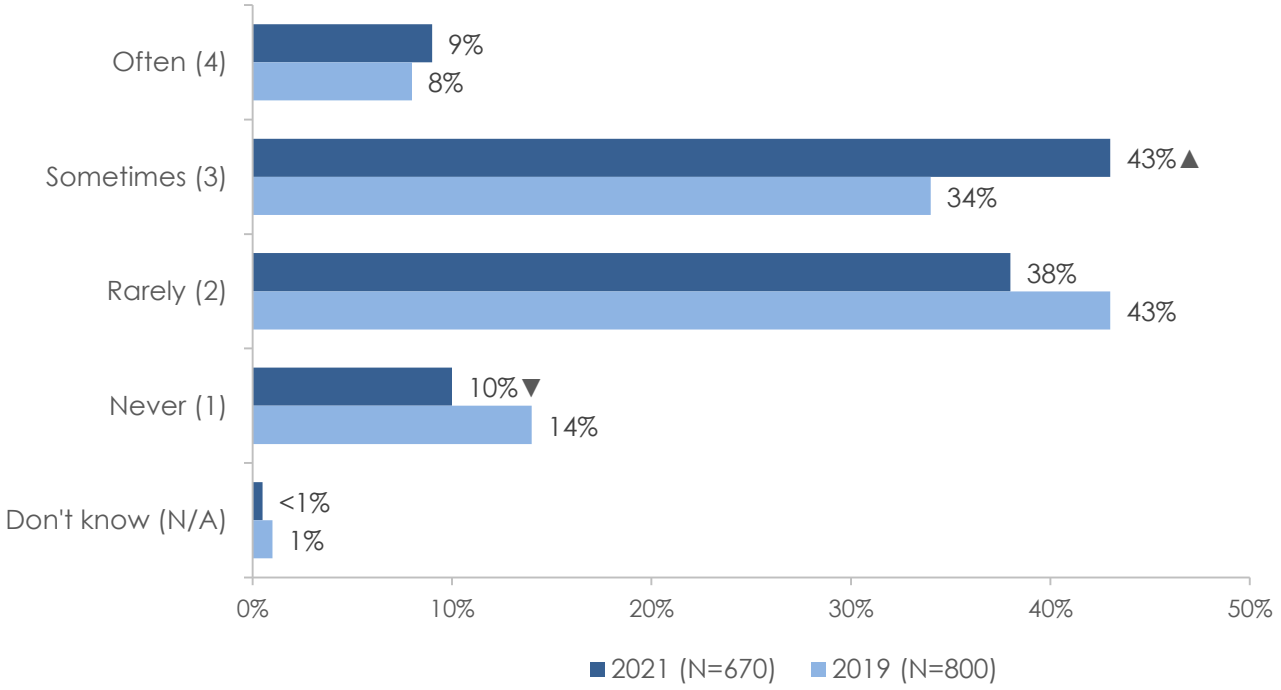
Scale: 1=never, 4=often
▲▼= A significantly higher/lower mean rating (by group)

Residents who regularly get enough sleep experienced feeling positive emotions significantly more frequently compared to those who don't get enough sleep.

Negative Emotions

Q16g. And during the past few weeks, how often, if at all, have you experienced negative emotions such as selfishness, jealousy, fear, worry and anger?

	Overall 2021	Overall 2019	Gender		Age				Ward			
			Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
Mean rating	2.52▲	2.37	2.57	2.45	2.50	2.62	2.46	2.42	2.48	2.52	2.54	2.51
Base	668	794	354	314	215	201	175	77	154	146	168	201



Note: 1 respondent refused to answer this question
Note: Respondents that stated 'don't know' were not included in the mean rating

Scale: 1=never, 4=often
▲▼= A significantly higher/lower mean rating (by year/group)

Compared to 2019, residents experienced feeling negative emotions significantly more frequently. There has been a decrease in those who said they never/rarely experience negative emotions and an increase in those who said sometimes.

Negative Emotions

Q16g. And during the past few weeks, how often, if at all, have you experienced negative emotions such as selfishness, jealousy, fear, worry and anger?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
Mean rating	2.55	2.45	2.47	2.53	2.37	2.44	2.47	2.55	2.54
Base	429	236	179	489	22	42	125	182	298

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
Mean rating	2.49	2.59	2.51	2.55	2.63	2.02▼	2.59	2.65	2.34
Base	507	160	432	180	38	11	92	49	44

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
Mean rating	2.46	2.42	2.63	2.42	3.12▲	2.73	2.54	2.55	2.04	2.31	2.38	2.43
Base	259	129	104	98	39	28	371	109	18	22	13	110

Note: 1 respondent refused to answer this question
Note: Respondents that stated 'don't know' were not included in the mean rating

Scale: 1=never, 4=often
▲▼= A significantly higher/lower mean rating (by group)

Residents who were born in Australia, do not speak a language other than English, those who rent and work full-time or part-time are slightly more likely to have experienced negative emotions such as selfishness, jealousy, fear, worry or anger.

Negative Emotions

Q16g. And during the past few weeks, how often, if at all, have you experienced negative emotions such as selfishness, jealousy, fear, worry and anger?

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	No	Yes	No
Mean rating	2.75▲	2.48	2.54	2.51
Base	84	585	114	553

	Do you have a car and a license so you are able to drive?		Are fresh fruit and vegetables readily available?		Are you getting enough sleep?	
	Yes	No	Yes	No/Sometimes/ Don't know	Yes	No
Mean rating	2.50	2.65	2.52	2.46	2.42▼	2.78
Base	602	66	648	20	488	180

Note: 1 respondent refused to answer this question
Note: Respondents that stated 'don't know' were not included in the mean rating

Scale: 1=never, 4=often
▲▼= A significantly higher/lower mean rating (by group)

Those who identify as having a disability experience negative emotions significantly more frequently, whilst those who generally get enough sleep experience negative emotions significantly less frequently.

Positive and Negative Emotions

Q16f. During the past few weeks, how often, if at all, have you experienced positive emotions such as calmness, compassion, forgiveness, contentment and generosity?

Q16g. And during the past few weeks, how often, if at all, have you experienced negative emotions such as selfishness, jealousy, fear, worry and anger?

		Q16g. Experience negative emotions?	
		Never/rarely	Often/sometimes
Q16f. Experience positive motions?	Often/sometimes	44% (N=293)	50% (N=337)
	Rarely/never	4% (N=25)	2% (N=11)

Base: N=670
Note: 1 respondent refused to answer these questions

Blending the two 'emotions' questions together, we can see that 2% of residents stated that they rarely/never experience positive emotions but often/sometimes experience negative emotions (so an at-risk group). This is identical to the 2019 result, which is encouraging given the increase in negative emotions noted on Slide 91 (in other words, whilst there has been an increase in negative emotions in 2021, it amongst those who also experience positive emotions 'often' / 'sometimes').

7. Social & Community Engagement

Detailed Results

1. Quality of Life
2. Financial Security
3. Acceptance of People and Cultures
4. Local Area
5. Access to Services and Facilities
6. Healthy Lifestyles
7. **Social and Community Engagement**
8. Potentially Vulnerable Groups

This section explores social and community engagement including involvement with social groups, political and civic actions and opportunities to have a say on local issues.

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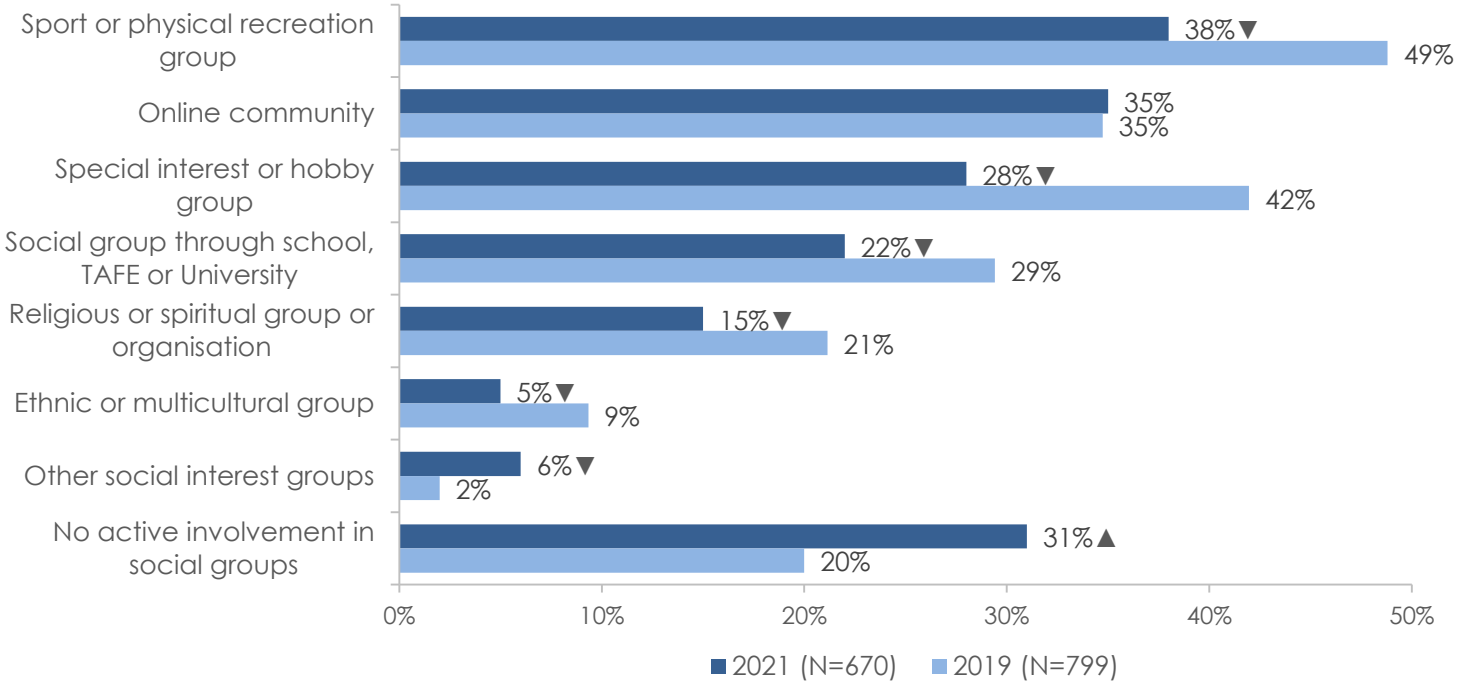
Social Groups

Q17. In the past 12 months, have you been actively involved in any of these social groups of taken part in an activity they organised?

	Overall 2021	Overall 2019	Gender		Age				Ward			
			Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
Number of activities	1.5	1.9	1.4	1.6	1.3	1.6	1.6	1.4	1.4	1.7	1.6	1.4
No involvement (%)	31%▲	20%	32%	30%	34%	29%	27%	36%	37%	25%	32%	31%
Base	670	799	355	316	215	201	175	79	154	147	168	201



Note: 1 respondent refused to answer
Please see Appendix A for 'other' social interest groups mentioned

▲▼= A significantly higher/lower number of activities (by year)

As can be expected due to COVID-19 and resulting lockdowns, involvement in social groups/activities has significantly decreased since 2019. Sport or physical recreation groups, special interest or hobby groups, social groups through school/TAFE/University, religious/spiritual groups and ethnic/multicultural groups have all been impacted.

Social Groups

Q17. In the past 12 months, have you been actively involved in any of these social groups of taken part in an activity they organised?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
Number of activities	1.5	1.4	1.3	1.6	1.6	1.5	1.6	1.6	1.4
No involvement (%)	29%	35%	40%▲	28%	34%	25%	34%	30%	31%
Base	430	236	179	491	22	42	125	182	300

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
Number of activities	1.5	1.4	1.6▲	1.2▼	1.2	1.6	1.3	1.1	1.2
No involvement (%)	28%	40%	25%▼	43%▲	38%	27%	42%	45%	45%
Base	509	160	434	180	39	11	92	50	44

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
Number of activities	1.6	1.5	1.5	1.0▼	1.8	1.8	1.5	1.7	0.2▼	2.1	1.4	1.3
No involvement (%)	29%	29%	28%	52%▲	14%	19%	33%	19%▼	91%▲	0%	33%	38%
Base	259	130	104	99	39	28	371	109	18	22	13	112

Note: 1 respondent refused to answer

▲▼= A significantly higher/lower value (by group)

Residents who speak a language other than English, live in an apartment/flat, single parents and those who are unemployed are significantly more likely to say they were not involved in any social groups.

Social Groups

Q17. In the past 12 months, have you been actively involved in any of these social groups of taken part in an activity they organised?

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	**No**	**Yes**	**No**
Number of activities	1.3	1.5	1.5	1.5
No involvement (%)	35%	31%	30%	31%
Base	85	586	114	555

	Do you have a car and a license so you are able to drive?		Are fresh fruit and vegetables readily available?		Are you getting enough sleep?	
	Yes	**No**	**Yes**	**No/Sometimes/ Don't know**	**Yes**	**No**
Number of activities	1.6▲	0.9	1.5	1.1	1.5	1.4
No involvement (%)	29%▼	52%	31%	44%	31%	30%
Base	604	67	650	21	490	181

Note: 1 respondent refused to answer

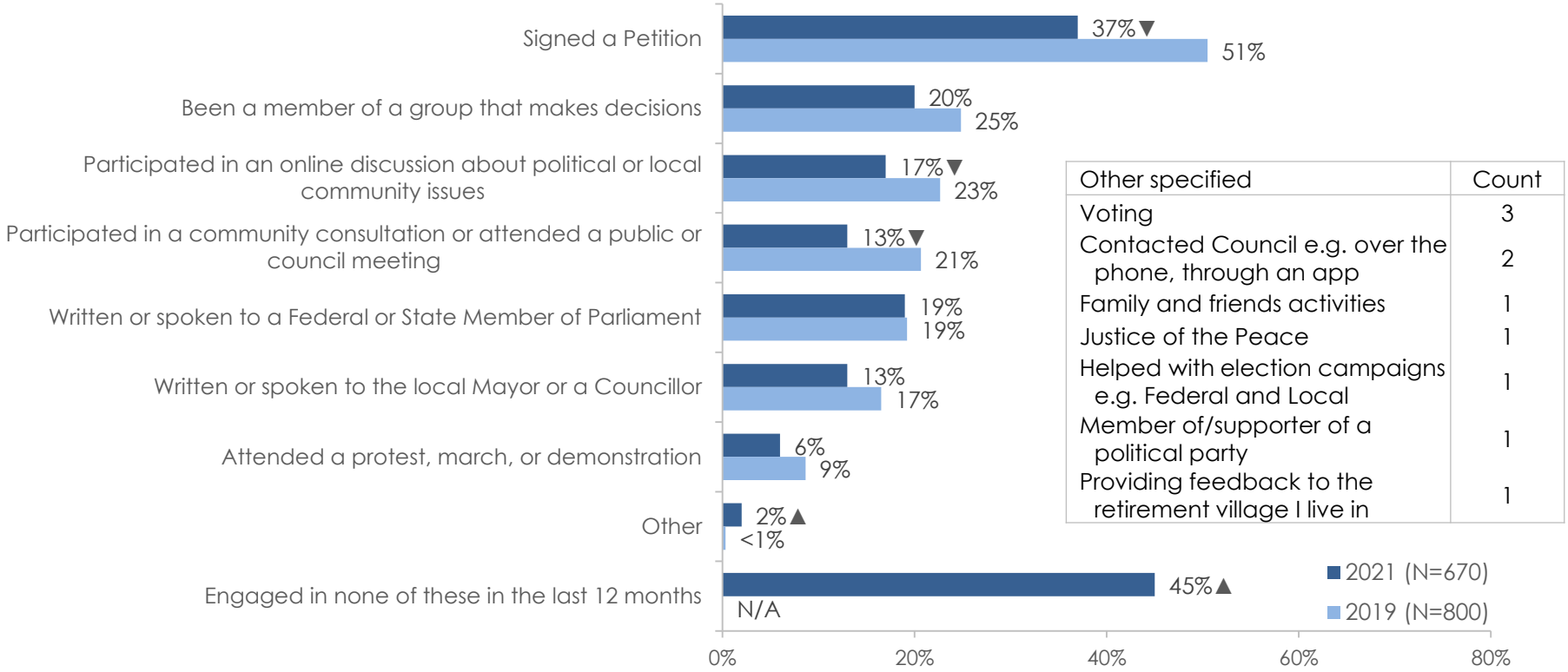
▲▼= A significantly higher/lower value (by group)

Those who have access to a car are significantly more likely to be involved in activities organised by social groups.

