



"Connecting The Community"

A Social Capital and Community Development Research Project of the Warnervale District Community

Paul Bullen

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Funded by the Crime Prevention Division of the Attorney-General's Office and the Premier's Department and Wyong Shire Council

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This report has been prepared by Paul Bullen (www.mapl.com.au) as part of the *Social Capital and Community Development Research* being undertaken jointly by Wyong Shire Council and Uniting*Care* Burnside (including Warnervale Family and Community Centre).

There are separate attachments available analysing the survey data in further detail.

For further information on social capital see the web site: <http://www.mapl.com.au/A13.htm>.

For further information on the Social Capital and Community Development Research project contact Kylie Frazer, Wyong Shire Council on 02 4350 5521.

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Executive Summary

Warnervale/Wadalba

The Warnervale District includes the new release areas of Warnervale and Wadalba within the northern part of Wyong Shire. The area includes the suburbs:

Halloran
Hamlyn Terrace
Wadalba
Wallarah
Warnervale
Woongarra

Prior to 1997 there were approximately 200 households in Warnervale and a few in Wadalba. Since 1997 approximately 300 new households per year have moved into the area.

The Research Project

This study is about exploring the changes in the fabric of the existing and new community over time and the connections between participation in community events, activities, group and organisations and the development of community connectedness.

The *Warnervale district community survey* is an outcome of the *Social Capital and Community Development Research Project* which is a longitudinal study begun in 2000 and planned to continue over at least the next decade.

This report focuses on the findings from the community survey in 2001 and focus groups and interviews in 2001 and 2002.

The research is part of the *Community Support and Human Services Strategy for Warnervale/Wadalba* prepared by the Central Coast Regional Co-ordination Management Group and the Wyong Shire Council.

The partners in the research project are:

- UnitingCare Burnside Central Coast - Warnervale Family and Community Centre.
- Wyong Shire Council.

The research and community development project have been made possible with funding from NSW Attorney-General's Safer Communities Development Fund, NSW Premier's Department, the Area Assistance Scheme and Wyong Shire Council.

The Community

The Warnervale district community survey was completed in 2001. One person completed the survey in each household. Participants were asked where they were living in June 1998.

- 35% were at their current address.
- 26% were somewhere else in the Wyong Shire.
- 8% were in the Gosford City.
- 31% were outside Wyong and Gosford LGAs.
- 1% were outside Australia.

The community was made up of the following households:

- 19% with less than school age children.
- 22% with school age children (may also include less than school age children).
- 14% Couples < 55.
- 24% Couples 55.
- 9% Alone 50+.
- 13% other (eg. friends, extended family).

Research Strategies

Research strategies include:

- Community survey.
- Focus groups of residents, and staff or others working in organisations within the area.

The Survey

The data in the report is based on the 61% of the community who completed written surveys.

The Survey Process

All households in Warnervale/Wadalba were surveyed mid to late 2001.

Half the community was given Form A and half the community was given Form B. Form A and Form B shared many questions and also had some different questions.

People who did not complete surveys were sent reminders.

People who still did not complete surveys were sent a Short Form.

A random sample of those who did not complete any of the surveys (Form A, Form B or Short Form) were followed up through a phone interview.

There were 1,366 households in the community at the time of the survey.

310 completed Form A.

320 completed Form B.

203 completed the Short Form.

51 completed telephone interviews.

Overall we have written surveys from 61% of the community. We have some additional information from about 14.5% of the community through the telephone survey, i.e. we know something about 75.5% of the community.

We also have the 2001 Australia Bureau of Statistics Census data as a point of comparison.

Interviews and Focus Groups

In addition to the surveys there were interviews and focus groups prior to and following the surveys.

The interviews and focus groups prior to the survey process helped to frame the survey. The interviews and focus groups after the survey helped to provide qualitative information on the issues emerging through the analysis of the surveys.

What Appeals to People Living in the Warnervale District

Some of the things that appealed to people about living in the Warnervale District were:

- Tranquil, quiet and less stressful.
- Country/village feel.
- Rural surrounds.
- Proximity to the beach/ ocean/ coast.
- Proximity to the freeway.

Issues to be Addressed

The issues that were seen as the most important issues to be addressed in the Wyong Shire were (and the percentage who ranked the item):

- Open space, eg, parks and ovals (60%).
- Roads (48%).
- Health services (47%).
- Employment (37%).
- Crime (34%).
- Public Transport (30%).
- Natural environment/habitats (27%).

The Survey - Descriptive Overview

The survey responses provide a descriptive overview of the residents and the community in relation to:

- Demographic characteristics.
- Local issues.
- Employment status.
- Commuting.
- Looking out for children.
- Safety in the neighbourhood.
- Stress and ability to deal with stress.
- Availability of resources (eg. income, housing, transport).
- Gender differences.
- Confidence in institutions.
- Pride and belonging.
- Comparisons between suburbs.
- Personal styles.
- Newer and longer term residents.

The Report

The report *Social capital and community development: The Warnervale district community survey* is available as a separate document. It is available on the Internet at: www.wyong.nsw.gov.au

Attachments

There are four attachments to the report. They are available on the Internet at: www.wyong.nsw.gov.au. They are:

- 1 The project process.
- 2 The collated responses: all survey questions.
- 3 Community development - changing community connectedness.
- 4 The questionnaires: Form A, Form B, Short Form, Telephone Survey.

Key Findings

A Community Development Works

1 Participation in community activities and events builds community connectedness.

Eleven specific events and activities were analysed in detail:

The Warnervale Family and Community Centre.
Community BBQ.
Spring Fair.
Markets at the Family and Community Centre.
Welcome Packs.
Public Meetings.
Signing Petitions.
Children/Parenting Groups.
Sporting, Recreation and Hobby Groups.
Religious Groups.
Services and Other Social Clubs.

Participation in any of these activities was associated with significant positive changes from 1998 to 2001 in the community connectedness of residents. Overall those who participated became more connected than those who did not participate.

The more events and activities people participated in 2000 and 2001 the bigger the positive changes to their community connections.

B There are Windows of Opportunity for Effective Community Development

2 There is a window of opportunity when people move to a new community.

People who are less involved in their local community before they come to the Warnervale District are likely to become more involved in their new community; when moving to a new community and losing many of their past community connections they are motivated to reach out and get involved in things they would not normally have got involved with.

The extent of the impact of community development activities is much greater for people who have recently moved into the community than for people who have been in the community a long time.

Issues and implications: In a growing community it is very important to have strategies to make connections with people moving into the community; strategies will be more effective in bringing about change at this time than later on. Effective strategies include the welcome packs and community B-B-Qs.

C Each Community Development Activity has a Unique Mix of Impacts on Community Connectedness; Community Development is not a Series of Generic Activities. Understanding this Allows Better Strategic Planning of Community Development.

Strategic planning is discussed in detail in Section L. Strategic Issues.

3 The specific impacts of community development activities on community connectedness vary from one community event to another.

For example, people who participate in the Warnervale Family and Community Centre are likely to grow in their feelings that they have the ability to change things they care about whereas people who participate in the Spring Fair are more likely to be able to get help from friends when they need to but show no significant difference in their feelings that they have the ability to change things they care about.

4 Local community events have a bigger impact on the local community than events outside the local community.

For example, on average, there was a bigger positive effect on the connectedness of the local community, from groups and activities that were within the Warnervale district, than from groups and activities outside the Wyong Shire.

5 Some community events and activities impact on many aspects of community connectedness, other only a few.

For example participation in the Warnervale Family and Community Centre impacts on many aspects of community connectedness and participation in the Markets impacts on only a few.

Participation in nine of eleven activities and events analysed in detail increases people's ability to be comfortable challenging neighbours if they feel concern about their neighbours children's safety or welfare.

Participation in half of the eleven activities and events analysed increased people's ability to get help from friends and neighbours.

Only one activity impacted on people's ability to get help from family when they need to (the Community BBQ for current residents).

See Attachment 3 Community development - changing community connectedness for full details of which community development activities and events affect which aspects of community connectedness.

6 Universal strategies such as the Welcome Packs can effectively reach marginalised people.

Welcome Packs are provided to new residents by volunteers. The Welcome Packs include information about services and a gift (a pot plant in recent times).

The Welcome Packs are one community activity that people did not choose to participate in. Someone in the community chose to visit new residents when they first arrived to make them feel welcome and provide local information.

The Welcome Packs make a significant difference for people who are coming from Sydney.

Marginalised people who received the welcome packs have better *Connections with neighbours* than those who did not receive welcome packs.

Issues and Implications: Community development strategies have unique specific impacts. The community development strategies used in a particular community ideally should connect with the nature of the community and the needs of the community. This implies a high level of understanding of the community, the needs of the people in it and the effects of community development strategies.

D Community Development Strategies help make the Community a Place where People Look Out for Children's Safety and Welfare.

7 The stronger the neighbourhood networks the more likely it is that people will be looking out for the safety of children. Community development strategies build these networks.

8 Some specific strategies have had big impacts on people's willingness to challenge neighbours if they feel concern about their children's safety or welfare. For example: The Warnervale Family and Community Centre, the welcome packs and the community BBQs.

Issues and Implications: A further issue is how this willingness translates into actual children's safety and welfare. Further study is required to link the findings above with data on crime, reports of children at risk to the Department of Community Services, etc.

E The Community includes Marginalised People, Well Connected and Resourced People and People with Other Social Profiles. There are Opportunities for Building Connections between these People.

9 People in the community can be grouped into six different social profiles. These six groups of people have dramatically different life experiences and experiences of the community.

The six social profiles are:

% Profile

16	A	Well off and involved.
19	B	Well off but not involved.
24	C	Connected but stressed and not much involved.
15	D	Needs to be involved.
18	E	Some connections and marginalised.
7	F	Isolated and marginalised.

For example three quarters of *group A. Well Off* agreed with "I am comfortable in challenging neighbours if I feel concern about their children's safety of welfare" whereas one third of *group D. Needs to be involved* agree with the statement.

Two thirds of *group A. Well Off* agreed with "I have the ability to change the things I care about", whereas one quarter of *group F. Marginalised* agree with the statement.

