

# Measuring social capital in five communities in NSW

*a practitioner's guide*

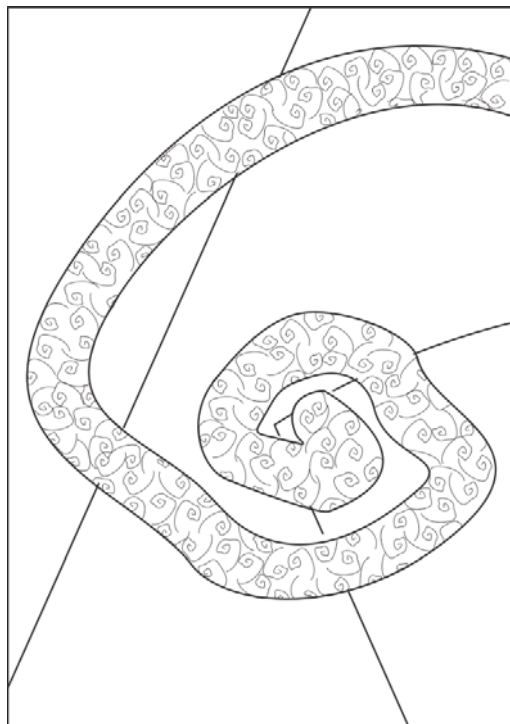


Paul Bullen & Jenny Onyx  
with Neighbourhood and Community Centres



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**Measuring Social Capital in Five Communities in NSW** is published as TWO reports:

**Measuring Social Capital in Five Communities in NSW: A Practitioner's Guide**, P. Bullen and J. Onyx , includes the material most likely to be of interest to community workers and government bodies. It focuses on the findings for each of the five communities and provides sufficient detail for practitioners to measure social capital in their own communities and have comparative data from other communities available in interpreting the results.

It is available from:  
Management Alternatives Pty Ltd  
PO BOX 181  
Coogee NSW 2034  
Australia  
[www.mapl.com.au](http://www.mapl.com.au)

**Measuring Social Capital in Five Communities in NSW: An Analysis**, J. Onyx and P. Bullen, includes material most likely to be of interest to an academic audience. It is published as a CACOM working paper (No 41). It focuses on the conceptual and statistical analysis of the data as a whole.

It is available from :  
Centre for Australian Community Organisations and Management (CACOM)  
University of Technology, Sydney, Australia  
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# Introduction

The measurement of social capital is crucial to the public debate of the future of our communities.

This study measures social capital in five communities in NSW: Deniliquin, Greenacre, Narellan, Ultimo & Pyrmont and West Wyalong. These include rural, outer metropolitan and inner city communities. Over 200 people in each of the five communities (1211 people in all) were surveyed.

The study has been a cooperative venture and has attracted support from many people and organisations. We would like to express our appreciation of the many individuals and groups that contributed. As well as the work of the authors it has included support from:

- University of Technology Sydney (which provided partial funding for the project through a Faculty of Business Research Grant)
- The Local Community Services Association of New South Wales
- Neighbourhood and Community Centres especially the five Centres that undertook the survey in their areas:
  - Bankstown Community Services (Greenacre)
  - Camden Area Community Resource Centre (Narellan)
  - Deniliquin Council for Social Development (Deniliquin)
  - The Harris Centre (Ultimo&Pyrmont)
  - West Wyalong Neighbourhood Centre (West Wyalong)
- The many Academics and Practitioners who contributed to the development of the instrument and provided comment on the various drafts of this report.

The write-up of the study has been prepared with several audiences and uses in mind:

- The five communities that participated - the report provides community descriptions and base line social capital data for each community.
- Workers in other areas who undertake similar surveys - the study identifies the best questions to ask and provides comparative data
- Academics and practitioners interested in furthering our understanding of social capital in our communities.

It is for these reasons that the write-up has been presented in two reports. Report 1 is titled ***Measuring Social Capital in Five Communities in NSW: an Analysis*** and includes the material most likely to be of interest to an academic audience. It is published as a CACOM working paper. It focuses on the conceptual and statistical analysis of the data as a whole.

Report 2 is titled ***Measuring Social Capital in Five Communities in NSW: A Practitioners Guide*** and includes the material most likely to be of interest to community workers and government bodies. It is published by Management Alternatives Pty Ltd. It focuses on the findings for each of the five communities and provides sufficient detail for practitioners to measure social capital in their own communities and have comparative data from other communities available in interpreting the results.

Readers wishing to obtain a comprehensive picture of the findings will need to refer to both reports.

Since undertaking the study a revised social capital questionnaire has been used by the Local Community Services Association (LCSA) in its annual Census of Neighbourhood and Community Centres.

Others are welcome to use this study, its findings and the questions that we have developed to further our understanding of social capital in our communities. There are many avenues to explore, for example:

- What are the impacts of government policy changes on the social capital in the community?
- Are community services being delivered in such a way that they not only deliver the service but also increase the community's social capital?
- Does community development make a difference to the level of social capital in the community?
- Are the culture and structure of workplaces effective both in economic terms and in increasing the social capital in the community?
- Are the social capital elements identified in this study culturally specific? Are the questions in the questionnaire culturally specific?

This Report includes detailed information others may find useful in working on these kinds of questions (including a social capital questionnaire [for copying] based on the best 36 questions identified by our analysis). We ask of those wishing to use the material, that:

You acknowledge the source of the materials/ questions/ etc that you use . You send a copy of any findings, reports, etc to both authors:

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## **2005 Update**

This report has been republished in 2005. In the interests of ensuring that the original research report remains available no changes were made to the report text except for contact details.

*Appendix F Update 2005* was added to highlight relevant studies and literature that have become available since 1998.



# Part A - Social Capital

## 1. Social Capital

Social capital is the raw material of Civil society. It is created from the myriad of everyday interactions between people. It is not located within the individual person or within the social structure, but in the space between people. It is not the property of the organisation, the market or the state, though all can engage in its production.

Social capital is a “bottom-up” phenomenon. It originates with people forming social connections and networks based on principles of trust, mutual reciprocity and norms of action.

The term social capital was first used in the 1980s by Bourdieu and Coleman.

Wide discussion of social capital was prompted after the publication in 1993 of “*Making Democracy Work: Civic Traditions in Modern Italy*” by Robert Putnam. Putnam summarises some of his work:

*Similar to the notions of physical and human capital, the term social capital refers to features of social organization -- such as networks, norms, and trust that increase a society's productive potential....*

*Beginning in 1970, Italians established a nationwide set of potentially powerful regional governments. They were virtually identical in form, but the social, economic, political, and cultural contexts in which they were implanted differed dramatically ranging from the pre-industrial to the post-industrial and from the inertly feudal to the frenetically modern.*

*Some of the new governments proved to be dismal failures inefficient and corrupt. Others have been remarkably successful....*

*Contrary to our expectation, we were unable to explain the differences on the basis of such obvious factors as party politics, affluence, or population movements....*

*The historical record strongly suggests that the successful communities became rich because they were civic, not the other way round. The social capital embodied in norms and networks of civic engagement seems to be a precondition for economic development as well as for effective government. Civics matters. (PCD Forum March 6, 1995)*

In Australia Eva Cox through the 1995 Boyer Lectures generated considerable discussion of social capital. In the Boyer Lectures she said:

*There are four major capital measures, one of which takes up far too much policy time and space at present. This is **Financial capital**. **Physical capital** makes it onto the agenda because of the environmental movement. So there are fierce debates on trees, water, coal and what constitutes sustainable development. Some types of physical capital and financial capital deplete with overuse, or become scarce or too expensive. We occasionally mention **human capital** - the total of our skills and knowledge but rarely count its loss in unemployment.*

*There has been too little attention paid to **social capital**... Social capital refers to the processes between people which establish networks, norms, social trust and facilitate co-ordination and co-operation for mutual benefit. These processes are also known as social fabric or glue, but I am deliberately using the term 'capital' because it invests the concept with the reflected status from other forms of capital. Social capital is also appropriate because it can be measured and quantified so we can distribute its benefits and avoid its losses.*

*We increase social capital by working together voluntarily in egalitarian organisations. Learning some of the rough and tumble of group processes also has the advantages of connecting us with others. We gossip, relate and create the warmth that comes from trusting. Accumulated social trust allows groups and organisations, and even nations, to develop the tolerance sometimes needed to deal with conflicts and differing interests....*

*Social capital should be the pre-eminent and most valued form of any capital as it provides the basis on which we build a truly civil society. Without our social bases we cannot be fully human. Social capital is as vital as language for human society.*

In the growing literature on social capital, a number of themes are emerging:

### **Participation in networks.**

What is key to all uses of the concept is the notion of more or less dense interlocking networks of relationships between individuals and groups. People engage with others through a variety of lateral associations. These associations must be both voluntary and equal.

Social capital cannot be generated by individuals acting on their own. It depends on a propensity for sociability, a capacity to form new associations and networks.

### **Reciprocity.**

Social capital does not imply the immediate and formally accounted exchange of the legal or business contract, but a combination of short term altruism and long term self interest (Taylor, 1982). The individual provides a service to others, or acts for the benefit of others at a personal cost, but in the general expectation that this kindness will be returned at some undefined time in the future in case of need. In a community where reciprocity is strong, people care for each other's interests.

### **Trust.**

Trust entails a willingness to take risks in a social context based on a sense of confidence that others will respond as expected and will act in mutually supportive ways, or at least that others do not intend harm.

### **Social Norms.**

Social norms provide a form of informal social control that obviate the necessity for more formal, institutionalised legal sanctions. Social norms are generally unwritten but commonly understood formula for both determining what patterns of behaviour are expected in a given social context, and for defining what forms of behaviour are valued or socially approved.

Some people argue that where social capital is high, there is little crime, and little need for formal policing.

On the other hand, where there is a low level of trust and few social norms, people will cooperate in joint action only under a system of formal rules and regulations, which have to be negotiated, agreed to, litigated and enforced, sometimes by coercive means, leading to expensive legal transaction costs (Fukuyama, 1995).

### **The Commons**

The combined effect of trust, networks, norms and reciprocity creates a strong community, with shared ownership over resources known as the commons. As long as community is strong, it obviates the problem of the opportunist. The commons refers to the creation of a pooled community resource, owned by no-one, used by all. The short term self interest of each, if unchecked, would render the common resource overused, and in the long term it would be destroyed. Only where there is a strong ethos of trust, mutuality and effective informal social sanctions against “free-riders” can the commons be maintained indefinitely and to the mutual advantage of all.

### **Proactivity**

What is implicit in several of the above categories is a sense of personal and collective efficacy. The development of social capital requires the active and willing engagement of citizens within a participative community. This is quite different from the receipt of services, or even of human rights to the receipt of services, though these are unquestionably important. Social capital refers to people as creators, not as victims.

# Part B - Measuring Social Capital

## 2. The Study

### Introduction

This study attempts to answer two questions:

- Is there such a thing as “social capital”, that is, does the concept have an empirically meaningful reality? And if so,
- Can we develop a valid practical measure of social capital?

The study suggests the answer to both questions is yes.

### Getting Started

The study began in October 1995 with exploratory discussions between a small group of academics and practitioners at a CACOM Advisory Committee meeting. The Faculty of Business at UTS provided partial funding for the project in its 1995/96 budget.

### Clarifying Concepts

The conceptual framework and key concepts were clarified in the latter part of 1995 and the first half of 1996. There was an extensive literature review of both the formal literature and the Internet, as well as a search of other instruments being developed.

A discussion document was presented at a public seminar (organised by CACOM) in Sydney and the Australian and New Zealand Third Sector Research Conference in New Zealand in 1996. It identified what people thought would be some of the characteristics for communities with high levels of social capital. (Questions on these characteristics could then be included in an initial questionnaire):

- Individual human life is valued because of its humanness, not because of any achievement or category of race, gender, age, or social status.
- There is a strong commitment to shared social values, a discourse of ethics. For Americans, civic values "are the ideals of freedom, equality, democracy, and justice embodied in the declaration of Independence, the Constitution, and the Bill of Rights" (Institute for the Study of Civic values, 1995). Australian values are likely to be similar, but may include, for example, "social justice, a fair go, clean air, lifelong learning, social connectedness".
- There are high levels of social trust. People trust other people, including strangers. They feel safe in public places. They are optimistic about other's motivation, and about the future. They see no personal advantage in cheating.
- There are effective informal means of social control. The norm of reciprocity is strong. While social trust is strong, there are effective means of bringing "trust breakers" into line, without recourse to litigation (Putnam, 1993).

- There are strong lateral social networks. People feel connected with other people. People know and meet other people who know and meet other people. There are dense interconnections, some of which are formal and some of which are informal.
- There is a high rate of participation in formal and grass-roots community organisations. People participate in discussion and decision making about the organisation and the community it serves, and about their own role within it.
- The organisations within the community are characterised by participatory democratic processes and not bureaucratic ones. The networks between people are lateral, voluntary ones and not vertical, power based ones. The mafia does not count, nor does the traditional, patriarchal church (Putnam, 1993).
- People volunteer time and resources to the common good, not simply on a "cash and carry" basis. Short term altruism results in long term collective gain.
- Basic needs/ rights are met. There is adequate food, clothing, shelter, health, safety, education for all.
- There is the potential for social action for the common good. It is easy to mobilise community resources around a perceived need or threat, or priority of interest.
- Public controversy is accepted and valued. It is safe to voice dissent without threat of violence or ostracism. Those who feel disadvantaged take up their right as citizens to agitate for change. There are agreed mechanisms for the resolution of conflict that do not inherently advantage any one party.
- There is an openness to the new, an acceptance of diversity, a willingness to take risks. There are moderate levels of entrepreneurial activity.

### **Drafting and Piloting the Questionnaire**

A draft questionnaire was developed and was piloted by students at UTS (Sydney) and workers attending community services training sessions in Penrith, Taree and Tamworth (mid 1996).

The final questionnaire included several elements to tap each of the dimensions of:

- Attitudes (value of self)
- Trust/ perceived safety
- Participation in the local community
- Reciprocity
- Personal empowerment
- Diversity/ openness
- Relations within the workplace
- Attitudes to government
- Demographic information

The bulk of the questions related to informal relations with friends, neighbours and the web of local community organisations. Some questions are concerned with attitudes, others with behaviours or knowledge. Each social capital item was provided with a four point response scale ranging from 1 (No, not much or No, not at all) to 4 (Yes, definitely or yes, frequently). The full list of questions in the questionnaire are in appendix B.

## Support from Neighbourhood and Community Centres in NSW

The project was made possible through the strong support and assistance from the Local Community Services Association (LCSA) and its members. At the annual Local Community Services Association Conference in September 1996 a group of 30 Neighbourhood and Community Centres at a planning workshop were asked whether they would like to participate in the project and in particular whether they would be able to get a representative sample of 250 people in their local area to complete a social capital questionnaire.

Half of the centres showed strong interest. Some were extremely interested because the project fitted in with their Centres' own work and priorities. The Centres that were finally included in the project were those that both showed strong interest and also, when taken collectively, came from different kinds of communities in NSW.

The five Centres were:

- Bankstown Community Services - Greenacre
- Camden Area Community Resource Centre - Narellan
- Deniliquin Council for Social Development - Deniliquin
- The Harris Centre - Ultimo/Pymont
- West Wyalong Neighbourhood Centre - West Wyalong

Two of these were rural areas, two were outer metropolitan areas of Sydney, and one was an inner city area.

## Questionnaires - Out and Back

The questionnaire was finalised and each of the five Centres was asked to obtain completed surveys for a reasonably random sample of 250 people in their community between the ages of 18 and 65.

Each participating centre was given detailed instructions and assistance in achieving a local sample that was a broad cross section of adults in the community. Actual methods varied in each area, but in all cases, a proportion of the sample was obtained from a doorknocking procedure modelled on the national census collection procedure. Additional procedures used included setting up stalls in public places like shopping centres and approaching local community centres like child care centres, schools and local workplaces. Details of the methods used in each area is included in Appendix A.

## The Sample

The Centres collected 1211 completed questionnaires from November 1996 to March 1997.

The response rate to individual items varied somewhat. Of the total sample, 717 were employed people.

	<i>Total</i>		<i>Employed</i>	
	<i>No</i>	<i>%</i>	<i>No</i>	<i>%</i>
Ultimo/Pymont	247	20.4	189	26.4
Deniliquin	266	22.0	142	19.8
Narellan	233	19.2	152	21.2
Greenacre	256	21.1	111	15.5
West Wyalong	209	17.2	123	17.1
<b><i>Total</i></b>	<b><i>1211</i></b>	<b><i>100</i></b>	<b><i>717</i></b>	<b><i>100</i></b>

In addition there were 49 Arabic questionnaires collected in Greenacre. They are not included in this report.

### **Samples Profiles compared with Postcode Area Profiles**

The social capital survey focussed on English speaking people 18 to 65 years of age living in each of the five geographic areas.

Part C of this Report sets out the characteristics of the 5 areas based on the 1996 ABS Census post code area enumeration and compares some of these characteristics with the data from the social capital surveys.

For purposes of the current analysis, the sample is adequate. While the sample cannot be considered a representative sample in the strict sense of the term, it taps a broad cross section of adults living and working in each of the five communities in 1997.

### **Data Analysis**

The questionnaires were analysed independently by both authors using SPSS and Statistica.

The questionnaire contained 68 “social capital” questions and 17 “demographic questions”. 8 of the “social capital” questions were only relevant for people who were employed in paid work. Over 200 questionnaires were completed in each of 5 geographic areas.

The questionnaires were generally well completed. In the “social capital” questions the missing data was less than 5% for all questions and less than 2% for most questions.

There was a higher level of missing data in some of the demographic questions. It was less than 6% for all questions except for hours worked, qualification and church attendance (which were approximately 14%) and salary level (11% for those employed).

The goals of the statistical analysis were to:

- a) Identify which sets of attitudes, behaviours and knowledge were related to social capital (and which ones were not)
- b) Identify the elements of social capital (factors)
- c) Identify a good set of questions for future use in measuring social capital in other communities
- d) Identify whether or not social capital was correlated with gender and other demographic variables
- e) Describe the five communities in terms of the findings from a) to d) above.

The frequency distributions for each question for each of the 5 areas is in Appendix B.

The main statistical tool used was Factor Analysis. Factor Analysis tries to identify statistically the underlying dimensions of the set of questions, by locating clusters of questions that are related to each other. See: *Measuring Social Capital in Five Communities In NSW, An Analysis* for full details of the statistical analysis.

### **Further Discussions**

Preliminary findings were presented for discussion at several forums including:

- Social Capital Conference, Brisbane, 1997
- ANZAM, 1997
- Local Government Community Services Association Conference, Coffs Harbour, 1977

### **Further Analysis and Report Writing**

In the light of the discussion from these forums the data was further analysed and the two reports prepared.



### 3. Principal Findings

See *Measuring Social Capital in Five Communities in NSW: An Analysis*, J. Onyx and P. Bullen for full details of the findings from the study. Some of the principal findings are:

1. Social capital is an empirical concept.
2. It is possible to measure social capital in local communities.
3. There is a generic social capital factor that can be measured.
4. There are also eight distinct elements that appear to define social capital. They are:
  - A. Participation in local community
  - B. Proactivity in a social context
  - C. Feelings of Trust and safety
  - D. Neighbourhood Connections
  - E. Family and Friends Connections
  - F. Tolerance of Diversity
  - G. Value of life
  - H. Work Connections

(The letters A to H and these titles have been used throughout this report.)

5. Four of the elements are about participation and connections in various arenas:
  - A. Participation in local community
  - D. Neighbourhood Connections
  - E. Family and Friends Connections
  - H. Work Connections
6. Four of the elements are the building blocks of social capital:
  - B. Proactivity in a social context
  - C. Feelings of Trust and safety
  - F. Tolerance of Diversity
  - G. Value of life
7. Generally speaking social capital is not correlated with the demographic variables such as age, gender, etc. There are some exceptions, for example women are less likely to feel safe in their local communities than men and people with more children are likely to participate more in the local community than those with less children.
8. There are significant differences in levels of social capital between the five communities that were surveyed.

For example, Deniliquin and West Wyalong have higher levels of social capital overall than the other three communities.

9. There are differences in the mix of the 8 elements of social capital in the five communities, for example, although West Wyalong has a higher level of social capital overall than Ultimo/Pyrmont, Ultimo/Pyrmont has a greater tolerance of diversity than West Wyalong.

## 4. The Elements of Social Capital

In this study we identified 8 elements of social capital. The questions that contributed to each of the eight elements are listed below.

For each element the questions are in two groups. Those questions that best measured the element. Other questions that were related to the element but were not as good at measuring it.

There are some questions that relate to social capital generally but not to just one specific element. There are grouped under “I-Other”.

The numbers in brackets indicate the number of the question in the original questionnaire.

The questions are included here so the reader can gain a feel for the content of each of the eight elements.

(There are other questions that were not related to social capital, they are in Section 5 below. There are some questions that were minimally related to social capital, they are in Section 6 below.)