Political and Civic Actions

Q18. In the past 12 months, have you participated in any of the following political or civic actions?

	Overall 2021	Gender		Age				Ward			
		Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
Number of activities	1.3	1.3	1.2	0.8▼	1.3	1.7▲	1.7▲	1.1	1.4	1.5	1.1
No involvement (%)	45%	43%	47%	55%▲	46%	35%▼	38%	48%	46%	39%	48%
Base	670	355	316	215	201	175	79	154	147	168	201



Other specified	Count
Voting	3
Contacted Council e.g. over the phone, through an app	2
Family and friends activities	1
Justice of the Peace	1
Helped with election campaigns e.g. Federal and Local	1
Member of/supporter of a political party	1
Providing feedback to the retirement village I live in	1

Note: 1 respondent refused to answer

▲▼= A significantly higher/lower value (by year/group)

Residents were significantly less likely to have signed a petition or participated in online discussions about political or local community issues.

Political and Civic Actions

Q18. In the past 12 months, have you participated in any of the following political or civic actions?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
Number of activities	1.4	1.0▼	0.8	1.5	1.0	0.7▼	1.0	1.2	1.5▲
No involvement (%)	40%	54%▲	63%▲	39%	45%	65%	50%	46%	40%
Base	430	236	179	491	22	42	125	182	300

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
Number of activities	1.4	1.0▼	1.4▲	1.0▼	1.1	0.6	1.0	0.8	1.0
No involvement (%)	42%	54%	43%	48%	50%	56%	42%	53%	58%
Base	509	160	434	180	39	11	92	50	44

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
Number of activities	1.4	1.6▲	0.8▼	1.0	0.9	1.3	1.2	1.3	0.4▼	0.8	1.1	1.6▲
No involvement (%)	40%	34%▼	58%	54%	57%	44%	46%	47%	84%▲	61%	37%	37%▼
Base	259	130	104	99	39	28	371	109	18	22	13	112

Note: 1 respondent refused to answer

▲▼= A significantly higher/lower value (by group)

Residents born overseas and/or speak a language other than English, rent, live in an apartment/flat or living at home with their parents are significantly less likely to have participated in any political or civic actions.

Political and Civic Actions

Q18. In the past 12 months, have you participated in any of the following political or civic actions?

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	**No**	**Yes**	**No**
Number of activities	1.3	1.3	1.4	1.2
No involvement (%)	37%	46%	45%	45%
Base	85	586	114	555

	Do you have a car and a license so you are able to drive?		Are fresh fruit and vegetables readily available?		Are you getting enough sleep?	
	Yes	**No**	**Yes**	**No/Sometimes/ Don't know**	**Yes**	**No**
Number of activities	1.4	0.4▼	1.3	0.7	1.2	1.5
No involvement (%)	42%	70%▲	45%	63%	47%	40%
Base	604	67	650	21	490	181

Note: 1 respondent refused to answer

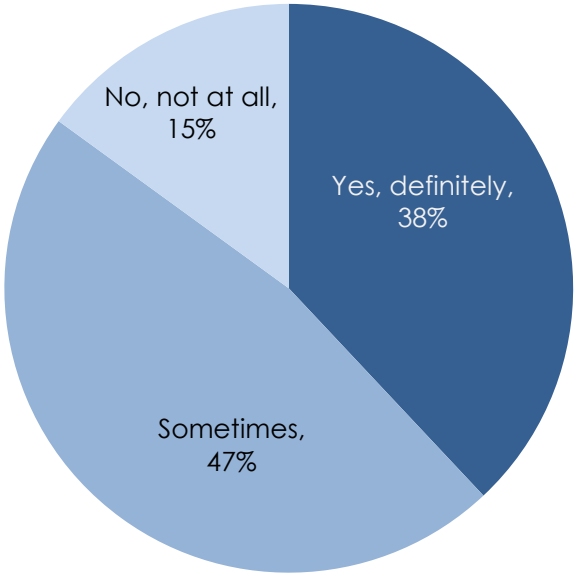
▲▼= A significantly higher/lower value (by group)

Those who don't have access to a car are significantly less likely to be involved in any political or civic activities.

Opportunities to Have a Say

Q19. Do you feel there are enough opportunities to have a say on local issues that are important to you?

	Overall 2021	Overall 2019	Gender		Age				Ward			
			Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
Yes, definitely	38%▼	45%	39%	37%	38%	34%	40%	42%	41%	43%	33%	37%
Sometimes	47%	40%	48%	46%	45%	51%	47%	46%	46%	45%	44%	53%
No, not at all	15%	15%	13%	17%	17%	15%	14%	13%	13%	12%	24%▲	11%
Base	670	800	355	316	215	201	175	79	154	147	168	201



Base: N=670

Note: 1 respondent refused to answer

▲▼= A significantly higher/lower percentage (by group)

15% of residents do not feel there are any opportunities to have a say on local issues, on par with 2019. Residents are significantly less likely to commit to saying that they definitely have enough opportunities to have a say on issues that are important to them, and are more likely to say they 'sometimes' have opportunities to have a say. Belief that there are adequate opportunities to have a say increases with age.

Opportunities to Have a Say

Q19. Do you feel there are enough opportunities to have a say on local issues that are important to you?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
Yes, definitely	38%	37%	26%▼	42%	24%	34%	38%	40%	38%
Sometimes	45%	51%	57%▲	44%	76%	44%	50%	44%	46%
No, not at all	16%	12%	17%	14%	0%	22%	12%	16%	16%
Base	430	236	179	491	22	42	125	182	300

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
Yes, definitely	38%	38%	38%	38%	28%	59%	36%	28%	53%
Sometimes	47%	47%	46%	50%	58%	10%▼	50%	64%	32%
No, not at all	15%	16%	15%	13%	14%	30%	14%	8%	15%
Base	509	160	434	180	39	11	92	50	44

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
Yes, definitely	40%	45%	27%	34%	48%	26%	38%	37%	38%	27%	71%▲	41%
Sometimes	48%	43%	46%	54%	31%	68%	46%	48%	55%	53%	29%	48%
No, not at all	12%	12%	27%▲	13%	21%	6%	16%	15%	6%	19%	0%	11%
Base	259	130	104	99	39	28	371	109	18	22	13	112

Note: 1 respondent refused to answer

▲▼= A significantly higher/lower percentage (by group)

Residents who speak a language other than English are more likely to say there are fewer opportunities to have a say on important issues.

Opportunities to Have a Say

Q19. Do you feel there are enough opportunities to have a say on local issues that are important to you?

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	No	Yes	No
Yes, definitely	39%	38%	28%	40%
Sometimes	45%	48%	52%	46%
No, not at all	16%	15%	19%	14%
Base	85	586	114	555

	Do you have a car and a license so you are able to drive?		Are fresh fruit and vegetables readily available?		Are you getting enough sleep?	
	Yes	No	Yes	No/Sometimes/ Don't know	Yes	No
Yes, definitely	39%	26%	38%	42%	42%	26%▼
Sometimes	45%	64%▲	47%	45%	47%	49%
No, not at all	15%	10%	15%	14%	11%	25%▲
Base	604	67	650	21	490	181

Note: 1 respondent refused to answer

▲▼= A significantly higher/lower percentage (by group)

Those who generally aren't getting enough sleep say there are significantly fewer opportunities to have a say on important issues.

8. Potentially Vulnerable Groups

Detailed Results

1. Quality of Life
2. Financial Security
3. Acceptance of People and Cultures
4. Local Area
5. Access to Services and Facilities
6. Healthy Lifestyles
7. Social and Community Engagement
8. **Potentially Vulnerable Groups**

This section explores results from potentially vulnerable groups in the community.

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Potentially Vulnerable Groups

Examining results across different demographics allows us to identify potentially vulnerable members of the community, and pinpoint the specific areas in which increased attention/resources may need to be allocated.

Single/Living alone

Those who are single/living alone reported a *significantly lower* quality of life. They are more likely to:

- Be *dissatisfied* with personal relationships, physical health, access to parks and open spaces, and access to public sports and recreation facilities
- *Disagree* that they feel safe walking alone in their local area during the day
- Feel lonely, feel like their life does not have purpose and have less confidence that they can achieve the things they want in life
- Have experienced positive emotions *less frequently*
- Not have access to a car
- Have experienced food shortages
- Be unable to access or raise $2,000 within two days in an emergency
- Be unable to ask neighbours or local friends for help
- *Disagree* that their local neighbourhood is a great place to live and that they feel proud to live in the Willoughby community
- *Disagree* that their local community copes well when faced with challenges

Single Parents with children at home

Single parents are *significantly more likely* to be *dissatisfied* with their standard of living. They are more likely to:

- Be dissatisfied with access to public sports and recreational facilities
- Have had to sacrifice spending on other things as a direct result of housing costs
- Say there are fewer opportunities to have a say on important issues
- Consider moving out of the Willoughby area in the next 5 years

*Please note: Caution, small sample size, single parents N=28

The differences highlighted for each of the vulnerable groups are either significant differences or smaller differences that are not significant but, when viewed within the context of other findings, suggest a theme or trend may be evident.

Potentially Vulnerable Groups

Younger residents

Younger residents reported greater levels of stress and mental health concerns, with a feeling of disconnect from the community. They are more likely to:

Stress/mental health

- Not be satisfied with their mental health
- Feel anxious
- Have had fewer healthy days
- Say that fresh fruit and vegetables are not readily available in their area
- Have run out of food and not been able to afford more
- Have had to sacrifice spending on other things due to housing costs

Community

- Not feel part of their local neighbourhood community
- Want to increase their connection/engagement to the local area
- Not have participated in social group activities or political/civic actions
- Have seen or experienced discriminatory behaviour

Older residents

Older residents are more likely to feel unsafe both at home and in their local area, experience difficulties accessing services and are less likely to agree that they can adapt to change well. They also reported lower participation in physical activities, but commented on how this was linked to a lack of access. They are more likely to:

Safety

- Not feel safe in public places in the Willoughby area
- Not feel safe at home at night
- Not feel safe walking alone in the local area during the day
- Not feel safe walking alone in the local area at night

Physical activities

- Not be satisfied with their physical health (although they report on average more healthy days!) and access to public sports and recreation facilities/opportunities to participate in sport and recreation activities
- Not have access to a car

The differences highlighted for each of the vulnerable groups are either significant differences or smaller differences that are not significant but, when viewed within the context of other findings, suggest a theme or trend may be evident.

Potentially Vulnerable Groups

Speak a language other than English at home

Residents that speak a language other than English at home are more dissatisfied with their standard of living and the home they live in. They are more likely to:

- Be dissatisfied with personal relationships
- Agree that some groups who live in Willoughby are made not to feel welcome and that they feel like an outsider in their local community
- Have experienced positive emotions less frequently
- Want to increase their connection/engagement with the local area
- Not walk around their local area/neighbourhood and have had fewer healthy days
- Less likely to have participated in social group activities or political/civic actions
- Believe that there are less opportunities to have a say on important issues

Have a long-term illness or disability

Residents who identify as having a disability or long-term illness report having a significantly lower quality of life. They are more likely to:

- Be dissatisfied with statements about the local area, including: standard of living, safety, personal relationships, mental health, physical health, what they are currently achieving in life, future security, and access to parks and open spaces
- Feel lonely or anxious
- Not feel valued or appreciated by others, able to adapt to change well and feel confident they can achieve the things they want in life
- Have seen or experienced discriminatory attitudes
- Have run out of food and not been able to afford more
- Want to increase their connection/engagement with the local area
- Have difficulties accessing services e.g. public transport, government services, disability support services
- Not have access to a car/mention lack of transport options as a reason for having difficulties accessing services

The differences highlighted for each of the vulnerable groups are either significant differences or smaller differences that are not significant but, when viewed within the context of other findings, suggest a theme or trend may be evident.

Appendix A: Additional Analyses

WILLOUGHBY CITY COUNCIL

micromex research

Change in Quality of Life

Q2b. Over the past few years, do you think the overall quality of life in the Willoughby LGA has improved, remained the same, or declined?