10 The six social profiles are not defined by age, gender, household type or other demographic characteristics. There is a challenge for community workers to describe the community in new ways that reflects community connectedness rather than demographics.

11 There are some differences between those with and without 'resources' that do reflect demographics and household types, for example:

Approximately 70% of households with children often feel rushed, pressured and too busy compared with approximately 34% people over 50 years of age.

More than 40% of households with children have been really stressed out in recent weeks compared with approximately 20% of people over 50 years of age.

Older people living alone are most likely to meet friends and acquaintances when going shopping (59%) compared with other household types.

Issues and implications: A big issue is how to make connections between these different groups in a way that benefits all the people concerned. For example well connected and resourced people could be mentoring less well resourced isolated people.

A second big issue is for community development workers to think in terms of the social connectedness of people in the community rather than the usual demographic profiles. While this is difficult because it can be hard, for example, to get a handle on who the marginalised people are, it is useful because it directly addresses the issues of community connectedness in the way the community is described.

F About two thirds of the community do not participate in local community events. About one third do. There are many untapped resources within the community.

11 Overall two thirds of the community do not participate in local community events. Overall the level of participation in community events can be summarised as:

% Group

69	A	People who have not participated in any local events (and half have not participated in any community organisations).
15	B	People who have participated in 1 to 2 local events (three quarters of whom have also participated in community organisations).
8	C	People who have participated in 3 to 10 local events (nearly all of whom have also participated in community organisations).
8	D	Organisers of local events (most of whom also participated in community organisations)

Issues and implications: Participation in community events in a new community builds community connectedness and there are numerous benefits to the individuals involved and to the wider community. Most people in the community are not participating directly in local community events. This is an enormous lost opportunity. A big challenge is to develop strategies that include larger numbers of people living in the community.

G The Community includes Long Term Residents, People coming from elsewhere in the Shire (or Gosford City), People coming from Sydney and those from elsewhere. These Groups experience the Community differently. Community Development Strategies Impact on these groups differently. So there is a Challenge to think Strategically about Community Development Activities.

13 The impact of participation in community events and activities varies considerably with where people were living in 1998. Overall those people coming from Sydney show the most change as a result of participating in community events and those who were already living in Warnervale in 1998 show the least change. For example:

People who were living in Warnervale in 1998 and participate in children's and parents groups in 2000 and 2001 have no positive changes in their community connections from 1998 to 2001 compared with people who did not participate in children's and parents groups. People who were living in Sydney in 1998 and participated in the children's and parents groups in 2000 and 2001 have numerous significant changes from 1998 to 2001 (compared with people who did not participate).

- 14 People experience the connectedness of the Warnervale community very differently depending on where they were living in 1998.** For example for people at their current address in 1998 one third agreed that in 2001 it was safe to walk around the area at night. For people living in Western Sydney in 1998 over half agreed that in 2001 it is safe to walk around the area at night.

Issues and implications: While community development strategies are more effective for new people coming into the community it is also important to note the value of maintenance of connections in the community. There is value in people attending activities which help maintain the community connectedness.

A further useful study would connect the data above about perceived levels of safety with actual data on crime and other aspects of safety.

H Commuting is a Significant and Important, but not Fully Understood, Issue.

- 15 Commuting is a significant issue in the community, there are negative effects for some people and positive effects for others; there is a gap between the survey data on commuting and the anecdotal stories from interviews and focus groups.** For example anecdotal evidence from community workers suggest that commuting is universally not good. The survey data shows that:

People who are *well connected and well resourced* show almost no differences between commuters and non commuters.

People who are *well off but not involved* are more likely to experience stress with friends and neighbours when they are commuting than if they are working but not commuting

People who are *Isolated and marginalised* are not likely to be working or commuting.

Further work is required to understand the impacts of commuting in the community.

I The Warnervale District's Community Connectedness is Different from Other Communities. Working on Building the Community will require the Uniqueness to be Understood.

- 16 When the Warnervale district community profile is compared with the community profile of the following five other communities in NSW:**

West Wyalong (country town in NSW).

Deniliquin (country town in NSW).

Narellan (new estate near Campbelltown).

Greenacre (Sydney Inner West).

Ultimo/Pymont (Sydney Inner City).

Warnervale is overall most similar to Narellan (another new housing estate) but there are also some differences, for example compared to Narellan Warnervale people are less likely to run into friends and acquaintances when they go shopping.

- 17 When the Warnervale district community profile is compared with the social profile of the Australian community** in terms of trust, reciprocity and confidence in institutions the Warnervale district community has wider variation. On average is just below the Australian average on these characteristics.

Recommendations

A Make Community Development Strategic.

- 1 Be strategic about community development; use the data and findings from the community survey in collaboratively developing a strategic approach to local community development.**

A strategic approach will answers questions such as:

- Who are the groups in the community?
- What do we want to achieve for each of these groups?
- What do they want to achieve for themselves?
- For the goals we are trying to achieve what are the most appropriate strategies?

It will be developed collaboratively between key stakeholders including:

- Wyong Shire Council.
- The Warnervale Family and Community Centre and other future Centres.
- Other community groups and organisations.
- Members of the community.

A key issue for community development workers will be having the conceptual tools to think about the community in terms of community connectedness, not just demographics, eg, young families with children, older retirees, etc. Important questions are: Who is participating in community events and activities? Who is not participating? What responsibilities, if any, do residents have to participate in community events and activities? Who are the well connected and resourced people? Who are the marginalised and isolated people? Could connections be made between these people? What universal outreach strategies will make connections with marginalised and isolated people in the community? These are all strategic issues for community development.

The strategic approach will address the issues identified in recommendations 2 and 3 a) to e).

- 2 Resource community development.**

Community development strategies that are effective must be strategic, well planned and coordinated with other activities. This takes resources. Two key resources are community development staff and Centres.

There is considerable evidence, both from a detailed analysis of the survey responses and anecdotal evidence from focus groups and interviews highlighting the important role that the Warnervale Family and Community Centre plays in the development of the community. People participating in the Centre and activities organised by the Centre have significantly bigger gains in connectedness with the community than other people.

This initiative should be continued. Other local community centres should be available in other local areas (as distinct from district areas).

Nearly all the local community development activities that have an impact on people have required staff in a facilitation or coordination role. While there are many opportunities for volunteers to work on community events and activities and for the community generally to participate these events would not be able to begin or be supported without contributions from staff.

Community development staff are a key component.

3 Use community development approaches relevant to the community.

Community development activities need to be developed in the light of the understanding of the community. The following are suggested directions.

a Reach out to the marginalised.

The Warnervale district community includes a significant proportion of marginalised people. Universal strategies are an effective way of making connections with these people and so need to be continued, in particular there is considerable value in Welcome packs and Community BBQs (where everyone receives a personal invitation (not just a notice in a newsletter).

Other strategies could be developed.

Universal strategies with a personal invitation/contact component are likely to be effective in reaching out to marginalised people because they identify all the people in the community (including marginalised people) and reach out to people rather than expect the people to reach out to the community activity. Marginalised people are less able to reach out.

b Take the window of opportunity for new arrivals into the community.

There is a window of opportunity. It should be taken. Some of the useful strategies have included the Welcome packs and Community BBQs.

Other strategies could be developed.

- c Build bridges between people with social connections and other resources and those without.**

There are some models for this, for example, older people coaching or mentoring young people, street events.

New strategies need to be developed.

- d Connecting with all the people in the community, not just a minority who want to participate in groups.**

The survey data shows the benefits that come from participation in local community events. However only one third of the community participates in these events. A big challenge is to find events that are able to make real connections with the other two thirds of the community.

- e Use a variety of other local strategies in the community development process; do not stick to one or two tried and true strategies.**

The evidence suggests that any one strategy has particular effects and appeals to particular types of people.

A mix of strategies is likely to be needed to achieve any particular set of community development goals.

B Continue to Work on Understanding the Community so that Community Development can Continue to be Strategic and More Effective in the Future.

4 Collect data through community activities.

- a Build further data collection strategies into community development activities that can be connected with the community survey data. For example, through undertaking a survey of random participants at the Spring Fair, Community BBQs or other events to explore specific issues or doing open-ended interviews at community activities (this is a very cost effective way of gathering qualitative data on key community issues).**

5 Better understand the community as a whole and monitor its development.

Understanding the community, the needs of the people living in it and the impacts of community development strategies are essential ingredients for developing effective future effective community development strategies.

In a dynamically changing community like Warnervale/Wadalba it is important to monitor the changes in the community as the community develops.

Key elements in understanding the community as a whole will include focus groups to explore issues and a community survey to describe the community.

The specific recommendation is for two further community surveys, the first in 2004 and the second in 2007. These two surveys would follow up people who anticipated in the 2001 survey to see what change has happened for them and describe new people coming to the community and how they are experiencing the community.

6 Better understand young people.

The Warnervale district community survey did not survey residents under 18 years of age. Given the large numbers of children in the area and their changing needs as they grow older develop a strategy to better understand the needs of the young people and how they experience community. A cost effective approach would be to work collaboratively with the schools in the area.

7 Further explore commuting.

Commuting is a significant issue in the community, there are negative effects for some people and positive effects for others; there is a gap between the survey data on commuting and the anecdotal stories from interviews and focus groups. It is a major community issue and needs further exploration.

8 Continue to make the data from the study available for further reflection, research and analysis.

For example:

- The data can be made available to researchers to further analyses.
- Partnerships could be entered into with Universities or other organisations to do further action research.

A The Project

The *Warnervale District Community Survey* is part of the *Social Capital and Community Development Research Project* taking place as part of the community development work in the Warnervale District which includes the new release areas of Warnervale and Wadalba, located in the northern part of the Wyong Shire.

The *Social Capital and Community Development Research Project* is a longitudinal study which begun in 2000 and is planned to continue over at least the next decade.

This report focuses on the findings from the community survey in 2001 and focus groups and interviews in 2001 and 2002.