### **A. Participation in the Local Community**

#### *Best Questions*

1. Do you help out a local group as a volunteer?(16)
2. Have you attended a local community event in the past 6 months (eg, church fete, school concert, craft exhibition)?(29)
3. Are you an active member of a local organisation or club (eg, sport, craft, social club)?(31)
4. Are you on a management committee or organising committee for any local group of or organisation?(44)
5. In the past 3 years, have you ever joined a local community action to deal with an emergency?(46)
6. In the past 3 years have you ever taken part in a local community project or working bee?(48)
7. Have you ever been part of a project to organise a new service in your area (eg, youth club, scout hall, child care, recreation for disabled)?(50)

#### *Other Questions*

8. Do you belong to a formal or informal neighbourhood watch? (22)
9. How often do you use your local library? (27)
10. Have you ever joined a demonstration to stop a local development? (47)

## **B. Proactivity in a social context**

### *Best Questions*

11. Have you ever picked up other people's rubbish in a public place?(14)
12. Do you go outside your local community to visit your family?(37)
13. If you need information to make a life decision, do you know where to find that information?(41)
14. If you disagree with what everyone else agreed on, would you feel free to speak out?(54)
15. If you have a dispute with your neighbours (eg, over fences or dogs) are you willing to seek mediation?(56)
16. At work do you take the initiative to do what needs to be done even if no one asks you to?(65) *(This question was only asked of those in paid employment)*
17. In the past week at work, have you helped a workmate even though it was not in your job description? (67) *(This question was only asked of those in paid employment)*

### *Other Questions*

18. To what extent do you feel able to change your personal life situation? (43)
19. Have you ever joined a demonstration to stop a local development? (47)

## **C. Feelings of Trust and Safety**

### *Best Questions*

20. Do you feel safe walking down your street after dark? (17)
21. Do you agree that most people can be trusted? (18)
22. If someone's car breaks down outside your house, do you invite them into your home to use the phone? (19)
23. Does your area have a reputation for being a safe place? (24)
24. Does your local community feel like home?(33)

## **D. Neighbourhood Connections**

### *Best Questions*

25. Can you get help from friends when you need it? (21)
26. If you were caring for a child and needed to go out for a while, would you ask a neighbour for help? (26)
27. Have you visited a neighbour in the past week? (28)
28. When you go shopping in your local area are you likely to run into friends and acquaintances? (39)
29. In the past 6 months, have you done a favour for a sick neighbour? (45)

### *Other Questions*

30. Do you belong to a formal or informal neighbourhood watch? (22)

## **E. Family and Friends Connections**

### *Best Questions*

31. In the past week, how many phone conversations have you had with friends?(34)
32. How many people did you talk to yesterday?(35)
33. Over the weekend do you have lunch/dinner with other people outside your household?(36)

## **F. Tolerance of Diversity**

### *Best Questions*

34. Do you think that multiculturalism makes life in your area better? (57)
35. Do you enjoy living among people of different life styles? (59)

### *Other Questions*

36. Some people say that everyone is equally valuable. Do you agree? (4)

## **G. Value of Life**

### *Best Questions*

37. Do you feel valued by society? (1)
38. If you were to die tomorrow, would you be satisfied with what your life has meant? (3)

### *Other Questions*

39. Some people say that everyone is equally valuable. Do you agree? (4)
40. If you were to die tomorrow would you be missed (5)
41. Do you feel that life is really meaningless? (6)

## **H. Work Connections**

*Note: These questions were only asked of people in paid employment.*

### *Best questions*

42. Do you feel part of the local geographic community where you work? (61)
43. Are your workmates also your friends? (62)
44. Do you feel part of a team at work? (63)

## **I - Other**

*Note: These questions are part of the best 36 questions, however because they tap into several elements of social capital they have not been included with the 8 elements above.*

45. Some say that by helping others, you help yourself in the long run. Do you agree? (15)
46. If a stranger, someone different, moves into your street, would they be accepted by the neighbours? (60)

## 5. What's not Social Capital

There are questions that were not related to social capital in any way (or only negligibly related). They are listed below. (The numbers in brackets indicate the number of the question on the original questionnaire.)

47. Some people say that we should have welfare only for those that deserve it. Do you agree? (2)
48. Some people say that compassion takes a back seat to looking after ones own interests. Do you agree? (10)
49. It is important to help others out because sometime I might need help. Do you agree? (11)
50. Do you think it is better to be totally self-reliant than inter-dependent with others? (12)
51. Do you agree that you can't be too careful nowadays in dealing with people? (23)
52. Does your house/flat have extra security devises such as deadlocks or bars? (25)
53. Do you spend most evenings at home watching television(for at least 2 hours)? (30)
54. Do you think that the government (State or Commonwealth) provides too many services and subsidies? (52)
55. Do you think our government institutions have too much power and authority? (53)
56. Do you think that gardens in your neighbourhood should conform to a common standard?(55)
57. Do you pretend to be the same as others for the sake of social harmony? (58)
58. In the past 6 months, have you ever publicly disagreed with the views of your supervisor at work? (64) (This question was only asked of those in paid employment)
59. Do you go to work just for the income? (66) (This question was only asked of those in paid employment)

In general, the questions with little relationship to social capital fall in one of the following categories:

- questions relating to government, or the role of government policy or government institutions
- questions relating to a contractual arrangement as opposed to a generalised reciprocity
- questions relating to the individual in isolation from, or opposition to, the social context.

## 6. Minimal relationship with social capital

The questions that had minimal relationship to social capital were:

60. Do you think that we make a real difference by recycling our own waste? (9)
61. If you help a neighbour is it important that they repay the favour as soon as possible? (13)
62. Do you think that your neighbourhood has become a more dangerous place to live over the past 10 years? (20)
63. Are you an active member of an organisation or club outside your local area? (32)
64. Do you go outside your local community to visit friends? (38)
65. Are you lonely? (40)
66. In the past 3 years, have you ever written a letter to a newspaper? (42)
67. Do you feel powerless to influence Local Government (Council) action? (49)
68. Do you identify more with your work community than with the local community where you live? (68) *(This question was only asked of those in paid employment)*

## 7. Community Differences

Part C - Social Capital in Five Communities provides detailed descriptions of the five communities and compares the levels of social capital across the five communities. Some of the main findings are:

- There are significant differences in levels of social capital between the five communities that were surveyed.

For example, Deniliquin and West Wyalong have higher levels of social capital overall than the other three communities.

- There are differences in the mix of the 8 elements of social capital in the five communities, for example, although West Wyalong has a higher level of social capital overall than Ultimo/Pyrmont, Ultimo/Pyrmont has a greater tolerance of diversity than West Wyalong.

The difference in the mix and levels of the eight social capital elements in each community is sufficient that knowing the social capital scores for each of the eight elements of social capital for people who completed questionnaires allows one to predict which community they come from. For example, with five possible communities one would expect to predict the correct community by chance about 20% of the time. When one knows the scores on the eight elements of social capital one can accurately predict their community about 50% of the time. If the respondents from two communities were used one would expect to predict the correct community by chance about 50% of the time. Using the scores on the eight social capital elements for all the respondents in Ultimo/Pyrmont and West Wyalong one can accurately predict from the scores of the eight social capital elements which community the respondents came from about 95% of the time.

## 8. Gender and Other Demographics

Generally speaking social capital is not correlated with the demographic variables such as age, gender, etc. There are, however, some exceptions, for example:

- women are less likely to feel safe in their local communities than men.
- people with more children are likely to participate more in the local community than those with less children.
- the longer one has lived in a community the more likely there will be stronger Neighbourhood Connections.

It is not possible to predict significantly better than chance the age, gender, income levels or other demographic characteristics of the respondents by using the scores of the eight social capital elements.

## Part C - Social Capital in Five Communities

Part C of the Report describes the five communities and compares the levels of social capital in each of the five communities.

### 9. The Five Communities - Descriptions

#### Ultimo and Pyrmont (Inner City, Sydney)

Ultimo and Pyrmont form a peninsula with darling harbour between Pyrmont and the Sydney CBD.

*“Late last century, Pyrmont and Ultimo were mostly industrial and warehouse suburbs attached to the city. The largest single workplace on the peninsula was CSR’s refinery which became the centrepiece of the company’s sugar manufacturing business from 1878 to 1996.*

*“To accommodate labour in close proximity to workplaces, wealthy landlords built terrace housing which they then rented to working-class people.*

*“Few urban areas in Australia demonstrate so clearly the gap between capital and labour during the 19<sup>th</sup> and early 20<sup>th</sup> century. The contrast between the modest workers accommodation and the major structures built for CSR and related businesses is striking”*  
(Wendy McCarthy AO, Chair of the Australian heritage Commission, 23 June 1997)

From 1991 to 1996 there has been a significant increase in the population of the area.

<b>ABS Census Data</b>	<b>1991</b>	<b>1996</b>
<b>Postcode Areas 2007 &amp; 2009</b>		
<b>Total Persons</b>	3277	6673
<b>Age 15 years +</b>	87.7%	92.6%

In a Macquarie University survey published in 1995, Pyrmont registered the highest increase in 12 years of any suburb in Sydney in terms of living desirability.

In October 1996 the Department of Urban Affairs and Planning released a portrait of Pyrmont and Ultimo *Post Occupancy Survey of New Residents to Ultimo/Pyrmont*.

Most respondents said that living in the area provided advantages such as proximity to work (48%), proximity to educational institutions (14.8%) and closeness to the city, cultural and other facilities (72%).

There have been major changes in the makeup of Ultimo/Pyrmont in recent years. Older residents have made way for a much younger majority, with 20 to 29 year olds now representing 40% of the population. People over 60 represent just 8% of the population.

Because of the type of development that is happening families are not attracted to the area. 93% of the population is aged 15 or more (compared with, for example 59% in Narellan).



The lack of families has an impact on the local community. While there has always been a strong push to encourage families to move into the area the lack of shopping facilities, poor parking and poor transport work against it.

Estimates are that Pyrmont/Ultimo population will rise from 6600 in 1996 to 20,000 within the next 20 years and that the area will have a workforce of 50,000.

The Harris Centre has played an integral part in the area for 25 years.

### **A community worker described the area this way**

The Pyrmont and Ultimo area is undergoing rapid and profound social and physical transformation, as developers, both private and government, capitalise on the area's "prime" location to create an 'inner' city enclave that, increasingly is becoming affordable and attractive to the high income earners. The level and scale of development in Pyrmont and Ultimo is increasing at such a pace that, to maintain the character and sense of community, the residents have to battle continually, site by site, to remind the relevant authorities of the importance of: heritage and conservation; height restrictions; quality open space; development design to encourage social interaction; affordable housing and community identity.

The residential population has more than doubled in the last 5 years, which is directly attributable to the significant redevelopment of the area as part of the City West Urban Strategy, which is projected to increase in the next 20 years from 7,000 to approximately 20,000. These are frightening figures for a community that was small, tight knit and very local. The older more established residents, some who are 2nd and 3rd generation are weary and somewhat resentful towards the new trend of people moving into the area who, by and large, do not have the same sense of community spirit. There are also elements of racial and cultural rifts occurring as the migrant population, which is mainly Chinese speaking, increases.

As an area on the fringe of the CBD, land values and real estate prices have grossly inflated. Housing is becoming increasingly un-affordable to people on low incomes living in the area. Moreover, the housing type/design does not encourage social diversity, families with children are not attracted to the area, in fact, are being forced out, as there is a general lack of facilities such as quality open space, local shopping services and a good transport system.

In combination with the residential population increases, the area is struggling under the strain of a growing commercial, business and service industry. The Sydney Harbour Casino, a case in point, is one of the largest gambling venues in NSW located in the middle of a residential precinct. This has created divisions in the community as residents and commercial conglomerates battle to live as neighbours. Other large organisations such as: the Fish Markets; Museums; Darling Harbour; Channel 10; ABC; University of Technology; TAFE; and many smaller businesses attract a large working and transient population. The integration of these diverse population groups places a great deal of pressure on the community's cohesion.

Other major issues for the area include: the provision of accessible and affordable public transport; the lack of local shopping facilities and other services; the existence of major transport routes through the area; access to services, information and planning processes.

## Narellan (50km SW Sydney)

Narellan is part of the municipality of Camden. Camden is a few kilometres west of Campbelltown and about 50 kms south west of Sydney. In 1996 Narellan had a population of about 12,000. The survey was undertaken in the new estate areas of Mount Annan, Currans Hill, Narellan Vale and Harrington Park.

*“Camden was settled by John Macarthur who went on to establish wool as the mainstay of the Australian economy, and so the township is of historical significance...Originally a thoroughly rural setting on the bank of the Nepean 50 kilometres west of Sydney, Camden prided itself on its quiet and conservative heritage. Dairy farmers and pastoral workers as well as coal miners inhabited the local area and its surrounds...Camden prided itself on being a tidy town, a conservative town, a town with a good reputation and the good fortune to avoid many of the problems which beset its northern neighbours, including Campbelltown and Liverpool.*

*“In the 1990s , this situation looks set to change as Camden is gradually enveloped by urban sprawl. The present population of 25,000 is expected to explode within the next 10 years to approximately 125,000 , a fact which will greatly change the character of the area.”*

(Crisis Confronting Youth, A Call to Respond to the Community in Camden, Narellan. A Profile of Community, Youth Related Services, Perceived Needs and Possible Responses, Fusion Australia, April 1992)

The population explosion has not been as great as was anticipated.

### Narellan Urban Release Area

Narellan, and the Urban Release suburbs of Mount Annan, Currans Hill, Narellan Vale and Harrington Park, form the major growth area of the Camden Local Government Area. The area is situated between the major centres of Campbelltown and Camden township, and is 60 kms south west of the Sydney CBD.

Camden local government area may be characterised as an area undergoing significant growth. The social and economic framework traditionally based on agricultural traditions and industry is giving way to a commuter based suburban environment.

The 1996 Census revealed Camden's population increased by 8% over the previous 5 years. The increase in residential population is centred primarily in the Narellan Release Area, where large tracts of former rural lands are being developed into suburban villages.

The 1994 Macro/Creative Cultures Cultural Plan Project identified lifestyle elements that attracted people to the Camden LGA. These included the rural atmosphere, heritage assets, scenic hills and riverine environment, friendly community, country atmosphere, the involved community and a healthy environment to raise families.

#### ***Population Statistics***

<b><i>Township</i></b>	<b><i>1986 Census</i></b>	<b><i>1991 Census</i></b>	<b><i>1996 Census</i></b>
Narellan	2,240	2,694	3,811
Mount Annan	0	580	2,915
Currans Hill	0	33	1,911
Narellan Vale	0	1,290	3,416
Harrington Park	0	0	473
<b><i>Total</i></b>	<b><i>2,240</i></b>	<b><i>4,597</i></b>	<b><i>12,526</i></b>

The communities surveyed were from the urban release areas of Mount Annan, Currans Hill, Narellan Vale and Harrington Park.

In the context of this survey, the communities are all in the initial stages of development. Narellan Vale being the initial area of development beginning in the late 1980s, followed by Mount Annan (1990), Currans Hill (1991) and Harrington Park (1995).

**The Local council described the areas this way:**

The areas are typical of communities developing on the fringes of large cities. Human services facilities and service provision is lagging behind land use planning issues and infrastructure. Camden Council being desirous of the need to facilitate social needs and create a positive community identity ensured base line community centres and a community welcome program were provided in the initial stages of development.

The communities all pride themselves on being garden suburbs. Both Mount Annan and Harrington Park have lake developments which are utilised as a community focus. Community activities, such as, Christmas at the Lake, have assisted in creating a positive community atmosphere. All areas have major parkland developments which will develop as community precincts over time.

Each area is viewed as being fairly self-contained due to major transportation corridors which separate them. Major shopping facilities are located in Narellan and Camden and further preclude the need for residents to visit neighbouring suburbs. The Narellan Town Centre has also become the focus of community celebration and community information dissemination. Examples include education week concerts, community group displays, promotions.

The residents within the urban release suburbs suffer a degree of social isolation and Vocational disadvantage experienced in similar new estates. Access to employment and services is further limited by poor transportation infrastructure. Community support services are also lacking which further increases the potential for social stress.

**A community worker described the area this way:**

The people coming to the new estates are mostly people who have come from the city. They are first home owners. They are young families with often one or two adults commuting to work. The average family has got children under five years old.

*In the last couple of years I have started to notice a sense of growing together, a sense of : We are all in this together. Maybe we need to do something together about creating a better place - creating a community rather than lots of little houses.*

A lot of this growing sense of doing something together to create community has to do with the Community Centres. Mt Annan, Currans Hill and Harrington Park have all had some form of community worker there (whether it was a community worker in a Centre in the area or the church). The Uniting Church has been involved in all the areas but especially Harrington Park.

## **Greenacre (Metropolitan Sydney)**

Greenacre is part of the City of Bankstown. It is approximately 20km to the south west of the Sydney CBD.

### **Bankstown**

Bankstown covers an area of 77 square kilometres and has a population of about 160,000 (1990). In 1996 Greenacre had a population of 20,700. There is a large immigrant community in Bankstown, and more than one quarter of the residents of the city were born overseas.

*The area which was subsequently known as Banks' Town, in honour of the botanist Sir Joseph Banks was first explored by Europeans in 1775, when George Bass and Matthew Flinders sailed up the Georges River and returned with a favourable report to Governor Hunter. The first land grants were distributed in 1798, however it wasn't until 1813, when the Great Southern Road (Hume Highway) was built between Sydney and Liverpool, that settlement began to grow and prosper. Bankstown officially became a municipality in 1895 and gained city status in 1980. (Michael Owen)*

Bankstown is characterised by its cultural diversity. Arabic, Vietnamese and Chinese communities are particularly well represented.

### **Greenacre**

In 1996 Greenacre had a population of 20,700, 38% of whom spoke a language other than English at home (Arabic is the most common language after English).

Greenacre is part of a ring of suburbs built in the post war boom of the 1950s. Much of the area was developed by the then Housing Commission and there are still significant numbers of Housing Department properties in the area.

Greenacre is bounded on the north side by Liverpool Road and on the eastern and western sides by industrial areas (including railway yards that are being redeveloped). There is another main road on the south west that cuts if off from other areas

It is at the beginning of South West Sydney (the Federal Department of Health and Human Services includes it in its inner city division).

A study conducted by the social Policy Research Centre shows that Greenacre fell in terms of relative wealth from 1978-79 to 1992-93. On a scale of 1 = low and 10= high Greenacre moved from 3 to 1. In 1996 45.2% of the population 15 years and over earned less than \$199 per week.

Greenacre has a population of 19,141 at the time of the 1996 Census, which is a slight increase.

There is a great cultural diversity and 55.2% of the population speak a language other than English at home. At the same time only 38.2% of the population were born overseas.

At least 25 languages are spoken in the area. Arabic is the dominant non English language with 27.3% of the population. There are also significant numbers of people who speak Greek, Italian, Vietnamese and various Chinese languages.

Along with the growth in the population there is also an increase in population density with older housing stock being replaced by newer town houses and houses on smaller blocks.

Greenacre is not on a rail line and while there are a large number of bus routes that service the area travel at night and on weekends can be difficult. It can also be difficult to understand the numerous bus routes and time tables.

**A community worker described it this way:**

Greenacre is an area of considerable socio-economic dis-advantage. There is also a lack of community services in the area. There is a Senior Citizens Centre and a YMCA. The Neighbourhood Centre has only opened recently.

The demographics of the area are changing.

The population is growing slowly and more young families have moved into the area. There are new houses, mostly town houses and so the population density is increasing,.

There is a large increasing aged population but the number of people between 55 and 65 has decreased markedly over the last five years.

There is a wide cultural diversity and at least 25 languages are spoken in the area.

Arabic is the most widely spoken language other than English. The Arabic community is increasing and is putting down roots in the area. There are many Arabic businesses in the area and there are Muslim schools, a Christian Maronite school, a mosque and a Maronite Church in Greenacre or adjoining suburbs.

There are at times tensions between long established residents, including those of non-English speaking background, and more recent arrivals. Some long established people feel that their area is being taken over.

For reasons including proximity, culture, political arrangements and transport different parts of Greenacre relate to different outside areas. The south west relates to Bankstown, while the east relates to nearby Lakemba (where there is a large mosque) or Strathfield (a local government area that covers one small corner of Greenacre).

The area is also divided internally by main roads that cut off some sections from other sections. Some people in cut off sections do not even see themselves as part of Greenacre.

There is a great deal of social isolation in the area. This includes groups such as aged people, women at home with limited English and people with little transport.

While there are people with a strong attachment to Greenacre and a strong sense of community all the factors above (population turnover, cultural tensions and physical barriers) mean that there is not a strong community spirit across the whole area and all sections of the community.

## Deniliquin (SW New South Wales)

Deniliquin is a country town in NSW. It is situated on the Edward River in south western New South Wales in the centre of the renowned Riverina merino sheep breeding and wool growing industry. It is about three and a half hours drive to Melbourne and 9 hours from Sydney.

The current population of Deniliquin is 8500. A further 4000 people live in the surrounding rural shires in an area of about 11,000 square kilometres.

*Deniliquin was established in 1845 by Benjamin Boyd as a personal holding. The area was made a town in 1848 under the name Sandhills. Two years later it was officially gazetted as Deniliquin, a corruption of the name of the leader of the local Aboriginal tribe "Denilakoon" who was reputedly 6'4" in height and immensely powerful in build. It became a busy crossing point for livestock and was declared a Municipality in 1868.*

Agriculture has always been the base for Deniliquin's economy and today the township is surrounded by highly developed farms and grazing land. Over the years irrigation has made the land more reliable and prosperous by allowing a diversity of crops to be grown. Rice in particular is now an integral part of Deniliquin's cropping industry, along with wheat, barley, oats, oil seeds, lucerne and a variety of pasture. Deniliquin is the centre of Australia's Merino stud sheep industry.

As well as maintaining its rich primary industry, Deniliquin has steadily developed its own manufacturing, service and transport industries. In the process it has become a strong, regional centre with a warm and friendly atmosphere, a strengthening tourism market and a vibrant future.

Deniliquin has two pre-schools, three state primary schools two independent primary schools, a state high school and independent secondary school. It also has a TAFE College which offers full and part time courses for mature age students. The private school opened in 1995 and takes students from Kindergarten to Year 10. Deniliquin High School averages around 600 students from Year 7 to Year 12.

Deniliquin has a 60 bed public hospital with excellent emergency, pathology and x-ray departments. There is also a Community Health Centre.

Deniliquin is the regional centre for various Government bodies. State Government organisations include the Water Resources Department, Public Works, NSW Agriculture and Fisheries, NSW State Forests, Conservation and Land Management, Roads and Traffic Authority, Murray Health Service and Department of School Education. Among the Federal Government departments are Australia Post, Telecom, the Commonwealth Employment Service, NSW Housing Commission and the Department of Social Security.

Deniliquin has an active Chamber of Commerce and its own Business Enterprise Centre which assists with establishment of new businesses, large and small. It also has a Council appointed Promotions Service Manager in charge of tourism, visitor and heritage services. There is an active Main Street Program being coordinated by an independent committee with the backing of Council.

Although Deniliquin is primarily a rural community it has a diverse and expanding range of manufacturing industries. Among them are the Rice Growers Co-operative Mill which is the largest and most modern in the Southern Hemisphere (Deniliquin Internet site)

### **A community worker described it like this:**

Deniliquin does tend to look more south towards Melbourne than it does towards Sydney. We are 3.5 hours from Melbourne. We are 8.5 hours from Sydney. Our television, our newspapers, our weather our football all come from Melbourne. Being more Melbourne orientated is difficult if you are working for a government office.