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	**No**	**Yes**	**No**
Mean rating	-0.09▼	0.15	-0.07▼	0.16
Base	85	584	114	554

	Do you have a car and a license so you are able to drive?		Are fresh fruit and vegetables readily available?		Are you getting enough sleep?	
	Yes	**No**	**Yes**	**No/Sometimes/ Don't know**	**Yes**	**No**
Mean rating	0.11	0.21	0.12	-0.04	0.18▲	-0.06
Base	602	67	648	21	490	179

Scale: -1=declined, 1=improved

▲▼= A significantly higher/lower level of satisfaction (by group)

Quality of Life Attributes

Q3. How satisfied are you with the following?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
How safe you feel	1.47	1.30▼	1.23▼	1.47	1.20	1.57	1.32	1.43	1.41
Access to parks and open spaces	1.41	1.28	1.22	1.41	1.55	1.25	1.28	1.40	1.37
Your standard of living	1.44	1.22▼	1.23▼	1.41	1.08	1.47	1.26	1.47▲	1.33
Your personal relationships	1.32	1.31	1.21▼	1.36	1.39	1.14	1.33	1.45▲	1.25
The home you live in	1.21	1.22	1.07▼	1.26	0.96	0.90	1.11	1.32	1.24
Your mental health	1.16	1.15	1.22	1.13	1.27	1.41	1.02	1.22	1.13
Your local area	1.15	1.08	1.04	1.16	1.19	1.43▲	1.04	1.26▲	1.04▼
Your physical health	1.06	1.09	1.14	1.05	1.13	1.17	1.06	1.16	1.00
Your future security	1.06	1.06	1.00	1.07	1.12	1.36	0.97	1.16	0.98
What you are currently achieving in life	1.04	0.96	0.93	1.04	1.08	1.04	0.95	1.10	0.98
Access to public sports and recreational facilities such as pools and courts	0.92	0.82	0.87	0.90	0.97	0.90	0.89	1.06▲	0.78▼
Feeling part of your local neighbourhood community	0.80	0.70	0.62	0.82	0.64	0.29	0.69	0.90	0.79
Opportunities to participate in sporting and recreation activities in the local area	0.79	0.66	0.59	0.79	1.01	0.47	0.72	1.00▲	0.61▼
Your spirituality or religion	0.73	0.69	0.63	0.75	0.45	0.24	0.90	0.74	0.72
Feeling part of the broader Willoughby community	0.52	0.54	0.45	0.56	0.14	0.23	0.55	0.65	0.51
Base	422	235	179	481	22	42	125	179	293

▲▼= A significantly higher/lower level of satisfaction (by group)

Scale: -2=completely dissatisfied, 2=completely satisfied

Quality of Life Attributes

Q3. How satisfied are you with the following?

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
How safe you feel	1.40	1.43	1.41	1.33	1.55	1.80▲	1.37	1.39	1.20
Access to parks and open spaces	1.39	1.27	1.40	1.24	1.57	1.04	1.48▲	1.09	0.89
Your standard of living	1.40	1.24	1.39	1.31	1.16	1.45	1.37	1.25	1.28
Your personal relationships	1.33	1.27	1.37	1.16▼	1.35	1.74▲	1.29	1.18	0.88
The home you live in	1.29	0.96▼	1.33▲	0.94▼	1.16	1.18	1.04	0.75	0.95
Your mental health	1.19	1.03	1.19	1.04	1.24	1.37	1.14	0.97	0.91
Your local area	1.15	1.06	1.14	1.08	1.21	1.09	1.12	0.98	1.12
Your physical health	1.09	1.01	1.09	1.03	1.06	1.37	0.98	1.11	0.96
Your future security	1.10	0.90	1.07	1.04	0.86	1.35	1.17	0.98	0.80
What you are currently achieving in life	1.02	0.99	1.05	0.93	0.93	1.28	1.03	0.86	0.81
Access to public sports and recreational facilities such as pools and courts	0.88	0.92	0.88	0.86	1.10	1.05	0.81	0.84	0.93
Feeling part of your local neighbourhood community	0.78	0.70	0.85▲	0.57▼	0.80	0.50	0.71	0.49	0.38
Opportunities to participate in sporting and recreation activities in the local area	0.72	0.79	0.81	0.58	0.83	0.43	0.62	0.54	0.49
Your spirituality or religion	0.79	0.48	0.82▲	0.47	0.81	0.36	0.89▲	-0.10▼	0.26
Feeling part of the broader Willoughby community	0.52	0.57	0.55	0.48	0.46	0.96	0.54	0.51	0.29
Base	500	159	425	179	39	11	91	50	43

▲▼= A significantly higher/lower rating (by group)

Scale: -2=completely dissatisfied, 2=completely satisfied

Quality of Life Attributes

Q3. How satisfied are you with the following?

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
How safe you feel	1.32▼	1.50	1.56	1.39	1.34	1.34	1.40	1.48	1.12	1.52	1.12	1.35
Access to parks and open spaces	1.37	1.53▲	1.38	1.06▼	1.45	1.39	1.36	1.48	1.26	1.25	1.57	1.29
Your standard of living	1.35	1.46	1.42	1.21	1.49	1.09▼	1.37	1.44	0.67▼	1.18	1.39	1.38
Your personal relationships	1.41▲	1.57▲	1.21	0.95▼	1.27	1.11	1.31	1.46	0.63▼	1.45	1.42	1.25
The home you live in	1.18	1.41▲	1.17	1.13	1.03	1.06	1.12▼	1.34	0.79	1.04	1.33	1.47▲
Your mental health	1.19	1.31▲	0.99	1.03	1.16	1.08	1.12	1.26	0.69	1.10	1.47	1.25
Your local area	1.15	1.25	1.11	1.00	1.12	0.84	1.12	1.28	0.67	1.03	0.86	1.20
Your physical health	1.14	1.08	1.27	0.69▼	0.99	1.19	1.06	1.43▲	0.73	1.37	1.33	0.78▼
Your future security	1.06	1.23▲	0.89	1.04	1.08	0.84	1.10	0.93	0.45▼	0.85	1.21	1.07
What you are currently achieving in life	1.04	1.10	0.92	0.86	1.28	0.92	1.06	1.09	0.56	0.80	1.17	0.89
Access to public sports and recreational facilities such as pools and courts	0.94	0.91	1.09▲	0.66▼	0.89	0.47▼	0.96	0.91	0.70	0.98	0.70	0.73▼
Feeling part of your local neighbourhood community	0.85	1.03▲	0.35▼	0.72	0.37	0.91	0.76	0.74	0.41	-0.09	1.06	1.01▲
Opportunities to participate in sporting and recreation activities in the local area	0.89▲	0.73	0.54	0.60	0.59	0.83	0.84▲	0.66	0.29	0.39	1.00	0.58▼
Your spirituality or religion	0.90▲	0.68	0.65	0.57	0.02	0.99	0.75	0.58	0.61	1.04	0.89	0.67
Feeling part of the broader Willoughby community	0.65▲	0.71	0.10▼	0.45	0.30	0.67	0.52	0.58	0.52	-0.03	0.22	0.62
Base	256	128	102	98	39	28	370	104	18	22	13	110

▲▼= A significantly higher/lower rating (by group)

Scale: -2=completely dissatisfied, 2=completely satisfied

Quality of Life Attributes

Q3. How satisfied are you with the following?

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	No	Yes	No
How safe you feel	1.19▼	1.44	1.29	1.43
Access to parks and open spaces	1.08▼	1.40	1.34	1.36
Your standard of living	1.04▼	1.40	1.26	1.38
Your personal relationships	0.92▼	1.37	1.29	1.32
The home you live in	1.17	1.21	1.22	1.20
Your mental health	0.79▼	1.21	1.10	1.17
Your local area	1.02	1.14	1.00	1.16
Your physical health	0.31▼	1.18	0.93	1.10
Your future security	0.79▼	1.09	0.90	1.09
What you are currently achieving in life	0.58▼	1.08	0.95	1.03
Access to public sports and recreational facilities such as pools and courts	0.71	0.91	0.68	0.93
Feeling part of your local neighbourhood community	0.69	0.77	0.74	0.77
Opportunities to participate in sporting and recreation activities in the local area	0.36▼	0.79	0.61	0.76
Your spirituality or religion	0.34▼	0.77	0.71	0.72
Feeling part of the broader Willoughby community	0.50	0.53	0.43	0.55
Base	84	578	113	547

▲▼= A significantly higher/lower rating (by group)

Scale: -2=completely dissatisfied, 2=completely satisfied

Quality of Life Attributes

Q3. How satisfied are you with the following?

	Do you have a car and a license so you are able to drive?		Are fresh fruit and vegetables readily available?		Are you getting enough sleep?	
	Yes	No	Yes	No/Sometimes / Don't know	Yes	No
How safe you feel	1.40	1.42	1.41	1.20	1.46▲	1.25
Access to parks and open spaces	1.38	1.19	1.37	1.05	1.42▲	1.20
Your standard of living	1.36	1.36	1.36	1.25	1.38	1.30
Your personal relationships	1.35▲	1.00	1.33▲	1.06	1.41▲	1.06
The home you live in	1.22	1.11	1.22▲	0.91	1.24	1.13
Your mental health	1.18	0.97	1.16	1.03	1.25▲	0.91
Your local area	1.11	1.29	1.13	1.00	1.17	1.00
Your physical health	1.10▲	0.79	1.09▲	0.56	1.13▲	0.91
Your future security	1.05	1.07	1.06	0.92	1.13▲	0.86
What you are currently achieving in life	1.04	0.80	1.02	0.77	1.08▲	0.82
Access to public sports and recreational facilities such as pools and courts	0.89	0.87	0.89	0.83	0.94	0.74
Feeling part of your local neighbourhood community	0.82	0.27	0.77	0.49	0.84▲	0.55
Opportunities to participate in sporting and recreation activities in the local area	0.79▲	0.27	0.75	0.28	0.81▲	0.56
Your spirituality or religion	0.71	0.77	0.74	-0.07	0.81▲	0.47
Feeling part of the broader Willoughby community	0.55	0.28	0.54▲	0.23	0.59	0.36
Base	595	66	640	21	483	178

▲▼= A significantly higher/lower rating (by group)

Scale: -2=completely dissatisfied, 2=completely satisfied

Quality of Life – Employment

Q4b. [If employed full-time or part-time] To what extent do you agree or disagree with the following statements?

	Family Status					
	Couple (children at home)	**Couple (no children at home)**	**Living at home with parent(s)**	**Single/ living alone**	**Group/ shared household**	**Single parent (children at home)**
I have good job security	1.09	1.19	0.86	1.43▲	1.36	1.20
I am satisfied with my job	0.97	1.25▲	0.77	0.99	0.45	0.95
I can manage the demands of my work without too much stress	0.57▼	0.96	0.87	0.96	0.22	0.60
My work and family life do not interfere with each other	0.12▼	0.55	0.71	0.76	0.16	0.21
Base	219	77	80	50	31	23

	Employment Status	
	Full-time	**Part-time**
I have good job security	1.22▲	0.84▼
I am satisfied with my job	0.96	0.95
I can manage the demands of my work without too much stress	0.63▼	0.95
My work and family life do not interfere with each other	0.30▼	0.59
Base	371	109

Scale: -2=strongly disagree, 2=strongly agree
▲▼= A significantly higher/lower rating (by group)

Personal Wellbeing

Q5. To what extent do you agree or disagree with the following statements?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
I feel like I can adapt to change well	1.14	1.03	1.06	1.11	1.10	1.23	1.14	1.16	1.02
I generally do not feel lonely	1.11	1.07	1.06	1.11	0.89	1.20	0.97	1.13	1.13
I feel valued and appreciated by others	1.12	1.05	1.09	1.09	1.02	1.32	1.00	1.13	1.08
I feel like my life has a sense of purpose	1.11	1.04	1.19	1.05	1.15	0.99	1.06	1.19	1.04
I am confident I can achieve the things I want in life	1.00	0.97	1.02	0.98	1.32	0.92	0.95	1.09	0.93
I feel like I have a balance between work and life	0.75	0.59	0.60	0.72	0.96	0.55	0.40▼	0.73	0.81
I generally do not feel anxious	0.70	0.61	0.73	0.65	0.52	0.77	0.54	0.72	0.69
Base	305-430	175-236	139-179	344-491	19-22	33-42	103-125	151-182	178-300

Scale: -2=strongly disagree, 2=strongly agree
▲▼= A significantly higher/lower rating (by group)

Personal Wellbeing

Q5. To what extent do you agree or disagree with the following statements?

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
I feel like I can adapt to change well	1.14	0.96	1.10	1.05	1.18	1.17	1.18	0.93	0.95
I generally do not feel lonely	1.11	1.03	1.17▲	0.91▼	1.11	1.03	1.04	0.93	0.60
I feel valued and appreciated by others	1.10	1.05	1.08	1.12	1.00	1.45	1.13	0.99	1.19
I feel like my life has a sense of purpose	1.11	1.01	1.16▲	0.96	0.90	0.98	0.97	1.07	0.86
I am confident I can achieve the things I want in life	1.02	0.89	0.98	1.00	0.93	1.09	1.13	0.84	0.93
I feel like I have a balance between work and life	0.70	0.66	0.78	0.55	0.45	0.64	0.57	0.69	0.39
I generally do not feel anxious	0.75	0.41▼	0.68	0.65	0.52	1.10	0.83	0.26▼	0.70
Base	345-509	137-160	302-434	141-180	30-39	7-11	74-92	33-50	37-44

Scale: -2=strongly disagree, 2=strongly agree
▲▼= A significantly higher/lower rating (by group)

Personal Wellbeing

Q5. To what extent do you agree or disagree with the following statements?

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
I feel like I can adapt to change well	1.16	1.17	1.15	0.93	0.84	1.02	1.18▲	1.13	0.64	1.03	0.94	0.88▼
I generally do not feel lonely	1.24▲	1.42▲	0.94	0.67▼	0.73	0.81	1.10	1.17	0.76	1.28	1.16	1.04
I feel valued and appreciated by others	1.05	1.29▲	1.11	0.97	1.07	0.86	1.11	1.11	0.59	1.23	1.03	1.06
I feel like my life has a sense of purpose	1.21▲	1.18	1.01	0.82▼	0.97	0.94	1.11	1.21	0.35▼	1.23	1.12	0.94▼
I am confident I can achieve the things I want in life	1.00	1.11	1.07	0.81▼	0.93	0.77	1.04	1.00	0.60	1.02	1.18	0.81▼
I feel like I have a balance between work and life	0.65	0.82	0.65	0.87	0.41	0.61	0.61▼	0.93▲	N/A	N/A	N/A	N/A
I generally do not feel anxious	0.71	0.96▲	0.48	0.64	-0.09▼	0.60	0.67	0.56	0.24	0.89	0.94	0.83▲
Base	219-259	77-130	80-104	50-99	31-39	23-28	371	109	18	22	13	112

Scale: -2=strongly disagree, 2=strongly agree
▲▼= A significantly higher/lower rating (by group)

Personal Wellbeing

Q5. To what extent do you agree or disagree with the following statements?

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	**No**	**Yes**	**No**
I feel like I can adapt to change well	0.71▼	1.15	1.06	1.10
I generally do not feel lonely	0.64▼	1.16	1.00	1.12
I feel valued and appreciated by others	0.80▼	1.13	0.94	1.12
I feel like my life has a sense of purpose	0.73▼	1.14	1.16	1.07
I am confident I can achieve the things I want in life	0.54▼	1.05	0.86	1.02
I feel like I have a balance between work and life	0.26▼	0.73	0.34▼	0.75
I generally do not feel anxious	0.08▼	0.75	0.37▼	0.73
Base	43-85	442-586	75-114	409-556

Scale: -2=strongly disagree, 2=strongly agree
▲▼= A significantly higher/lower rating (by group)

Personal Wellbeing

Q5. To what extent do you agree or disagree with the following statements?