The research is an outcome of the *Community Support and Human Services Strategy for Warnervale/Wadalba* prepared by the Central Coast Regional Co-ordination Management Group and Wyong Shire Council in 2001.

Research Purpose

The purpose of the *Social Capital and Community Development Research Project* is to describe:

- What happens within the social fabric in these new release areas over time?
- What are the connections between the community development initiatives and the social fabric? Does the community development make a difference?
- To what extent are the goals of the community development initiatives achieved?
- What community development initiatives are useful in building social capital?
- What can be learnt from the community development and research initiatives that would be useful to other communities?

The Community

Warnervale Release Area

Prior to 1997 there were approximately 200 households in the Warnervale village and a number of people living on small acreages. From 1997 to 2000 approximately 1,000 new households moved into the area. It is estimated that over the next few years there will be approximately 300 new households per year move into the area.

Wadalba

Prior to 1999 there were a few households; a school opened in 2,000 in Wadalba. Over the next few years it is anticipated that there will be approximately 300 new households move into the area each year.

People Coming

- *We've been there for 2 years and I've got two little kids. We moved from Sydney. We were in a two bedroom town house there and finding it difficult with a little baby going up and down the stairs all day. We now have a good size house and good size yard. Both my husband and I grew up in the country.*
 - *I live in a retirement village. We moved here 3½ years ago. We spent a life time moving around the State then my husband retired. We moved around some more. In 1995 we minded children/grand children for a couple of years, then we moved up here.*
 - *I've lived up here 25 years. I was drawn to this area mainly because it was quiet and peaceful, not many people lived here but it's changed a hell of a lot in my time.*
-

Future Growth

By 2020 it is expected that there will be approximately 50,000 residents in Warnervale/Wadalba release area.

Structures and Funding

The partners in the research project are:

- UnitingCare Burnside - Warnervale Family and Community Centre.
- Wyong Shire Council.

The research and community development project has been made possible with funding from:

- NSW Attorney-General's Safer Communities Development Fund to Wyong Shire Council for the project "Building Social Capital in New Communities".
- NSW Premier's Department.
- The Area Assistance Scheme to UnitingCare Burnside for the project "Warnervale/Wadalba Community-Building Initiatives Pilot".
- Wyong Shire Council.

The three sources of funds are being used to fund different aspects of the one integrated research project.

Research Questions

Key questions for the Warnervale district community survey and related focus groups and interviews were:

- How can we describe the community's social capital?
- When people move into new release areas, how significant is their experience in the social fabric of the communities where they have come from, in developing the social fabric of the new community?
- Is there evidence that the community development initiatives are making a difference?
- Is there evidence the community development goals have been achieved, ie. reducing fear of crime and increasing the sense of community ownership of children?

Research Strategies

Research strategies include:

- Community survey.
- Focus groups of residents, and staff or others working in organisations within the area.

The Survey

The data in this report is based on the 61% of the community who completed written surveys.

The Survey Process

All households in Warnervale/Wadalba were surveyed mid to late 2001.

Half the community was given Form A and half the community was given Form B. Form A and Form B shared many questions and also had some different questions.

People who did not complete surveys were sent reminders.

People who still did not complete surveys were sent a Short Form.

A random sample of those who did not complete any of the surveys (Form A, Form B or Short Form) were followed up through a phone interview.

There were 1,366 households in the community at the time of the survey.

- 310 completed Form A.
- 320 completed Form B.
- 203 Completed the Short Form.
- 51 Completed telephone interviews.

Overall we have written surveys from 61% of the community. We have some additional information from about 14.5% of the community through the telephone survey, ie. we know something about 75.5% of the community.

We also have the 2001 Australia Bureau of Statistics Census data as a point of comparison.

See Attachment 1: The Project Process for full details of the survey process.

Interviews and Focus Groups

In addition to the surveys there were interviews and focus groups prior to and following the surveys.

The interviews and focus groups prior to the survey process helped to frame the survey. The interviews and focus groups after the survey helped to provide qualitative information on the issues emerging through the analysis of the surveys.

Extracts from the interviews and focus groups are throughout this report in the boxes on the right hand side of the text.

This Report

This report is a summary of some of the key facts and findings from the community survey, focus groups and interviews.

Further Information

There is further information available. See Attachments 1 to 4, all of which are available on the Internet at: www.wyong.nsw.gov.au

B Social Capital

What is Social Capital?

Many people are not familiar with the term social capital. In everyday language we speak about the social fabric or community connectedness rather than social capital. This report uses community connectedness and social capital interchangeably.

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.

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.

In Australia Eva Cox generated considerable discussion of social capital through her 1995 Boyer Lectures. 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...'

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."

Neighbour Connections

- *He was just so lovely. He is the connector in our street. When we moved in he told us everyone who lived in the street, their names because he knew everybody.*
 - *We can't be in each others houses all the time. Being there for you, what does that mean? If you get locked out.... If you run out of milk.... If you are going away on holidays...*
 - *You feel like a neighbourhood watch. You see someone strange and think, that's not a normal car, so without going out the front you just keep an eye from inside your home at what's going on. I hope my neighbours would do the same thing for me.*
 - *I've been there about 18 months and it's the most anti-social street I've ever lived in. No one wants to know anybody. I've met people either side and two across the road, no one seems to talk to anybody and it's a mixture of all ages but everyone keeps to themselves.*
-

There are many definitions of social capital. Wendy Stone and Jody Hughes in "What role for social capital in family policy - and how does it measure up?" (July 2000) state:

Social capital can be understood quite simply as networks of social relations characterised by norms of trust and reciprocity. The essence of social capital is quality social relations.... Thus, social capital can be understood as a resource to collective action, which may lead to a broad range of outcomes, of varying social scale.

High Social Capital

Where there are high levels of social capital people will:

- Feel they are part of the community.
- Feel useful and be able to make a real contribution to the community.
- Participate in local community networks and organisations.
- Pull together for the common good in floods and bush fires.
- Welcome strangers.
- Help out with something but no one will do everything.

Community development processes will be much easier to develop with high levels of social capital than with low levels of social capital.

Low Social Capital

If there is no or low social capital in the group, neighbourhood or community, it will not be possible for those people to work together for the common good.

If there is low or no social capital present the causes may include:

- The human capital required for social capital's core building blocks is absent eg. self-esteem, ability to trust, communication skills
- There are inadequate levels of material well-being - people are struggling for survival
- There is inadequate physical infrastructure - such as places to meet, public spaces, telephones, newspapers
- The human, economic and physical infrastructure pre-requisites are present but there have been no opportunities to develop the networks and interconnections between people.

Building Community

- *I think sharing of resources meets the needs of community a lot better than not sharing resources does.*
 - *I think responsibility for community lies with the individuals, the residents within the community, to take responsibility for creating their sense of community.*
 - *What I've noticed is patterns: there are individuals living a more insular way of life, not wanting to connect with others; and then you get the other people who are just so naturally gregarious and they have a totally different view of connecting with others. They have a strong sense of community consciousness.*
 - *I also see a lot of people who take responsibility for themselves, who are very individual and stand on their own two feet who would not see the point of building community apart from for financial reasons, for example to establish business.*
 - *Community to me is people being involved with each other, still being able to have their own privacy but still having support of other people around them.*
-

This Report

This report describes the Warnervale district community in terms of its social capital. It explores the community by looking at a variety of dimensions of social capital including:

Connections with family and friends.

Connections with neighbours.

Participation in the local community events and organisations.

Trust and safety.

Ongoing Discussion

There is ongoing discussion and research into the nature of social capital, its definition and measurement. A starting point for further reading is in the Internet at: <http://www.mapl.com.au/A13.htm>.

C Community Development

What is Community Development?

People use the term community development in many different ways. For example workers in community organisations have described community development as:

- Planning services.
- Facilitating self help groups
- Running support and social action groups
- Building community networks
- Participating in inter-agency meetings
- Undertaking needs assessments
- Increasing people's skills
- Resourcing the community to meet needs
- Working towards social justice
- Empowering individuals and communities.

Three Principal Uses of the Term

There are three principal uses of the umbrella term "community development":

- "Community" development.
- Capacity building/infrastructure development.
- Economic development.

These three principal uses of the umbrella term "community development" are outlined in the table below. They are compared with direct services.

	Process	Driven By	Values	Role of CD Worker
"Community Development"	A "Community" development.	People in the community & perceived community needs.	Participation Empowerment Democracy.	Facilitate people in the community.
	B Capacity building/ infrastructure development.	Government policy. Government and non-profit agencies.	Coordination Integration Efficiency Whole of government.	Collaborating. Working with other agencies. Facilitating agencies.
	C Economic development.	Business & government policy.	Return on investment.	Facilitating business development.
Direct Service	Provision of direct services.	Needs of individuals/ Families.	Respect for the individual, etc.	Provide direct service.

In Warnervale Wadalba there is work on all three forms of "community development".

The community survey and focus groups are primarily focussed on understanding the connections between social capital and community development where community development refers to "community" development.

"Community" Development Values

Susan Kenny in *Developing Communities for the Future: Community Development in Australia* (1994) discusses the nature of community development in terms of principles and processes. She sees the principles of community development as:

- Objectivity and impartiality.
- Social justice.
- Citizenship and human rights.
- Empowerment and self-determination.
- Collective action.
- Tolerance of diversity.
- Working for change and involvement in conflict.
- Liberation and participatory democracy.
- Accessibility of human services.

"Community" Development Outcomes

Community development processes are open-ended and can lead to many different outcomes:

- Individuals developing self-esteem and confidence.
- People participating in social activities to overcome social isolation.
- Increased participation in political and citizenship activities.
- Practical outcomes such as a changed bus route or a new pedestrian crossing.
- Government funding for new or additional services.

The Connection with Social Capital

"Community" development is distinct from social capital.

Social capital is a prerequisite for "community" development processes. Without social capital, "community" development processes could not operate. There would be no family, neighbourhood and community networks; people would not trust each other; there would not be reciprocal relationships and so on.