We have an airport but no commercial flights . Hercules people train here. We are too close to Melbourne and too far from Sydney. We have freight trains that carry rice and freight but no passenger trains. We have busses - 50 or more a day go through town. Most of our public transport is by bus or car.

Deniliquin is a strong community. It has lots of service clubs, lots of sporting clubs, lots of Church groups. The isolation gives it a bonding sense. The Community Centre is a large Centre compared with community centres generally in NSW. All the services are congregated in one area which is an advantage. Local Government doesn't have much to do with community services in Deniliquin. It is not that they don't see a need it is just that we as a community organisation have been doing it for 20 years.

There are a lot of services in Deniliquin: HACC services, DCS and youth services and children services - our regionalisation has helped with the development of services because we service in outreach areas.

Community is strong. I couldn't say it more forcefully. They pull together when they are required to. There is good support for the hospital, nursing home, hostels, search and rescue.

The country stock brings a bond. The people who are the movers and shakers have been here for some time.

There is a concern that because we are so far away from Sydney we are very isolated. There is a strong sense of the negative aspects of what is happening in rural Australia at present and that is binding them together. They are trying to be proactive. It is a rural centre. We have had rain here in the last couple of days and the town people are dancing down the street. They have a strong identity with the rural industry and know that they rely on it.

It is a lower socio-economic area and a high dependency on social welfare. That is becoming a grave concern. I'm not sure whether it's the chicken and the egg. We have a lot of services. Does that create dependency? I'm not sure.

## West Wyalong (Western New South Wales)

West Wyalong is part of the Bland Shire. It is a former gold-mining town and is now the centre of a vast, rich wheat areas, an important producer of eucalyptus oil and a stopover place for travellers.

*“Early settlers began arriving in the area around the 1830s to set up ‘runs’, however the discovery of gold in 1893 led to a rapid increase in population. By 1914 the gold fields had practically ceased production and the agricultural and pastoral industries became the most significant sectors of the economy. Wheat and sheep production are now the primary products for the area.”* (Bland Shire Council Community Profile, 1993, page 1)

In the Bland Shire there are a number of towns and villages serving the needs of the surrounding community. As a result of the isolation of each community in the shire caused by distance and intermittent flooding each community has developed its own identity and services.

Situated on the junction of the Mid Western and Newell Highways, West Wyalong - the administrative centre for Bland Shire - has become a major service centre for tourism. In 1993 it had 12 motels and two caravan parks.

About 41% of the population of the shire lives in West Wyalong. The population decreased significantly from 3241 in 1981 to 2888 in 1991. The decrease of nearly 400 people in part is attributed to the loss of jobs within the bland shire over the same period of time.

There is a high proportion of residents over 60 years of age - nearly one quarter of the population.

The primary occupations for people living in Bland Shire in 1991 were managers and administrators, trades persons, labourers, sales and personal service staff. (Under the Census categories, farmers and farm labourers are listed under the categories of managers and administrators).

Within the shire there is a high rate of home ownership compared with the Central West region or with NSW as a whole.

### **A community worker described the town:**

It is a very friendly town to live in. Well situated to get to places - Sydney to Melbourne.

It is a strong sporting community. It does lack a little in the arts and culture. It has a strong traditional arts and crafts. It is not an ugly town. Its not a pretty town. Its an average country town.

I enjoy living in West Wyalong because I can walk down the street and say hello to people. I have a sense of belonging and friendliness, being part of the community. Knowing people. It is a community minded town.

The values are traditional country town values. These values are held tightly. People are trying to uphold these values. It is self-reliant. They want to be able to do things they did 20 years ago and are really annoyed that they can no longer do them because of changes in legislation, etc. They have a lot of independence and self-reliance and want to maintain it.

Family values are strong. For a community that loses a lot of its younger population the family maintain strong ties but the young people do move away. The community still see the family as the building stone or corner stone of their community. And they get frustrated



with services that try to break down the family. Services that focus on children, sole parents, or on other sub-groups are seen to be missing the point - family focus.

We have a neighbourliness. People help each other out when they are in need - Be it help with something in the back yard or fundraising of a local organisation.

## 10. Population and Sample Demographics

### Community Profiles

*What are the demographics of the five communities?*

The following table is based on the 1996 ABS Census post code area enumeration - first release data.

The postcode areas are a good approximation of the areas covered in the social capital survey (In West Wyalong and Deniliquin the post codes areas will include some out of town areas).

The table on the following page provides a brief profile of each of the five communities.

The communities represented in the charts are:

U/P	Ultimo/Pymont
D	Deniliquin
N	Narellan
GA	Greenacre
WW	West Wyalong

	WW	Den	Nar	Ult/Pyr	GA
	2671	2710	2567	2007/2009	2190
<b>Total Persons</b>	4,148	11,336	12,116	6,673	20,703
<b>Aged 15 years and over</b>	77.0	76.5	58.9	92.6	75.7
<b>ATSI</b>	2.1	2.7	1.5	0.9	0.5
<b>Born Overseas</b>	4.3	5.4	15.5	43.8	38.4
<b>Other than English at home and 5+</b>	1.2	1.7	5.6	33.4	38.3
Most common other language	Cantonese	Italian	Italian	Cantonese	Arabic
% of those speaking this	26	27	14	33	49
<b>Religion</b>					
Christian	88.6	80.5	80.8	43.6	65.8
Non Christian	0.1	0.3	0.9	8.3	21.2
Other/No response/etc	11.3	19.3	18.3	48.1	13.1
<b>Education</b>					
Primary School	12.6	12.0	15.6	2.6	11.9
Secondary School	7.7	6.8	6.1	2.4	8.0
TAFE	2.2	2.3	2.5	5.6	2.5
University	1.1	1.0	1.8	12.2	2.2
Other	0.3	0.2	0.3	2.8	0.5
Not in education	76.2	77.6	73.6	74.4	74.8
<b>Income (15 years +)</b>					
Less than \$199 per week	39.2	38.4	25.9	25.1	41.8
\$200 to \$999 per week	52.1	52.2	63.5	49.9	47.7
\$1000 or more per week	2.8	2.9	6.0	10.2	2.6
Not Stated	5.8	6.4	4.3	10.3	7.5
OS visitor	0.1	0.1	0.3	4.5	0.4
<b>Age profile</b>					
0-9	14.5	15.9	23.6	5.3	16.3
10-19	14.8	13.6	13.3	8.2	15.6
20-29	10.8	12.2	20.8	39.6	14.6
30-39	13.9	14.9	20.6	19.8	14.7
40-49	13.3	14.1	12.0	12.4	12.0
50-59	10.9	10.9	5.4	7.0	9.0
60-69	10.5	9.1	2.6	3.9	8.3
70-79	7.5	6.4	1.4	3.0	7.1
80+	3.7	2.8	0.4	0.9	2.3
<b>Housing - Persons in:</b>					
Separate House	92.2	90.8	97.0	0.1	84.0
Semi-detached, townhouse, etc	0.7	1.7	2.7	23.0	11.4
Flat, unit or apartment	3.0	4.4	0.3	76.3	4.0
Other	4.1	3.1	0.1	0.5	0.5
<b>Marital (15 years +)</b>					
Married	59.7	56.6	63.4	30.1	55.8
Separated / Divorced	7.4	9.1	9.1	10.1	8.2
Widowed	9.0	7.4	2.3	2.6	7.7
Never married	23.9	26.9	25.1	57.2	28.3

## **Samples Profiles compared with Postcode Area Profiles**

*Are the samples of people from each area who completed questionnaires representative of the population in their areas?*

The social capital survey focussed on English speaking people 18 to 65 years of age living in each of the five geographic areas. (Except for the arabic questionnaire sample the data for which is not included in the following table.)

The following table is based on the 1996 ABS Census post code area enumeration and the data from the social capital surveys.

For this initial pilot study the sample is adequate. It is not a perfectly random sample. Some observations are:

- The proportion of females in the samples varied from 55% to 64% compared with the population of 48% to 51%. The highest proportion of females was in Deniliquin.
- The proportion of people not stating their income in the sample varies from 4% in West Wyalong to 22% in Greenacre. For those who did state their income there people from across all income levels in the community samples.
- The proportion of people speaking other than English at home in the community samples is similar to that in the populations (except for Ultimo/Pymont where it is significantly less.) It should be noted though that the questionnaire was in English and so it is a survey for people who can read and write English - even though many may have English as a second language. The responses from the Arabic questionnaires are not included in the data below.
- The age distribution of the samples is approximately that of the populations in five communities (for 18 to 65 years ). The sample in Deniliquin included a larger proportion of younger and older people. This is probably related to the fact that most questionnaires were completed at a stall in a public place.

Comparing Samples with ABS Census Data in each Areas

		West Wyalong		Deniliquin		Narellan		Ultimo/Pymont		Greenacre	
		2671	Sample	2710	Sample	2567	Sample	2007/2009	Sample	2190	Sample***
<b>Total Persons</b>		4,148	209	11,336	266	12,116	233	6,673	247	20,703	256
<b>Aged 15 years and over</b>		77.0	100	76.5	98	58.9	99	92.6	100	75.7	100
<b>Other than English at home and 5+</b>		1.2	0	1.7	0.4	5.6	5.7	33.4	14.9	38.3	31
Most common other language		Cantonese	NA	Italian	NA	Italian	Laotian	Cantonese	Chin/Cant	Arabic	Arabic
% of those speaking this		26	NA	27	NA	14	38	33		49	28
<b>Income (15 years +)*</b>											
Less than \$299 per week		56.2	42	46.3	65	35.7	45	38.0	32	57.7	69
\$299 to \$999 per week		40.8	57.5	50.6	33	58.0	43	50.0	51	39.5	28
\$1000 or more per week		3.0	0.5	3.1	2	6.3	12	12.0	17	2.8	3
<b>Age profile (% of total pop/sample)</b>											
0-19 M		14.9	1	14.9	8	17.9	3	6.0	1	16.3	2
0-19F		14.3	1	14.6	22	18.8	4	7.5	3	15.6	3
20-39M		12.0	15	13.7	14	20.2	22	30.6	27	14.0	14
20-39F		12.7	17	13.5	16	21.1	39	28.8	36	15.3	26
40-59M		13.0	16	13.3	10	9.1	15	11.5	13	10.6	16
40-59F		11.3	20	11.8	22	8.2	10	7.8	13	10.3	17
60+M		10.2	13	8.7	4	2.0	2	3.4	3	8.1	11
60+F		11.5	17	9.5	3	2.6	4	4.3	4	9.7	10
<b>Housing - Persons in:**</b>											
Separate House		92.2	97.6	90.8	86.2	97.0	90.8	0.1	42.7	84.0	83
Semi-detached, townhouse, etc		0.7	0	1.7	1.6	2.7	5.7	23.0	6.2	11.4	12.1
Flat, unit or apartment		3.0	1.4	4.4	7.9	0.3	0.9	76.3	46.9	4.0	3.6
Other		4.1	1	3.1	4.3	0.1	2.6	0.5	4.2	0.5	1.2
<b>Gender</b>											
Male		50.2	45	50.5	36	49.3	41	51.4	43	49.1	43
Female		49.8	55	49.5	64	50.7	59	48.6	57	50.9	57

**Notes**

\* Sample categories were <\$15,000, \$15,000 to \$54,000 and \$55,000+ - adjusted for missing data / not stated

\*\* Housing sample categories were House, Town House, Unit Other

\*\*\* In addition to the sample of 256 there is a separate sample of 48 who completed an arabic questionnaire

# 11. Community Comparisons - Charts

## Introduction

In this section the levels of social capital in each of the five communities are compared with each other.

The comparisons show there are significant differences in the levels of social capital in each of the five communities and that the mix of the eight elements of social capital differs from community to community.

The information in this part of the report will be useful to other communities who want to measure the level of social capital in their community and be able to see how it compares with the five communities here.

The comparisons between the five communities are made through charts and tables.

## Charts

There are eleven charts in the following pages:

- Each of the first eight charts shows the distribution of one of the eight elements of social capital in the five communities. The chart shows the median score for each community and the spread of the scores in each community (see below for details).
- The next two charts show the distributions of the overall levels of social capital in the five communities firstly, for all the people in each community and secondly for the people in each community who were employed.
- The final chart shows the average levels of social capital for all the eight elements and the overall levels of social capital for each of the five communities.

The communities represented in the charts are:

U/P	Ultimo/Pymont
D	Deniliquin
N	Narellan
GA	Greenacre
WW	West Wyalong

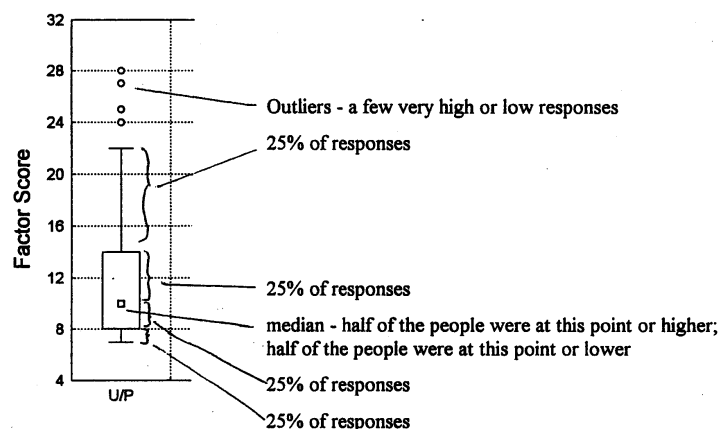
The charts allow one to easily see:

- the spread of respondents social capital scores in each community and
- how the five communities compare with each other.

Each respondent's score on each of the eight elements of social capital is arrived at by adding up the respondent's responses (1, 2, 3 or 4) for each of the questions included in the social capital element. These questions are shown above each of the first eight charts.

So for example in the chart over the page "A. Participation in the Local Community" there are 7 questions and so the lowest possible score is 7 (seven 1s) and the highest possible score is 28 (seven 4s). All the respondents scores for this social capital element must be between 7 and 28 inclusive. The actual spread of the respondents scores for each of the five communities is shown in the chart.

The spread of the responses are shown diagrammatically. The key to the diagrams in that charts is:



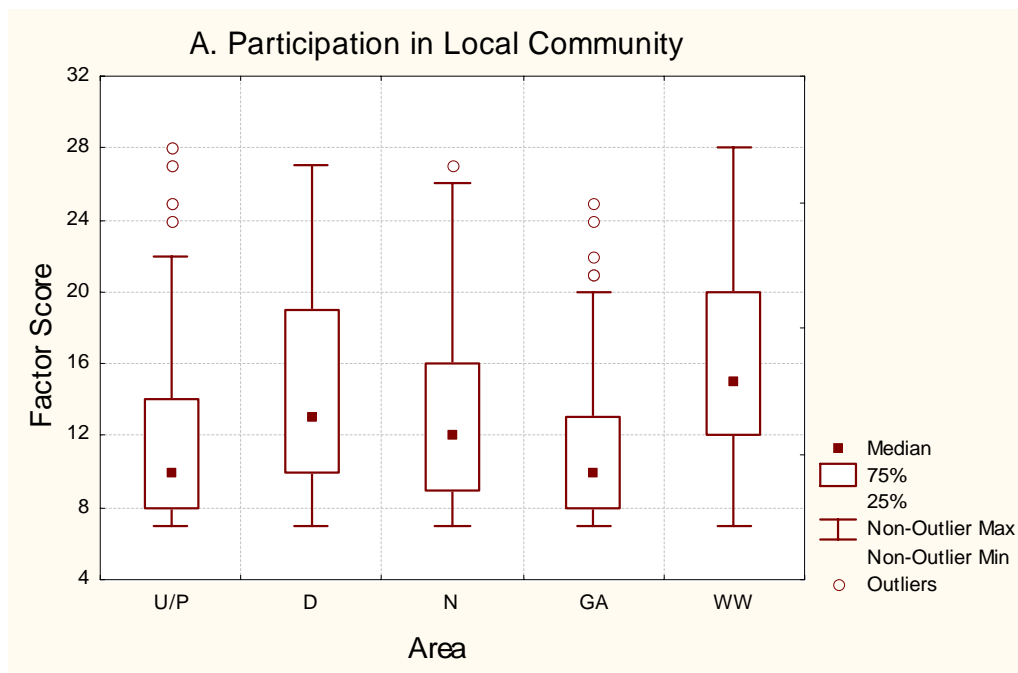
So from the chart over the page one can see for Ultimo/Pymont that for "A. Participation in the Local Community":

- The respondents' lowest score is 7
- The respondents' highest score is 28
- The respondents' median score is 10
- 25% of the respondents scored between 7 and 8 (inclusive)
- 25% of the respondents scored between 8 and 10
- 25% of respondents scored between 14 and 22
- In the 200+ respondents there were a few outliers that scored between 24 and 28

In the first chart we can also see that West Wyalong and Deniliquin had relatively higher levels of "A. Participation in the Local Community" and Ultimo /Pymont and Greenacre had relatively lower levels. One can also see that Deniliquin had a very wide spread of responses and Greenacre the least spread of responses.

## A. Participation in the Local Community

1. Do you help out a local group as a volunteer?(16)
2. Have you attended a local community event in the past 6 months (eg, church fete, school concert, craft exhibition)?(29)
3. Are you an active member of a local organisation or club (eg, sport, craft, social club)?(31)
4. Are you on a management committee or organising committee for any local group of or organisation?(44)
5. In the past 3 years, have you ever joined a local community action to deal with an emergency?(46)
6. In the past 3 years have you ever taken part in a local community project or working bee?(48)
7. Have you ever been part of a project to organise a new service in your area (eg, youth club, scout hall, child care, recreation for disabled)?(50)

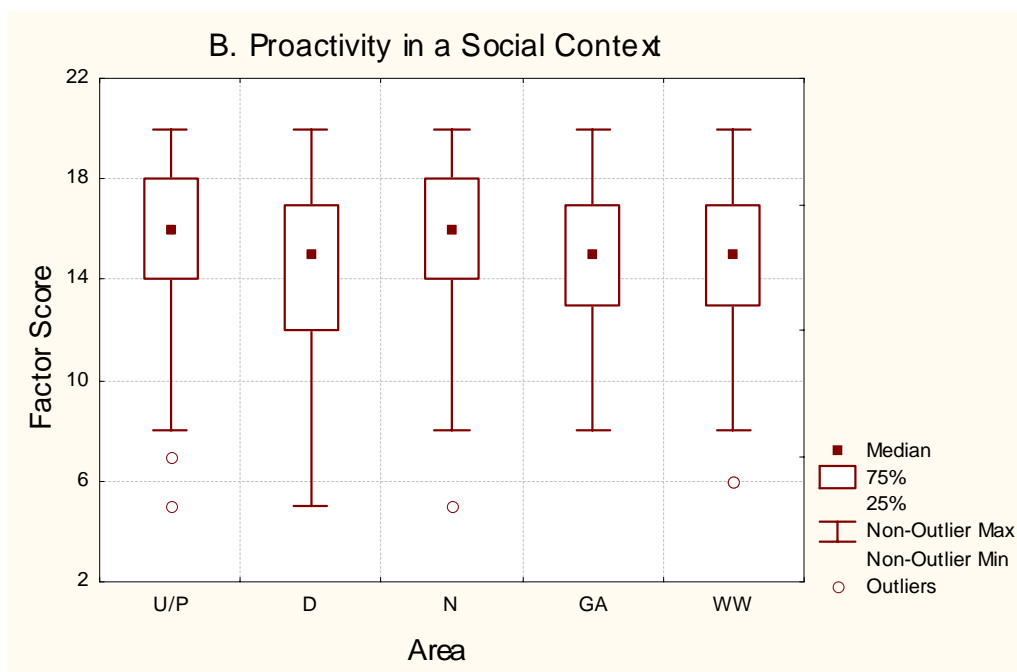


West Wyalong has the highest levels of Participation in the Local Community. Ultimo/Pymont and Greenacre have the least.



## B. Proactivity in a social Context

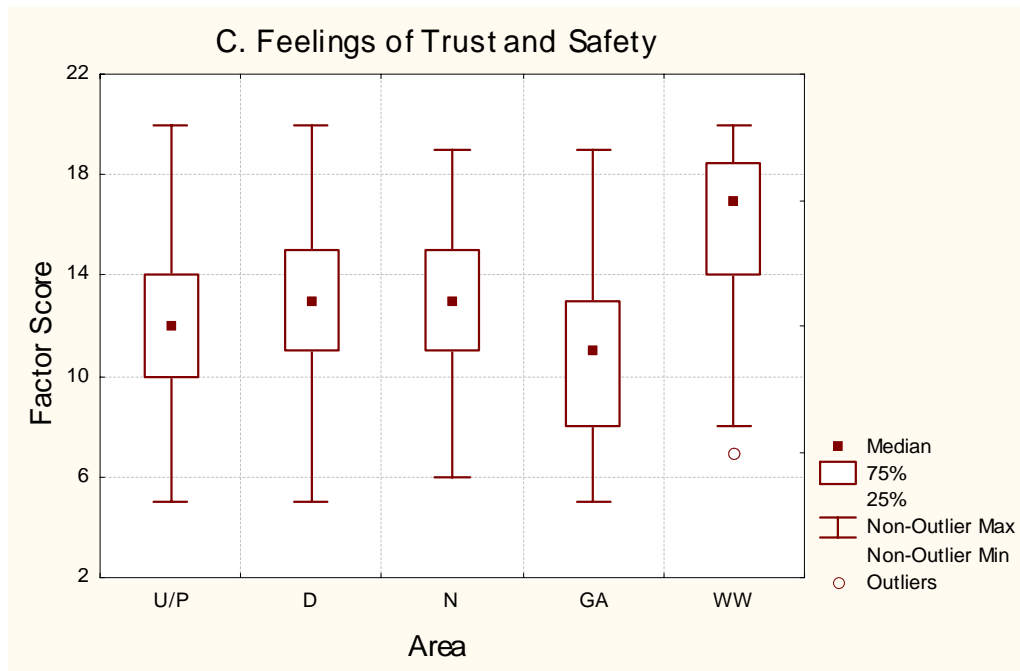
1. Have you ever picked up other people's rubbish in a public place?(14)
2. Do you go outside your local community to visit your family?(37)
3. If you need information to make a life decision, do you know where to find that information?(41)
4. If you disagree with what everyone else agreed on, would you feel free to speak out?(54)
5. If you have a dispute with your neighbours (eg, over fences or dogs) are you willing to seek mediation?(56)
6. At work do you take the initiative to do what needs to be done even if no one asks you to?(65) *(This question was only asked of those in paid employment)*
7. In the past week at work, have you helped a workmate even though it was not in your job description? (67) *Note this question was only asked of those in paid employment and (with question 65 above) is not included in the chart below which represents all respondents not just those in paid employment)*



On average Ultimo/Pymont and Narellan have the highest levels of Proactivity in a Social Context and Deniliquin and Greenacre have the least.