	Do you have a car and a license so you are able to drive?		Are fresh fruit and vegetables readily available?		Are you getting enough sleep?	
	Yes	No	Yes	No/Sometimes/ Don't know	Yes	No/ I don't know
I feel like I can adapt to change well	1.11	0.99	1.10	0.83	1.15▲	0.94
I generally do not feel lonely	1.14▲	0.66	1.10	0.93	1.19▲	0.83
I feel valued and appreciated by others	1.07	1.24	1.09	1.06	1.15▲	0.92
I feel like my life has a sense of purpose	1.12	0.78	1.09	1.10	1.16▲	0.89
I am confident I can achieve the things I want in life	0.98	1.11	1.00	0.59	1.10▲	0.69
I feel like I have a balance between work and life	0.72	0.30	0.69	0.58	0.77▲	0.47
I generally do not feel anxious	0.69	0.50	0.68	0.33	0.83▲	0.24
Base	447-604	37-67	469-650	15-21	345-490	138-181

Scale: -2=strongly disagree, 2=strongly agree
▲▼= A significantly higher/lower rating (by group)

Accessing Funds

Q7b. If you needed to, could you access or raise $2,000 within two days in an emergency?

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	**No**	**Yes**	**No**
No/don't know	6%	10%	10%	9%
Base	85	586	114	556

	Do you have a car and a license so you are able to drive?		Are fresh fruit and vegetables readily available?		Are you getting enough sleep?	
	Yes	**No**	**Yes**	**No/Sometimes/ Don't know**	**Yes**	**No**
No/don't know	9%	16%	9%	8%	9%	10%
Base	604	67	650	21	490	181

Housing Costs

Q7c. As a direct result of housing costs, including mortgage or rent, electricity/gas/water, etc., have you unwillingly had to sacrifice spending on other things?

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	**No**	**Yes**	**No**
Yes	24%	22%	26%	21%
Base	85	586	114	556

	Do you have a car and a license so you are able to drive?		Are fresh fruit and vegetables readily available?		Are you getting enough sleep?	
	Yes	**No**	**Yes**	**No/Sometimes/ Don't know**	**Yes**	**No**
Yes	22%	19%	23%▲	5%	18%▼	32%
Base	604	67	650	21	490	181

▲▼= A significantly higher/lower percentage (by group)

Housing Costs

Q7c. As a direct result of housing costs, including mortgage or rent, electricity/gas/water, etc., have you unwillingly had to sacrifice spending on other things?

	Overall	Gender		Age				Ward			
		Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
Eating out	79%	80%	77%	85%	78%	68%	78%	81%	82%	82%	70%
Arts and cultural activities	65%	72%	56%	76%	58%	60%	52%	57%	72%	66%	67%
Sports and recreation	31%	30%	33%	23%	34%	42%	37%	23%	43%	33%	29%
Air conditioning/Heating	25%	27%	23%	19%	23%	33%	53%▲	43%▲	24%	15%	18%
Medical treatment	23%	23%	23%	24%	23%	17%	42%	50%▲	9%▼	6%▼	27%
Food and groceries	20%	22%	16%	14%	20%	27%	31%	25%	27%	12%	15%
Education	16%	19%	13%	19%	17%	11%	0%	27%	18%	4%▼	17%
Other	33%	38%	26%	19%	46%▲	38%	32%	26%	48%	23%	39%
None of these	3%	1%▼	6%	0%	5%	6%	0%	2%	3%	0%	8%
Base	148	85	63	60	54	27	7	39	32	42	35

People and Cultures

Q8. To what extent do you agree or disagree with the following statements?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
It is a good thing for a society to be made up of people from different cultures and communities	1.58	1.49	1.42▼	1.59	1.47	1.44	1.49	1.69▲	1.50
Accepting immigrants from many different countries makes Willoughby stronger	1.32	1.22	1.19	1.33	1.38	1.20	1.37	1.39	1.21
I feel welcome in my local neighbourhood community	1.29	1.20	1.19	1.28	0.91	1.59▲	1.14	1.33	1.24
I feel welcome in the broader Willoughby community	1.23	1.04▼	1.06	1.19	0.83	1.24	1.11	1.24	1.14
Willoughby is welcoming of people from different cultures	1.17	1.11	1.10	1.16	1.14	1.28	1.11	1.22	1.10
Willoughby is a place where people from different national or ethnic backgrounds get on well together	1.06	1.04	1.00	1.08	0.85	1.29	0.95	1.15	1.03
Willoughby is welcoming of people with different lifestyle choices	0.84	0.95	0.93	0.86	0.89	1.15	0.76	0.88	0.88
I feel part of my local neighbourhood community	0.87	0.87	0.73	0.93	0.51	0.58	0.88	1.01	0.85
Willoughby is welcoming of teenagers	0.80	0.87	0.88	0.80	0.72	0.87	0.83	0.85	0.80
I feel part of the broader Willoughby community	0.75	0.72	0.67	0.76	0.36	0.18▼	0.71	0.90▲	0.76
Some groups who live in Willoughby are made not to feel welcome	-0.66	-0.48	-0.38▲	-0.68	-0.66	-0.91	-0.58	-0.85▼	-0.40▲
There is a lot of disagreement between people in the Willoughby community	-0.65	-0.65	-0.57	-0.68	-0.80	-1.04▼	-0.69	-0.77	-0.49▲
I feel like an outsider in my local neighbourhood community	-1.29	-0.90▲	-0.66▲	-1.33	-0.84	-1.36	-1.03	-1.26	-1.12
Base	429	236	179	489	22	42	125	181	300

Scale: -2=strongly disagree, 2=strongly agree

▲▼= A significantly higher/lower agreement (by group)

People and Cultures

Q8. To what extent do you agree or disagree with the following statements?

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
It is a good thing for a society to be made up of people from different cultures and communities	1.54	1.56	1.58	1.46	1.63	1.55	1.64▲	1.38	1.12▼
Accepting immigrants from many different countries makes Willoughby stronger	1.25	1.42	1.31	1.23	1.55▲	1.29	1.32	1.21	0.95
I feel welcome in my local neighbourhood community	1.29	1.15	1.24	1.25	1.36	1.53	1.38	1.02	1.25
I feel welcome in the broader Willoughby community	1.16	1.14	1.16	1.13	1.15	1.41	1.30▲	0.83▼	1.16
Willoughby is welcoming of people from different cultures	1.12	1.25	1.13	1.21	1.23	1.10	1.17	1.10	1.31
Willoughby is a place where people from different national or ethnic backgrounds get on well together	1.03	1.14	1.03	1.09	1.24	1.34	1.17	0.71▼	1.27
Willoughby is welcoming of people with different lifestyle choices	0.88	0.87	0.84	1.01	0.72	0.93	0.99	0.95	1.06
I feel part of my local neighbourhood community	0.89	0.83	0.91	0.80	0.78	1.13	0.83	0.75	0.79
Willoughby is welcoming of teenagers	0.82	0.81	0.82	0.85	0.77	0.46	0.84	0.62	1.16▲
I feel part of the broader Willoughby community	0.72	0.80	0.75	0.65	0.80	1.39▲	0.76	0.51	0.67
Some groups who live in Willoughby are made not to feel welcome	-0.58	-0.66	-0.61	-0.64	-0.32	-0.62	-0.75	-0.56	-0.46
There is a lot of disagreement between people in the Willoughby community	-0.71	-0.45	-0.69	-0.61	-0.38	-0.47	-0.81	-0.36	-0.44
I feel like an outsider in my local neighbourhood community	-1.20	-1.00	-1.22	-0.98	-1.15	-1.64	-1.14	-0.89	-0.68
Base	507	160	432	180	39	11	92	50	44

Scale: -2=strongly disagree, 2=strongly agree

▲▼= A significantly higher/lower agreement (by group)

People and Cultures

Q8. To what extent do you agree or disagree with the following statements?

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
It is a good thing for a society to be made up of people from different cultures and communities	1.57	1.58	1.74▲	1.28▼	1.55	1.47	1.62▲	1.58	1.02	1.87▲	1.15	1.31▼
Accepting immigrants from many different countries makes Willoughby stronger	1.35	1.34	1.38	0.95▼	1.44	1.20	1.42▲	1.28	0.70	1.41	1.05	1.00▼
I feel welcome in my local neighbourhood community	1.30	1.38	1.12	1.30	0.90	1.13	1.26	1.21	0.93	1.34	1.14	1.31
I feel welcome in the broader Willoughby community	1.12	1.27	1.26	1.14	0.87	0.95	1.21	1.17	0.75	0.93	0.88	1.13
Willoughby is welcoming of people from different cultures	1.13	1.15	1.12	1.18	1.25	1.07	1.24▲	1.09	0.68	1.02	0.82	1.07
Willoughby is a place where people from different national or ethnic backgrounds get on well together	1.03	1.13	0.96	1.04	1.00	1.33	1.13	0.96	0.43▼	1.21	1.19	0.96
Willoughby is welcoming of people with different lifestyle choices	0.87	0.95	0.72	1.04	0.76	0.68	0.91	0.73	0.71	1.21	0.49	0.91
I feel part of my local neighbourhood community	1.01▲	1.06▲	0.41▼	0.82	0.53	0.94	0.89	0.82	0.57	0.15	0.94	1.04▲
Willoughby is welcoming of teenagers	0.83	0.77	0.80	0.98	0.56	0.74	0.87	0.82	0.82	0.78	1.29▲	0.66▼
I feel part of the broader Willoughby community	0.82	0.83	0.54	0.70	0.51	0.64	0.80	0.69	0.32	0.41	0.53	0.79
Some groups who live in Willoughby are made not to feel welcome	-0.70	-0.56	-0.66	-0.51	-0.61	0.03	-0.67	-0.59	-0.34	-0.51	-0.83	-0.45
There is a lot of disagreement between people in the Willoughby community	-0.77▼	-0.68	-0.73	-0.44	-0.39	-0.37	-0.66	-0.73	-0.78	-0.57	-0.84	-0.57
I feel like an outsider in my local neighbourhood community	-1.25	-1.22	-1.02	-1.05	-0.99	-1.17	-1.14	-1.35	-0.89	-0.96	-1.26	-1.12
Base	258	129	104	99	39	28	371	108	18	22	13	112

Scale: -2=strongly disagree, 2=strongly agree

▲▼= A significantly higher/lower agreement (by group)

People and Cultures

Q8. To what extent do you agree or disagree with the following statements?

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	**No**	**Yes**	**No**
It is a good thing for a society to be made up of people from different cultures and communities	1.55	1.55	1.44	1.57
Accepting immigrants from many different countries makes Willoughby stronger	1.19	1.31	1.18	1.31
I feel welcome in my local neighbourhood community	1.24	1.26	1.21	1.27
I feel welcome in the broader Willoughby community	1.09	1.17	1.07	1.17
Willoughby is welcoming of people from different cultures	1.12	1.15	1.00	1.18
Willoughby is a place where people from different national or ethnic backgrounds get on well together	0.85	1.09	0.91	1.09
Willoughby is welcoming of people with different lifestyle choices	0.72	0.90	0.65▼	0.92
I feel part of my local neighbourhood community	0.88	0.87	0.92	0.86
Willoughby is welcoming of teenagers	0.64	0.85	0.75	0.84
I feel part of the broader Willoughby community	0.65	0.75	0.61	0.77
Some groups who live in Willoughby are made not to feel welcome	-0.60	-0.60	-0.35▲	-0.65
There is a lot of disagreement between people in the Willoughby community	-0.54	-0.66	-0.42	-0.70
I feel like an outsider in my local neighbourhood community	-1.23	-1.14	-1.12	-1.16
Base	85	585	113	555

Scale: -2=strongly disagree, 2=strongly agree

▲▼= A significantly higher/lower agreement (by group)

Connection/Engagement to Local Area

Q10b. How connected or engaged do you feel with the people, businesses and other aspects of your local area?
Q10c. And how connected or engaged would you like to feel with the people, businesses and other aspects of your local area?

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
Increase	25%	29%	27%	25%	15%	46%	25%	23%	28%
Stay the same	72%	66%	71%	70%	77%	54%	72%	68%	69%
Decrease	3%	5%	2%	5%	7%	0%	3%	9%	3%
Base	506	160	431	180	39	11	92	50	44

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
Increase	26%	19%	35%	13%▼	49%▲	37%	25%	26%	29%	69%▲	26%	19%▼
Stay the same	72%	79%	65%	77%	49%	55%	72%	72%	71%	31%▼	69%	76%
Decrease	2%	3%	0%	10%▲	1%	8%	3%	2%	0%	0%	4%	5%
Base	259	130	102	99	39	28	369	109	18	22	13	112

▲▼= A significantly higher/lower percentage (by group)

Local Area

Q10a. Thinking about where you live, which one of the following best describes what you would consider to be your 'local area'?

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
The street you live in/the streets immediately surrounding where you live	26%	21%	24%	24%	34%	16%	22%	30%	26%
The suburb you live in/the postcode you live in	50%	51%	50%	50%	46%	56%	53%	48%	43%
The council area you live in/the Northern Suburbs	22%	28%	24%	24%	21%	27%	24%	21%	30%
Base	509	160	434	180	39	11	92	50	44

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
The street you live in/the streets immediately surrounding where you live	24%	23%	23%	28%	33%	29%	23%	23%	23%	31%	31%	35%▲
The suburb you live in/the postcode you live in	52%	58%	48%	38%▼	37%	54%	54%	50%	62%	13%▼	46%	42%▼
The council area you live in/the Northern Suburbs	22%	17%	28%	32%	31%	17%	22%	26%	9%	56%▲	24%	22%
Base	259	130	104	99	39	28	371	109	18	22	13	112

▲▼= A significantly higher/lower percentage (by group)

Local Area/Neighbourhood

Q12. How strongly do you agree or disagree?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
I feel safe in my home alone during the day	1.82	1.64▼	1.62▼	1.81	1.73	1.83	1.69	1.80	1.75
I feel safe walking alone in my local area during the day	1.74	1.64	1.65	1.73	1.78	1.67	1.61	1.77	1.71
I feel safe in my home alone at night	1.64	1.47▼	1.45▼	1.63	1.57	1.58	1.56	1.62	1.57
I feel safe in public places in the Willoughby area	1.62	1.45▼	1.51	1.58	1.40	1.62	1.52	1.56	1.59
My local neighbourhood is a great place to live	1.52	1.34▼	1.36	1.49	1.64	1.44	1.28▼	1.47	1.51
I feel proud to live in my neighbourhood	1.32	1.30	1.30	1.31	1.52	1.36	1.30	1.36	1.26
I feel proud to live in the Willoughby community	1.24	1.26	1.36	1.21	1.26	1.26	1.26	1.32	1.19
My local community has a bright future	1.24	1.15	1.21	1.21	1.35	1.19	1.25	1.30	1.14
Most people in my local area can be trusted	1.22	1.02▼	0.99▼	1.21	0.97	1.10	1.06	1.22	1.17
I feel safe walking alone in my local area at night	1.17	1.05	1.12	1.13	1.17	0.92	1.10	1.15	1.14
There's a good community spirit in my local area	1.08	1.01	0.99	1.08	1.06	0.88	0.88	1.22▲	1.05
My local community copes well when faced with challenges	0.99	0.91	0.91	0.98	0.61	0.87	1.03	1.08	0.90
Base	430	236	179	490	22	42	125	181	300

Scale: -2=strongly disagree, 2=strongly agree
▲▼= A significantly higher/lower agreement (by group)

Local Area/Neighbourhood

Q12. How strongly do you agree or disagree?