Community Centre

- *I hated the isolation and not knowing anybody. A few weeks after we've moved in I went to the markets and one of the ladies on the stall asked me was I new. She said are you interested in craft? And I said 'yes I am' and she said 'you must come along to Friday afternoons'. And through that I started to come and I've been coming every week and it's really wonderful. It was a real life saver. R*
 - *I was involved with the church in Warnervale, and the church had an empty building that was only being used once a week for Sunday school, or once a week for bible study, and I just didn't feel that we were being good stewards of the resources that God had given us. I was really pushing the church to say let's advertise and get something happening here. Let's let people know that this is available. We opened that centre when there were 300 homes in this area. Now there's probably close to 2,000 homes.*
 - *I like everything about the community centre. I love the games, I love the friendship, the fun we have. Meeting new people, when I first went there I didn't know one person, now I know a lot of people from there.*
-

Where there is sufficient social capital to support "community" development processes the "community" development process will also generate social capital which can then be used in other "community" development processes.

"Community" development is one way of producing social capital. There are many other ways and places including workplaces, sporting events, religious activities, schools and carnivals.

Social capital and "community development" are integrally connected with each other.

Where there is insufficient social capital to support a "community" development process, the community development worker may need to:

- Undertake activities that develop the essential human capital pre-requisites, eg. self-esteem, communication skills
- Work to increase the material well-being of the group through advocacy, social policy development and material assistance
- Work to develop the physical infrastructure - meeting rooms, public spaces, etc.
- Undertake activities through which people can make interconnections with each other in a safe environment.

This Report

This report explores the participation of the community in a variety of community development strategies and the impact of those strategies. Strategies explored in detail include:

Warnervale Family and Community Centre.
Welcome Packs.
The Community Association.
Markets at the Family and Community Centre.
Spring Fair.

The report also explores the connection between these strategies and the development of social capital in the community.

Community Centre

- *I only wish that the community centre had been in existence then. This community centre has done wonderful things for people in the area.*

Wagtails

Our community magazine Wagtails - we are both volunteers, and it's amazing the people in the community who say to you 'When's the next Wagtails coming out?'

Welcome Kits

We knew not a soul here except for the guy who I used to work with. The ladies came over with bunch of flowers and a plant and whole lot of information and they were so friendly. Really really amazing. And they made us comfortable. And the neighbours are good.

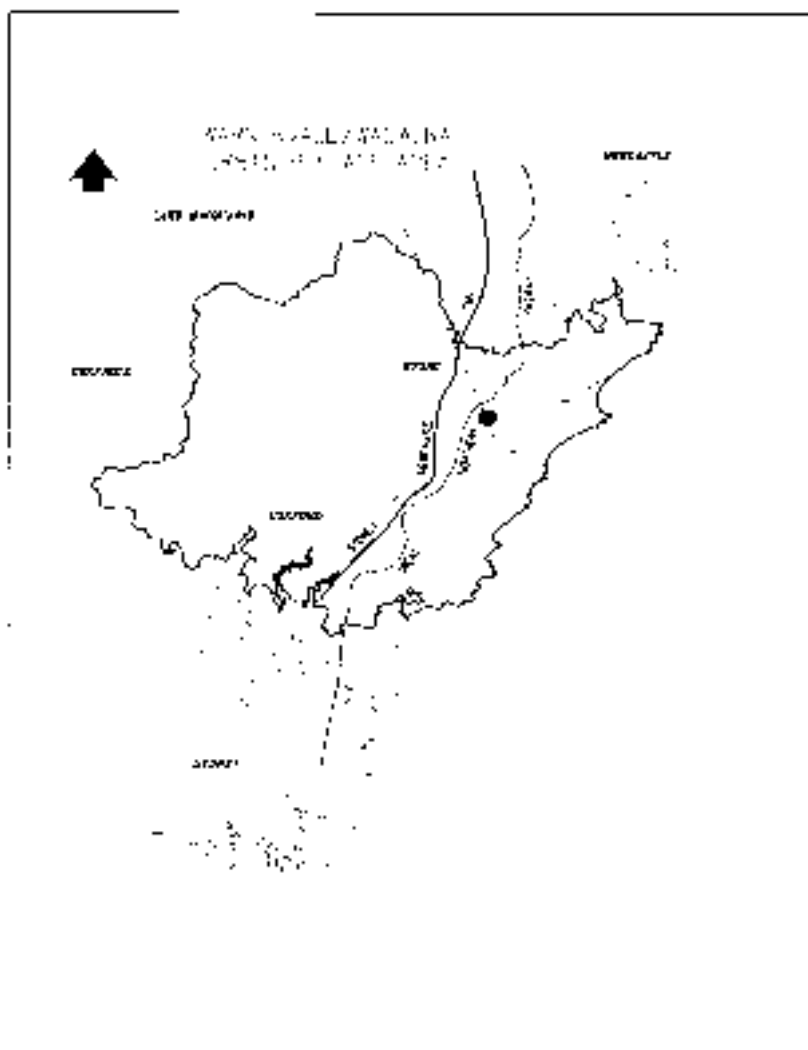
We've been very privileged to be volunteers delivering the Welcome kits which was an initiative of the centre, we've got to know in just a small way, a number of other people.

D The Community

The Warnervale District Community

Geography

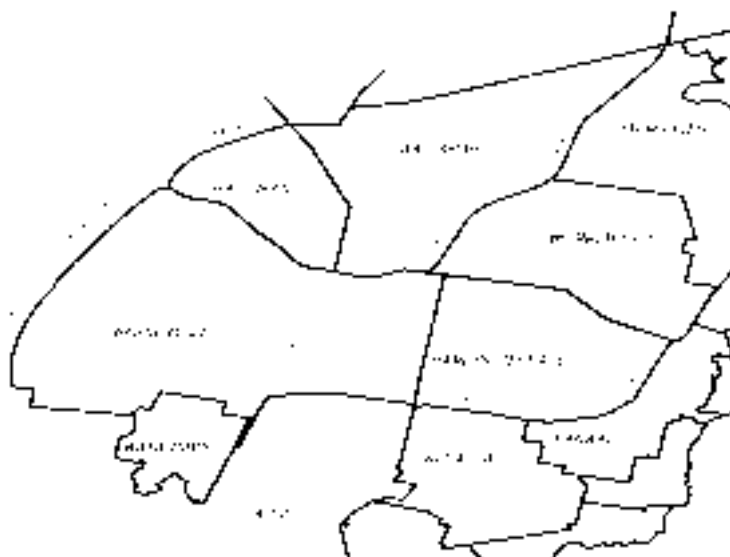
The Warnervale/Wadalba Urban Release area is located in the northern area of the Wyong Shire. It lies between the F3 - Sydney to Newcastle Freeway to the west and the Pacific Highway to the east.



The Place

- *The fish, the water was black with fish, I couldn't believe my eyes, I'd never seen anything like it, there were big fish, I was standing up, I thought it was weeds on the bottom of the water. When I looked closer the whole sea was black with fish. It was just quite incredible. You wouldn't see that down in Sydney.*
- *It's a unique spot here. You have a rural lifestyle. You're 10 minutes off the freeway, you're 6 minutes off Tuggerah Lakes, you're 10 minutes off Norah Head and if you want to go down to Tuggerah shopping at Westfields it's 7 minutes, if you're going to Lake Haven over here which is 5 minutes, the station is just 2 minutes down the road so everything's here but you've still got that freedom of the country.*
- *I enjoy having the water so close to me. We're finding it a bit different to Sydney. I'm disappointed with all the new estates going up all over the place. It's just not the same as it was when I used to come up as a child.*
- *I like the country feeling. It really pleasant, living in a new estate with new houses and nice people.*

The Warnervale/Wadalba Urban Release Area encompasses the suburbs of Warnervale, Hamlyn Terrace, Woongarra, Wallarah and Wadalba, and includes a mix of new residential estates, an established residential village at Warnervale, rural areas, a rural/residential area within Bruce Crescent and Mountain Road and commercial and health activities scattered along the Pacific Highway.



SUBURB NAMES & BOUNDARIES

The community survey included all these suburbs.

The 2001 Australian Bureau of Statistics Census also included all these suburbs.

It is important to note the geographic areas have changed their names in recent years, for example, Hamlyn Terrace, Wallarah and Woongarra were formerly part of Warnervale.

The boundaries for the community survey and the ABS Census were slightly different. 167 dwellings in Wadalba included in the ABS Census were not included in the community survey.

People Coming

- *I'm a newcomer. We moved up here with my family, couple of kids about 4 years ago. It was getting away from the rat race that brought us here. I had really strong associations with the Central Coast. When I was 18 I used to travel up the freeway to the beaches, the water, the lake, fishing - it's very attractive to us and we are on acreage as well.*
 - *I'm living in a retirement village. We've been here four and a half years. We came here after moving round the country a lot. We come here by chance, visiting our son. We saw the village. We found it suited us ideally because our family is up this way, and we found people around here had very similar stories, we feel at home because a lot of people have come from country areas. And they're people similar to us, with interests similar to us. At the same time we're not just a city.*
-

The Community and the Survey Participants

The Warnervale district community survey included 1,366 occupied dwellings.

The 2001 Australian Bureau of Statistics Census for the suburbs in the new release area showed 1,636 occupied dwellings. 167 dwellings in ABS Census in Wadalba were not included in the community survey. Of the remaining 1,469 dwellings some were, at the time of the survey, display homes, temporarily vacant, or not contactable by mailing address. This left 1366 contactable occupied dwellings.

Despite the differences in boundaries and some dwellings being temporarily vacant comparisons between the ABS Census and the community survey are the best way we have to see how representative the community survey was.

The following tables compare the ABS data with the community survey responses.