### C. Feelings of Trust and Safety

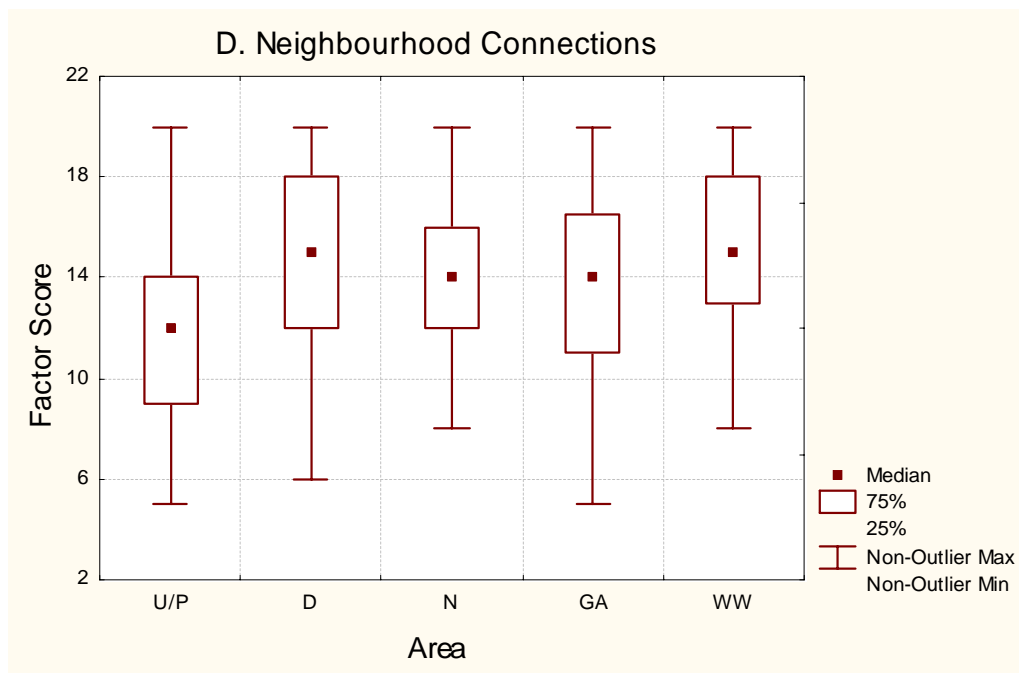
1. Do you feel safe walking down your street after dark? (17)
2. Do you agree that most people can be trusted? (18)
3. If someone's car breaks down outside your house, do you invite them into your home to use the phone? (19)
4. Does your area have a reputation for being a safe place? (24)
5. Does your local community feel like home?(33)



West Wyalong has much higher levels of Feelings of Trust and Safety than the other areas. Greenacre has the lowest levels of Feelings of Trust and Safety.

## D. Neighbourhood Connections

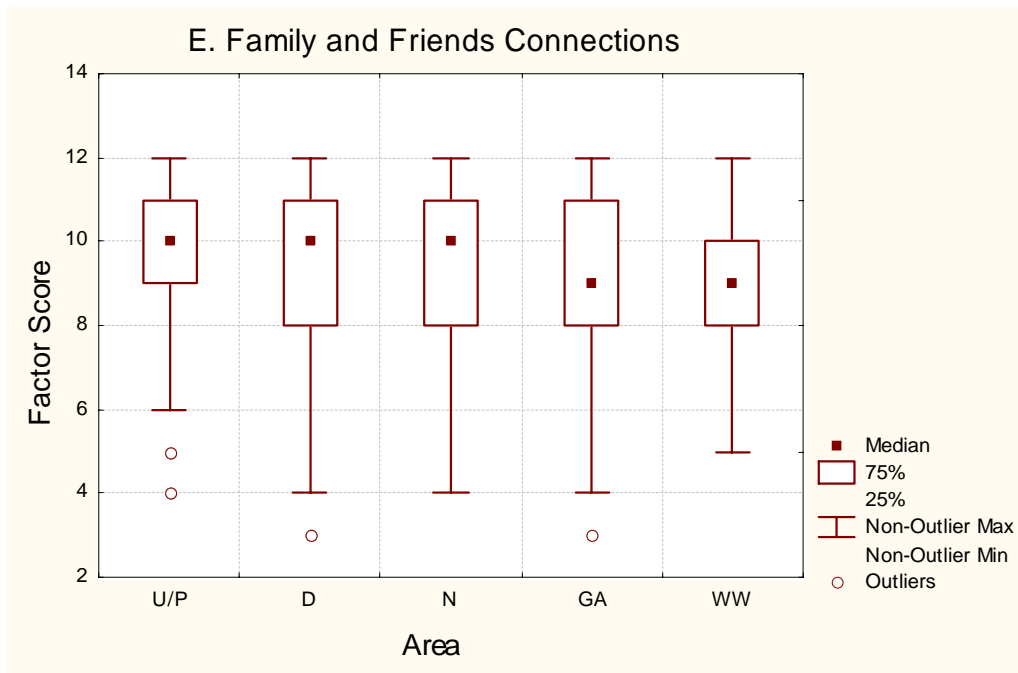
1. Can you get help from friends when you need it? (21)
2. If you were caring for a child and needed to go out for a while, would you ask a neighbour for help? (26)
3. Have you visited a neighbour in the past week? (28)
4. When you go shopping in your local area are you likely to run into friends and acquaintances? (39)
5. In the past 6 months, have you done a favour for a sick neighbour? (45)



Deniliquin and West Wyalong have the highest levels of Neighbourhood Connections. Ultimo/Pymont has the lowest.

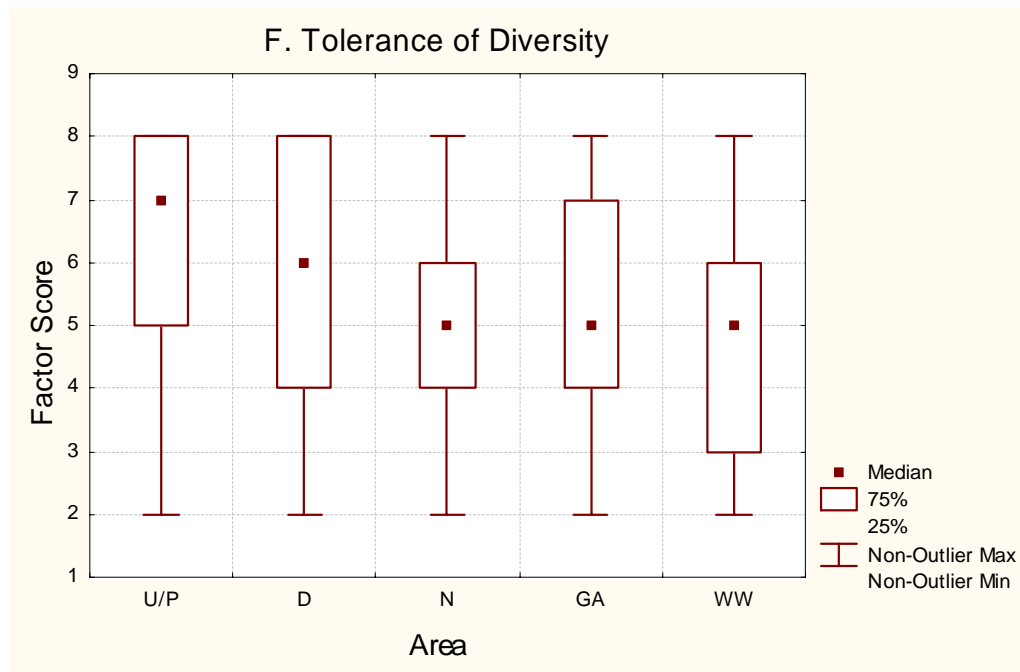
## E. Family and Friends Connections

1. In the past week, how many phone conversations have you had with friends?(34)
2. How many people did you talk to yesterday?(35)
3. Over the weekend do you have lunch/dinner with other people outside your household?(36)



## F. Tolerance of Diversity

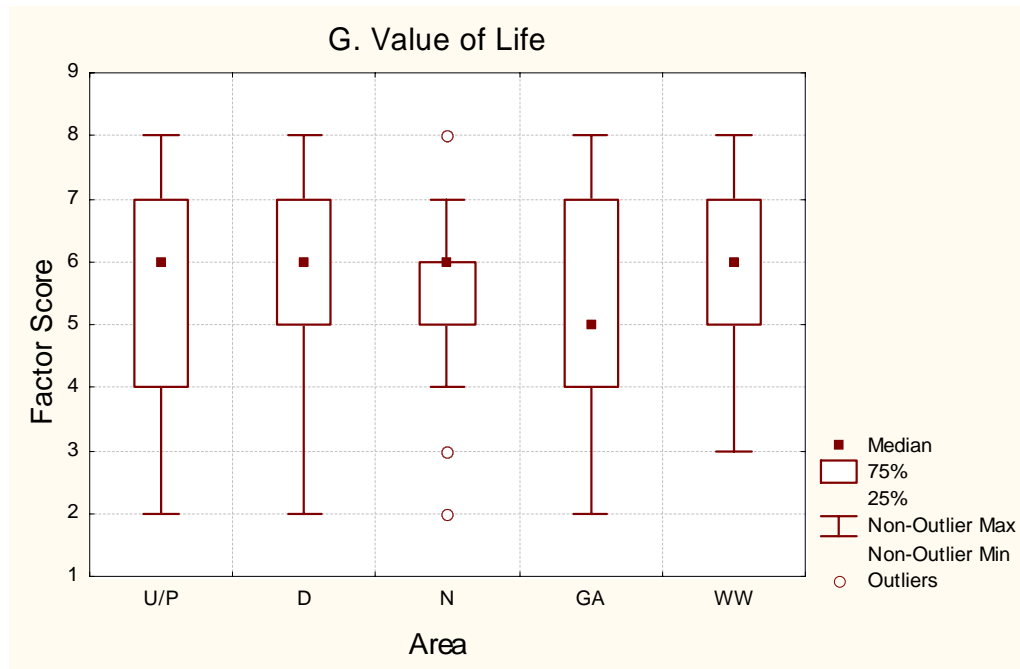
1. Do you think that multiculturalism makes life in your area better? (57)
2. Do you enjoy living among people of different life styles? (59)



Ultimo/Pymont has the highest levels of tolerance of Diversity, followed by Deniliquin. West Wyalong has the lowest.

## G. Value of Life

1. Do you feel valued by society? (1)
2. If you were to die tomorrow, would you be satisfied with what your life has meant? (3)

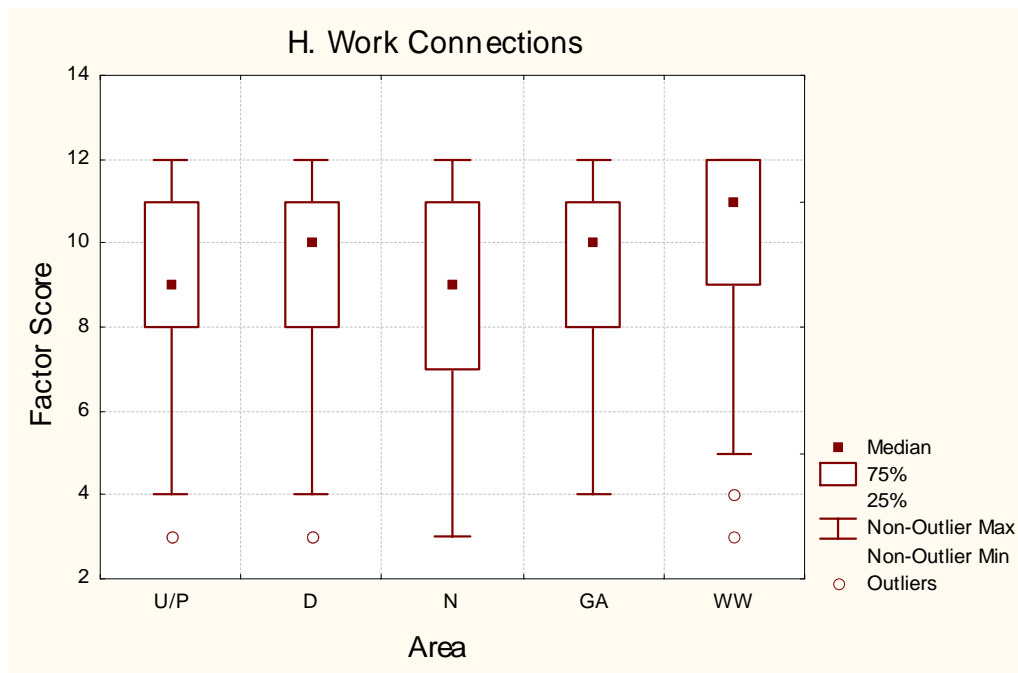


On average West Wyalong has the highest scores on Value of Life and Greenacre the lowest.

## H. Work Connections

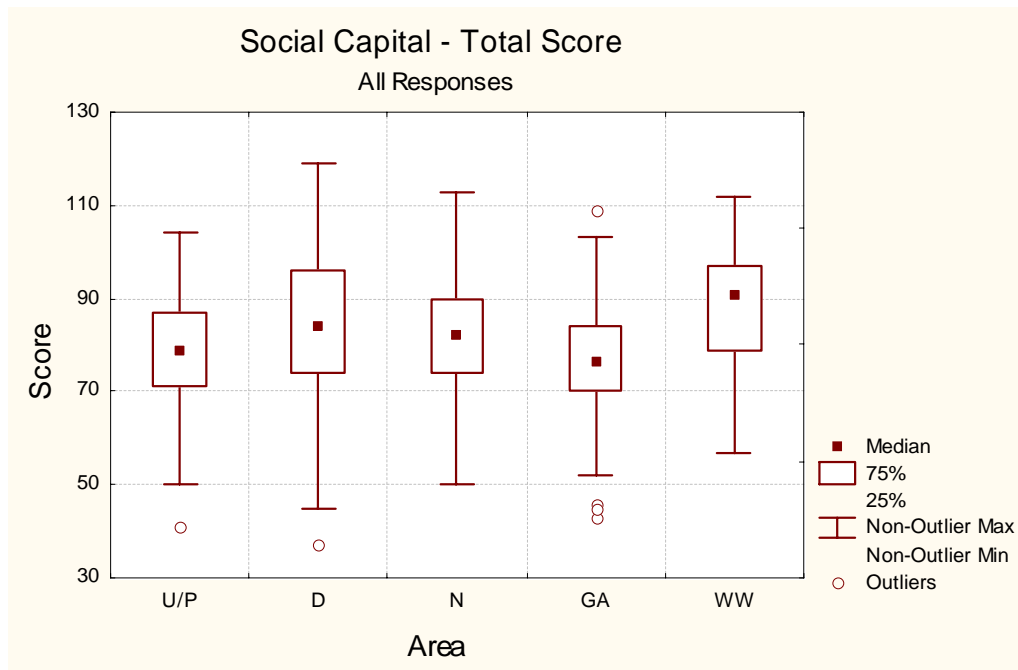
Note these questions were only asked of those in paid employment

1. Do you feel part of the local geographic community where you work? (61)
2. Are your workmates also your friends? (62)
3. Do you feel part of a team at work? (63)



## Social Capital - Total Score (All Responses)

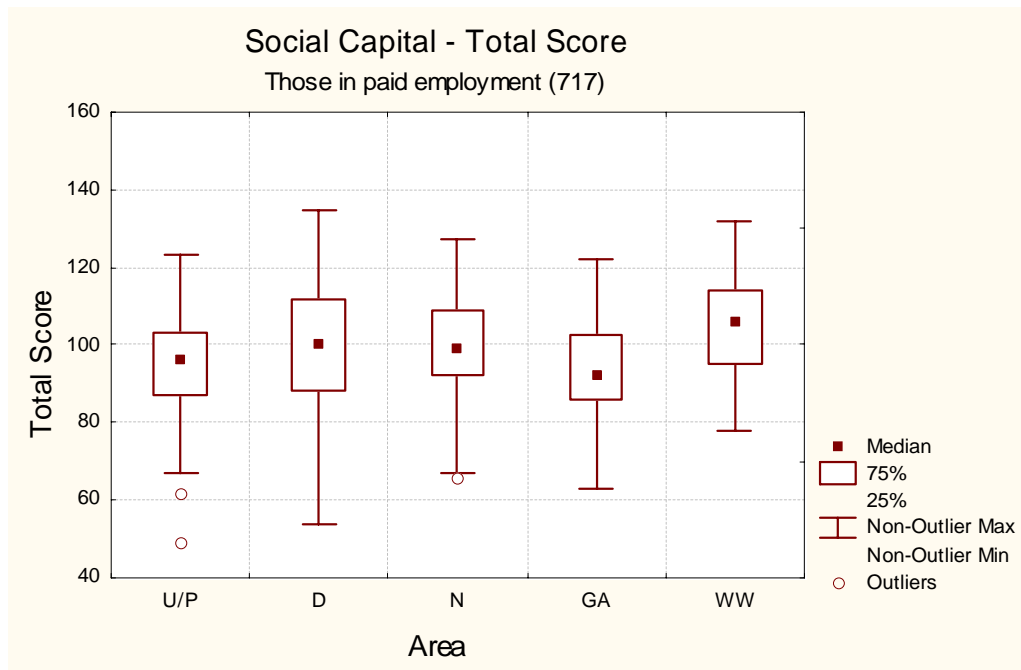
The chart below is based on the total social capital scores for all the respondents in each of the five communities. The total capital score for each respondent is arrived at by adding up the responses of 31 of the 36 best questions (the 5 questions which were only applicable to people who were employed are not included).





## Social Capital - Total Score (Employees)

The chart below is based on the total social capital scores for all the respondents who were employed in each of the five communities. The total capital score for each respondent is arrived at by adding up the responses of the 36 best questions (which includes the 5 questions for those who were employed).

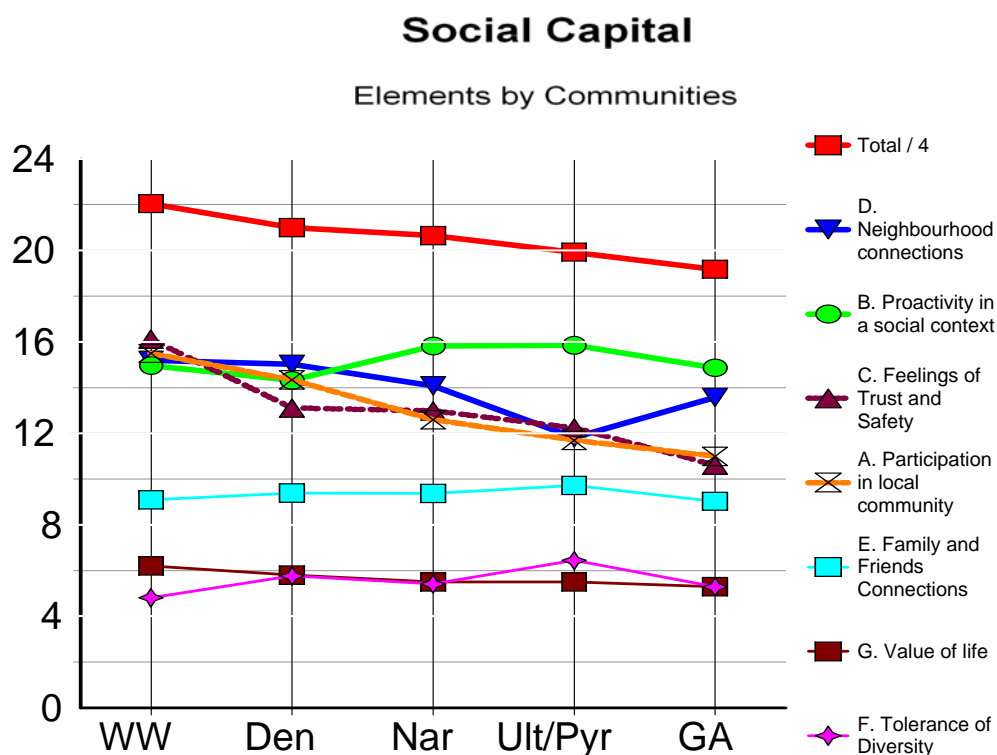


## Social Capital - Overview by Community and Social Capital Elements

The chart below shows for each of the five communities and the average social capital score for each of the eight elements of social capital and the total social capital score (not including the employee questions) divided by 4. The total social capital score was divided by 4 to allow for better representation on the chart.

From the chart one can see that the total social capital is highest in West Wyalong, then Deniliquin, then Narellan, then Ultimo/Pyrmont then Greenacre.

One can also see though that the communities can be high in some elements and low in others, for example West Wyalong has the highest level of Community Organisations Connections but the lowest level of Tolerance of Diversity.



## 12. Community Comparisons - Tables

The following tables provide detailed information on the distribution of social capital scores on each element of social capital in each community. This information will be particularly useful to communities wishing to compare their social capital scores with the five communities in this study.

Detailed statistics are provided for the following social capital scores:

- A. = Participation in local community
- B. = Proactivity in a social context
- C. = Feelings of Trust and safety
- D. = Neighbourhood Connections
- E. = Family and Friends Connections
- F. = Tolerance of Diversity
- G. = Value of life
- H. = Work Connections
- Other = Other questions included in the social capital total score  
not included in the eight elements above
- B(Work) = Proactivity in a social context (including  
the 2 questions for employed respondents)
- SC = Total Social Capital Score (A+B+C+D+E+F+G) not  
including questions for those employed
- SC(Work) = Total Social Capital Score (A+B+C+D+E+F+G+H)  
including questions for those employed.