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
I feel safe in my home alone during the day	1.78	1.67	1.76	1.72	1.82	1.90	1.82	1.54	1.73
I feel safe walking alone in my local area during the day	1.76	1.56▼	1.75	1.60	1.77	1.82	1.75▲	1.38	1.49
I feel safe in my home alone at night	1.59	1.54	1.55	1.61	1.76▲	1.82	1.68	1.37▼	1.72
I feel safe in public places in the Willoughby area	1.55	1.61	1.59	1.48	1.61	1.74	1.53	1.36	1.53
My local neighbourhood is a great place to live	1.47	1.39	1.49	1.35	1.47	1.54	1.40	1.36	1.27
I feel proud to live in my neighbourhood	1.32	1.28	1.32	1.27	1.38	1.18	1.46▲	1.06	1.14
I feel proud to live in the Willoughby community	1.23	1.30	1.26	1.20	1.28	1.36	1.44▲	1.05	0.89
My local community has a bright future	1.23	1.16	1.21	1.17	1.36	1.28	1.22	1.01	1.28
Most people in my local area can be trusted	1.19	1.04	1.23▲	0.95▼	1.25	0.95	1.16▲	0.82	0.68
I feel safe walking alone in my local area at night	1.09	1.25	1.11	1.18	1.24	1.11	1.20	0.93	1.28
There's a good community spirit in my local area	1.05	1.06	1.14▲	0.87▼	0.96	1.19	1.07▲	0.58	0.83
My local community copes well when faced with challenges	0.97	0.96	0.99	0.93	0.84	0.84	1.09▲	0.72	0.86
Base	508	160	433	180	39	11	92	50	44

Scale: -2=strongly disagree, 2=strongly agree
▲▼= A significantly higher/lower agreement (by group)

Local Area/Neighbourhood

Q12. How strongly do you agree or disagree?

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
I feel safe in my home alone during the day	1.75	1.82	1.79	1.67	1.77	1.66	1.80	1.69	1.22	1.87	1.63	1.72
I feel safe walking alone in my local area during the day	1.70	1.80▲	1.80	1.48▼	1.80	1.76	1.73	1.72	1.19	1.87	1.78	1.66
I feel safe in my home alone at night	1.53	1.65	1.67	1.57	1.67	1.38	1.63	1.58	0.93	1.87	1.35	1.55
I feel safe in public places in the Willoughby area	1.50	1.60	1.70	1.53	1.61	1.50	1.62▲	1.57	0.95	1.74	1.48	1.43▼
My local neighbourhood is a great place to live	1.46	1.55	1.47	1.29▼	1.46	1.39	1.49	1.42	0.97	1.68	1.39	1.44
I feel proud to live in my neighbourhood	1.34	1.39	1.31	1.16	1.17	1.22	1.31	1.37	0.75	1.59	1.31	1.28
I feel proud to live in the Willoughby community	1.32	1.28	1.27	1.00▼	1.26	1.06	1.23	1.35	0.72	1.48	1.30	1.19
My local community has a bright future	1.26	1.18	1.32	1.08	1.01	1.16	1.30▲	1.17	0.65	1.16	1.01	1.10
Most people in my local area can be trusted	1.09	1.37▲	1.10	1.07	1.05	1.24	1.17	1.08	0.69	1.12	1.29	1.23
I feel safe walking alone in my local area at night	1.08	1.10	1.35	0.93	1.33	1.27	1.26▲	1.04	0.72	1.74▲	0.70	0.76▼
There's a good community spirit in my local area	1.11	1.20▲	0.90	0.97	0.76	1.15	1.03	1.11	0.27▼	1.23	0.84	1.12
My local community copes well when faced with challenges	1.07▲	1.03	0.89	0.75▼	0.60	1.10	1.00	0.99	0.51	0.45▼	1.03	0.98
Base	259	129	104	99	39	28	371	108	18	22	13	112

Scale: -2=strongly disagree, 2=strongly agree
▲▼= A significantly higher/lower agreement (by group)

Local Area/Neighbourhood

Q12. How strongly do you agree or disagree?

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	**No**	**Yes**	**No**
I feel safe in my home alone during the day	1.65	1.77	1.61▼	1.78
I feel safe walking alone in my local area during the day	1.53▼	1.73	1.60	1.73
I feel safe in my home alone at night	1.55	1.59	1.45	1.61
I feel safe in public places in the Willoughby area	1.44	1.58	1.44	1.59
My local neighbourhood is a great place to live	1.38	1.46	1.29▼	1.49
I feel proud to live in my neighbourhood	1.27	1.32	1.26	1.32
I feel proud to live in the Willoughby community	1.24	1.25	1.13	1.27
My local community has a bright future	1.08	1.23	0.96▼	1.27
Most people in my local area can be trusted	1.11	1.16	1.13	1.16
I feel safe walking alone in my local area at night	0.90	1.16	0.96	1.16
There's a good community spirit in my local area	1.06	1.05	1.04	1.06
My local community copes well when faced with challenges	0.84	0.98	0.85	0.99
Base	85	585	114	555

Scale: -2=strongly disagree, 2=strongly agree
▲▼= A significantly higher/lower agreement (by group)

Volunteering

Q13. In the past 12 months, have you given your time, without pay, to help any of the following organisations?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
Yes, at least one	58%	51%	53%	57%	50%	31%▼	58%	62%	55%
Base	430	236	179	491	22	42	125	182	300

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
Yes, at least one	59%	45%	63%▲	39%▼	60%	38%	40%	40%	35%
Base	509	160	434	180	39	11	92	50	44

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
Yes, at least one	64%▲	48%	57%	36%▼	63%	69%	57%	59%	11%▼	54%	69%	47%▼
Base	259	130	104	99	39	28	371	109	18	22	13	112

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	No	Yes	No
Yes, at least one	58%	55%	53%	56%
Base	85	586	114	556

▲▼= A significantly higher/lower percentage (by group)

Access to a Car

Q14a. Do you have a car and a licence so you are able to drive?
Q14b. Does anyone else in your household have a car and a licence so they are able to drive?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
Yes on Q14a or Q14b	97%	94%	94%	97%	100%	90%	97%	99%▲	94%
Base	430	236	179	491	22	42	125	182	300

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
Yes on Q14a or Q14b	95%	98%	99%▲	89%▼	98%	92%	93%	85%	85%
Base	509	160	434	180	39	11	92	50	44

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
Yes on Q14a or Q14b	100%▲	99%▲	95%	83%▼	99%	95%	98%▲	99%▲	70%▼	100%	96%	89%▼
Base	259	130	104	99	39	28	371	109	18	22	13	112

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	No	Yes	No
Yes on Q14a or Q14b	92%▼	97%	99%▲	95%
Base	85	586	114	556

Alternative Transport Options

Q14c. *([If yes on Q14a or Q14b] If you had no cars in your household, would there be other), ([If no on Q14a and Q14b] Are there) non-car transport options you could realistically use to get to the following locations? If Yes, what non-car transport options would you use?*

	Gender		Age				Ward			
	Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
Accessing health services, government services, etc.	92%▼	96%	99%▲	93%	90%▼	89%▼	96%	88%▼	97%▲	93%
Getting to work	93%	94%	98%	90%▼	92%	89%	92%	89%	99%▲	93%
Going out for recreation	91%	95%	96%	93%	92%	87%▼	93%	90%	98%▲	91%
Getting to work related meetings	89%	93%	97%▲	86%▼	91%	89%	91%	88%	95%	91%
Grocery shopping	86%▼	95%	90%	92%	92%	85%▼	91%	85%▼	94%	92%
Going to an education facility to take a child to school or childcare	87%▼	93%	95%	91%	86%	71%▼	91%	80%▼	95%▲	91%
Base	214-319	216-301	154-208	154-188	98-160	8-68	100-149	90-132	124-163	127-181

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
Accessing health services, government services, etc.	94%	93%	95%	93%	100%	100%	94%	92%	93%
Getting to work	93%	94%	98%▲	92%	94%	96%	93%	92%	95%
Going out for recreation	95%	90%	91%	94%	100%	93%	95%	93%	92%
Getting to work related meetings	91%	92%	94%	90%	94%	96%	88%	90%	94%
Grocery shopping	91%	89%	91%	90%	100%	91%	94%	91%	88%
Going to an education facility to take a child to school or childcare	89%	90%	94%	88%	92%	87%	92%	89%	89%
Base	280-400	154-220	128-165	311-454	14-22	31-39	89-118	133-168	162-272

▲▼= A significantly higher/lower percentage (by group)

Alternative Transport Options

Q14c. *([If yes on Q14a or Q14b] If you had no cars in your household, would there be other), ([If no on Q14a and Q14b] Are there) non-car transport options you could realistically use to get to the following locations? If Yes, what non-car transport options would you use?*

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
Accessing health services, government services, etc.	92%	99%▲	92%▼	98%▲	93%	100%	99%	97%	99%
Getting to work	93%	96%	91%▼	98%▲	91%	100%	99%	100%	95%
Going out for recreation	92%	98%▲	92%	94%	93%	100%	97%	83%▼	99%▲
Getting to work related meetings	90%	94%	89%▼	98%▲	85%	100%	99%	97%	95%
Grocery shopping	89%	95%	90%	94%	86%	100%	97%	81%▼	99%▲
Going to an education facility to take a child to school or childcare	89%	90%	89%	92%	88%	100%	95%	84%	92%
Base	305-460	110-158	261-391	106-177	25-35	7-11	55-91	25-48	26-43

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
Accessing health services, government services, etc.	92%	93%	100%▲	92%	100%	90%	96%▲	94%	97%	100%	87%	86%▼
Getting to work	91%	93%	96%	98%	98%	95%	94%	91%	N/A	N/A	N/A	N/A
Going out for recreation	93%	94%	92%	91%	100%	90%	96%▲	93%	60%▼	100%	96%	85%▼
Getting to work related meetings	90%	91%	90%	96%	92%	95%	92%	90%	N/A	N/A	N/A	N/A
Grocery shopping	92%	88%	87%	93%	97%	92%	95%▲	84%	74%	100%	100%	84%▼
Going to an education facility to take a child to school or childcare	90%	84%	96%	84%	94%	91%	94%▲	84%	100%	100%	100%	67%▼
Base	194-239	65-120	71-100	38-91	27-39	20-26	275-356	78-99	11-18	17-22	11-13	32-94

▲▼= A significantly higher/lower percentage (by group)

Alternative Transport Options

Q14c. ([If yes on Q14a or Q14b] If you had no cars in your household, would there be other), ([If no on Q14a and Q14b] Are there) non-car transport options you could realistically use to get to the following locations? If Yes, what non-car transport options would you use?

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	**No**	**Yes**	**No**
Accessing health services, government services, etc.	88%▼	94%	92%	94%
Getting to work	97%	93%	98%	93%
Going out for recreation	88%	94%	92%	93%
Getting to work related meetings	76%▼	93%	87%	92%
Grocery shopping	87%	91%	85%	92%
Going to an education facility to take a child to school or childcare	86%	90%	87%	90%
Base	31-74	404-546	65-104	370-516

Services and Activities that are Difficult to Access

Q15a. Sometimes it is difficult to use certain services and activities for a whole range of reasons. Which, if any, of the following services or activities do you have problems using for any reason?

	Gender		Age				Ward			
	Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
Public transport	12%	10%	13%	9%	8%	15%	11%	10%	12%	10%
Government services, such as Medicare, Centrelink, Service NSW, local Council, etc.	11%	6%	5%	8%	11%	13%▲	8%	12%	10%	6%
Sport and recreation facilities, including parks, reserves and playgrounds	3%▼	6%	2%	4%	6%	7%	6%	7%	2%	3%
Natural areas, such as bushland, waterways, etc.	3%	5%	4%	3%	3%	8%▲	4%	4%	5%	3%
Gaming, coding, programming, or other IT-related events and activities	4%	6%	3%	5%	6%	9%▲	6%	6%	4%	4%
Cultural facilities, such as theatre, museums, galleries	5%	3%	4%	1%▼	8%▲	6%	4%	4%	7%	3%
Healthcare services and facilities	4%	4%	4%	4%	3%	5%	2%	5%	6%	3%
Grocery shopping	4%	4%	1%	4%	4%	10%▲	4%	5%	3%	4%
Childcare services	3%	1%	1%	4%▲	0%▼	2%	3%	2%	1%	2%
Education facilities	2%	3%	2%	2%	3%	1%	4%	3%	2%	1%
Disability support services	3%▲	1%	0%▼	2%	3%	5%▲	1%	4%	2%	2%
Other	4%	2%	1%	4%	5%	3%	3%	4%	4%	3%
No problems using these services	71%	78%	79%	74%	74%	64%▼	76%	67%▼	74%	78%
Base	355	316	215	201	175	79	154	147	168	201

▲▼= A significantly higher/lower percentage (by group)

Services and Activities that are Difficult to Access

Q15a. Sometimes it is difficult to use certain services and activities for a whole range of reasons. Which, if any, of the following services or activities do you have problems using for any reason?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
Public transport	10%	12%	12%	11%	0%	10%	7%	11%	13%
Government services, such as Medicare, Centrelink, Service NSW, local Council, etc.	7%	11%	9%	8%	14%	9%	10%	4%▼	10%
Sport and recreation facilities, including parks, reserves and playgrounds	3%	6%	4%	4%	0%	4%	5%	3%	5%
Natural areas, such as bushland, waterways, etc.	3%	6%	5%	4%	0%	11%	8%	2%	3%
Gaming, coding, programming, or other IT-related events and activities	5%	5%	8%▲	4%	0%	3%	6%	7%	4%
Cultural facilities, such as theatre, museums, galleries	4%	5%	5%	4%	13%	3%	5%	3%	4%
Healthcare services and facilities	3%	5%	5%	3%	0%	8%	4%	4%	4%
Grocery shopping	3%	6%	6%	3%	9%	9%	3%	2%	4%
Childcare services	1%	4%▲	4%▲	1%	0%	3%	5%	1%	1%
Education facilities	1%	4%▲	3%	2%	0%	3%	5%	2%	1%
Disability support services	2%	3%	2%	2%	0%	3%	2%	1%	3%
Other	3%	4%	6%▲	2%	9%	0%	3%	3%	4%
No problems using these services	75%	72%	73%	75%	64%	71%	78%	76%	73%
Base	430	236	179	491	22	42	125	182	300

▲▼= A significantly higher/lower percentage (by group)

Services and Activities that are Difficult to Access

Q15a. Sometimes it is difficult to use certain services and activities for a whole range of reasons. Which, if any, of the following services or activities do you have problems using for any reason?