Family Characteristics

The family characteristics of the households were:

Family Type	ABS %	Survey %	Diff
Couples + children	39.0	45	+6
Couples	32.6	39	+6
One Parent	9.2	3	-6
Other	0.6	2	+1
Single	18.5	10	-8
Total 100	100		

Language Spoken

Language	ABS %	Survey %	Diff
Other than English	4.7	1.6	-3

Aboriginal and Torres Strait Islander

ATSI	ABS %	Survey %	Diff
ATSI	1.6	1.7	0.1

Age Distribution

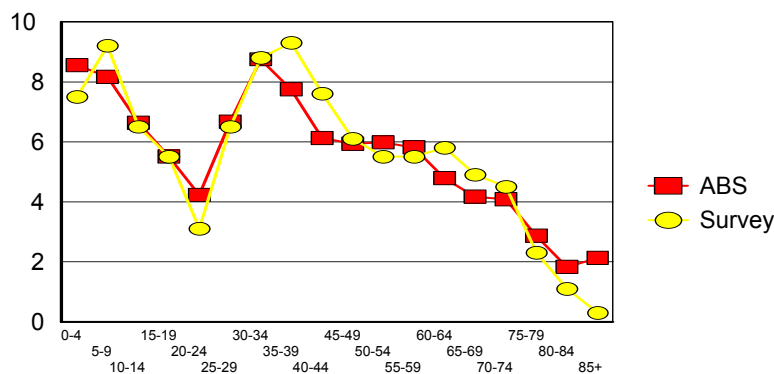
There were 4,700 people living in the community. The following chart shows the age distribution of the population from the 2001 Census and the survey respondents and the members of their households:

People Coming

- *We've been here for 4 years now, we came from the North Coast, people say 'Oh, why did you leave there, it's a beautiful place'. But we came down here to be near the grandchildren and the daughter who were in Sydney. And I commute to Sydney quite a lot, mainly in the train. I go down and help my daughter out and we're finding it very convenient that way.*
 - *And we moved up here because our two daughters live up here, and we wanted to move up here to be closer to them. We love the lifestyle up here. We and our neighbours have all moved in at the same time. We have wonderful neighbours and we get on so well together and everyone is just so friendly up here, and we just really enjoy it.*
-

Age Distribution

ABS and Survey



The returns in the community survey under represent:

- One parent families.
- Single older people (80 or more years of age).
- People speaking a language other than English as their first language.

The reasons for this are likely to be:

- One parent families will be much busier than other families and have less time to complete a survey.
- People 80 or more years of age are less likely to be able to complete the survey by themselves.
- The survey was in English and those without good proficiency in written English would not have been able to complete the survey.

Because the sampling for the survey was based on households (which typically have two adults) and the collated responses in this report are reported for individual people, households with one adult have been effectively given a weighting of 2. This means the reported results in this report have been adjusted to take account of the under representation of households with one adult.

Summary Point: The returns in the community survey under represent:

- One parent families.
- Single older people (80 or more years of age).
- People speaking a language other than English as their first language.

The reported results have been effectively weighted to adjust for the under representation of households with one adult.

Summary Point: The three biggest groups of households are young families with children, older couples (55+) and older single people (50+).

Changes since the 70s

- *Oh, we moved up here in the mid 70's. There weren't many facilities for shopping. No, there was nothing. I remember Westfield at Tuggerah being built. There was the drive in, I remember going to the drive-in in my teenage years. Wyong itself was busier. I was used to the semi-rural. We use to drive to work and all this was just farmland. It was so quiet. It's like living in a whole new place now. It's so different. Like an area of Sydney.*
- *People say now that there is nothing here for the kids to do, but there was absolutely nothing back in the 70's. It was shocking. There was the odd blue light disco. If you went to the beach, were into the whole beach culture it was OK, there was nothing else here.*

Where People Come From

The Warnervale district community survey was completed in 2001. One person completed the survey in each household. Participants were asked where they were living in June 1998.

- 35% were at their current address.
- 26% were somewhere else in the Wyong Shire.
- 7% were in the Gosford City.
- 30% were outside Wyong and Gosford LGAs.
- 1% were outside Australia.

The 30% outside the Wyong shire and within Australia include (as a percentage of the total):

% Location

0.6 Lake Macquarie Shire

24.5 Sydney

10.2 Western Suburbs

1.6 North Shore

4.0 Northern Beaches

2.3 Southern Suburbs

2.2 Inner West

0.1 Eastern Suburbs

4.0 Other

0.1 Newcastle

4.2 Other NSW

1.0 Rest of Australia

Summary Point: A third of the residents were at their current address in 1998, one quarter were elsewhere in the Wyong Shire, one quarter were in Sydney.

33% of residents had relocated from within the Central Coast. These people would be aware of services and facilities on the Central Coast and have some social networks on the Central Coast.

30% of residents were previously located outside the Central Coast and are likely to be significantly less aware of services and facilities and they had less social networks on the Central Coast than those coming from within the Central Coast.

Changes in recent years

- *Changes over the last 2 to 3 years? A lot more commuters. A lot more people, a lot more traffic.*
 - *When I came up here I thought how beautiful the trees were. After 6 months I looked out the window and all of a sudden all the trees started disappearing.*
 - *We came here 3½ years ago these buildings didn't exist. There were paddocks. We had a few old houses along there and nothing more.*
 - *And whereas we would quite happily go down the road and talk to people three doors down and leave our house open, well you can't do that now because they just walk-in in the broad daylight and steal things out of our houses.*
-

Experiences 1998 to 2001

Two thirds of the residents in 2001 were living in other locations in 1998.

There were 18 questions in the survey where people were asked to rate their experiences for where they were living in 1998 and also in 2001.

The table below shows the responses for most of these questions for 1998 and 2001 for each of the following 1998 locations:

- 1 Current (34%).
- 2 Wyong (25%).
- 3 Gosford (6%).
- 4 Western Sydney (10%).
- 5 Sydney elsewhere (14%).
- 6 Other (10%).

The table shows the percentages of people who agreed with the statement in 1998 and agreed with it in 2001 (where agreed equals respond 5, 6 or 7 on a 7 point scale). The differences between 1998 and 2001 are also shown.

Comparing 1998 and 2001 by Location in 1998							
Question	Year	Area					
		1 Cu	2 W	3 G	4 WS	5 S-EI	6 Oth
% of Households		34	25	6	10	14	10
a When I go shopping I am likely to meet friends and acquaintances.	1998	44	62	40	48	50	55
	2001	51	52	31	30	24	22
	Diff	+7	-10	-9	-18	-26	-33
b It is safe to walk around the area at night.	1998	54	43	57	35	41	46
	2001	34	39	47	54	49	37
	Diff	-20	-4	-10	+19	+8	-9
c I generally trust my neighbours to look out for my property.	1998	80	72	69	75	55	77
	2001	76	72	66	76	79	68
	Diff	-4	0	-3	+1	+24	-9
d Children are safe walking around the neighbourhood during the day.	1998	62	61	55	46	47	67
	2001	52	61	57	70	76	59
	Diff	-10	0	+2	+24	+29	-8
e People in the neighbourhood make it a difficult place to live.	1998	21	33	28	40	18	29
	2001	22	22	15	25	21	28
	Diff	+1	-10	-13	-15	+3	-1
g If I no longer lived here, hardly anyone would notice.	1998	49	46	52	39	35	47
	2001	46	42	45	35	49	40
	Diff	-3	-4	-7	-4	+14	-7
h I can get help from family when I need to.	1998	78	75	69	78	68	65
	2001	78	76	76	75	64	61
	Diff	0	+1	+7	-3	-4	-4

Comparing 1998 and 2001 by Location in 1998							
Question	Year	Area					
		1 Cu	2 W	3 G	4 WS	5 S-El	6 Oth
i I can get help from friends when I need to.	1998	74	76	72	78	65	72
	2001	84	79	75	76	65	65
	Diff	+10	+3	-3	-2	0	-7
j People in my neighbourhood are very willing to help each other out.	1998	65	58	57	57	48	73
	2001	65	61	64	70	71	64
	Diff	0	-3	+7	+13	+23	-9
k I am comfortable in challenging neighbours if I feel concern about their children's safety or welfare.	1998	51	53	36	48	46	47
	2001	48	50	45	58	57	39
	Diff	-3	-3	+9	+10	+11	-8
l I do not have enough privacy in the area where I live.	1998	31	36	36	35	31	46
	2001	32	32	30	24	22	46
	Diff	-1	-4	-6	-11	-9	0
m If a stranger, someone different to us, moved into my street they would be accepted in the street.	1998	73	66	68	67	59	68
	2001	73	69	73	80	76	62
	Diff	0	+3	+5	+13	+17	-6
o My local community feels like home.	1998	66	62	52	60	52	62
	2001	65	67	61	76	65	49
	Diff	-1	+5	+9	+16	+13	-13
r I trust my neighbours to look out for or after my children <input type="checkbox"/> Not applicable - I don't have young children.	1998	57	41	33	38	39	26
	2001	54	65	80	62	68	42
	Diff	-3	+24	+47	+24	+29	+16

Note: There are smaller numbers of people coming from some locations, eg. Gosford, and this needs to be considered in interpreting the percentages above.

44% of people who were in Warnervale in 1998 agreed that when they go shopping they are likely to meet friends and acquaintances and that this increased to 51% in 2001.

50% of people who were living in Sydney-elsewhere agreed that when they go shopping they are likely to meet friends and acquaintances and that this decreased to 24% in 2001.

Some of the big differences between 1998 and 2001 are:

1 Current

In 1998 54% agreed that it is safe to walk around the area at night. This dropped to 34% in 2001.

2 People coming from Wyong Shire

In 1998 41% agreed I trust my neighbours to look out for or after my children. This increased to 64% in 2001 (for those with young children).

3 People coming from Gosford City

In 1998 33% agreed I trust my neighbours to look out for or after my children. This increased to 80% in 2001 (for those with young children)

4 People coming from Western Sydney

In 1998 40% agreed they are likely to meet friends and acquaintances when they do shopping. This dropped to 24% in 2001.

In 1998 46% agreed children are safe walking around the neighbourhood during the day. This increased to 70% in 2001.

In 1998 38% agreed I trust my neighbours to look out for or after my children. This increased to 62% in 2001 (for those with young children).

5 People coming from Sydney - Elsewhere

This included similar patterns to people coming from Western Sydney, in addition trusting my neighbours to look out for my property increase from 59% in 1998 to 79% in 2001.