The statistics provided for each social capital score are:

- Mean
- 95% confidence limits of the mean
- Median
- Minimum and maximum
- Lower and Upper quartiles
- Standard Deviation

<b>ULTIMO/PYRMONT</b>									
Factor	Mean	Confid.		Median	Minimum	Maximum	Lower Quartile	Upper Quartile	Std.Dev.
		-95.000%	+95.000%						
A	11.7	11.1	12.3	10	7	28	8	14	4.7
B	15.9	15.5	16.2	16	5	20	14	18	3.0
C	12.2	11.9	12.6	12	5	20	10	14	2.8
D	11.8	11.4	12.2	12	5	20	9	14	3.3
E	9.7	9.5	10.0	10	4	12	9	11	1.9
F	6.4	6.2	6.6	7	2	8	5	8	1.6
G	5.5	5.3	5.7	6	2	8	4	7	1.7
H	9.0	8.7	9.4	9	3	12	8	11	2.2
Other	6.3	6.2	6.5	6	2	8	6	7	1.2
B(Work)	22.8	22.3	23.4	24	9	28	21	25	3.6
SC	79.7	78.1	81.3	79	41	104	71	87	11.7
SC(Work)	95.4	93.4	97.3	96	49	123	87	103	12.4
<b>DENILQUIN</b>									
Factor	Mean	Confid.		Median	Minimum	Maximum	Lower Quartile	Upper Quartile	Std.Dev.
		-95.000%	+95.000%						
A	14.3	13.7	15.0	13	7	27	10	19	5.3
B	14.3	13.9	14.8	15	5	20	12	17	3.6
C	13.1	12.7	13.5	13	5	20	11	15	3.3
D	15.0	14.6	15.4	15	6	20	12	18	3.3
E	9.4	9.1	9.7	10	3	12	8	11	2.2
F	5.8	5.5	6.0	6	2	8	4	8	1.8
G	5.8	5.6	6.0	6	2	8	5	7	1.7
H	9.1	8.7	9.6	10	3	12	8	11	2.5
Other	6.3	6.1	6.5	6	2	8	5	7	1.5
B(Work)	20.7	19.9	21.4	21	9	28	18	24	4.5
SC	84.0	82.0	86.0	84	37	119	74	96	15.3
SC(Work)	99.6	96.6	102.6	100	54	135	88	112	16.6
<b>NARELLAN</b>									
Factor	Mean	Confid.		Median	Minimum	Maximum	Lower Quartile	Upper Quartile	Std.Dev.
		-95.000%	+95.000%						
A	12.6	12.0	13.2	12	7	27	9	16	4.3
B	15.8	15.4	16.2	16	5	20	14	18	2.9
C	13.0	12.6	13.4	13	6	19	11	15	2.8
D	14.1	13.6	14.5	14	8	20	12	16	3.2
E	9.4	9.1	9.6	10	4	12	8	11	1.9
F	5.4	5.2	5.6	5	2	8	4	6	1.6
G	5.5	5.3	5.7	6	2	8	5	6	1.5
H	9.0	8.6	9.4	9	3	12	7	11	2.3
Other	6.4	6.2	6.5	6	2	8	6	7	1.2
B(Work)	23.0	22.4	23.5	24	14	28	21	25	3.2
SC	82.6	80.9	84.2	82	50	113	74	90	11.2
SC(Work)	99.8	97.6	102.1	99	66	127	92	109	12.8

<b>GREENACRE</b>										
Factor	Mean	Confid. -95.000%	Confid. +95.000%	Median	Minimum	Maximum	Lower Quartile	Upper Quartile	Std.Dev.	
A	11.0	10.5	11.5	10	7	25	8	13	3.8	
B	14.9	14.5	15.2	15	8	20	13	17	2.9	
C	10.6	10.2	11.0	11	5	19	8	13	3.0	
D	13.6	13.1	14.0	14	5	20	11	17	3.5	
E	9.0	8.8	9.3	9	3	12	8	11	2.2	
F	5.3	5.0	5.5	5	2	8	4	7	2.0	
G	5.3	5.1	5.5	5	2	8	4	7	1.6	
H	9.3	8.9	9.8	10	4	12	8	11	2.1	
Other	6.2	6.0	6.4	6	2	8	5	8	1.5	
B(Work)	21.6	20.8	22.3	22	11	28	19	24	3.8	
SC	76.7	75.0	78.4	77	43	109	70	84	11.8	
SC(Work)	93.6	90.9	96.4	92	63	122	86	102.5	12.8	
<b>WEST WYALONG</b>										
Factor	Mean	Confid. -95.000%	Confid. +95.000%	Median	Minimum	Maximum	Lower Quartile	Upper Quartile	Std.Dev.	
A	15.5	14.8	16.2	15	7	28	12	20	5.1	
B	15.0	14.5	15.4	15	6	20	13	17	3.1	
C	16.1	15.7	16.5	17	7	20	14	19	3.1	
D	15.2	14.8	15.6	15	8	20	13	18	3.0	
E	9.1	8.9	9.3	9	5	12	8	10	1.8	
F	4.8	4.6	5.0	5	2	8	3	6	1.6	
G	6.2	6.0	6.4	6	3	8	5	7	1.3	
H	10.4	10.1	10.7	11	3	12	9	12	1.8	
Other	6.7	6.5	6.9	7	3	8	6	8	1.3	
B(Work)	21.3	20.6	22.0	21	12	28	18	25	3.9	
SC	88.2	86.5	89.9	91	57	112	79	97	11.8	
SC(Work)	104.3	102.0	106.7	106	78	132	95	114	13.2	
<b>ALL COMMUNITIES</b>										
Factor	Mean	Confid. -95.000%	Confid. +95.000%	Median	Minimum	Maximum	Lower Quartile	Upper Quartile	Std.Dev.	
A	13.0	12.7	13.3	12	7	28	9	16	5.0	
B	15.1	15.0	15.3	16	5	20	13	17	3.2	
C	12.9	12.7	13.1	13	5	20	11	15	3.5	
D	13.9	13.7	14.1	14	5	20	11	17	3.5	
E	9.3	9.2	9.4	9	3	12	8	11	2.0	
F	5.6	5.5	5.7	6	2	8	4	7	1.8	
G	5.6	5.6	5.7	6	2	8	5	7	1.6	
H	9.3	9.2	9.5	10	3	12	8	11	2.3	
Other	6.4	6.3	6.4	7	2	8	6	7	1.4	
B(Work)	22.0	21.7	22.3	23	9	28	20	25	3.9	
SC	82.3	81.5	83.1	82	37	119	73	92	13.1	
SC(Work)	98.7	97.5	99.8	99	49	135	89	109	14.0	

## Part D - Practical Uses of the Social Capital Measure

### 13. The Scale

The social capital scale developed here, like all empirically derived scales, is simplistic. That is both its strength and its weakness. Its weakness lies in the fact that no scale can deal adequately with the subtleties and complexities of human life, and what basically refers to the quality of life. It is nonsense to try and reduce the value of connectedness in the life of the community, to a number!

However, its strength lies in just this simplicity. In an economic rationalist world where ideology says “if you can’t measure it, you can’t manage it” then some form of quantitative indicator of social capital is essential. The social capital scale provides just such a reliable and valid indicator of the underlying health of the community (for people who speak English as their first or second language within an Australian cultural context).

The social capital scale is but one simple indicator, and needs to be fleshed out with other, more qualitative methods such as the use of case studies and “thick descriptions” as well as reference to macro-social indicators such as crime or morbidity rates.

### 14. Questions

Some of the questions that different groups may wish to consider are:

#### **Government**

- a. What are the impacts of policy changes on the social capital in the community?
- b. What are the economic implications of increasing or reducing social capital?
- c. Is the social capital in communities changing over time? Why?

#### **Community Service Providers**

- d. Are services being delivered in such a way that they not only deliver the service but also increase the community’s social capital?
- e. To what extent are the recipients of services connected into the fabric of the community and participating in the local community? How does their connectedness compare with the general level of connectedness in the local community?
- f. Is the social capital in the community changing over time? Why?
- g. Does community development make a difference to the level of social capital in the community?

#### **Employers**

- h. Is the organisation’s culture and structures effective **both** in economic terms and in increasing the social capital in the community?
- i. How can the workplace be changed so that the way the workplace works supports the development of social capital?

#### **Researchers**

- j. Are the social capital elements identified in this study culturally specific? Are the questions in the questionnaire culturally specific?

## 15. Practical Uses

These general questions can give rise to more specific examples. For example:

- a. A community organisation could undertake surveys of the local community every two years to monitor the change in the level of the community's social capital over time.
- b. A community organisation could measure the level of social capital of the local community (or a particular group in the community) before and after the implementation of a major community development project.
- c. A community centre may wish to see how the levels of social capital in the local community compares with other communities, for example, the five communities that have been measured in this study - and so measure the social capital in their community and compare it with the results in this report.
- d. An ethnic community organisation may wish to measure the level of social capital within its community and compare this with the levels of social capital in other communities?
- e. A service provider may wish to measure the social capital in the local community and then compare this with the connectedness of a particular target group the service provider is working with. For example: Are Neighbourhood and Community Centres working with those who are already well connected into the fabric of the community or with those who have little connections (or both)?
- f. An employer may wish to get a before and after measure of the connectedness of its employees in the social fabric of their communities before and after implementing an employee program designed to support the employees in their family and community connections.

In all these situations a questionnaire could be used as one strategy. A sample questionnaire is in Appendix D. The next section provides some tips to using the questionnaire.

## 16. Tips

Appendix D includes a Social Capital Questionnaire (and related materials). The following tips may prove useful in using the questionnaire.

- a. The 36 'social capital' questions in the questionnaire are the best 36 questions from this study. The questions measure the general social capital factor and the eight elements of social capital.
- b. A score for the general factor can be developed by adding together the responses (1, 2, 3 or 4) for all 36 questions if the respondents are employed or for 31 questions (ie leave out questions 32 to 36) if the respondents are not employed.
- c. Scores of the eight elements of social capital can be obtained by adding the responses to the following questions together (Appendix D Social Capital Questionnaire):

A. Participation in local community	= Q5+Q13+Q14+Q23+Q24+Q25+Q26
B. Proactivity in a social context	= Q3+Q19+Q21+Q27+Q28
C. Feelings of Trust and safety	= Q6+Q7+Q8+Q10+Q15
D. Neighbourhood Connections	= Q9+Q11+Q12+Q20+Q22
E. Family and Friends Connections	= Q16+Q17+Q18
F. Tolerance of Diversity	= Q29+Q30
G. Value of life	= Q1+Q2
H. Work Connections	= Q32+Q33+Q34

B(Work). Proactivity in a social context  
(including work questions) = B (above) + Q35+Q36

Other = Q4+Q31

If the respondents are not employees there will be no score for H. Work Connections.
- d. So each person that is surveyed will have a general social capital score and scores for each of the 8 social capital elements (7 elements where the respondents are not employed).
- e. Where minimal data is missing (eg a respondent has missed one or two question) the value of the missing responses can be replaced with the average value for that question for all respondents. This allows the social capital scores to be generated even when there is some missing data.
- f. Where there is significant missing data (eg a respondent has not completed many of the questions) the respondent may need to be left out of the analysis in the computation of the social capital scores.
- g. While a statistical computer package would be useful in the analysis of the questionnaire data a spreadsheet program such as Lotus 123 or Quattro Pro would be adequate to generate the scores and analyse the data.
- h. Your community's levels of social capital can be compared with the levels of social capital in the five communities that we surveyed. This will allow you to see whether the level of social capital in your community or group is high or low compared to the general population in the five known communities.



- i. These comparisons can be made on the charts that have been provided in Section 11. Your results could be drawn on a copy of the charts so you can visually see how you compare to the five communities. To do this you need to calculate the median, upper quartile, lower quartile and minimum and maximum. Alternatively the comparisons can be made numerically using the tables at the end of Section 12.
- j. Comparisons between communities should be made with similar populations, if possible. It would be better to compare the responses from a random sample of people aged between 18 and 65 in one community with a sample from a similar age range in another community. However also note that generally speaking social capital is not related to demographic variables (gender is an exception).
- k. While before and after measures of social capital are useful it will be the rare situation where cause and effect links will be able to be shown between your program (or other supposed causal factors) and the change in the levels of social capital. Nonetheless measuring social capital before and after an intervention will put you in a better situation to be asking the right questions about the effectiveness of the intervention.
- l. The measures of social capital should be seen in the light of other qualitative information, for example, the impressions of community workers before and after an intervention; the impressions of people who have lived in several different communities (when comparing levels of social capital between communities).
- m. If you are a service provider and using the social capital questionnaire with people who use your services you may wish to add additional questions about the services you are providing. Appendix D includes examples of the kinds of questions you could include if you were giving the questionnaire to group participants or those participating in face to face interviews.
- n. If you are using the Social Capital questionnaire it will require an introduction that explains:
  - The purpose of the questionnaire
  - Who will have access to the questionnaire
  - Confidentiality
  - How it is to be returned
  - By When
  - Instructions for completing the questions

Appendix D includes an example of the kind of introduction that may be useful.

- o. If you were to translate the questionnaire into another language it will be important to translate the questionnaire from English to the other language and then get a second translator to translate the new non-English questionnaire back into English. Compare this new English version with the original English version. (It is also important to note that more research will be required by academics and others to determine whether the social capital elements identified in this study and the existing English questionnaire are culturally specific and if so to what extent?)

# Appendices

- A. Getting the Questionnaires Out and Back**
- B. Questionnaire Responses for the Five Communities**
- C. Statistical Analysis**
- D. Questionnaire for future use**
- E. References**

## Appendix A

### Getting the Questionnaires Out and Back

The five Neighbourhood and Community Centres involved in the project used different methods to get the surveys completed.

#### **Bankstown Community Services - Greenacre**

Bankstown Community Services had been planning for some time to open a community centre in Greenacre. At the time of the social capital survey the Coordinator's position had been advertised and it was seen that undertaking the social capital survey would be a good introduction to the Greenacre area for the new coordinator.

The timing of the survey just missed the local annual festival (where people could easily have been approached in public places).

Doorknocking was the only method for the English version of the survey. The approach was similar to the Census. The Coordinator dropped questionnaires off to people in their homes and came back at a later time to pick them up.

Some of the Coordinators comments were:

*There has been a lot of publicity about violence in Greenacre and people were more welcoming than expected. People became more relaxed once they realised what I wanted.*

*I did get a picture of people being isolated.*

*A number of people asked me to do the survey with them. Mostly they just wanted to talk to someone. Some people wanted to debate the issues.*

*It was very time consuming and I had to go several times to many places before the surveys were completed.*

*I did some door knocking in the evenings and on weekends and it helped to give me a better sample of the population.*

*I found March and April the best time. People were more co-operative and had more time than in December and January. And the weather was more pleasant.*

In Greenacre there is a large proportion of Arabic speaking people in the community. The Community Centre arranged to have the questionnaire translated into Arabic. The Arabic questionnaires were distributed in a different way to the English questionnaires.

The Coordinator described the process this way:

*I went to Arabic community organisations in the area to try to get them involved. While they were all supportive many of them were not in a position to get completed questionnaires back.*

*I approached schools. They were very helpful. A number of schools sent the surveys home with students or where they existed Community Liaison Officers talked directly to parents. These strategies were the most successful of everything I tried.*

*I left some with businesses. I left some with doctors. This worked well for a week when they were enthusiastic - filling them out in the waiting room/reception.*

*I left some with some caseworkers.*

*All of these strategies only got back small numbers.*

*I think the way to go in the future would be to find significant people in the Arabic community who have face to face contact with people in their community and work through them. These face to face workers could be caseworkers or school employees or doctors' receptionists as long as they are trusted.*

### **Camden Area Community Resource Centre - Narellan**

Camden Area Community Resource Centre used several approaches to getting questionnaires completed:

- Doorknocking Census Style
- Having a stall in public space
- Working through Community organisations.

The community worker described it this way:

*We had some people who did door knocking in the way the ABS Census is done.*

*We also had a stall at the local town Centre. People came up and completed the questionnaire on the spot. That worked quite well. Once they saw people more people came in. They were curious about what was going on. Once people knew what it was about they were very keen to be involved.*

*We also worked through other organisations. When we first got the questionnaires we held a meeting and got all the local services who we thought might be interested. We said this is what we are doing , we can't do this by ourselves, can you help us out? They nominated to take so many questionnaires each. We tried to make sure we got back a cross section of ages.*

*These community organisations took a variety of approaches. Some took it to their groups. Others got people to complete them as they came in the door. Community nurses took some out. Neighbourhood Centre workers took them to their groups. Child care centre staff asked parents to complete them.*

*In all these processes we tried to ensure we were getting the right age and gender balance and that all the people involved were giving a consistent message about what the survey was about.*

### **Deniliquin Council for Social Development**

The Deniliquin Council for Social Development contracted the work to a local community worker.

Three approaches were used:

- A stall in the main street on a busy day
- Doorknocking - similar to the ABS Census
- Working through organisations and employers.

The community worker described it this way:

*We hired a stall for a day in the main street. It was a particularly busy day in Deniliquin. I was there while people completed questionnaires. We tried to get a cross-section of age and gender. The majority of completed questionnaires were from the stall.*

*We did some door-knocking - dropped them off and picked them up later when they were completed.*

*We also took them to workplaces - the rice mill, water commission, community centre, abattoirs, work places where there was a broad cross section of the community.*

*All the time we were trying to make sure we were getting a good sample.*

### **The Harris Centre - Ultimo/Pymont**

The Harris Centre developed a statistical profile of the area and on the basis of that profile developed a sampling strategy. They used two strategies:

- Doorknocking- similar to the ABS Census
- Collecting from sites or organisations

The Harris Centre included an additional page of questions on the survey on issues specific to the Harris Centre.

The Harris Centre also had the questionnaire translated into Chinese. There were not sufficient Chinese questionnaires returned to incorporate into the study as a separate group.

The worker described it this way:

*We developed a statistical profile of the area using the 1991 census and on the basis of that information worked out a way of randomly selecting blocks within the two areas which would give us a representative sample.*

*One of our biggest difficulties was getting into flats with security doors.*

*We also used the expertise of the community centre staff to identify other specific sites which would make sure that we got a representative sample of all the communities in the area.*

### **West Wyalong Neighbourhood Centre - West Wyalong**

West Wyalong Neighbourhood Centre used several strategies:

- Mail out to a random sample of rate payers
- Doorknocking
- Public Places

The community worker described it this way:

*The council was able to generate a random sample from the rates notices. We mailed out to this sample a letter asking them whether they would like to be involved. From the 400 we mailed out we got 80 replies. We then forwarded them the questionnaire. We had been hoping for a better response than this.*

*Our next strategy was doorknocking. This was the most time consuming and laborious. We had the list of the addresses we had mailed out letters to people and so we had to be careful we did not include them in the doorknocking. We went to every second house in specific areas. We tended to find older people at home. Then there was the problem of having too many older people in the sample.*

*We then set up a stall in the shopping centre at a major supermarket. This worked really well.*

## Appendix B

### Questionnaire Responses for the Five Communities

*The following includes the collated responses for each community for each question in the questionnaire. The questionnaire numbers in brackets are the numbers of the questions in the original questionnaire. The order of the questions is:*

*Factors - Best 36 Questions and some other questions:*

- A. Participation in local community
- B. Proactivity in a social context
- C. Feelings of Trust and safety
- D. Neighbourhood Connections
- E. Family and Friends Connections
- F. Tolerance of Diversity
- G. Value of life
- H. Work Connections
- I- Other

*Other questions with some relationship to social capital*

*Questions with minimal relationship with social capital*

*Questions with no or negligible relationship with Social Capital*

*Demographic Questions*

## A. Community Organisations Connections

### Best Questions

#### 1. Do you help out a local group as a volunteer?(16)

<b>Q16. Score</b>	<i>No, not at all</i>		<i>Yes, often, (at least 1 x week)</i>	
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<i>Ultimo/Pyrmont</i>	58.8	22.2	10.7	8.2
<i>Deniliquin</i>	39.5	22.0	17.1	21.3
<i>Narellan</i>	48.9	24.4	10.5	16.2
<i>Greenacre</i>	58.0	20.4	7.2	14.4
<i>West Wyalong</i>	35.3	17.4	17.9	29.5
<b>All Areas</b>	<b>48.4</b>	<b>21.4</b>	<b>12.6</b>	<b>17.6</b>

#### 2. Have you attended a local community event in the past 6 months (eg, church fete, school concert, craft exhibition)?(29)

<b>Q29 Score</b>	<i>No, not at all</i>		<i>Yes, several (at least 3)</i>	
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<i>Ultimo/Pyrmont</i>	37.4	14.0	25.1	23.5
<i>Deniliquin</i>	31.0	16.1	23.8	29.1
<i>Narellan</i>	26.8	17.3	30.3	25.4
<i>Greenacre</i>	42.2	16.3	16.3	25.1
<i>West Wyalong</i>	16.7	15.8	26.8	40.7
<b>All Areas</b>	<b>31.4</b>	<b>15.9</b>	<b>24.3</b>	<b>28.5</b>

#### 3. Are you an active member of a local organisation or club (eg, sport, craft, social club)?(31)

<b>Q31. Score</b>	<i>No, not at all</i>		<i>Yes, very active</i>	
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<i>Ultimo/Pyrmont</i>	65.7	11.4	12.2	10.6
<i>Deniliquin</i>	31.4	18.8	17.6	31.2
<i>Narellan</i>	46.3	12.6	18.6	22.5
<i>Greenacre</i>	58.7	8.7	16.7	15.9
<i>West Wyalong</i>	24.5	16.3	20.2	38.9
<b>All Areas</b>	<b>45.9</b>	<b>13.5</b>	<b>16.9</b>	<b>23.6</b>

#### 4. Are you on a management committee or organising committee for any local group of or organisation?(44)

<b>Q44. Score</b>	<i>No, not at all</i>		<i>Yes, several (at least 3)</i>	
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<i>Ultimo/Pyrmont</i>	77.5	9.8	8.2	4.5
<i>Deniliquin</i>	57.6	17.2	19.5	5.7
<i>Narellan</i>	74.9	8.2	15.1	1.7
<i>Greenacre</i>	81.4	7.1	8.7	2.8
<i>West Wyalong</i>	46.9	18.7	21.0	13.4
<b>All Areas</b>	<b>68.1</b>	<b>12.1</b>	<b>14.4</b>	<b>5.4</b>