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
Public transport	11%	12%	11%	10%	13%	0%	8%	18%	6%
Government services, such as Medicare, Centrelink, Service NSW, local Council, etc.	9%	7%	10%	5%	11%	0%	5%	11%	2%
Sport and recreation facilities, including parks, reserves and playgrounds	5%	2%	6%▲	2%▼	3%	0%	2%	1%	1%
Natural areas, such as bushland, waterways, etc.	5%	2%	4%	4%	10%	0%	2%	2%	10%▲
Gaming, coding, programming, or other IT-related events and activities	6%	1%▼	6%▲	2%▼	4%	0%	2%	2%	4%
Cultural facilities, such as theatre, museums, galleries	5%	3%	5%	4%	1%	4%	2%	6%	7%
Healthcare services and facilities	4%	3%	5%	2%	2%	0%	0%	7%▲	0%
Grocery shopping	4%	5%	4%	5%	0%	4%	5%	8%	1%▼
Childcare services	2%	1%	3%▲	0%	1%	0%	0%	0%	0%
Education facilities	3%	2%	3%	0%▼	3%	4%	1%	0%	0%
Disability support services	2%	3%	2%	2%	3%	0%	1%	3%	3%
Other	4%	2%	3%	3%	0%	0%	4%	0%	8%
No problems using these services	73%	79%	73%	76%	73%	96%▲	83%	64%	74%
Base	509	160	434	180	39	11	92	50	44

▲▼= A significantly higher/lower percentage (by group)

Services and Activities that are Difficult to Access

Q15a. Sometimes it is difficult to use certain services and activities for a whole range of reasons. Which, if any, of the following services or activities do you have problems using for any reason?

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
Public transport	8%	11%	12%	14%	15%	10%	11%	7%	14%	13%	9%	16%
Government services, such as Medicare, Centrelink, Service NSW, local Council, etc.	12%▲	6%	5%	7%	5%	10%	7%	8%	6%	0%	9%	12%
Sport and recreation facilities, including parks, reserves and playgrounds	6%	3%	0%▼	5%	0%	12%	4%	6%	0%	0%	0%	6%
Natural areas, such as bushland, waterways, etc.	4%	3%	0%	9%▲	0%	12%	4%	4%	3%	0%	0%	7%
Gaming, coding, programming, or other IT-related events and activities	7%	4%	4%	5%	0%	0%	4%	5%	8%	0%	18%▲	8%▲
Cultural facilities, such as theatre, museums, galleries	3%	4%	6%	7%	4%	1%	3%	3%	3%	13%	9%	6%
Healthcare services and facilities	4%	1%▼	6%	6%	0%	10%	4%	2%	11%	0%	0%	3%
Grocery shopping	4%	3%	0%	8%▲	0%	10%	2%▼	5%	11%	0%	0%	8%▲
Childcare services	4%▲	0%▼	0%	2%	3%	0%	1%	5%▲	0%	0%	0%	1%
Education facilities	5%▲	0%▼	0%	0%▼	0%	10%	3%	4%	0%	0%	0%	1%
Disability support services	3%	1%	0%	5%▲	0%	0%	1%▼	3%	0%	0%	0%	4%▲
Other	4%	4%	3%	4%	2%	0%	3%	3%	0%	0%	4%	5%
No problems using these services	71%	77%	79%	70%	79%	86%	78%	74%	75%	74%	68%	67%▼
Base	259	130	104	99	39	28	371	109	18	22	13	112

▲▼= A significantly higher/lower percentage (by group)

Services and Activities that are Difficult to Access

Q15a. Sometimes it is difficult to use certain services and activities for a whole range of reasons. Which, if any, of the following services or activities do you have problems using for any reason?

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	No	Yes	No
Public transport	24%▲	9%	17%	10%
Government services, such as Medicare, Centrelink, Service NSW, local Council, etc.	14%▲	8%	16%▲	7%
Sport and recreation facilities, including parks, reserves and playgrounds	6%	4%	8%	4%
Natural areas, such as bushland, waterways, etc.	8%	3%	9%▲	3%
Gaming, coding, programming, or other IT-related events and activities	8%	4%	11%▲	4%
Cultural facilities, such as theatre, museums, galleries	6%	4%	4%	4%
Healthcare services and facilities	8%	3%	9%▲	3%
Grocery shopping	7%	3%	6%	3%
Childcare services	3%	2%	5%	1%
Education facilities	2%	2%	6%▲	2%
Disability support services	5%▲	2%	7%▲	1%
Other	5%	3%	3%	3%
No problems using these services	60%▼	76%	61%▼	77%
Base	85	586	114	555

▲▼= A significantly higher/lower percentage (by group)

Services and Activities that are Difficult to Access

Q15a. Sometimes it is difficult to use certain services and activities for a whole range of reasons. Which, if any, of the following services or activities do you have problems using for any reason?

Other specified	Count
Maintenance of streets/facilities/amenities	6
Footpaths, cycleways and mobility access	5
Roads/traffic management	4
Cultural services	3
Community services/facilities e.g. youth, arts, library	2
Internet services e.g. speed/reliability	2
Banks	1
Food delivery services e.g. Uber Eats	1
Providing feedback to Council	1
Utilities e.g. water meter services	1
Working from home	1

Reason for Services and Activities Being Difficult to Access

Q15a. Sometimes it is difficult to use certain services and activities for a whole range of reasons. Which, if any, of the following services or activities do you have problems using for any reason?

Q15b. You mentioned that you have problems accessing one or more services or activities. Which, if any, of the following explain why you have problems accessing those services?

	Gender		Age				Ward			
	Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
Lack of transport options	33%	39%	48%	33%	28%	32%	37%	24%	33%	49%
No service in your area	36%	30%	36%	43%	29%	20%▼	21%	41%	26%	45%
Poor customer service	29%	19%	12%	36%▲	26%	23%	23%	33%	23%	20%
Remote location/hard to get to	23%	27%	32%	23%	21%	21%	24%	22%	32%	19%
Lack of time	18%	29%	37%	20%	19%	8%▼	20%	27%	24%	17%
They are not open at the times I require	19%	24%	31%	28%	13%	6%▼	31%	16%	21%	20%
Cost of service/too expensive	9%	19%	18%	17%	8%	8%	19%	19%	7%	8%
Health or disability	14%	8%	0%▼	9%	12%	35%▲	4%▼	17%	16%	9%
Cannot trust them	6%	9%	13%	7%	5%	2%	8%	5%	16%	0%
Language difficulties	5%	2%	0%	8%▲	4%	1%	4%	5%	1%	5%
Discrimination	3%	2%	0%	2%	7%▲	1%	2%	8%▲	1%	0%
Don't feel safe where they are located	0%▼	4%	0%	2%	2%	1%	1%	2%	3%	0%
Other	33%	24%	20%	24%	43%▲	35%	23%	36%	37%	21%
Base	104	68	45	53	46	28	38	48	43	44

▲▼= A significantly higher/lower percentage (by group)

Reason for Services and Activities Being Difficult to Access

Q15a. Sometimes it is difficult to use certain services and activities for a whole range of reasons. Which, if any, of the following services or activities do you have problems using for any reason?

Q15b. You mentioned that you have problems accessing one or more services or activities. Which, if any, of the following explain why you have problems accessing those services?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
Lack of transport options	35%	36%	34%	36%	0%	49%	25%	34%	41%
No service in your area	37%	29%	37%	33%	61%	0%	28%	45%	33%
Poor customer service	24%	26%	30%	23%	25%	49%	23%	22%	24%
Remote location/hard to get to	24%	26%	24%	25%	61%	38%	17%	28%	20%
Lack of time	18%	29%	26%	21%	61%	33%	31%	12%	19%
They are not open at the times I require	17%	28%	36%▲	15%	61%▲	10%	20%	31%	14%
Cost of service/too expensive	8%	22%▲	28%▲	7%	36%	16%	17%	10%	11%
Health or disability	12%	11%	9%	13%	0%	0%	7%	5%▼	20%▲
Cannot trust them	5%	11%	17%▲	3%	0%	0%	27%▲	1%▼	5%
Language difficulties	3%	4%	9%▲	1%	25%▲	0%	5%	0%	4%
Discrimination	3%	3%	2%	3%	0%	0%	0%	3%	5%
Don't feel safe where they are located	2%	1%	5%▲	0%	0%	0%	0%	0%	3%
Other	32%	26%	18%	35%	13%	36%	28%	33%	29%
Base	107	66	49	123	8	12	28	43	81

▲▼= A significantly higher/lower percentage (by group)

Reason for Services and Activities Being Difficult to Access

Q15a. Sometimes it is difficult to use certain services and activities for a whole range of reasons. Which, if any, of the following services or activities do you have problems using for any reason?

Q15b. You mentioned that you have problems accessing one or more services or activities. Which, if any, of the following explain why you have problems accessing those services?

	Own	Rent	Property Type			[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Up to 3 storeys	4-9 storeys	10 or more storeys
Lack of transport options	34%	42%	34%	34%	63%	15%	41%	46%
No service in your area	29%	55%▲	32%	40%	20%	30%	49%	48%
Poor customer service	25%	27%	25%	23%	27%	20%	35%	9%
Remote location/hard to get to	21%	39%	20%	30%	46%	46%	16%	30%
Lack of time	18%	41%▲	22%	20%	45%	4%▼	31%	19%
They are not open at the times I require	19%	28%	25%	8%	45%	3%	16%▲	0%
Cost of service/too expensive	11%	22%	13%	13%	14%	4%	29%▲	3%
Health or disability	14%	4%▼	12%	6%	22%	11%	3%	11%
Cannot trust them	9%	0%	7%	8%	5%	4%	0%	30%▲
Language difficulties	3%	6%	3%	6%	5%	13%	0%	3%
Discrimination	3%	0%	3%	1%	11%	4%	0%	0%
Don't feel safe where they are located	2%	0%	1%	1%	5%	0%	2%	0%
Other	32%	22%	30%	35%	9%	53%	30%	18%
Base	139	33	116	42	11	16	18	12

Note: Results by terrace house not shown due to small sample size

▲▼= A significantly higher/lower percentage (by group)

Reason for Services and Activities Being Difficult to Access

Q15a. Sometimes it is difficult to use certain services and activities for a whole range of reasons. Which, if any, of the following services or activities do you have problems using for any reason?

Q15b. You mentioned that you have problems accessing one or more services or activities. Which, if any, of the following explain why you have problems accessing those services?

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with one or more parents	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time for 35 or more hours a week	Working part-time or casual for less than 35 hours a week	Unemployed	Studying at school, TAFE or University	Home duties	Retired
Lack of transport options	22%▼	49%	35%	53%	73%	0%	43%	20%	54%	50%	28%	37%
No service in your area	33%	34%	38%	31%	73%	0%	34%	51%	24%	50%	28%	24%
Poor customer service	34%▲	20%	13%	21%	20%	0%	18%	27%	67%▲	0%	42%	23%
Remote location/hard to get to	17%	32%	36%	32%	8%	9%	26%	23%	12%	50%	0%	26%
Lack of time	25%	22%	22%	13%	8%	67%	28%	25%	13%	50%	15%	9%▼
They are not open at the times I require	26%	10%	35%	13%	12%	0%	22%	37%	13%	50%	0%	9%▼
Cost of service/too expensive	13%	13%	8%	25%	0%	0%	10%	21%	42%	50%	0%	10%
Health or disability	8%	13%	8%	25%▲	0%	14%	4%▼	11%	0%	0%	0%	34%▲
Cannot trust them	8%	1%▼	22%	3%	0%	0%	8%	10%	0%	0%	0%	5%
Language difficulties	6%▲	0%	2%	3%	0%	0%	2%	7%	12%	0%	0%	4%
Discrimination	3%	3%	2%	4%	0%	0%	2%	2%	12%	0%	0%	3%
Don't feel safe where they are located	1%	1%	8%▲	0%	0%	0%	1%	0%	0%	0%	0%	4%
Other	30%	32%	31%	27%	39%	9%	26%	27%	21%	0%	58%	35%
Base	76	30	22	29	8	4	81	29	5	6	4	37

▲▼= A significantly higher/lower percentage (by group)

Reason for Services and Activities Being Difficult to Access

Q15a. Sometimes it is difficult to use certain services and activities for a whole range of reasons. Which, if any, of the following services or activities do you have problems using for any reason?

Q15b. You mentioned that you have problems accessing one or more services or activities. Which, if any, of the following explain why you have problems accessing those services?

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	**No**	**Yes**	**No**
Lack of transport options	53%	31%	40%	34%
No service in your area	38%	33%	27%	36%
Poor customer service	19%	26%	33%	22%
Remote location/hard to get to	21%	25%	20%	26%
Lack of time	11%	25%	21%	23%
They are not open at the times I require	21%	21%	24%	21%
Cost of service/too expensive	8%	15%	16%	12%
Health or disability	28%▲	8%	21%▲	8%
Cannot trust them	4%	8%	15%	5%
Language difficulties	3%	4%	1%	5%
Discrimination	7%	2%	1%	3%
Don't feel safe where they are located	2%	1%	4%	1%
Other	25%	31%	30%	30%
Base	34	139	45	127

▲▼= A significantly higher/lower percentage (by group)

Walking Around the Neighbourhood

Q16a. Which, if any, of these places in or around your neighbourhood do you walk to or through in a usual week?

	Gender		Age				Ward			
	Female	Male	16-34	35-49	50-69	70+	Middle Harbour	Sailors Bay	Naremburn	West Ward
Around the neighbourhood using the streets/footpaths (no specific destination)	87%	86%	88%	88%	87%	80%▼	87%	89%	89%	83%
Park, oval or bushlands	80%	77%	78%	81%	82%	66%▼	82%	81%	80%	74%
To or from cafes or restaurants	75%	78%	84%	76%	75%	54%▼	79%	79%	84%▲	64%▼
To or from the shops	71%	76%	79%	71%	75%	60%▼	75%	77%	81%▲	62%▼
To or from public transport	64%	65%	79%▲	58%▼	64%	45%▼	56%▼	57%	80%▲	64%
To or from a friend's or family's house	59%	66%	66%	61%	64%	48%▼	70%▲	67%	59%	54%
To or from work	23%▼	37%	43%▲	32%	21%▼	5%▼	27%	27%	37%	28%
To or from where you study/taking your children to school	25%	29%	29%	45%▲	15%▼	4%▼	31%	25%	24%	28%
Somewhere else	2%	3%	3%	2%	3%	2%	2%	2%	5%▲	1%
I do not walk in or around my neighbourhood	4%	6%	2%	5%	5%	13%▲	4%	4%	3%	8%▲
Base	355	316	215	201	175	79	154	147	168	201

▲▼= A significantly higher/lower percentage (by group)

Walking Around the Neighbourhood

Q16a. Which, if any, of these places in or around your neighbourhood do you walk to or through in a usual week?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
Around the neighbourhood using the streets/footpaths (no specific destination)	90%	80%▼	78%▼	90%	77%	90%	86%	90%	85%
Park, oval or bushlands	84%	69%▼	65%▼	84%	59%	77%	79%	87%▲	76%
To or from cafes or restaurants	78%	72%	71%	78%	82%	76%	85%▲	82%	68%▼
To or from the shops	75%	70%	68%	75%	82%	70%	78%	74%	71%
To or from public transport	64%	66%	69%	63%	64%	74%	73%	57%	64%
To or from a friend's or family's house	63%	61%	58%	64%	68%	27%▼	70%	70%	58%
To or from work	29%	30%	38%▲	26%	32%	31%	40%▲	31%	24%▼
To or from where you study/taking your children to school	27%	27%	33%	25%	33%	40%	41%▲	36%▲	14%▼
Somewhere else	2%	3%	2%	3%	0%	0%	5%	1%▼	3%
I do not walk in or around my neighbourhood	4%	8%▲	10%▲	3%	9%	10%	2%	2%	7%
Base	430	236	179	491	22	42	125	182	300

▲▼= A significantly higher/lower percentage (by group)

Walking Around the Neighbourhood

Q16a. Which, if any, of these places in or around your neighbourhood do you walk to or through in a usual week?