6 People coming from Other Locations

These people found moving to the area more difficult than groups 2 to 4 above. On most questions the proportion of positive responses reduced from 1998 to 2001. For example in 1998 62% agreed that my local community feels like home. This dropped to 49% in 2001. (It stayed the same or increased in all other locations.)

Summary Point: People in the Warnervale district in 2001 experience their coming to the Warnervale district differently depending on where they were in 1998.

Summary Point: A key to understanding the present community is understanding people's experiences of where they are coming from.

Social change

- *The economy has changed and peoples values have changed, everything has changed. We have become the throw away society.*
 - *The kids have been taught all their rights but they've been forgotten to be taught the responsibilities that go with them.*
 - *Society has changed. What I used to do as a kid you can't do any more. I played cricket out in the street in the middle. Grab a box and move it off the road when a car came which was once every half hour. You can't do that any more, there's too many cars in the street. The streets aren't wide enough.*
-

Connections: Central Coast, Sydney and beyond

The Warnervale district community has strong ties from Sydney to Newcastle and beyond.

In the survey people were asked where the majority of their family, in laws, friends, and work-mates were located? There responses were:

	Family (not in laws) %	In laws %	Friends %	Work- mates %
In your street/close neighbourhood	2	2	5	0.3
Warnervale District	2	2	3	1
Wyong Shire	16	11	17	13
Central Coast	16	9	26	25
Sydney	27	22	14	12
Newcastle	3	3	1	2
Elsewhere	17	24	9	3
More than one ticked	16	5	26	7
Not applicable		22		36

While the patterns of connections are complex because people's connections with family, in laws, friends, etc can be in different places or multiple places, for the people living in the Warnervale district there are strong connections with Wyong Shire, the Central Coast, Sydney and Elsewhere.

Detailed analysis shows that of the Warnervale district population:

- 6% have the majority of both their family and friends in the Wyong Shire.
- 9% have the majority of both their family and friends in the Central Coast.
- 8% have the majority of both their family and friends in Sydney.
- 12% have the majority of both their family and friends in the multiple places.

Connections

- *We moved up here just on 5 years ago from further down the Central Coast. We had a big block that was getting too much. We would've gone a bit further into the country but I had a father in a nursing home at the time. So we still wanted to know he was in driving distance.*
- *My Mum lives at Western Sydney and she's not comfortable driving up here so the only time we have contact with her is when we actually drive there. We've lost those we called friends, but their lives have changed and they've got families and committing to travelling up to the Central Coast to visit is at least an overnight stay and they've got things to do and we can't do it.*
- *I grew up in Sydney and lived there all my life. I loved it there. I miss it desperately. You get to know your shops and you go there and you wave to the people - the people you grew up with and you see them with their families and so I do miss it desperately. We've only been here for 12 months but I love it up here as well and I don't think I'll go back now.*

E Social Characteristics of People

People have many characteristics. The survey collected data about:

- Demographic characteristics.
- Perceived issues and priorities in the local community.
- Connections with family and friends.
- Connections with neighbours.
- Involvement in the community.
- Confidence in institutions.
- Practical life resources.
- Stress.
- Ability to cope with stress.
- Personal style (eg. introversion - extroversion).
- Attitude and values about oneself.

Seven characteristics are explored in some detail and play a significant part in the analysis of the data and the understanding of the community. They are:

A Connections with Family and Friends (Family and Friends)

Connections with family and friends is residents ratings of the extent to which:

They can get help from family and friends.
Their family and friends really help each other out.
Their family and friends acts in the participants best interests.

Connections with family and friends is:

- Higher when your in laws are in the Warnervale district.
- Lower when your in laws are in Sydney.

B Connections with Neighbours (Neighbours)

Connections with neighbours is residents' ratings of the extent to which:

It is safe to walk around the area at night.
I trust my neighbours to look out for property.
Children are safe walking around the neighbourhood during the day.
People in my neighbourhood are willing to help each other out.
I am comfortable in challenging neighbours if I feel concern about their children's safety or welfare.

No common background

- *There's no common background and common connection amongst anyone here. We have people from interstate, the country, Sydney - all trying to mix together and trying to bring their world into existence. I grew up in the army. I was in an army community for 20 years which is very very tight and very close knit and there was always integration between wives and kids and husbands because it is family. When I came here this was a culture shock to me, to come here and be isolated.*

Older and younger

- *My neighbours say to my children: don't ride your bike on the grass. But that's what we all did when we were young. It's a piece of grass, it will grow, the kids can't damage a bit grass. I think that sadly that the generations are just dividing too far away from each other, were starting to find that were splitting away, older people don't want the little ones under their feet.*
-

If a stranger, someone different to us moved into my street they would be accepted.

My local community feels like home.

Connections with neighbours is:

- Higher for longer term residents than newer residents.
- Very high for people who trust their neighbours to look out for their children.
- Very low for people who do not trust their neighbours to look out for their children.
- Low for Aboriginal people compared with non-Aboriginal people living in the District.
- Higher for marginalised people who received the welcome packs than for those who did not receive welcome packs (no difference for well connected people who received the welcome pack).

C Confidence in Institutions (Confidence)

Confidence in Institutions is residents' ratings of the confidence they have in the following organisations:

Legal.
Police.
Media.
Trade Unions.
Federal Government.
State Government.
Local Government.
Public Service.
Big Business.
Local Police.

Confidence in institutions is:

- Higher for people who are more well connected
- Lower for people who are more marginalised
- Higher for people who are community organisers
- Lower for people who do not participate
- Lower for Aboriginal people compared with non-Aboriginal people living in the District
- Lower when you don't have in laws than when you do.

Younger and older

- *I'm a nursing sister so I see a lot of elderly people where the younger generation don't want to look after them - so their left alone. There are no hostels or nursing homes so these poor people are having to look after themselves in the community and they just can't manage.*

Basics and dreams

- *Up here in this area, people are very basic, people tend to think in terms of bread and butter issues so often we see people's lives are about work, bringing up the kids, getting the kids to school, making sure their medical needs are met. I meet a lot people with unfulfilled dreams and parts of themselves that they haven't even been in touch with yet.*

Clubs

- *I notice a lot older people will go to the clubs and that's where they interact, that's where they get their sense of community from.*

I'm not community minded

- *I'm not very community minded. I don't mean that in a rude way. I'm very much a home body, I socialise at the end of the day, and on the weekend.*
-

D Life's Practical Resources (Practicalities)

Life's practical resources is residents' ratings of the extent to which they agree with the following statements:

- I have adequate income.
- I have the amount and type of employment I want at present.
- I am happy about my housing situation.
- I am happy with the level of education I have achieved at this point.
- I have OK access to transport to allow me to do the things I want to do.
- In general, I have excellent health.
- I enjoy my work - whether paid or unpaid.

Life's Practical Resources is:

- Very low for people who do not trust their neighbours to look out for their children.
- Very high for people with higher levels of education (eg. university degrees).
- Very low for people with minimal formal education (eg. not completing school certificate).
- Very similar for people with HSC, Diplomas or Certificates.
- Very high for people on very high household incomes (\$100,000+); very low for people on household incomes under (\$30,000).

E Involvement in Community Activities and Organisations (Involvement)

Involvement is residents' ratings of the following questions:

- How much are you currently involved in the community.
- How much involvement do you want to have in the community.
- How much involvement are you likely to have in the next three years.

Combined with the extent of their involvement in:

- Local community activities
- Public/political activities.

Involvement is:

- Very high for people who are community organisers.
- Very low for people who do not participate.
- Very low for couples under 55 years of age (compared with other household types).
- Very high for people with school age children (compared with other household types).

Never experienced community involvement

- *Some people have never experienced the community involvement. They've come from a background where they had no community involvement so they're possibly wary.*

Limited time for families

- *The younger families with both mum and dad working, they're commuting to Sydney, and they've got one child in primary school and another child in pre school, their time together as family is terribly terribly limited and haven't got time to even think about being actively involved in the community.*

Who's here

- *Well, I see it basically in three tiers. There's retirees, there's mortgage belt, and there's wealthy group.*
-

F Stress (Stress)

Stress is residents' ratings of the extent to which they agree with the following questions:

- If something can go wrong for me it will.
- Often I feel rushed, pressured and too busy.
- I feel I am really stressed out in recent weeks.
- I find my life is a struggle.

Combined with the residents ratings of the level of stress from each of the following causes the:

- Self.
- Partner/family.
- Friends.
- Neighbours.
- Finances.

Stress is:

- Less for people who don't work compared with people who work and/or commute
- Highest for people with children (compared with other household types)
- Lowest for couples 55+ (compared with other household types).

G Ability to Cope with Stress (Cope)

Ability to cope with stress is the residents' ratings of how much they feel they have the ability to change things to resolve the stress in the following areas:

- Self.
- Partner/family.
- Friends.
- Neighbours.
- Finances.

The ability to cope with stress is

- Higher for people who very strongly agree they feel at home in the community.
- Very high for people who agree completely that their friends are willing to help each other out.
- Very high for people who agree completely that their neighbours are willing to help each other out.
- Is slightly higher for people who received the welcome packs compared with those who are aware of the welcome packs but did not receive one.

Chronic welfare

- *So it is a divide opening up because we're now into the 2nd and 3rd generation chronic welfare recipients. For those people welfare is not some thing that's a temporary option until they get on their feet, it's a lifestyle choice. They're isolated within their own community because other people won't deal with them or they can't afford to be coming in to the society you've got. There's a rising level of crime within these areas, people with aggression and a lack of social skills.*

Generation gap

- *It's so much harder for an older person to come down to a younger person's level. Even your own age bracket. I mean, from the late 60's onwards you're in a different generation all together aren't you.*
-

Summary Point: These six social characteristics are one of the keys to understanding the community and peoples experiences in it.

'Associations' and 'Cause and Effect'

The relationships between the social characteristics noted above and the other variables, eg, "Confidence in institutions is higher for people who are more well connected and lower for people who are more marginalised" is an *association* not necessarily a *cause and effect relationship*.