5. In the past 3 years, have you ever joined a local community action to deal with an emergency?(46)

<i>Q46. Score</i>	<i>No, not at all</i>		<i>Yes, frequently(at least 5 times)</i>	
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	64.3	19.3	11.1	5.3
<i>Deniliquin</i>	60.8	22.9	12.8	3.5
<i>Narellan</i>	75.2	14.2	8.0	2.6
<i>Greenacre</i>	80.6	13.0	4.9	1.6
<i>West Wyalong</i>	63.9	20.7	10.6	4.8
<b><i>All Areas</i></b>	<b>69.0</b>	<b>18.0</b>	<b>9.5</b>	<b>3.5</b>

6. In the past 3 years have you ever taken part in a local community project or working bee?(48)

<i>Q48 Score</i>	<i>No, not at all</i>		<i>Yes, very much</i>	
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	62.7	18.3	10.4	8.7
<i>Deniliquin</i>	45.6	17.4	21.2	15.8
<i>Narellan</i>	64.8	16.7	15.4	3.1
<i>Greenacre</i>	83.1	10.1	4.4	2.4
<i>West Wyalong</i>	45.5	20.6	16.7	17.2
<b><i>All Areas</i></b>	<b>60.5</b>	<b>16.5</b>	<b>13.6</b>	<b>9.4</b>

7. Have you ever been part of a project to organise a new service in your area (eg, youth club, scout hall, child care, recreation for disabled)?(50)

<i>Q50. Score</i>	<i>No, not at all</i>		<i>Yes, several times (at least 3)</i>	
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	69.9	14.2	10.0	5.9
<i>Deniliquin</i>	52.3	20.9	17.8	8.9
<i>Narellan</i>	70.9	10.9	13.0	5.2
<i>Greenacre</i>	84.2	8.1	4.4	3.2
<i>West Wyalong</i>	58.4	14.8	12.9	13.9
<b><i>All Areas</i></b>	<b>67.2</b>	<b>13.9</b>	<b>11.7</b>	<b>7.3</b>

*Other Questions*

8. Do you belong to a formal or informal neighbourhood watch?(22)

<i>Q22. Score</i>	<i>No, not much</i>		<i>Yes, very much</i>	
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	60.8	20.8	11.2	7.1
<i>Deniliquin</i>	48.8	20.8	18.8	11.5
<i>Narellan</i>	55.7	16.7	14.5	13.2
<i>Greenacre</i>	54.4	18.9	18.2	8.5
<i>West Wyalong</i>	64.6	13.4	12.9	9.1
<b><i>All Areas</i></b>	<b>56.5</b>	<b>18.3</b>	<b>15.3</b>	<b>9.9</b>

9. How often do you use your local library?(27)

<i>Q27. Score</i>	<i>Not at all</i>		<i>Very regularly (at least 1 x week)</i>	
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	45.5	22.9	18.4	13.1
<i>Deniliquin</i>	31.0	39.1	19.2	10.7
<i>Narellan</i>	45.9	32.0	13.4	8.7
<i>Greenacre</i>	30.8	30.0	20.8	18.4
<i>West Wyalong</i>	43.3	25.5	22.1	9.1
<b><i>All Areas</i></b>	<b>38.9</b>	<b>30.1</b>	<b>18.8</b>	<b>12.1</b>

10. Have you ever joined a demonstration to stop a local development? (47)

<i>Q47. Score</i>	<i>No, not at all</i>		<i>Yes, several times (at least 3)</i>	
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	59.5	14.5	14.0	12.0
<i>Deniliquin</i>	73.2	15.7	9.6	1.5
<i>Narellan</i>	77.8	10.0	11.7	0.4
<i>Greenacre</i>	83.1	8.9	4.8	3.2
<i>West Wyalong</i>	81.2	8.2	6.7	3.9
<b><i>All Areas</i></b>	<b>74.8</b>	<b>11.6</b>	<b>9.4</b>	<b>4.2</b>

## B. Proactivity in a Social Context

### Best Questions

11. Have you ever picked up other people's rubbish in a public place?(14)

<i>Q14. Score</i>	<i>No, never</i>			<i>Yes, frequently</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	8.2	14.3	47.8	29.8
<i>Deniliquin</i>	12.6	23.2	33.1	31.2
<i>Narellan</i>	10.4	15.1	46.3	28.1
<i>Greenacre</i>	13.5	19.1	31.3	36.1
<i>West Wyalong</i>	15.3	20.6	32.5	31.6
<b><i>All Areas</i></b>	<b>11.9</b>	<b>18.5</b>	<b>38.2</b>	<b>31.4</b>

12. Do you go outside your local community to visit your family?(37)

<i>Q37. Score</i>	<i>No, not much</i>			<i>Yes, nearly always</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	19.5	11.2	15.3	53.9
<i>Deniliquin</i>	24.6	21.1	22.3	31.9
<i>Narellan</i>	6.9	8.2	18.2	66.7
<i>Greenacre</i>	16.8	13.2	20.8	49.2
<i>West Wyalong</i>	24.0	14.9	14.4	46.6
<b><i>All Areas</i></b>	<b>18.4</b>	<b>13.8</b>	<b>18.4</b>	<b>49.3</b>

13. If you need information to make a life decision, do you know where to find that information?(41)

	<i>No, not at all</i>			<i>Yes, definitely</i>
<i>Q41. Score</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	9.0	11.5	29.9	49.6
<i>Deniliquin</i>	12.7	16.5	27.7	43.1
<i>Narellan</i>	8.5	16.1	26.3	49.1
<i>Greenacre</i>	14.6	11.0	25.2	49.2
<i>West Wyalong</i>	10.5	12.4	34.5	42.6
<b><i>All Areas</i></b>	<b>11.1</b>	<b>13.5</b>	<b>28.6</b>	<b>46.7</b>

14. If you disagree with what everyone else agreed on, would you feel free to speak out?(54)

	<i>No, not at all</i>			<i>Yes, definitely</i>
<i>Q54. Score</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	2.9	12.9	26.1	58.1
<i>Deniliquin</i>	12.7	16.9	21.5	48.8
<i>Narellan</i>	9.1	13.0	24.8	53.0
<i>Greenacre</i>	13.4	12.6	24.3	49.8
<i>West Wyalong</i>	11.0	14.8	27.7	46.4
<b><i>All Areas</i></b>	<b>9.8</b>	<b>14.1</b>	<b>24.8</b>	<b>51.3</b>

15. If you have a dispute with your neighbours (eg, over fences or dogs) are you willing to seek mediation?(56)

	<i>No, not at all</i>			<i>Yes, definitely</i>
<i>Q56. Score</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	11.2	13.3	23.6	51.9
<i>Deniliquin</i>	19.9	19.1	22.3	38.7
<i>Narellan</i>	12.0	14.7	25.8	47.6
<i>Greenacre</i>	23.3	14.6	20.0	42.1
<i>West Wyalong</i>	9.7	15.0	27.1	48.3
<b><i>All Areas</i></b>	<b>15.5</b>	<b>15.4</b>	<b>23.6</b>	<b>45.5</b>

16. At work do you take the initiative to do what needs to be done even if no one asks you to?(65)

	<i>No, not usually</i>			<i>Yes, frequently</i>
<i>Q65. Score</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	1.6	3.8	22.2	72.4
<i>Deniliquin</i>	6.4	7.1	23.6	62.9
<i>Narellan</i>	3.3	4.0	19.9	72.8
<i>Greenacre</i>	3.6	5.5	22.7	68.2
<i>West Wyalong</i>	0.8	13.9	29.5	55.7
<b><i>All Areas</i></b>	<b>3.1</b>	<b>6.5</b>	<b>23.3</b>	<b>67.1</b>

**17. In the past week at work have you helped a workmate even though it was not in your job description? (67)**

<i>Q67. Score</i>	<i>No, not at all</i>		<i>Yes, several times (at least 5)</i>	
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	5.9	7.0	41.4	45.7
<i>Deniliquin</i>	6.5	19.4	38.1	36.0
<i>Narellan</i>	4.7	6.8	39.9	48.6
<i>Greenacre</i>	8.3	17.4	34.9	39.5
<i>West Wyalong</i>	7.3	24.2	36.3	32.3
<b><i>All Areas</i></b>	<b>6.4</b>	<b>14.0</b>	<b>38.5</b>	<b>41.1</b>

*Other Questions*

**18. To what extent do you feel able to change your personal life situation? (43)**

<i>Q43. Score</i>	<i>No, not at all</i>			<i>A great deal</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	7.8	16.4	29.5	46.3
<i>Deniliquin</i>	18.0	24.4	33.6	24.0
<i>Narellan</i>	9.1	25.8	32.1	33.0
<i>Greenacre</i>	22.9	24.1	28.6	24.5
<i>West Wyalong</i>	21.8	18.9	32.0	27.2
<b><i>All Areas</i></b>	<b>15.9</b>	<b>21.9</b>	<b>31.1</b>	<b>31.0</b>

**Q47. Have you ever joined a demonstration to stop a local development? (47)**

See A. Community Organisations Connections

**C. . Feelings of Trust and Safety**

*Best Questions*

**19. Do you feel safe walking down your street after dark?(17)**

<i>Q17. Score</i>	<i>No, not at all</i>			<i>Yes, very much</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	19.9	30.1	30.5	19.5
<i>Deniliquin</i>	24.8	23.7	30.9	20.6
<i>Narellan</i>	29.3	19.7	32.7	18.3
<i>Greenacre</i>	51.4	24.5	16.2	7.9
<i>West Wyalong</i>	10.6	14.9	24.5	50.0
<b><i>All Areas</i></b>	<b>27.8</b>	<b>22.9</b>	<b>27.0</b>	<b>22.4</b>

**20. Do you agree that most people can be trusted?(18)**

<i>Q18. Score</i>	<i>No, not at all</i>			<i>Yes, very much</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	19.3	37.7	31.1	11.9
<i>Deniliquin</i>	18.3	42.7	30.5	8.4
<i>Narellan</i>	27.0	36.5	29.1	7.4
<i>Greenacre</i>	36.1	38.5	18.6	6.7
<i>West Wyalong</i>	9.6	18.7	47.8	23.9
<b><i>All Areas</i></b>	<b>22.4</b>	<b>35.4</b>	<b>30.9</b>	<b>11.3</b>

**21. If someone's car breaks down outside your house, do you invite them into your home to use the phone?(19)**

<i>Q19. Score</i>	<i>No, not at all</i>			<i>Yes, definitely</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	24.1	26.9	24.9	24.1
<i>Deniliquin</i>	26.6	34.4	27.0	12.0
<i>Narellan</i>	30.1	29.3	26.2	14.4
<i>Greenacre</i>	35.4	29.8	14.5	20.2
<i>West Wyalong</i>	14.8	13.9	34.0	37.3
<b><i>All Areas</i></b>	<b>26.6</b>	<b>27.3</b>	<b>25.0</b>	<b>21.1</b>

**22. Does your area have a reputation for being a safe place?(24)**

<i>Q24. Score</i>	<i>No, not at all</i>			<i>Yes</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	24.0	38.8	28.5	8.7
<i>Deniliquin</i>	8.5	20.5	35.3	35.7
<i>Narellan</i>	4.0	15.1	43.6	37.3
<i>Greenacre</i>	28.5	36.6	22.1	12.9
<i>West Wyalong</i>	4.3	3.8	26.3	65.6
<b><i>All Areas</i></b>	<b>14.3</b>	<b>23.7</b>	<b>31.1</b>	<b>30.9</b>

**23. Does your local community feel like home?(33)**

<i>Q33. Score</i>	<i>No, not at all</i>			<i>Yes, definitely</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	17.1	30.0	28.3	24.6
<i>Deniliquin</i>	14.3	13.1	20.8	51.7
<i>Narellan</i>	8.9	20.0	35.6	35.6
<i>Greenacre</i>	24.2	30.8	27.9	17.1
<i>West Wyalong</i>	0.0	6.2	23.0	70.8
<b><i>All Areas</i></b>	<b>13.3</b>	<b>20.3</b>	<b>27.0</b>	<b>39.4</b>

## D. Neighbourhood Connections

### Best Questions

#### 24. Can you get help from friends when you need it?(21)

<i>Q21. Score</i>	<i>No, not at all</i>			<i>Yes, definitely</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	2.0	10.7	26.6	60.7
<i>Deniliquin</i>	3.4	11.4	21.0	64.1
<i>Narellan</i>	0.9	6.0	25.3	67.8
<i>Greenacre</i>	4.7	9.9	23.7	61.7
<i>West Wyalong</i>	0.5	7.2	34.1	58.2
<b><i>All Areas</i></b>	<b>2.4</b>	<b>9.2</b>	<b>25.8</b>	<b>62.6</b>

#### 25. If you were caring for a child and needed to go out for a while, would you ask a neighbour for help?(26)

<i>Q26. Score</i>	<i>No, not at all</i>			<i>Yes, definitely</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	39.3	23.8	20.9	16.0
<i>Deniliquin</i>	23.5	17.7	22.3	36.5
<i>Narellan</i>	26.7	12.4	24.0	36.9
<i>Greenacre</i>	36.8	17.4	17.8	28.1
<i>West Wyalong</i>	15.5	12.1	26.6	45.9
<b><i>All Areas</i></b>	<b>28.7</b>	<b>16.9</b>	<b>22.2</b>	<b>32.3</b>

#### 26. Have you visited a neighbour in the past week?(28)

<i>Q28. Score</i>	<i>No, not at all</i>			<i>Yes, frequently</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	50.4	11.9	19.7	18.0
<i>Deniliquin</i>	20.8	17.0	24.7	37.4
<i>Narellan</i>	28.8	9.9	23.2	38.2
<i>Greenacre</i>	30.4	17.8	16.2	35.6
<i>West Wyalong</i>	29.2	19.1	26.3	25.4
<b><i>All Areas</i></b>	<b>31.4</b>	<b>15.9</b>	<b>24.3</b>	<b>28.5</b>

#### 27. When you go shopping in your local area are you likely to run into friends and acquaintances?(39)

<i>Q39. Score</i>	<i>No, not at all</i>			<i>Yes, nearly always</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	30.2	31.8	19.2	18.8
<i>Deniliquin</i>	1.5	10.7	18.8	69.0
<i>Narellan</i>	9.9	27.2	27.2	35.8
<i>Greenacre</i>	9.9	27.8	23.0	39.3
<i>West Wyalong</i>	0.0	3.8	11.0	85.2
<b><i>All Areas</i></b>	<b>10.5</b>	<b>20.6</b>	<b>20.0</b>	<b>48.9</b>

**28. In the past 6 months, have you done a favour for a sick neighbour?(45)**

<i>Q45. Score</i>	<i>No, not at all</i>		<i>Yes, frequently (at least 5 times)</i>	
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	48.4	20.7	21.5	9.4
<i>Deniliquin</i>	23.6	27.8	25.1	23.6
<i>Narellan</i>	38.0	21.4	29.7	10.9
<i>Greenacre</i>	31.9	23.8	22.6	21.8
<i>West Wyalong</i>	25.4	31.1	23.4	20.1
<b><i>All Areas</i></b>	<b>33.5</b>	<b>24.8</b>	<b>24.4</b>	<b>17.2</b>

*Other Questions*

**Q22. Do you belong to a formal or informal neighbourhood watch - see Factor A**

**E. Family and Friends Connections**

*Best Questions*

**29. In the past week, how many phone conversations have you had with friends?(34)**

<i>Q34. Score</i>	<i>None</i>			<i>Many (at least 6)</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	4.1	12.4	24.3	59.3
<i>Deniliquin</i>	7.3	17.7	23.5	51.5
<i>Narellan</i>	4.8	18.2	29.4	47.6
<i>Greenacre</i>	5.6	15.9	25.9	52.6
<i>West Wyalong</i>	4.3	19.1	21.5	55.0
<b><i>All Areas</i></b>	<b>5.3</b>	<b>16.6</b>	<b>24.9</b>	<b>53.2</b>

**30. How many people did you talk to yesterday?(35)**

<i>Q35. Score</i>	<i>None at all</i>			<i>Many, at least 10</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	0.4	10.3	30.4	58.8
<i>Deniliquin</i>	2.3	10.8	20.8	66.1
<i>Narellan</i>	1.3	9.1	31.2	58.4
<i>Greenacre</i>	4.0	13.6	29.3	53.0
<i>West Wyalong</i>	0.0	5.7	22.5	71.8
<b><i>All Areas</i></b>	<b>1.7</b>	<b>10.1</b>	<b>26.8</b>	<b>61.4</b>

**31. Over the weekend do you have lunch/dinner with other people outside your household?(36)**

<i>Q36. Score</i>	<i>No, not much</i>			<i>Yes, nearly always</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	14.3	20.0	33.1	32.6
<i>Deniliquin</i>	18.5	26.1	22.3	33.1
<i>Narellan</i>	18.6	21.6	29.9	29.9
<i>Greenacre</i>	32.5	15.9	25.0	26.6
<i>West Wyalong</i>	34.9	29.7	19.6	15.8
<b><i>All Areas</i></b>	<b>23.5</b>	<b>22.5</b>	<b>26.1</b>	<b>28.0</b>

**F. Tolerance of Diversity**

*Best Questions*

**32. Do you think that multiculturalism makes life in your area better?(57)**

<i>Q57. Score</i>	<i>No, not at all</i>			<i>Yes, definitely</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	11.2	18.3	20.8	49.6
<i>Deniliquin</i>	21.7	26.0	22.1	30.2
<i>Narellan</i>	25.0	29.6	25.0	20.4
<i>Greenacre</i>	29.9	19.3	22.3	28.6
<i>West Wyalong</i>	48.3	24.1	17.2	10.3
<b><i>All Areas</i></b>	<b>26.5</b>	<b>23.4</b>	<b>21.6</b>	<b>28.5</b>

**33. Do you enjoy living among people of different life styles?(59)**

<i>Q59. Score</i>	<i>No, not at all</i>			<i>Yes, definitely</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	3.3	14.0	28.4	54.3
<i>Deniliquin</i>	6.7	13.7	37.2	42.3
<i>Narellan</i>	3.1	25.4	39.5	32.0
<i>Greenacre</i>	15.5	22.0	31.0	31.4
<i>West Wyalong</i>	7.2	30.6	25.7	36.4
<b><i>All Areas</i></b>	<b>7.2</b>	<b>20.7</b>	<b>32.5</b>	<b>39.5</b>

*Other Questions*

**34. Some people say that everyone is equally valuable. Do you agree? (4)**

<i>Q4. Score</i>	<i>No, not much</i>			<i>Yes, very much</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	14.4	12.8	27.2	45.7
<i>Deniliquin</i>	16.4	17.9	21.3	44.5
<i>Narellan</i>	21.4	24.0	21.4	33.2
<i>Greenacre</i>	23.1	13.9	21.9	41.0
<i>West Wyalong</i>	20.2	19.2	26.9	33.6
<b><i>All Areas</i></b>	<b>19.0</b>	<b>17.4</b>	<b>23.6</b>	<b>39.9</b>



## G. Value of Life

### Best Questions

#### 35. Do you feel valued by society?(1)

<i>Q1. Score</i>	<i>No, not much</i>			<i>Yes, very much</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	12.6	32.6	35.1	19.7
<i>Deniliquin</i>	15.0	26.3	31.6	27.0
<i>Narellan</i>	15.2	33.5	37.0	14.3
<i>Greenacre</i>	22.8	27.4	31.9	17.8
<i>West Wyalong</i>	4.3	22.1	43.3	30.3
<b><i>All Areas</i></b>	<b>14.3</b>	<b>28.4</b>	<b>35.4</b>	<b>21.8</b>

#### 36. If you were to die tomorrow, would you be satisfied with what your life has meant?(3)

<i>Q3. Score</i>	<i>No, not much</i>			<i>Yes, very much</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	15.2	15.2	35.4	34.1
<i>Deniliquin</i>	8.4	17.1	31.6	43.0
<i>Narellan</i>	7.9	16.7	43.0	32.5
<i>Greenacre</i>	15.3	17.3	31.5	35.9
<i>West Wyalong</i>	5.7	11.5	42.1	40.7
<b><i>All Areas</i></b>	<b>10.7</b>	<b>15.7</b>	<b>36.4</b>	<b>37.3</b>

### Other Questions

Some people say that everyone is equally valuable. Do you agree?(4) See Factor F

#### 37. If you were to die tomorrow would you be missed(5)

<i>Q5. Score</i>	<i>No, not much</i>			<i>Yes, very much</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	5.8	5.4	29.9	58.9
<i>Deniliquin</i>	3.8	11.7	20.4	64.0
<i>Narellan</i>	3.5	5.2	20.4	70.9
<i>Greenacre</i>	6.4	8.9	20.6	64.1
<i>West Wyalong</i>	1.9	12.1	32.4	53.6
<b><i>All Areas</i></b>	<b>4.4</b>	<b>8.7</b>	<b>24.4</b>	<b>62.5</b>

**38. Do you feel that life is really meaningless? (6)**

<i>Q6. Score</i>	<i>No, not much</i>			<i>Yes, very much</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	70.7	15.5	8.5	5.3
<i>Deniliquin</i>	61.4	19.3	13.6	5.7
<i>Narellan</i>	80.0	12.6	4.8	2.6
<i>Greenacre</i>	69.9	14.5	6.9	8.8
<i>West Wyalong</i>	74.5	20.2	3.8	1.4
<b><i>All Areas</i></b>	<b>70.9</b>	<b>16.4</b>	<b>7.8</b>	<b>4.9</b>

**H. Work Connections**

The following questions were answered by those in paid employment.

*Best questions*

**39. Do you feel part of the local geographic community where you work?(61)**

<i>Q61. Score</i>	<i>No, not at all</i>			<i>Yes, definitely</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	18.7	21.9	27.3	32.1
<i>Deniliquin</i>	11.2	25.4	23.9	39.6
<i>Narellan</i>	27.9	14.3	22.5	35.4
<i>Greenacre</i>	14.1	22.6	28.3	34.9
<i>West Wyalong</i>	2.4	4.0	21.0	72.6
<b><i>All Areas</i></b>	<b>15.6</b>	<b>17.9</b>	<b>24.6</b>	<b>41.8</b>

**40. Are your workmates also your friends?(62)**

<i>Q62. Score</i>	<i>No, not at all</i>			<i>Yes, definitely</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	9.7	21.5	32.8	36.0
<i>Deniliquin</i>	8.8	16.2	37.5	37.5
<i>Narellan</i>	6.6	22.5	33.1	37.7
<i>Greenacre</i>	3.6	18.9	32.4	45.0
<i>West Wyalong</i>	3.2	15.3	39.5	41.9
<b><i>All Areas</i></b>	<b>6.8</b>	<b>19.2</b>	<b>34.9</b>	<b>39.1</b>

**41. Do you feel part of a team at work?(63)**

<i>Q63. Score</i>	<i>No, not at all</i>			<i>Yes, definitely</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	7.0	9.1	25.8	58.1
<i>Deniliquin</i>	8.8	11.0	30.9	49.3
<i>Narellan</i>	5.3	10.0	30.7	54.0
<i>Greenacre</i>	8.1	11.7	26.1	54.0
<i>West Wyalong</i>	2.4	7.3	24.2	66.1
<b><i>All Areas</i></b>	<b>6.4</b>	<b>9.7</b>	<b>27.6</b>	<b>56.3</b>

## I- Other

The following questions are included in the General social Capital Score but not in the individual factors A to H.