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
Around the neighbourhood using the streets/footpaths (no specific destination)	87%	84%	89%	81%	92%	90%	88%	72%	72%
Park, oval or bushlands	81%	71%	84%▲	70%▼	72%	81%	69%	71%	68%
To or from cafes or restaurants	75%	78%	74%	80%	83%	81%	88%▲	72%	69%
To or from the shops	73%	74%	73%	75%	72%	82%	84%▲	62%	70%
To or from public transport	63%	70%	60%▼	74%▲	73%	78%	74%	65%	79%
To or from a friend's or family's house	62%	61%	66%	56%	55%	54%	66%	45%	45%
To or from work	26%	40%▲	27%	35%	26%	46%	37%	30%	34%
To or from where you study/taking your children to school	26%	31%	28%	22%	34%	70%▲	22%	22%	19%
Somewhere else	3%	1%	3%	1%▼	5%	0%	1%	1%	0%
I do not walk in or around my neighbourhood	4%	8%	3%▼	9%▲	1%	10%	6%	12%	13%
Base	509	160	434	180	39	11	92	50	44

▲▼= A significantly higher/lower percentage (by group)

Walking Around the Neighbourhood

Q16a. Which, if any, of these places in or around your neighbourhood do you walk to or through in a usual week?

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
Around the neighbourhood using the streets/footpaths (no specific destination)	89%	87%	92%	72%	94%	81%	87%	91%	57%	100%	96%	81%
Park, oval or bushlands	86%▲	79%	81%	57%	75%	94%▲	79%	86%	51%	100%	100%	67%
To or from cafes or restaurants	82%▲	74%	79%	61%	68%	83%	82%▲	83%	84%	60%	96%▲	55%
To or from the shops	77%	74%	72%	61%	70%	88%	76%	75%	84%	72%	88%	64%
To or from public transport	63%	63%	77%	55%	71%	74%	70%▲	65%	78%	76%	63%	49%
To or from a friend's or family's house	70%▲	65%	61%	44%	39%	81%	67%▲	55%	71%	45%	91%▲	53%
To or from work	36%▲	22%	37%	12%	26%	49%	38%▲	34%	26%	54%	5%	0%
To or from where you study/taking your children to school	44%▲	10%	26%	9%	7%	45%	31%	32%	36%	39%	53%▲	4%
Somewhere else	3%	2%	4%	1%	0%	0%	2%	6%▲	0%	0%	4%	3%
I do not walk in or around my neighbourhood	3%	7%	0%	17%▲	0%	0%	4%	4%	16%	0%	0%	11%▲
Base	259	130	104	99	39	28	371	109	18	22	13	112

Physical Activity

Q16b. On average, how many times a week do you usually do 30 minutes or more physical activity or walking that increases your heart rate or makes you breath harder than normal?

	Born in Australia		Speak language other than English at home		Time in LGA				
	Yes	No	Yes	No	<2 years	2-5 years	6-10 years	11-20 years	More than 20 years
5 or more	44%	42%	30%▼	48%	55%	16%▼	44%	50%	41%
3-4	35%	26%	29%	32%	14%	50%	33%	33%	28%
1-2	18%	27%	35%▲	17%	30%	30%	18%	15%▼	25%
None	3%	5%	6%	3%	0%	5%	5%	2%	5%
Base	430	236	179	491	22	42	125	182	300

	Own	Rent	Property Type				[If apartment/flat] Height of building		
			Separate house	Apartment/ flat	Duplex/ semi-detached	Terrace/ town house	Up to 3 storeys	4-9 storeys	10 or more storeys
5 or more	44%	41%	45%	37%	46%	55%	42%	35%	27%
3-4	31%	32%	32%	31%	31%	18%	31%	26%	35%
1-2	21%	25%	19%	29%	19%	16%	22%	32%	38%
None	4%	2%	4%	3%	4%	10%	4%	7%	0%
Base	509	160	434	180	39	11	92	50	44

Physical Activity

Q16b. On average, how many times a week do you usually do 30 minutes or more physical activity or walking that increases your heart rate or makes you breath harder than normal?

	Family Status						Work Status					
	Couple (children at home)	Couple (no children at home)	Living at home with parent(s)	Single/ living alone	Group/ shared household	Single parent (children at home)	Working full-time	Working part-time	Unemployed	Studying	Home duties	Retired
5 or more	47%	43%	40%	42%	30%	38%	45%	43%	13%▼	51%	59%	39%
3-4	31%	30%	39%	23%	49%	17%	29%	39%	47%	26%	15%	29%
1-2	18%	24%	21%	23%	21%	41%	24%	16%	29%	23%	16%	22%
None	3%	3%	0%▼	11%▲	0%	3%	2%▼	2%	11%	0%	10%	10%▲
Base	259	130	104	99	39	28	371	109	18	22	13	112

	Identify as having a disability or long-term illness		Provide ongoing care or help to a member of the household with a disability/long-term illness or is frail/aged	
	Yes	No	Yes	No
5 or more	39%	44%	32%▼	45%
3-4	29%	32%	39%	30%
1-2	20%	22%	22%	22%
None	12%▲	3%	7%	3%
Base	85	586	114	555

Social Groups

Q17. In the past 12 months, have you been actively involved in any of these social groups of taken part in an activity they organised?

Other specified	Count
Friend/family/neighbour groups	10
Volunteer program/fundraising	7
Community progress association	3
Parents group/mothers' group	3
Professional networking/business groups	3
Support groups e.g. carers/disability, depression, anxiety, alcohol	3
Work social groups	3
Radio group/club	2
Social groups for retirees	2
Strata/resident committee	2
Community service groups e.g. Rotary, RSL, Lions Club, Mens Shed	1
Political groups	1
Scouts/Girl Guides	1

Appendix B:
Further Demographics & Background & Methodology

WILLOUGHBY CITY COUNCIL

micromex research

Background & Methodology

Sample selection and error

A total of 671 resident interviews were completed. 568 of the 671 respondents were chosen by means of a computer based random selection process using SamplePages, Australian Marketing Lists, List Brokers and the electronic White Pages. 92 respondents were recruited via the Micromex Community Panel. The remaining 11 respondents were 'number harvested' via face-to-face intercept at several locations around the Willoughby LGA. *Note: due to the COVID lockdown in NSW, no new number harvesting was conducted in 2021, though previously collected numbers were used.*

A sample size of 671 residents provides a maximum sampling error of plus or minus 3.8% at 95% confidence. This means that if the survey was replicated with a new universe of N=671 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 3.8%. So for example, an answer such as 'yes' (50%) to a question could vary from 46% to 54%.

The sample was weighted by age, gender and ward to reflect the 2016 ABS Census data for Willoughby City Council.

Interviewing

Interviewing was conducted in accordance with The Research Society Code of Professional Behaviour.

Prequalification

Participants in this survey were pre-qualified as being over the age of 16, living in the Willoughby LGA, and not working for, nor having an immediate family member working for, Willoughby City Council.

Background & Methodology

Data analysis

The data within this report was analysed using Q Professional.

Within the report, ▲▼ are used to identify statistically significant differences between groups, i.e., gender, age, ratepayer status, residential location and length of time lived in the LGA.

Significance difference testing is a statistical test performed to evaluate the difference between two measurements. To identify the statistically significant differences between the groups of means, 'One-Way Anova tests' and 'Independent Samples T-tests' were used. 'Z Tests' were also used to determine statistically significant differences between column percentages.

Percentages

All percentages are calculated to the nearest whole number and therefore the total may not exactly equal 100%.

Micromex LGA Benchmark

Micromex has developed Community Satisfaction Benchmarks using normative data from over 60 unique councils, more than 130 surveys and over 75,000 interviews since 2012.

Demographics

D1. What is your family status?
D4a. Which of these best describes the property you currently live in?

Family Status – Other specified	Count
Living with family/extended family	3
Full-time carer	1
Living alone but caring for partner/family member in nursing home	1
Living with friends	1
Widow	1

Property Lived in - Other specified	Count
Over 55's/retirement village	3
Granny flat	2
Nursing home	1

Demographics

D2a. In which country were you born?

Country of Birth	N=667	Country of Birth	N=667	Country of Birth	N=667
Australia	41%	Croatia	<1%	Nepal	<1%
China	8%	Cyprus	<1%	Netherlands	<1%
England	5%	Czech Republic	<1%	Northern Ireland	<1%
New Zealand	3%	Denmark	<1%	Pakistan	<1%
Hong Kong	2%	East Asia	<1%	Papua New Guinea	<1%
India	2%	Egypt	<1%	Philippines	<1%
France	1%	Europe	<1%	Poland	<1%
Indonesia	1%	Fiji	<1%	Republic of South Korea	<1%
Malaysia	1%	Germany	<1%	Scotland	<1%
Russia	1%	Ghana	<1%	Singapore	<1%
South Africa	1%	Holland	<1%	Spain	<1%
Taiwan	1%	Hungary	<1%	Sri Lanka	<1%
United States	1%	Iran	<1%	Sweden	<1%
Armenia	<1%	Ireland	<1%	Switzerland	<1%
Austria	<1%	Israel	<1%	Thailand	<1%
Brazil	<1%	Italy	<1%	Vietnam	<1%
Canada	<1%	Japan	<1%	Zimbabwe	<1%
Colombia	<1%	Middle East	<1%		

Note: 4 respondents did not provide an answer

Demographics

D2b. *Do you speak any language(s) other than English at home?*
D2c. *Which language?*

Language	N=179	Language	N=179
Mandarin	41%	Gurthi	1%
Cantonese	15%	Hindi	1%
Croatian	4%	Hokkien	1%
Italian	3%	Korean	1%
Maltese	3%	Marathi	1%
Nepalese	3%	Persian	1%
Armenian	2%	Polish	1%
French	2%	Spanish	1%
German	2%	Swedish	1%
Greek	2%	Taiwanese	1%
Indigenous	2%	Urdu	1%
Indonesian	2%	Vietnamese	1%
Japanese	2%	Auslan	<1%
Russian	2%	Fijian	<1%
Thai	2%	Indi	<1%
Arabic	1%	Lapian	<1%
Dutch	1%	Latin	<1%
Farsi	1%	Norwegian	<1%
Filipino	1%		

Appendix C: Questionnaire

WILLOUGHBY CITY COUNCIL

micromex research

Willoughby City Council
Community Wellbeing Survey 2021
Draft 1 – October 6, 2021

Good morning/afternoon/evening, my name is.....and I'm calling on behalf of Willoughby City Council from a company called Micromex. We are conducting a special survey with residents on a range of local issues – the survey will take about 15 to 18 minutes.

S1. For demographic purposes we firstly ask for those aged 16-34 as they are more difficult to get hold of. Is there anyone in your household in that age group?

- O Yes **(Go to S3)**
- O No

S2. We encourage everyone 16 years and over to participate, would you be willing to assist with this please?

- O Yes
- O No **(Terminate)**

S3. Can I please confirm that you do live in the Willoughby City Council area?

- O Yes
- O No **(Terminate)**

This special survey asks residents to report on their happiness, the quality of relationships and connectedness within their community, and to rate their overall satisfaction with their neighbourhood – this is known as Community Wellbeing. Community Wellbeing means developing as a person, being fulfilled, and making a contribution to society.

Some of these questions may seem unusual but many of these come from surveys in other local government areas and will allow Council to compare the Willoughby community with others.

All answers given will remain totally anonymous and will be combined for analysis and reporting.

Q1a. Which of these age groups do you fit into? *Prompt*

- O Under 16 **(Terminate)**
- O 16 – 17
- O 18 – 24
- O 25 – 29
- O 30 – 34
- O 35 – 39
- O 40 – 44
- O 45 – 49
- O 50 – 59
- O 60 – 69
- O 70+
- O Refused **(Do NOT Prompt)** **(Terminate)**

Q1b. What is your gender? *Do NOT Prompt*

- O Female
- O Male
- O Other/indeterminate
- O Prefer not to say

Q1c. What suburb do you live in?

Middle Harbour

- O Castle Cove
- O Chatswood*
- O Middle Cove
- O Roseville*
- O Willoughby North*
- O Willoughby East

Naremburn

- O Artarmon
- O Naremburn*
- O St Leonards
- O Willoughby*

Sailors Bay

- O Castlecrag
- O Chatswood*
- O Naremburn*
- O Northbridge
- O Willoughby*
- O Willoughby North*

West Ward

- O Chatswood*
- O Chatswood West
- O Lane Cove North
- O Roseville*

**crosses ward*

Q2a. Thinking about your life and personal circumstances, overall, how would you rate the quality of life you have living in the Willoughby Local Government Area? *Prompt*

- O Excellent
- O Very good
- O Good
- O Fair
- O Poor
- O Very poor

Q2b. Over the past few years, do you think the overall quality of life in the Willoughby LGA has improved, remained the same, or declined?