Several cause and effect relationships could be at work, for example:

- Lack of connection with the community causing a lack of confidence in community institutions.
- Lack of confidence in institutions causing the lack of connection with the community.
- Some other event or characteristic causing both lack of connection with the community and lack of confidence in institutions.

F Households

A key question is how members of different households differ on the seven social characteristics described above.

Households were divided into six groups:

- With less than school children (and no school age children).
- With school age children (may also include less than school age children).
- Couples < 55.
- Couples 55+.
- Alone 50+.
- Other (eg. shared households, extended families).

Single parents are included within the first two groups. There were not sufficient single parents in the sample to make a separate group.

Couple under 55 years of age include two sub groups younger couples 20 to 35 years of age and older couples 40 to 55 years of age. There were not sufficient numbers in these groups to have separate household types, however there are two distinct groups in this category.

The following table shows the areas where there are significant differences between household types:

- On the seven social characteristics explored in Section G; and
- On eight questions where there are the biggest differences between households.

	Household					
Social Characteristics And Questions	< School (less than school age children) 19%	School Age Children 22%	Couples < 55 14%	Couples 55+ 24%	Alone 50+ 9%	Other 13%
Social Characteristics						
Family and Friends	-	-	-	-	-	Lower
Neighbours	-	-	-	-	-	
Confidence	Higher	-	-	Lower	-	-
Practicalities	-	-	-	-	-	-
Involvement	-	Higher	Lower	-	-	-
Stress	Higher	Higher	-	Lower	Lower	-
Cope	-	-	-	-	-	-

	Household					
Social Characteristics and Questions	< School (less than school age children) 19%	School Age Children 22%	Couples < 55 14%	Couples 55+ 24%	Alone 50+ 9%	Other 13%
Questions	%					
4a When I go shopping I am likely to meet friends and acquaintances	45	48	32	33	59	44
4h I can get help from family when I need to	66	66	78	77	81	82
4p Most of my closest friends have young children	71	54	28	14	18	31
8f In general I have excellent health	92	86	84	73	71	78
8g I often feel rushed, pressured and too busy	71	69	67	31	38	41
8j I am really stressed out in recent weeks	41	46	46	20	23	33
8m If I were to die tomorrow I would be satisfied with what my life has meant	56	57	62	81	83	58
8p I feel valued by society	35	43	32	54	50	36

In the questions in the table above the percentages are the percentage of people who agreed with the statement (ie. responded 5, 6 or 7 on a 7 point scale).

Some of the highlights are:

- Households with school age children are likely to be more involved in the community than other households.
- Households with children are likely to experience more stress, and people over 55 experience less stress than other households.
- Approximately 70% of households with children often feel rushed, pressured and too busy compared with approximately 34% people over 50 years of age.
- More than 40% of households with children have been really stressed out in recent weeks compared with approximately 20% of people over 50 years of age.
- Older people living alone are most likely to meet friends and acquaintances when going shopping (59%).

G Social Profiles of People

Often communities are described in terms of demographics (age, gender, education, household types and so on).

In talking about the fabric of the community it is useful to talk about the social profiles of people living in the community.

In thinking about community development it is as important to understand the social profiles of the people living in the community as it is to understand the demographics of the community because the goals of community development are likely to be directed at the social structure of the community, for example, reducing social isolation.

The seven social characteristics described in Section E above can be used to develop social profiles for people in the community. Six profiles are:

A Well Off and Involved

Well connected and resourced, confident in institutions, involved, low stress and able to cope with stress.

B Well Off but Not Involved

Well connected and resourced but not involved or confident in institutions.

C Connected but Stressed and Not Much Involved

Connected with family, friends and neighbours and confident in institutions, less resources, high stress and less ability to cope with stress.

D Needs to be Involved

Very involved but not well connected with family and friends, not well resourced and high stress.

E Some Connections and Marginalised

Connected with family and friends not neighbours, low confidence in institutions, low resources, not involved, average stress.

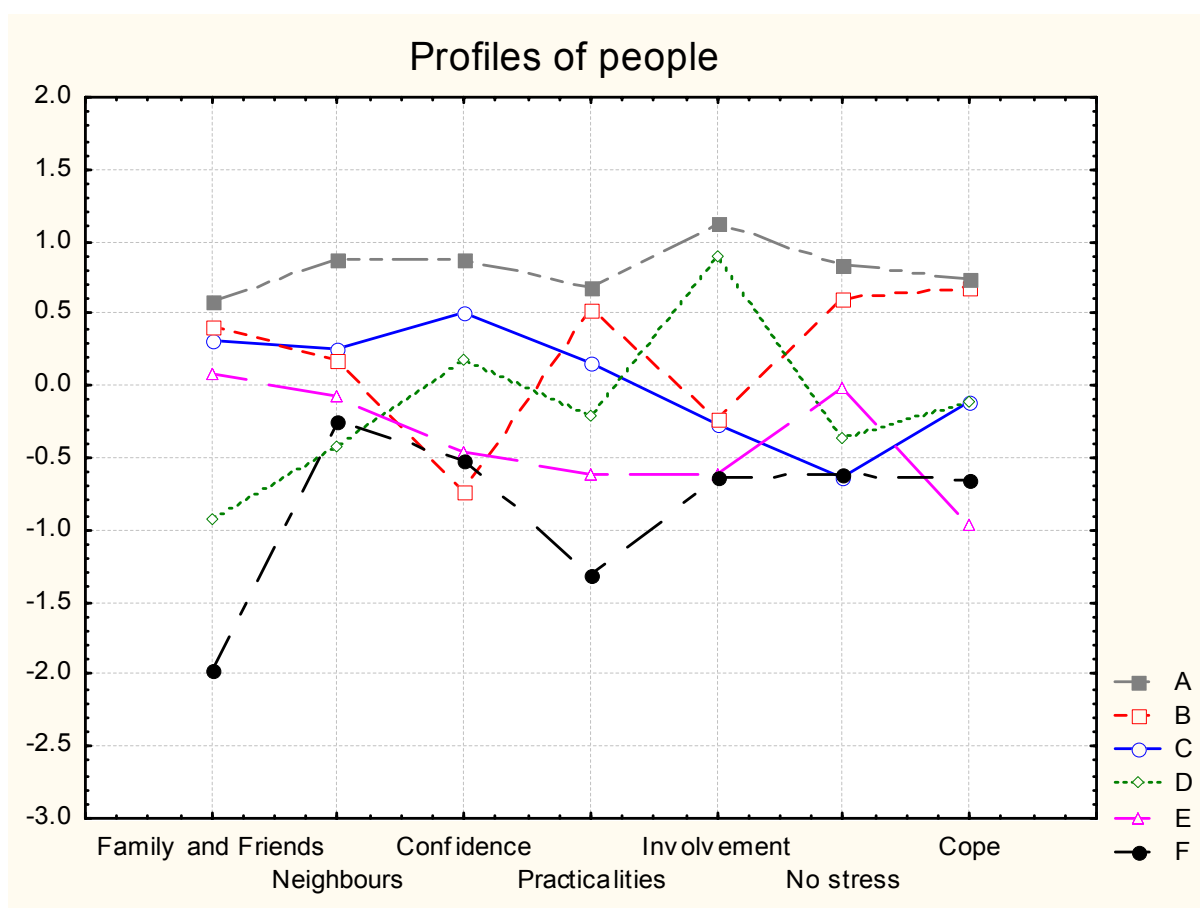
F Isolated and Marginalised

Not connected family, friends, neighbours, low resources, high stress and low ability to cope with stress

The following table summarises the six profiles:

Profile	%	Characteristic						
		Family and Friends	Neighbours	Confidence	Practicalities	Involvement	Stress	Cope
A	16	High	High	High	High	High	Low	High
B	19	High	Medium	Low	High	Low	Low	High
C	24	Medium	Medium	High	Medium	Medium	High	Medium
D	15	Low	Medium	Medium	Medium	High	Medium	Medium
E	18	Medium	Medium	Low	Low	Low	Medium	Low
F	7	Very Low	Low	Low	Very Low	Low	High	Low

A more detailed profile can be seen in the following chart:



Each line on the chart represents one social profile. The key to the lines is on the bottom right hand corner (A = Well off and involved, B = Well off but not involved, C = Connected but stressed and not much involved, etc.). To simplify the presentation in the chart 'Stress' has been graphed as 'No stress' so that lines higher on the chart are more "positive" for all 7 characteristics (Family and friends, Neighbours, Confidence, etc.) - lines lower on the chart are less 'positive'.

People with different profiles are significantly different from each other on the majority of the questions in the questionnaire for example:

- "I am comfortable in challenging neighbours if I feel concern about their children's safety of welfare".

39% of *D. Needs to be involved* agreed with the statement (ie. rate it 4, 5 or 6 out of 7).

76% of *A. Well Off* agreed.

- "I have the ability to change the things I care about"

22% of *F. Marginalised* agreed with the statement (ie. rate it 4, 5 or 6 out of 7).

67% *A. Well Off* agreed.

- "The extent to which your friends are really willing to help each other out".

39% of *F. Marginalised* rated the extent of willingness as 7, 8 or 9 or 10 out of 10.

66% of *D. Needs to be Involved* rated it between 7 and 10 inclusive.

95% of *A. Well Off* rated it between 7 and 10 inclusive.

- "Confidence in the police force".

18% of *F. Marginalised* rated confidence in the police force as 7, 8 or 9 or 10 out of 10.

37% of *D. Needs to be Involved* rated it between 7 and 10 inclusive.

80% of *A. Well Off* rated it between 7 and 10 inclusive.

Summary Point: A useful way of describing the people in the community is in terms of 6 social profiles:

- A Well off and involved.
- B Well off but not involved.
- C Connected but stressed and not much involved.
- D Needs to be involved.
- E Some connections and marginalised.
- F Isolated and marginalised.

Summary Point: People in the community with these profiles have very different experiences of living in the community.