42. **Some say that by helping others, you help yourself in the long run. Do you agree? (15)**

<i>Q15. Score</i>	<i>No, not at all</i>			<i>Yes, very much</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pymont</i>	4.5	10.2	33.3	52.0
<i>Deniliquin</i>	6.1	11.4	25.9	56.5
<i>Narellan</i>	4.4	7.9	34.2	53.5
<i>Greenacre</i>	7.1	9.1	26.2	57.5
<i>West Wyalong</i>	4.8	4.8	24.9	65.6
<b><i>All Areas</i></b>	<b>5.4</b>	<b>8.8</b>	<b>28.9</b>	<b>56.8</b>

43. **If a stranger, someone different, moves into your street, would they be accepted by the neighbours?(60)**

<i>Q60. Score</i>	<i>No, not easily</i>			<i>Yes, definitely</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pymont</i>	6.8	22.5	37.4	33.2
<i>Deniliquin</i>	10.8	17.2	38.8	33.2
<i>Narellan</i>	7.1	19.1	40.4	33.3
<i>Greenacre</i>	14.8	18.1	33.3	33.7
<i>West Wyalong</i>	3.8	14.9	39.9	41.4
<b><i>All Areas</i></b>	<b>8.9</b>	<b>18.4</b>	<b>37.9</b>	<b>34.8</b>

## Other Questions - Some relationship with Social Capital

44. **Do you have a sense of spiritual connectedness with the universe? (7)**

<i>Q7. Score</i>	<i>No, not much</i>			<i>Yes, definitely</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pymont</i>	23.4	24.3	20.9	31.4
<i>Deniliquin</i>	35.1	19.6	24.5	20.8
<i>Narellan</i>	35.0	24.7	22.0	18.4
<i>Greenacre</i>	38.1	27.1	12.3	22.5
<i>West Wyalong</i>	42.5	23.7	15.5	18.4
<b><i>All Areas</i></b>	<b>34.6</b>	<b>23.8</b>	<b>19.1</b>	<b>22.4</b>

45. Some people say that we would be better off without taxes. Do you agree? (8)

<i>Q8. Score</i>	<i>No, not much</i>			<i>Yes, very much</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	50.8	29.1	8.6	11.5
<i>Deniliquin</i>	37.9	20.7	20.3	21.1
<i>Narellan</i>	49.3	26.2	12.7	11.8
<i>Greenacre</i>	44.9	25.1	15.4	14.6
<i>West Wyalong</i>	61.7	26.3	8.1	3.8
<b><i>All Areas</i></b>	<b>48.4</b>	<b>25.4</b>	<b>13.3</b>	<b>12.9</b>

46. Generally, do you feel that Australians are well served by their government institutions?(51)

<i>Q51. Score</i>	<i>No, not at all</i>			<i>Yes, very much</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	21.0	36.1	34.5	8.4
<i>Deniliquin</i>	28.0	30.3	34.9	6.9
<i>Narellan</i>	27.6	36.0	32.0	4.4
<i>Greenacre</i>	30.4	25.5	29.1	15.0
<i>West Wyalong</i>	20.1	33.5	31.6	14.8
<b><i>All Areas</i></b>	<b>25.6</b>	<b>32.1</b>	<b>32.4</b>	<b>9.8</b>

### Minimal relationship with social capital

47. Do you think that we make a real difference by recycling our own waste?(9)

<i>Q9. Score</i>	<i>No, not much</i>			<i>Yes, very much</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	2.4	10.1	25.9	61.5
<i>Deniliquin</i>	3.8	14.8	23.9	57.4
<i>Narellan</i>	3.0	11.2	21.5	64.4
<i>Greenacre</i>	5.2	6.0	23.9	64.9
<i>West Wyalong</i>	5.7	15.3	29.2	49.8
<b><i>All Areas</i></b>	<b>4.0</b>	<b>11.4</b>	<b>24.8</b>	<b>59.9</b>

48. If you help a neighbour is it important that they repay the favour as soon as possible?(13)

<i>Q13. Score</i>	<i>No, not at all</i>			<i>Yes, definitely</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	80.7	11.5	4.9	2.9
<i>Deniliquin</i>	72.2	14.1	7.2	6.5
<i>Narellan</i>	78.3	17.4	2.2	2.2
<i>Greenacre</i>	78.2	11.9	4.4	5.6
<i>West Wyalong</i>	82.2	14.4	1.9	1.4
<b><i>All Areas</i></b>	<b>78.1</b>	<b>13.8</b>	<b>4.2</b>	<b>3.8</b>

**49. Do you think that your neighbourhood has become a more dangerous place to live over the past 10 years?(20)**

<i>Q20. Score</i>	<i>No, not at all</i>			<i>Yes, definitely</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	19.5	22.9	28.6	29.0
<i>Deniliquin</i>	21.5	28.5	26.1	23.9
<i>Narellan</i>	26.1	28.5	23.7	21.7
<i>Greenacre</i>	14.0	18.1	15.2	52.7
<i>West Wyalong</i>	43.7	34.6	15.4	6.3
<b><i>All Areas</i></b>	<b>24.4</b>	<b>26.3</b>	<b>21.9</b>	<b>27.4</b>

**50. Are you an active member of an organisation or club outside your local area?(32)**

<i>Q32. Score</i>	<i>No, not at all</i>			<i>Yes, very active</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	58.6	12.7	15.2	13.5
<i>Deniliquin</i>	66.5	16.2	9.2	8.1
<i>Narellan</i>	65.1	11.8	12.7	10.5
<i>Greenacre</i>	69.5	8.8	12.8	8.8
<i>West Wyalong</i>	79.0	11.0	2.4	7.7
<b><i>All Areas</i></b>	<b>67.4</b>	<b>12.2</b>	<b>10.7</b>	<b>9.7</b>

**51. Do you go outside your local community to visit your family? (38)**

<i>Q38. Score</i>	<i>No, not much</i>			<i>Yes, nearly always</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	8.2	12.2	25.7	53.9
<i>Deniliquin</i>	23.7	24.4	30.1	21.8
<i>Narellan</i>	13.5	16.5	30.4	39.6
<i>Greenacre</i>	17.1	17.9	23.8	41.3
<i>West Wyalong</i>	43.1	30.6	15.3	11.0
<b><i>All Areas</i></b>	<b>20.5</b>	<b>20.1</b>	<b>25.4</b>	<b>34.0</b>

**52. Are you lonely? (40)**

<i>Q40. Score</i>	<i>No, at all</i>			<i>Yes, very much</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	54.1	28.7	11.9	5.3
<i>Deniliquin</i>	67.6	19.5	9.5	3.4
<i>Narellan</i>	60.6	22.9	13.4	3.0
<i>Greenacre</i>	70.6	15.1	9.1	5.2
<i>West Wyalong</i>	70.8	16.7	8.6	3.4
<b><i>All Areas</i></b>	<b>64.7</b>	<b>20.6</b>	<b>10.5</b>	<b>4.2</b>

**53. In the past 3 years, have you ever written a letter to a newspaper?(42)**

<i>Q42. Score</i>	<i>No, not at all</i>		<i>Yes, often (at least 5 times)</i>	
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	72.8	10.2	10.2	6.9
<i>Deniliquin</i>	75.4	11.5	10.0	3.1
<i>Narellan</i>	87.1	5.6	6.0	1.3
<i>Greenacre</i>	85.8	7.5	4.7	2.0
<i>West Wyalong</i>	80.8	9.6	5.3	4.3
<b><i>All Areas</i></b>	<b>80.2</b>	<b>8.9</b>	<b>7.3</b>	<b>3.5</b>

**54. Do you feel powerless to influence Local Government (Council) action?(49)**

<i>Q49. Score</i>	<i>No, not much</i>		<i>Yes, very much</i>	
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	18.2	33.1	23.1	25.6
<i>Deniliquin</i>	24.7	27.4	22.0	25.9
<i>Narellan</i>	22.0	21.1	18.9	37.9
<i>Greenacre</i>	13.8	18.7	23.2	44.3
<i>West Wyalong</i>	23.0	25.4	25.4	26.3
<b><i>All Areas</i></b>	<b>20.3</b>	<b>25.2</b>	<b>22.5</b>	<b>32.0</b>

**55. Do you identify more with your work community than with the local community where you live?(68)**

<i>Q68. Score</i>	<i>No, not at all</i>		<i>Yes, definitely</i>	
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	16.9	24.0	26.8	32.2
<i>Deniliquin</i>	34.3	28.5	24.8	12.4
<i>Narellan</i>	25.7	18.9	29.7	25.7
<i>Greenacre</i>	18.3	22.9	27.5	31.2
<i>West Wyalong</i>	28.5	43.1	17.9	10.6
<b><i>All Areas</i></b>	<b>24.4</b>	<b>27.0</b>	<b>25.6</b>	<b>23.0</b>

**No relationship with social capital**

**56. Some people say that we should have welfare only for those that deserve it. Do you agree?(2)**

<i>Q2. Score</i>	<i>No, not much</i>		<i>Yes, very much</i>	
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	20.1	20.5	29.7	29.7
<i>Deniliquin</i>	13.7	20.2	25.2	40.8
<i>Narellan</i>	9.6	18.0	22.8	49.6
<i>Greenacre</i>	17.7	16.9	25.4	39.9
<i>West Wyalong</i>	20.1	22.5	23.0	34.4
<b><i>All Areas</i></b>	<b>16.2</b>	<b>19.6</b>	<b>25.3</b>	<b>38.9</b>

57. Some people say that compassion takes a back seat to looking after ones own interests. Do you agree?(10)

<i>Q10. Score</i>	<i>No, not much</i>			<i>Yes, very much</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	27.4	36.1	25.3	11.2
<i>Deniliquin</i>	37.4	34.2	17.9	10.5
<i>Narellan</i>	23.2	39.3	27.7	9.8
<i>Greenacre</i>	25.7	32.6	23.2	18.5
<i>West Wyalong</i>	40.6	27.5	20.8	11.1
<b><i>All Areas</i></b>	<b>30.8</b>	<b>34.1</b>	<b>22.9</b>	<b>12.2</b>

58. It is important to help others out because sometime I might need help. Do you agree?(11)

<i>Q11. Score</i>	<i>No, not much</i>			<i>Yes, very much</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	21.7	13.9	21.3	43.0
<i>Deniliquin</i>	21.4	16.8	18.7	43.1
<i>Narellan</i>	19.9	16.8	25.7	37.6
<i>Greenacre</i>	16.1	10.8	17.3	55.8
<i>West Wyalong</i>	32.5	11.0	13.4	43.1
<b><i>All Areas</i></b>	<b>22.0</b>	<b>13.9</b>	<b>19.3</b>	<b>44.7</b>

59. Do you think it is better to be totally self reliant rather than inter-dependent with others?(12)

<i>Q12. Score</i>	<i>No, not much</i>			<i>Yes, very much</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	24.8	28.1	30.6	16.5
<i>Deniliquin</i>	21.3	31.6	27.8	19.4
<i>Narellan</i>	18.3	28.4	35.8	17.5
<i>Greenacre</i>	14.9	21.3	31.7	32.1
<i>West Wyalong</i>	16.3	26.8	28.2	28.7
<b><i>All Areas</i></b>	<b>19.2</b>	<b>27.3</b>	<b>30.8</b>	<b>22.7</b>

60. Do you agree that you can't be too careful nowadays in dealing with people?(23)

<i>Q23. Score</i>	<i>No, not much</i>			<i>Yes, very much</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	8.2	25.5	37.9	28.4
<i>Deniliquin</i>	6.1	24.8	39.3	29.8
<i>Narellan</i>	3.0	13.9	33.9	49.1
<i>Greenacre</i>	4.4	12.1	23.8	59.7
<i>West Wyalong</i>	9.1	23.4	34.9	32.5
<b><i>All Areas</i></b>	<b>6.1</b>	<b>20.0</b>	<b>34.0</b>	<b>39.9</b>

61. Does your house/flat have extra security devices such as deadlocks or bars?(25)

<i>Q25. Score</i>	<i>No, not at all</i>			<i>Yes, several</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	12.7	6.1	23.4	57.8
<i>Deniliquin</i>	52.7	22.3	13.5	11.5
<i>Narellan</i>	13.3	9.9	20.6	56.2
<i>Greenacre</i>	11.4	8.5	19.1	61.0
<i>West Wyalong</i>	75.0	7.2	5.3	12.5
<b><i>All Areas</i></b>	<b>32.2</b>	<b>11.1</b>	<b>16.6</b>	<b>40.1</b>

62. Do you spend most evenings at home watching television(for at least 2 hours)?(30)

<i>Q30. Score</i>	<i>No, not at all</i>			<i>Yes, always</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	14.3	26.9	36.3	22.5
<i>Deniliquin</i>	15.3	34.1	27.2	23.4
<i>Narellan</i>	10.5	23.1	28.8	37.6
<i>Greenacre</i>	7.6	15.2	32.0	45.2
<i>West Wyalong</i>	9.6	24.9	36.8	28.7
<b><i>All Areas</i></b>	<b>11.6</b>	<b>24.9</b>	<b>32.1</b>	<b>31.4</b>

63. Do you think that the government (State or Commonwealth) provides too many services and subsidies?(52)

<i>Q52. Score</i>	<i>No, not much</i>			<i>Yes, very much</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	40.2	33.9	17.1	8.8
<i>Deniliquin</i>	32.7	28.8	19.6	18.8
<i>Narellan</i>	31.0	24.8	23.9	20.4
<i>Greenacre</i>	28.9	24.8	21.5	24.8
<i>West Wyalong</i>	28.4	25.0	24.5	22.1
<b><i>All Areas</i></b>	<b>32.3</b>	<b>27.6</b>	<b>21.2</b>	<b>18.9</b>

64. Do you think that our government institutions have too much power and authority?(53)

<i>Q53. Score</i>	<i>No, not much</i>			<i>Yes, very much</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	10.1	33.8	31.2	24.9
<i>Deniliquin</i>	12.3	30.0	32.7	25.0
<i>Narellan</i>	10.5	24.1	29.4	36.0
<i>Greenacre</i>	14.0	16.9	32.9	36.2
<i>West Wyalong</i>	9.6	25.8	31.1	33.5
<b><i>All Areas</i></b>	<b>11.4</b>	<b>26.2</b>	<b>31.5</b>	<b>30.9</b>



**65. Do you think that gardens in your neighbourhood should conform to a common standard?(55)**

<i>Q55. Score</i>	<i>No, not at all</i>			<i>Yes, definitely</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	57.7	17.8	12.0	12.5
<i>Deniliquin</i>	66.5	13.5	13.5	6.5
<i>Narellan</i>	56.7	14.7	14.7	13.8
<i>Greenacre</i>	56.5	15.1	15.1	13.4
<i>West Wyalong</i>	80.9	7.2	6.2	5.7
<b><i>All Areas</i></b>	<b>63.3</b>	<b>13.8</b>	<b>12.5</b>	<b>10.4</b>

**66. Do you pretend to be the same as others for the sake of social harmony?(58)**

<i>Q58. Score</i>	<i>No, never</i>			<i>Yes, definitely</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	48.6	30.0	14.8	6.6
<i>Deniliquin</i>	51.4	29.6	10.1	9.0
<i>Narellan</i>	54.1	31.4	12.2	2.2
<i>Greenacre</i>	51.0	22.6	16.5	9.9
<i>West Wyalong</i>	47.9	29.2	12.4	10.5
<b><i>All Areas</i></b>	<b>50.6</b>	<b>28.5</b>	<b>13.2</b>	<b>7.6</b>

**67. In the past 6 months, have you ever publicly disagreed with the views of your supervisor at work?(64)**

<i>Q64. Score</i>	<i>No, not at all</i>		<i>Yes, several times (at least 3)</i>	
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	20.8	19.1	22.9	37.2
<i>Deniliquin</i>	39.4	18.2	17.5	24.8
<i>Narellan</i>	24.7	14.7	29.3	31.3
<i>Greenacre</i>	33.6	11.8	30.0	24.6
<i>West Wyalong</i>	37.2	30.6	24.8	7.4
<b><i>All Areas</i></b>	<b>30.1</b>	<b>18.8</b>	<b>24.7</b>	<b>26.4</b>

**68. Do you go to work just for the income? (66)**

<i>Q66. Score</i>	<i>No, not at all</i>			<i>Yes, definitely</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
<i>Ultimo/Pyrmont</i>	34.2	24.6	18.7	22.5
<i>Deniliquin</i>	27.3	23.1	25.2	24.5
<i>Narellan</i>	20.5	26.5	22.5	30.5
<i>Greenacre</i>	18.9	22.5	27.0	31.5
<i>West Wyalong</i>	29.8	30.6	18.5	21.0
<b><i>All Areas</i></b>	<b>26.8</b>	<b>25.4</b>	<b>22.1</b>	<b>25.7</b>

## Demographic Questions

**69. On an average weekend, how much time do you spend in your local community? How much outside your local community? (69)**

Nearly 100% in the local community	100
About 80% locally, 20% outside	80
About 60% locally, 40% outside	60
About 40% locally, 60% outside	40
About 20% locally, 80% outside	20
Nearly 100% outside the local community	0

<b>Q69.</b>	<b>100</b>	<b>80</b>	<b>60</b>	<b>40</b>	<b>20</b>	<b>0</b>
<i>Ultimo/Pyrmont</i>	4.8	12.1	17.3	26.8	29.0	10.0
<i>Deniliquin</i>	2.0	2.9	2.5	17.6	24.6	50.4
<i>Narellan</i>	3.2	9.6	9.1	21.4	39.1	17.7
<i>Greenacre</i>	5.7	10.9	13.3	26.2	28.1	15.7
<i>West Wyalong</i>	0.0	0.0	1.4	10.0	36.8	51.7
<b>All Areas</b>	<b>3.1</b>	<b>7.1</b>	<b>8.7</b>	<b>20.5</b>	<b>31.3</b>	<b>29.3</b>

**70. Do you work outside your local community? (70)**

<b>Q70</b>	<b>Yes</b>	<b>No</b>
<i>Ultimo/Pyrmont</i>	62.6	37.4
<i>Deniliquin</i>	18.3	81.7
<i>Narellan</i>	51.4	48.6
<i>Greenacre</i>	40.9	59.1
<i>West Wyalong</i>	12.9	87.1
<b>All Areas</b>	<b>38.0</b>	<b>62.0</b>

**71. Are you employed? For how many hours per week? (71)**

<b>Q71.</b>	<b>Avg Hrs (for those employed)</b>
<i>Ultimo/Pyrmont</i>	38.7
<i>Deniliquin</i>	31.9
<i>Narellan</i>	39.3
<i>Greenacre</i>	34.8
<i>West Wyalong</i>	38.8
<b>All Areas</b>	<b>36.9</b>

**72. What is your current salary range? (72)**

Less than \$15,000	1				
\$15,000-\$24,999	2				
\$25,000-\$34,999	3				
\$35,000-\$44,999	4				
\$45,000+	5				
<b>Q72.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<i>Ultimo/Pymont</i>	21.4	13.3	25.0	18.4	21.9
<i>Deniliquin</i>	46.4	22.4	13.1	10.9	7.0
<i>Narellan</i>	28.2	18.4	14.4	16.7	22.4
<i>Greenacre</i>	43.9	23.7	12.9	10.1	9.3
<i>West Wyalong</i>	28.2	26.0	30.5	9.0	6.2
<b>All Areas</b>	<b>33.0</b>	<b>20.5</b>	<b>19.6</b>	<b>13.2</b>	<b>13.7</b>

**73. What are your qualifications? (73)**

Less than HSC or equivalent				1	
HSC or equivalent (High School completed)					2
TAFE Certificate or Diploma (or equivalent)				3	
Degree				4	
Post Graduate qualification				5	
<b>Q73.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<i>Ultimo/Pymont</i>	11.6	24.4	24.9	25.8	13.3
<i>Deniliquin</i>	36.3	26.9	24.1	7.5	5.2
<i>Narellan</i>	40.1	18.9	27.4	8.5	5.2
<i>Greenacre</i>	35.7	22.1	23.6	15.6	3.0
<i>West Wyalong</i>	36.2	24.0	27.5	10.2	2.0
<b>All Areas</b>	<b>31.6</b>	<b>23.3</b>	<b>25.5</b>	<b>13.7</b>	<b>5.9</b>

**74. Who do you live with? (74)**

Alone	1						
Just partner	2						
Just children	3						
Partner and children	4						
Extended or blended family	5						
Friends	6						
Other	7						
<b>Q74.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>
<i>Ultimo/Pymont</i>	18.0	31.8	5.6	11.6	6.9	21.0	5.1
<i>Deniliquin</i>	10.5	23.5	4.0	25.5	10.1	6.9	19.4
<i>Narellan</i>	4.5	17.4	4.5	60.7	6.7	2.7	3.6
<i>Greenacre</i>	7.9	15.7	6.1	47.6	17.0	0.9	4.8
<i>West Wyalong</i>	23.8	25.2	1.9	39.8	3.9	1.9	3.4
<b>All Areas</b>	<b>12.7</b>	<b>22.7</b>	<b>4.5</b>	<b>36.6</b>	<b>9.0</b>	<b>6.8</b>	<b>7.5</b>

**75. How many children do you have? (75)**

<i>Q75.</i>	<i>% with children</i>	<i>Avg Number</i>
<i>Ultimo/Pyrmont</i>	32	2.2
<i>Deniliquin</i>	50	2.8
<i>Narellan</i>	79	2.3
<i>Greenacre</i>	70	2.4
<i>West Wyalong</i>	67	2.8
<b><i>All Areas</i></b>	<b>59</b>	<b>2.5</b>

**76. What language do you prefer to speak at home? (76)**

<i>Q76.</i>	<i>Eng</i>	<i>Other</i>
<i>Ultimo/Pyrmont</i>	94.0	6.0
<i>Deniliquin</i>	99.6	0.4
<i>Narellan</i>	99.6	0.4
<i>Greenacre</i>	81.0	19.0
<i>West Wyalong</i>	100.0	0.0
<b><i>All Areas</i></b>	<b>94.7</b>	<b>5.3</b>

**77. What is your main source of household income? (77)**

<i>Q77.</i>	<i>Wages</i>	<i>Pension</i>	<i>Other</i>
<i>Ultimo/Pyrmont</i>	78.3	13.5	8.3
<i>Deniliquin</i>	66.8	19.3	13.9
<i>Narellan</i>	87.1	9.3	3.6
<i>Greenacre</i>	56.2	39.5	4.3
<i>West Wyalong</i>	64.3	28.6	7.0
<b><i>All Areas</i></b>	<b>70.8</b>	<b>21.6</b>	<b>7.6</b>

**78. Postcode (78)** Use to group into geographic area. See main body of report for distribution of responses by community.