- O Improved
- O Remained the same
- O Declined

Q3. **Using a scale of 1 to 5, where 1 is completely dissatisfied and 5 is completely satisfied, how satisfied are you with the following: *Prompt* RANDOMISE**

	Completely dissatisfied 1	2	3	4	Completely satisfied 5
Your standard of living	O	O	O	O	O
Your physical health	O	O	O	O	O
Your mental health	O	O	O	O	O
What you are currently achieving in life	O	O	O	O	O
Your personal relationships	O	O	O	O	O
How safe you feel	O	O	O	O	O
Feeling part of the broader Willoughby community	O	O	O	O	O
Feeling part of your local neighbourhood community	O	O	O	O	O
Your future security	O	O	O	O	O
The home you live in	O	O	O	O	O
Your local area	O	O	O	O	O
Your spirituality or religion	O	O	O	O	O
Opportunities to participate in sporting and recreation activities in the local area	O	O	O	O	O
Access to public sports and recreational facilities such as pools and courts	O	O	O	O	O
Access to parks and open spaces	O	O	O	O	O

Q4a. **What is your current work status? *Prompt***

- O Working full-time for 35 or more hours a week
- O Working part-time or casual for less than 35 hours a week
- O Employed, but temporarily not working due to COVID restrictions
- O Unemployed **(Go to Q5)**
- O Studying at school, TAFE or University **(Go to Q5)**
- O Home duties **(Go to Q5)**
- O Retired **(Go to Q5)**
- O Other **(Go to Q5)**

Q4b. **Using a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree, to what extent do you agree or disagree with the following statements? *Prompt* RANDOMISE**

	Strongly disagree 1	2	3	4	Strongly agree 5
I can manage the demands of my work without too much stress	O	O	O	O	O
My work and family life do not interfere with each other	O	O	O	O	O
I have good job security	O	O	O	O	O
I am satisfied with my job	O	O	O	O	O

Q5. **And using the same scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree, to what extent do you agree or disagree with the following statements? *Prompt* RANDOMISE**

	Strongly disagree 1	2	3	4	Strongly agree 5
(Only if work ([Codes 1 or 2] on Q4a) I feel like I have a balance between work and life	O	O	O	O	O
I feel like my life has a sense of purpose	O	O	O	O	O
I feel valued and appreciated by others	O	O	O	O	O
I am confident I can achieve the things I want in life	O	O	O	O	O
I generally do not feel lonely	O	O	O	O	O
I generally do not feel anxious	O	O	O	O	O
I feel like I can adapt to change well	O	O	O	O	O

Q6a. **Do you identify as having a disability or a long-term illness?**

- O Yes
- O No

Q6b. **Do you provide ongoing care or help for another member of the household who has a disability, a long-term health condition, a disability, or is frail and aged?**

- O Yes
- O No

Q7a. **In the last 12 months, how many times, if at all, has your household run out of food and could not afford to buy more? *Prompt***

- O Once a week or more often
- O Once a fortnight
- O Once a month
- O Less than once a month
- O Never

Q7b. **If you needed to, could you access or raise $2,000 within two days in an emergency?**

- O Yes
- O No
- O Don't know

Q7c. **As a direct result of housing costs, including mortgage or rent, electricity/gas/water, etc., have you unwillingly had to sacrifice spending on other things?**

- O Yes
- O No **(Go to Q8)**
- O Don't know **(Go to Q8)**

Q7d. Which of the following things have you sacrificed spending on? Please answer yes or no as I read each one. *Prompt* (MR) RANDOMISE

- O Food and groceries
- O Air conditioning/Heating
- O Medical treatment
- O Sports and recreation
- O Arts and cultural activities
- O Eating out
- O Education
- O Other (Please specify).....
- O None of these **(Do NOT prompt)**

Q8. Using a scale of 1 to 5, where 1 means strongly disagree and 5 means strongly agree, to what extent do you agree or disagree with the following statements. *Prompt* RANDOMISE

	Strongly disagree 1	2	3	4	Strongly agree 5
It is a good thing for a society to be made up of people from different cultures and communities	O	O	O	O	O
Accepting immigrants from many different countries makes Willoughby stronger	O	O	O	O	O
Willoughby is welcoming of people from different cultures	O	O	O	O	O
Willoughby is a place where people from different national or ethnic backgrounds get on well together	O	O	O	O	O
Willoughby is welcoming of teenagers	O	O	O	O	O
Willoughby is welcoming of people with different lifestyle choices	O	O	O	O	O
I feel welcome in the broader Willoughby community	O	O	O	O	O
I feel welcome in my local neighbourhood community	O	O	O	O	O
I feel part of the broader Willoughby community	O	O	O	O	O
I feel part of my local neighbourhood community	O	O	O	O	O
I feel like an outsider in my local neighbourhood community	O	O	O	O	O
Some groups who live in Willoughby are <u>not</u> made to feel welcome	O	O	O	O	O
There is a lot of disagreement between people in the Willoughby community	O	O	O	O	O

Q9. In the last 12 months, have you seen or experienced any discriminatory attitudes towards yourself or other people because of race, religion, gender or age?

- O Yes
- O No

Now I would like to ask you some questions about your local area.

Q10a. Thinking about where you live, which <u>one</u> of the following best describes what you would consider to be your '<u>local area</u>'?

Your 'local area' is: *Prompt*

- O The street you live in
- O The streets immediately surrounding where you live
- O The suburb you live in
- O The postcode you live in
- O The council area you live in
- O The Northern Suburbs
- O Other (Please specify) .....

Q10b. How connected or engaged <u>do you</u> feel with the people, businesses and other aspects of your local area? *Prompt*

- O Very connected/engaged
- O Somewhat connected/engaged
- O Not very connected/engaged
- O Not at all connected/engaged
- O Can't say **(Do NOT prompt)**

Q10c. And how connected or engaged <u>would you like</u> to feel with the people, businesses and other aspects of your local area? *Prompt*

- O Very connected/engaged
- O Somewhat connected/engaged
- O Not very connected/engaged
- O Not at all connected/engaged
- O Can't say **(Do NOT prompt)**

Q11a. If you needed to, could you ask your neighbours or local friends for help or assistance in each of the following circumstances? Please answer yes or no as I read each one. *Prompt* (MR) RANDOMISE

- O Providing food or money in an emergency
- O To help water plants, mind pets or check your letterbox when you are going away
- O In case of illness
- O For borrowing tools/equipment, a food item, etc.
- O For advice
- O For transportation
- O For minding children
- O To shop for you
- O Emotional support
- O None of the above **(Do NOT prompt)** **(Go to Q11c)**

Q11b. Who could you ask for these types of support in a crisis? Please answer yes or no as I read each one. *Prompt* (MR) RANDOMISE

- O Friend
- O Neighbour
- O Family member
- O Work colleague
- O Community, charity or religious organisation
- O Local council or other government service
- O Health, legal or professional service
- O Other (Please specify) .....

Q11c. In which, if any, of the following circumstances have <u>you helped neighbours or local friends in the past 12 months</u>? Please answer yes or no as I read each one. *Prompt* (MR)

- O Provided food or money in an emergency
- O Helped water plants, mind pets or check their letterbox when they were going away
- O Assisted when they were ill
- O Loaned tools/equipment, a food item, etc.
- O Provided advice
- O Provided transportation
- O Minded children
- O Shopped for them
- O Provided emotional support
- O None of the above **(Do NOT prompt)**

Q12. Using a scale of 1 to 5, where 1 means strongly disagree and 5 means strongly agree, how strongly do you agree or disagree with each of the following statements? *Prompt* RANDOMISE

	Strongly disagree 1	2	3	4	Strongly agree 5
My local neighbourhood is a great place to live	O	O	O	O	O
My local community copes well when faced with challenges	O	O	O	O	O
I feel proud to live in my neighbourhood	O	O	O	O	O
I feel proud to live in the Willoughby community	O	O	O	O	O
My local community has a bright future	O	O	O	O	O
There's a good community spirit in my local area	O	O	O	O	O
Most people in my local area can be trusted	O	O	O	O	O
I feel safe in public places in the Willoughby area	O	O	O	O	O
I feel safe walking alone in my local area during the day	O	O	O	O	O
I feel safe walking alone in my local area at night	O	O	O	O	O
I feel safe alone in my home alone during the day	O	O	O	O	O
I feel safe alone in my home alone at night	O	O	O	O	O

Q13. In the past 12 months, have you <u>given your time, without pay</u>, to help any of the following organisations? Please answer yes or no as I read each one. *Prompt* (MR) RANDOMISE

- O A charity or welfare organisation
- O A service club, such as the RSL, Rotary, Lions, etc.
- O A civic organisation, such as helping a local sporting team
- O A religious group or church
- O A volunteer organisation such as Rural Fire Service, SES, St. Johns First Aid, Bush Care team or volunteering at Council libraries etc.
- O A local school, such as working in the canteen, on the P&F Committee, cleaning the grounds, etc.
- O None of these **(Do NOT prompt)**

Q14a. Do you have a car and a licence so you are able to drive?

- O Yes **(Go to Q14c)**
- O No

Q14b. Does anyone else in your household have a car and a licence so they are able to drive?

- O Yes
- O No

Q14c. ([If yes on Q14a or Q14b] If you had no cars in your household, would there be other), ([If no on Q14a and Q14b] Are there) non-car transport options you could realistically use to get to the following locations?

	Yes	No	N/A
(Only if work ([Codes 1 or 2] on Q4a) Getting to work	O	O	O
(Only if work ([Codes 1 or 2] on Q4a) Getting to work related meetings	O	O	O
Grocery shopping	O	O	O
Accessing health services, government services, etc.	O	O	O
Going out for recreation	O	O	O
Going to an education facility to take a child to school or childcare	O	O	O

Q15a. Sometimes it is difficult to use certain services and activities for a whole range of reasons. Which, if any, of the following services or activities do you have problems using for any reason? Please answer yes or no as I read each one. *Prompt* (MR) RANDOMISE

- O Public transport
- O Education facilities
- O Sport and recreation facilities, including parks, reserves and playgrounds
- O Gaming, coding, programming, or other IT-related events and activities
- O Cultural facilities, such as theatre, museums, galleries
- O Healthcare services and facilities
- O Disability support services
- O Government services, such as Medicare, Centrelink, Service NSW, local Council, etc.
- O Childcare services
- O Grocery shopping
- O Natural areas, such as bushland, waterways, etc.
- O Other (Please specify).....
- O No problems using these services **(Do NOT prompt)** **(Go to Q16a)**

Q15b. You mentioned that you have problems accessing one or more services or activities. Which, if any, of the following explain why you have problems accessing those services? Please answer yes or no as I read each one. *Prompt* (MR) RANDOMISE

- O Remote location/hard to get to
- O Lack of transport options
- O Lack of time
- O Cost of service/too expensive
- O Health or disability
- O They are not open at the times I require
- O Language difficulties
- O No service in your area
- O Poor customer service
- O Discrimination
- O Cannot trust them
- O Don't feel safe where they are located
- O Other (Please specify) .....

Q16a. Which, if any, of these places in or around your neighbourhood do you walk to or through in a usual week? Please answer yes or no as I read each one. *Prompt* (MR)

- O Park, oval or bushlands
- O Around the neighbourhood using the streets/footpaths (no specific destination)
- O To or from work
- O To or from public transport
- O To or from the shops
- O To or from where you study/taking your children to school
- O To or from cafes or restaurants
- O To or from a friend's or family's house
- O Somewhere else (Please specify) .....
- O I do not walk in or around my neighbourhood

Q16b. On average, how many times a week do you usually do 30 minutes or more of physical activity or walking that increases your heart rate or makes you breathe harder than normal? *Prompt*

- O 5 or more
- O 3-4
- O 1-2
- O None

Q16c. In the past 30 days, how many healthy days have you had? (Drop down)

Days: .....

Q16d. Are fresh fruit and vegetables readily available at stores, markets, or gardens in your area?

- O Yes
- O No
- O Sometimes
- O I don't know

Q16e. Are you generally getting enough sleep?

- O Yes
- O No
- O I don't know

Q16f. During the past few weeks, how often, if at all, have you experienced <u>positive</u> emotions such as calmness, compassion, forgiveness, contentment and generosity? *Prompt*

- O Often
- O Sometimes
- O Rarely
- O Never
- O Don't know **(Do NOT prompt)**

Q16g. And during the past few weeks, how often, if at all, have you experienced <u>negative</u> emotions such as selfishness, jealousy, fear, worry, and anger? *Prompt*

- O Often
- O Sometimes
- O Rarely
- O Never
- O Don't know **(Do NOT prompt)**

Q17. In the last 12 months, have you been actively involved in any of these <u>social groups</u> or taken part in an activity they organised? Please answer yes or no as I read each one. *Prompt* (MR)

- O Sport or physical recreation group
- O Religious or spiritual group or organisation
- O Special interest or hobby group
- O Ethnic or multicultural group
- O Social group through school, TAFE or University
- O Online community
- O Other social interest groups (Please specify) .....
- O No active involvement in social groups

Q18. In the last 12 months, have you participated in any of the following political or civic actions? Please answer yes or no as I read each one. *Prompt* (MR)

- O Signed a Petition
- O Written or spoken to a Federal or State Member of Parliament
- O Written or spoken to the local Mayor or a Councillor
- O Attended a protest, march, or demonstration
- O Participated in a community consultation or attended a public or council meeting
- O Participated in an online discussion about political or local community issues
- O Been a member of a group that makes decisions, such as a board, a body corporate, a local council committee, religious or sporting committee, community group, resident action group, or school committee
- O Other (Please specify) .....
- O Engaged in none of these in the last 12 months

Q19. Do you feel there are enough opportunities to have a say on local issues that are important to you? *Prompt*

- O Yes, definitely
- O Sometimes
- O No, not at all

Q20. Using a scale of 1 to 5, where 1 means very unlikely and 5 means very likely, if you were asked, how likely would you be to recommend the Willoughby area as a place to: *Prompt*

	Very unlikely 1	2	3	4	Very likely 5
Work	O	O	O	O	O
Live	O	O	O	O	O

Q21a. Are you considering moving out of the Willoughby area in the next five years or so? *Prompt*

- O Yes
- O No

Finally, just a few quick questions to help us analyse responses...

D1. What is your family status? *Prompt*

- O Single/living alone
- O Single parent (children at home)
- O Couple (children at home)
- O Couple (no children at home)
- O Group/shared household
- O Living at home with one or more parents
- O Prefer not to state **(Do NOT prompt)**
- O Other (Please specify)..... **(Do NOT prompt)**

D2a. In which country were you born?

- O Australia
- O China
- O England
- O Hong Kong
- O Republic of South Korea
- O India
- O Other (Please specify) .....

D2b. Do you speak any language(s) other than English at home?

- O Yes
- O No **(Go to D3)**

D2c. Which language?

- O Mandarin
- O Cantonese
- O Korean
- O Japanese
- O Armenian
- O Other (Please specify).....

D3. How long have you lived in the Willoughby Local Government Area? *Prompt*

- O Less than 2 years
- O 2 – 5 years
- O 6 – 10 years
- O 11 – 20 years
- O More than 20 years

D4a. Which of these best describes the property you currently live in? *Prompt*

- O Apartment/flat
- O Separate house **(Go to D5)**
- O Duplex/semi-detached **(Go to D5)**
- O Terrace house **(Go to D5)**
- O Flat above shop **(Go to D5)**
- O Other (Please specify).....

D4b. Is your building: *Prompt*

- O Up to 3 storeys
- O 4-9 storeys
- O 10 or more storeys

D5. Which of the following best describes the place where you are currently living? *Prompt*

- O I/We own/are currently buying this property
- O I/We currently rent this property

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. Just to remind you, I am calling from Micromex Research (1800 639 599) on behalf of the Willoughby City Council.

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