**79. How long have you lived in your local area? (79)**

<i>Q79.</i>	<i>Avg Years</i>	<i>sd</i>
<i>Ultimo/Pyrmont</i>	6.4	10.7
<i>Deniliquin</i>	19.1	13.1
<i>Narellan</i>	4.4	6.0
<i>Greenacre</i>	18.0	16.1
<i>West Wyalong</i>	28.2	20.3
<b><i>All Areas</i></b>	<b>15.1</b>	<b>16.4</b>

**80. Are you living in (80)**

<b>Q80.</b>	<b>House</b>	<b>Town House</b>	<b>Unit</b>	<b>Other</b>
<i>Ultimo/Pyrmont</i>	42.7	6.3	46.9	4.2
<i>Deniliquin</i>	86.2	1.6	7.9	4.3
<i>Narellan</i>	90.8	5.7	0.9	2.6
<i>Greenacre</i>	83.0	12.1	3.6	1.2
<i>West Wyalong</i>	97.6	0.0	1.4	1.0
<b>All Areas</b>	<b>79.6</b>	<b>5.3</b>	<b>12.4</b>	<b>2.7</b>

**81. Are you renting? (81)**

<b>Q81.</b>	<b>Yes, Private</b>	<b>Yes, Public</b>	<b>No</b>
<i>Ultimo/Pyrmont</i>	52.4	12.9	34.8
<i>Deniliquin</i>	18.8	9.0	72.2
<i>Narellan</i>	20.2	2.2	77.6
<i>Greenacre</i>	15.2	10.4	74.4
<i>West Wyalong</i>	14.3	1.0	84.7
<b>All Areas</b>	<b>24.4</b>	<b>7.3</b>	<b>68.3</b>

**82. Are you an active member of a church/ synagogue/ mosque? (82)**

Regular (weekly) attendance	A
Occasional attendance	B
Nominal member	C
No affiliation	D

<b>Q82.</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
<i>Ultimo/Pyrmont</i>	10.1	8.8	6.2	74.9
<i>Deniliquin</i>	13.6	28.0	14.8	43.6
<i>Narellan</i>	12.2	13.7	7.3	66.8
<i>Greenacre</i>	33.5	22.8	6.2	37.5
<i>West Wyalong</i>	33.3	13.5	14.0	39.1
<b>All Areas</b>	<b>20.4</b>	<b>17.6</b>	<b>9.7</b>	<b>52.3</b>

**83. Your gender? (83)**

<b>Q83.</b>	<b>male</b>	<b>female</b>
<i>Ultimo/Pyrmont</i>	43.2	56.8
<i>Deniliquin</i>	35.8	64.2
<i>Narellan</i>	41.3	58.7
<i>Greenacre</i>	43.3	56.7
<i>West Wyalong</i>	45.0	55.0
<b>All Areas</b>	<b>41.6</b>	<b>58.4</b>

(NOTE: In the original questionnaire there was no question 84)

**84. What is your age? (85)**

<i>Q85.</i>	<i>average</i>	<i>sd</i>
<i>Ultimo/Pymont</i>	35.3	12.9
<i>Deniliquin</i>	33.9	16.8
<i>Narellan</i>	35.7	13.1
<i>Greenacre</i>	44.0	16.9
<i>West Wyalong</i>	48.4	16.1
<i>All Areas</i>	<b>39.2</b>	<b>16.3</b>

**85. Date (86)**

## Appendix C

### Statistical Analysis

The following is a summary of the approach to the statistical analysis of the questionnaire data. See *Measuring Social Capital in Five Communities in NSW, An Analysis* for full details.

#### The Responses

The questionnaire contained 68 “social capital” questions and 17 “demographic questions”. 8 of the “social capital” questions were only relevant for people who were employed in paid work. Over 200 questionnaires were completed in each of 5 geographic areas.

In total there were 1211 completed responses. Of these 717 were employed people.

TABLE A	<i>Total</i>		<i>Employed</i>	
	<i>No</i>	<i>%</i>	<i>No</i>	<i>%</i>
<i>Ultimo/Pymont</i>	247	20.4	189	26.4
<i>Deniliquin</i>	266	22.0	142	19.8
<i>Narellan</i>	233	19.2	152	21.2
<i>Greenacre</i>	256	21.1	111	15.5
<i>West Wyalong</i>	209	17.2	123	17.1
Total	1211	100	717	100

In addition there were 49 Arabic questionnaires collected in Greenacre. They are not included in this report.

The questionnaires were generally well completed. In the ‘social capital’ questions the missing data was less than 5% for all questions and less than 2% for most questions.

There was a higher level of missing data in some of the demographic questions. It was less than 6% for all questions except for hours worked, qualification and church attendance (which were approximately 14%) and salary level (11% for those employed).

#### Purpose

The goals of the statistical analysis were to:

- a) Identify which questions were related to social capital (and which ones were not)
- b) Identify the elements of social capital (factors)
- c) Identify a good set of questions for future use in measuring social capital in other communities
- d) Identify whether or not social capital was correlated with gender and other demographic variables
- e) Describe the five communities in terms of the findings from a) to d) above.

## Frequency Distributions for each question

The frequency distributions for each question which provide an overview of the collated questionnaire responses are in Appendix B.

## Factor Analysis

Factor analysis (and inter-item reliability analysis) was used to identify the elements of social capital and also which questions were related to social capital and which ones were not.

The following criteria were used in developing a factor solution:

- The factors should if possible relate to the conceptual framework that had been developed through the process of the study.
- The factors should be relatively stable (ie, similar factors should emerge when analysing all responses, only those respondents who were employed or the respondents from each community)
- All the questions included in the factors should also correlate with the item-total (inter-item reliability)
- All the questions included in the factors should also correlate with a general social capital factor (if one could be identified).
- The factors should have eigenvalues > 1
- The factors taken as a group should account for a substantial amount of the variance.

The factor analysis method for extraction of the factors was canonical factor analysis with varimax rotation (normalised).

After considerable exploration of the data the solution that best met the above criteria used 36 of the original “social capital” questions and included the following 8 factors:

<i>Factor</i>	<i>All Responses</i>	
	<i>% of variance</i>	<i>Cumulative % of variance</i>
A. Participation in local community	16.5	16.5
B. Proactivity in a social context	7.2	23.8
C. Feelings of Trust and safety	6.1	29.9
D. Neighbourhood Connections	4.6	34.4
E. Family and Friends Connections	4.2	38.6
F. Tolerance of Diversity	3.8	42.4
G. Value of life	3.6	46.0
H. Work Connections	3.3	49.3

The 36 questions that best represented each of these eight factors were further analysed using hierarchical factor analysis. This analysis identified a general social capital factor.

Separate analyses were undertaken for all the responses (1211) and the responses from employed respondents (717).



## **Correlations - Factors & all questions**

After the 8 factors, and the best questions at measuring these 8 factors, were identified factor scores were developed for the 8 factors and the general social capital factor by adding the scores for each question included in the factor. (All of the final 36 questions correlated positively with the general social capital factor and each of the 8 specific factors - this allows for simple additions in generating factor scores).

These factor scores were then correlated with the original 68 'social capital' questions.

# Appendix D

## Questionnaire for Future Use

This Appendix includes:

### **Social Capital Questionnaire - Introductory Page**

A sample of an introductory page for the social capital questionnaire.

### **Social Capital Questionnaire**

This questionnaire includes the best 36 questions from this study and a selection of demographic questions.

### **Additional Questions for Group Participants**

If service providers were using the social capital questionnaire they may wish to include with it additional questions about their services. Here are some examples of questions that could be included in questionnaires for people attending groups.

### **Additional Questions for People having Face to Face Interviews**

Here are some examples of questions that could be asked of people attending face to face interviews.

## Social Capital Questionnaire - Introductory Page

The Social Capital questionnaire beginning over the page will require an introductory page that explains:

- The purpose of the questionnaire
- Who will have access to the questionnaire
- Confidentiality
- How it is to be returned
- By When
- Instructions for completing the questions

**Here is an EXAMPLE. This introduction to the questionnaire is based on one that was used for group participants using Neighbourhood and Community Centres in NSW in Census Week in 1997.**

### Introduction

Centre Number.....

Neighbourhood and Community Centres have a Census Week once per year. During this week we collect information about our services so we can do better in future.

We would be very grateful if you could answer the following questions by ticking the appropriate boxes or circling the appropriate codes. There is no need for you to put your name on the questionnaire. We will keep your information private.

We will use the information from these questionnaires to build a profile of people using groups in all Neighbourhood and Community Centres across NSW. The results will be made available to all Neighbourhood and Community Centres in NSW

Neighbourhood and Community Centres help build a stronger local community. In this Census we want to find out about the fabric of your local community so Neighbourhood Centres can get better at building stronger community. So the following questions are about you and your place in your community.

Please place your completed questionnaires in the box by the door on the way out.

# Social Capital Questionnaire

## Social Capital

In the following questions **please circle the most appropriate response 1, 2 3 or 4**

1. Do you feel valued by society?

*No, not much*

**1**

**2**

**3**

*Yes, very much*

**4**

2. If you were to die tomorrow, would you be satisfied with what your life has meant?

*No, not much*

**1**

**2**

**3**

*Yes, very much*

**4**

3. Have you ever picked up other people's rubbish in a public place?

*No, never*

**1**

**2**

**3**

*Yes, frequently*

**4**

4. Some say that by helping others you help yourself in the long run. Do you agree?

*No, not much*

**1**

**2**

**3**

*Yes, very much*

**4**

5. Do you help out a local group as a volunteer?

*No, not at all*

**1**

**2**

**3**

*Yes, often (at least once a week)*

**4**

6. Do you feel safe walking down your street after dark?

*No, not much*

**1**

**2**

**3**

*Yes, very much*

**4**

7. Do you agree that most people can be trusted?

*No, not much*

**1**

**2**

**3**

*Yes, very much*

**4**

8. If someone's car breaks down outside your house, do you invite them into your home to use the phone?

*No, not at all*

**1**

**2**

**3**

*Yes, definitely*

**4**

9. Can you get help from friends when you need it?

*No, not at all*

**1**

**2**

**3**

*Yes, definitely*

**4**

10. Does your area have a reputation for being a safe place?

*No, not at all*

**1**

**2**

**3**

*Yes*

**4**

11. If you were caring for a child and needed to go out for a while, would you ask a neighbour or help?

*No, not at all*

**1**

**2**

**3**

*Yes, definitely*

**4**

12. Have you visited a neighbour in the past week?  
*No, not at all* **1**      **2**      **3**      *Yes, frequently* **4**
13. Have you attended a local community event in the past 6 months (eg, church fete, school concert, craft exhibition)?  
*No, not at all* **1**      **2**      **3**      *Yes, several (at least 3)* **4**
14. Are you an active member of a local organisation or club (eg, sport, craft, social club)?  
*No, not at all* **1**      **2**      **3**      *Yes, very active* **4**
15. Does your local community feel like home?  
*No, not at all* **1**      **2**      **3**      *Yes, definitely* **4**
16. In the past week, how many phone conversations have you had with friends?  
*None* **1**      **2**      **3**      *Many (at least 6)* **4**
17. How many people did you talk to yesterday?  
*None at all* **1**      **2**      **3**      *Many (at least 10)* **4**
18. Over the weekend do you have lunch/dinner with other people outside your household?  
*No, not much* **1**      **2**      **3**      *Yes, nearly always* **4**
19. Do you go outside your local community to visit your family?  
*No, not much* **1**      **2**      **3**      *Yes, nearly always* **4**
20. When you go shopping in your local area are you likely to run into friends and acquaintances?  
*No, not much* **1**      **2**      **3**      *Yes, nearly always* **4**
21. If you need information to make a life decision, do you know where to find that information?  
*No, not at all* **1**      **2**      **3**      *Yes, definitely* **4**
22. In the past 6 months, have you done a favour for a sick neighbour?  
*No, not at all* **1**      **2**      **3**      *Yes, frequently (at least 5 times)* **4**
23. Are you on a management committee or organising committee for any local group or organisation?  
*No, not at all* **1**      **2**      **3**      *Yes, several (at least 3)* **4**

24. In the past 3 years, have you ever joined a local community action to deal with an emergency?

*No, not at all*

1

2

3

*Yes, frequently (at least 5 times)*

4

25. In the past 3 years have you ever taken part in a local community project or working bee?

*No, not at all*

1

2

3

*Yes, very much*

4

26. Have you ever been part of a project to organise a new service in your area (eg, youth club, scout hall, child care, recreation for disabled)?

*No, not at all*

1

2

3

*Yes, several times(at least 3)*

4

27. If you disagree with what everyone else agreed on, would you feel free to speak out?

*No, not at all*

1

2

3

*Yes, definitely*

4

28. If you have a dispute with your neighbours (eg, over fences or dogs) are you willing to seek mediation?

*No, not at all*

1

2

3

*Yes, definitely*

4

29. Do you think that multiculturalism makes life in your area better?

*No, not at all*

1

2

3

*Yes, definitely*

4

30. Do you enjoy living among people of different life styles?

*No, not at all*

1

2

3

*Yes, definitely*

4

31. If a stranger, someone different, moves into your street, would they be accepted by the neighbours?

*No, not easily*

1

2

3

*Yes, definitely*

4

**The following five questions are for those in paid employment. If you are not in paid employment go to Question 37 at the top of the next page.**

32. Do you feel part of the local geographic community where you work?

*No, not at all*

1

2

3

*Yes, definitely*

4

33. Are your workmates also your friends?

*No, not at all*

1

2

3

*Yes, definitely*

4

34. Do you feel part of a team at work?

*No, not at all*

1

2

3

*Yes, definitely*

4

35. At work do you take the initiative to do what needs to be done even if no one asks you to?

*No, not at all*

1

2

3

*Yes, definitely*

4

36. In the past week at work, have you helped a workmate even though it was not in your job description?

*No, not at all*

1

2

3

*Yes, several times (at least 5)*

4



48. What is the main source of income for your household?

- 1. Wages or Salary
- 2. Pension or benefit
- 3. Other

49. What is your current income?

- 1. Less than \$1000
- 2. \$1,001 to \$14,999
- 3. \$15,000 to \$24,999
- 4. \$ 25,000 to \$34,999
- 5. \$ 35,000 to \$44,999
- 6. \$ 45,000 to \$54,999
- 7. \$ 55,000 +

50. What are your qualifications

- 1. Less than HSC or equivalent
- 2. HSC or equivalent (High School completed)
- 3. TAFE Certificate or Diploma (or equivalent)
- 4. Degree or Post Graduate qualification



## Additional Questions for Group Participants

### You and the Group

1. How many sessions of this group have you come to (including the present one)? ..... sessions
2. How long have you known about this Centre .....years.....months
3. During 1997 have you used other services from this Centre in addition to this group?
  - 1. Yes
  - 2. No

*The following questions relate to the group session you have just attended. Please circle the most appropriate number:*

4. How useful have you found the session?
 

1	2	3	4	5	6	7	8	9	10	
<i>Useless</i>										<i>Great</i>
5. Were you able to participate as much as you wanted in the group (e.g. ask questions and have your say)?
 

1	2	3	4	5	6	7	8	9	10	
<i>No</i>										<i>As much as I wanted</i>
6. Did the group leader/facilitator/presenter do a good job?
 

1	2	3	4	5	6	7	8	9	10	
<i>Terrible</i>										<i>Great</i>
7. Overall how would you rate the session.
 

1	2	3	4	5	6	7	8	9	10	
<i>Terrible</i>										<i>Great</i>

*The following questions relate to your contact with this Centre as a whole*

8. How much has this Community Centre helped you become more connected with the people in your local community?
 

1	2	3	4	5	6	7	8	9	10	
<i>Not at all</i>										<i>Lots</i>
9. How much has this Community Centre helped you have a say about what happens in your local community?
 

1	2	3	4	5	6	7	8	9	10	
<i>Not at all</i>										<i>Lots</i>

## Additional Questions for People Having Face to Face Interviews

### You and the Service

1. How many face to face interviews have you had at this Centre this year(including the present one)? ..... interviews
2. How long have you known about this Centre .....years.....months
3. During 1997 have you used other services from this Centre in addition to face to face interviews?  
[ ] 1. Yes  
[ ] 2. No

*The following questions relate to the interview you have just had. Please circle the most appropriate number:*

4. How useful have you found the interview? 1 2 3 4 5 6 7 8 9 10  
*Useless* *Great*
5. Were you able to talk about the issues that were important to you 1 2 3 4 5 6 7 8 9 10  
*No* *As much as I wanted*
6. Did the staff person do a good job in the interview? 1 2 3 4 5 6 7 8 9 10  
*Terrible* *Great*
7. Overall how would you rate the interview? 1 2 3 4 5 6 7 8 9 10  
*Terrible* *Great*

*The following questions relate to your contact with this Centre as a whole*

8. How much has this Community Centre helped you become more connected with the people in your local community? 1 2 3 4 5 6 7 8 9 10  
*Not at all* *Lots*
9. How much has this Community Centre helped you have a say about what happens in your local community? 1 2 3 4 5 6 7 8 9 10  
*Not at all* *Lots*

Thanks!

## Appendix E

### References

The following is the full list of references from *Measuring Social Capital in Five Communities in NSW, An Analysis, J. Onyx and P. Bullen*.

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# Appendix F

## 2005 Update

### Introduction

Since this paper was first published in 1998 there have been many papers written on social capital. There is now a considerable and growing literature on social capital. For those interested in measuring social capital two useful Australian starting points are:

- Winter, Ian (ed) (2000) Social Capital and public policy in Australia, Australian Institute of Family Studies, Melbourne.
- Australian Bureau of Statistics (2004). Information Paper Measuring social Capital An Australian Framework and Indicators, Australian Bureau of Statistics, Canberra.

### Related Australian studies

There have been several related Australian studies including:

- Measuring Social Capital - Family Support Services and Neighbourhood and Community Centres in NSW (1999)
- Social Capital and Community Development in new release areas in the Wyong Shire (Warnervale/Wadalba) (2001 -2003)
- Measuring and enhancing community capacity in outback NSW: the case of Broken Hill. (2002-2003)

Further details of these studies are available on the Internet from Management Alternatives at [www.mapl.com.au/A13.htm](http://www.mapl.com.au/A13.htm)

### Social Capital frameworks

Documents and papers providing frameworks for social capital include:

Australian Bureau of Statistics (2001), Measuring Wellbeing Frameworks of Australian Social Statistics, Australian Bureau of Statistics, Canberra.

Australian Bureau of Statistics (2004), Measuring Social Capital, An Australian Framework and Indicators, Information Paper, Australian Bureau of Statistics, Canberra.

Office for National Statistics UK (2001), Social Capital A review of the Literature, Social Analysis and Reporting Division, Office for National Statistics.

Performance and Innovation Unit (2002), Social Capital A Discussion Paper, UK Government Cabinet Office.

Productivity Commission (2003), Social Capital: Reviewing the Concept and its policy implications, AusInfo, Canberra.

Statistics New Zealand (2001), Framework for the Measurement of Social Capital In New Zealand, Statistics New Zealand.

Stone (2001), Measuring social capital Towards a theoretically informed measurement framework for researching social capital in family and community life, Research Paper Number 24, Australian Institute of Family Studies.

Stone and Hughes (2002), Social Capital: Empirical meaning and measurement validity. Research Paper Number 27, Australian Institute of Family Studies, Melbourne.

Winter (2000), Towards a theorised understanding of family life and social capital, Working Paper Number 21, Australian Institute of Family Studies, Melbourne.

## **Social capital surveys**

Other social capital surveys include:

- Community Participation Survey (Surf Coast Shire)
- Families, social capital & citizenship survey, 2001 (Australian Institute of Family Studies)
- Measuring Social Capital An Integrated Questionnaire (World Bank)
- Measuring Social Capital in Five Communities in NSW (Bullen and Onyx)
- Social Capital Survey (Republic of Uganda )
- The Social Capital Community Benchmark survey (USA)
- Villawood Heath and Social Capital survey (South Western Sydney Area Health Service)
- Wyong Shire Community Survey (Wyong Shire Council).

Further details of these surveys are available in: Australian Bureau of Statistics (2004), Measuring Social Capital, An Australian Framework and Indicators, Information Paper, Australian Bureau of Statistics, Canberra.

## **Other relevant surveys (with social capital components)**

Surveys with some social capital questions include:

- Collaborative Health and Wellbeing Survey (Western Australia, South Australia and Northern Territory)
- Community Participation Survey (Surf Coast Shire)
- General Social Survey, Australia, 2002
- Living in Britain General Household Survey 2002
- New South Wales Child Health Survey
- Quality of School Life, NSW Department of Education and Training
- Queensland Household Survey
- Time Use Survey, ABS, 1997
- Victorian Population Health Survey
- Women's Health Australia Surveys
- World Values Survey (2001-01).

Further details of most of these surveys are available in: Australian Bureau of Statistics (2004), Measuring Social Capital, An Australian Framework and Indicators, Information Paper, Australian Bureau of Statistics, Canberra:

## **Internet resources**

Many of the documents and resources above are available on the Internet. A useful starting point is Management Alternatives web site at [www.mapl.com.au/A13.htm](http://www.mapl.com.au/A13.htm)