Looking for a purpose

- *A lot of widows seem to get involved in community work. Because they've lost their partner and they're looking for a purpose. And it gives them new friendships and gets them involved and there's a lot of women who have never worked or haven't worked much in their lives. Their husbands pass away the children move away, they don't feel as if they have a purpose. They're getting involved. My mother's one of those people. She's so involved in community work now she's never home and she's having a ball. She's invited everywhere.*
-

H The Community and Community Issues

Local Issues

When asked "What appeals to you about living in the Warnervale District?" the most common responses were:

- Tranquil, quiet and less stressful
- Country/ village feel
- Rural surrounds
- Proximity to the beach/ocean/coast
- Proximity to the freeway.

The issues that were seen as the most important issues to be addressed in the Wyong Shire were (and the percentage who ranked the item):

- Open space, eg, parks and ovals (60%).
- Roads (48%).
- Health services (47%).
- Employment (37%).
- Crime (34%).
- Public Transport (30%).
- Natural environment/ habitats (27%).

The same issues applied to the Warnervale District.

Summary Point: The top local issues are: roads, health services, employment, crime, public transport, open space and natural environment/ habitats.

Workers

There are a few significant differences between people who are working and those who are not (- = not significant). For example:

	Employment status				
Social Characteristics and Questions	Working FT 40%	Working PT 16%	Home Duties 11%	Pension/ Benefit 21%	Self-Funded Retiree 7%
% of People					
Social Characteristics					
Family and Friends.	-	-	-	-	-
Neighbours.	-	-	-	-	-
Confidence.	-	-	-	-	-
Practicalities.	-	-	Higher	Lower	Higher

Social Characteristics and Questions	Employment status				
	Working FT 40%	Working PT 16%	Home Duties 11%	Pension/ Benefit 21%	Self-Funded Retiree 7%
Involvement.	-	Higher	-	-	-
Stress.	Higher	-	-	Lower	Lower
Cope.	-	Higher	-	Lower	-
Questions.	%				
4p Most of my closest friends have young children.	46	49	52	10	10
8a I have adequate income.	65	44	61	41	64
8f In general I have excellent health.	91	85	82	59	83
8g I often feel rushed, pressured and too busy.	69	69	46	29	21
8j I feel I am really stressed out in recent weeks.	43	46	36	24	13

In the table above the percentages are the percentage that agreed with the statement responding 5, 6 or 7 on a 7 point scale.

Some of the highlights from the tables above are:

- Part time workers are more likely to be involved in the community and more able to cope with stress compared with other groups.
- Full time workers have higher levels of stress and are more likely to be busy and stressed compared with home duties, pensions/benefits or self-funded retirees.
- People on pensions/benefits are likely to be less rushed and busy but also more likely to have poorer health and less adequate income.

Summary Point: There are a few differences between people with different employment status. The principal differences are the levels of busyness and stress and their ability to cope with stress. There are also differences in income and health.

Commuting

Anecdotally commuting is a major issue in the community.

When the data is analysed in detail there are some surprising results:

There are only minimal differences between *people who work* and *people who work and commute to Sydney or Newcastle*. Those differences are:

- Commuters are less likely to meet friends and acquaintances when they go shopping.
- Commuters are less likely to get help from family when they need to.
- Commuters are less likely to get help from friends when they need to.
- Commuters are more likely to be happy about their housing situation.
- Commuters are more likely to think their children are safe walking around the neighbourhood during the day.

However these differences need to be seen in the light of where people were living in 1998 and their social profile.

Location in 1998

The following table shows the percentage of commuters and non-commuters for each of six locations where people were living in 1998.

Commuters by location in 1998						
People who work	Location in 1998					
	1. Current	2. Wyong	3. Gosford	4. Western Sydney	5. Sydney Else- where	6. Other
% workers in survey	34	27	5	11	13	11
Commuters (%)	41	18	23	56	72	31
Non-commuters (%)	59	52	77	44	28	69

From the table one can see 34% of workers in the survey were living at their current address in 1998. Of these 41% were commuters and 59% were not commuters.

13% of workers in the survey were living in Sydney-elsewhere in 1998. Of these 72% were commuters.

People who were living in Sydney in 1998 are much more likely to commute than those living in Wyong, Gosford or Elsewhere.

When we look at the differences between commuters and non-commuters in relation to where they were living in 1998 we find on average:

- Commuters are less likely to meet friends and acquaintances when they go shopping is only true for those who were living at their current address or in South West Sydney in 1998.

Commuting

- *Coming from the country, if we wanted to do anything we'd drive 120 miles to have a game of footy, so to me, travel to Sydney is nothing. What's the big deal about? I'm not saying that sometimes I don't enjoy it, but I can accept it.*
 - *Driving is not as bad as I thought it was. I detested it when I was catching the train.*
 - *I had a lot of interests outside work and family and with commuting these things start to slip, but I didn't notice. They slipped to the point where I was doing nothing but commuting and working and sleeping. On Saturday and Sunday, my wife would get angry at me because she's working up there and I just wanted to sleep. I wouldn't see my children because I was leaving at 10 to 5 in the morning and getting home at about 8 o'clock at night.*
-

- Commuters are more likely to think their children are safe walking around the neighbourhood during the day only applies to people who were living at the current address, in Sydney-elsewhere or Other in 1998. Commuters who were living in Gosford in 1998 think it is less safe for their children.
- Commuters who were living in Sydney-elsewhere or Other in 1998 are less likely to get help from family when they need to.
- Commuters are less likely to get help from friends when they need to only applies to people who were living in at the current address, Sydney-elsewhere or Other in 1998.

Summary Point: The differences between commuters and non-commuters vary significantly with the location of where the person was living in 1998.

Commuters and People's Social Profile

When commuting is looked at within the context of people's social profiles it is clear that the effects of commuting are different for different kinds of people. For example:

- People who are *A. Well off* show almost no differences between commuters and non commuters.
- People who are *B. Well off but not involved* are more likely to experience stress with friends and neighbours when they are commuting (compared with those working but not commuting).
- People who are *C. Connected but stressed and not much involved* are likely to cope more when they are commuting, and also less likely to get help from friends (compared with those working but not commuting).
- People who are *D. Needs to be involved* are more likely to be pessimistic about the future of Warnervale and are less likely to run into friends and acquaintances when shopping (compared with those working but not commuting).
- People who are *E. Some connections are marginalised* are likely to have better connections with their neighbours when they are commuting and less likely to feel really stressed out in recent weeks (compared with those working but not commuting).
- People who are *F. Isolated and marginalised* are not likely to be working or commuting.

Summary Point: The effects of commuting vary substantially with people's social profiles. For some people commuting is positive. For some it is negative. For some it makes no difference.

Further investigation is recommended.

Looking Out for Children

There were three questions in the survey that deal explicitly with children's safety and the ability of the community to look out for each others' children. The three questions and the responses were:

Commuting

- *I've had a discussion with a neighbour the other day and the question he raised was if it wasn't your mortgage, would you be prepared to drop your income to work up here.*
 - *I wasn't getting to see my kids, and I had no life. It was definitely telling both on my relationship with the kids and my wife and the kids' relationship with me. I stopped working. Since I've been home, it's the best thing I did.*
 - *It was forced on me to stop commuting because I lost my job. And my relationship with all my family has improved out of sight.*
 - *I think that the toughest thing for me is that my son asked me everyday if I was going to work in the morning. On Friday I would go "No, tomorrow is Saturday", and he'd smile, straightaway, you can see his face just light up. If I could wipe my mortgage tomorrow, I wouldn't work in Sydney. I'd just love to hover around here.*
-

Rate the extent that you agree or disagree with:

Children are safe walking around the neighbourhood during the day:

% 1998	% 2001	
58	59	Agree
26	19	In-between
16	22	Disagree

I trust my neighbours to look out for or after my children:

% 1998	% 2001	
47	54	Agree
16	12	In-between
36	34	Disagree

I am comfortable in challenging neighbours if I feel concern about their children's safety or welfare.

% 1998	% 2001	
55	55	Agree
16	17	In-between
29	28	Disagree

When the data is analysed in detail in relation to the other questions in the questionnaire it is apparent that:

- The responses to "I am comfortable in challenging neighbours if I feel concern about their children's safety or welfare" vary depending on people's social profile, for example, the Well Off are most likely to challenge and the marginalised are least likely to challenge. The responses correlate with only a few of the social capital questions.
- The responses to "I trust my neighbours to look out for or after my children welfare vary depending on people's social profile", for example, the Well Off are more likely to trust their neighbours and the Marginalised are least likely to trust their neighbours. The responses are also correlated with many of the social capital questions.

Summary Point: Looking out for the safety of children is strongly associated with the level of neighbourhood networks and the social profile of people.

Commuters

- *I think that the commuters don't appreciate how difficult it is when you're here on your own. It's very isolating because of the transport, because a lot of them who haven't lived up here, and some of them don't have family up here, so they don't have a connection, it's just hard with the kids. And making a social network, it's quite difficult.*
 - *I think it's just realising that great Australian dream, but they can't afford to do that in Sydney, so they come up here to do that. But they don't realise the expense, what's involved. And by the time they have realised, it's too late, it puts strain on relationships and a lot of them don't have family up here or any support so it's really sacrificing a lot to own a home.*
-

Safety

There were two questions that deal explicitly with safety. They were:

It is safe to walk around the area at night:

<i>% 1998</i>	<i>% 2001</i>	
47	42	Agree
24	22	In-between
29	36	Disagree

Children are safe walking around the neighbourhood during the day:

<i>% 1998</i>	<i>% 2001</i>	
58	59	Agree
26	19	In-between
16	22	Disagree

The responses to children are safe walking around the neighbourhood during the day vary depending on where the person was living in 1998. The responses are also correlated with many of the social capital questions (eg. I generally trust my neighbours to look out for my property, My local community feels like home).

Stress

In the survey people were asked in relation to a variety of causes of stress (eg. family friends, finances):

- How much stress they were experiencing?
- How much they felt they had the ability to change things to resolve the stress?

The following table shows the responses.

Places for kids to play

- *There's not enough playing fields like ovals for kids to play on. Even now in our estate kids have to play on the road because there's no parks or no area we've got where they can kick or throw a ball.*
- *There's more and more young families moving in there. When we first came in there was a lot of retired people. But now there's younger families moving in. Along come the kids and they need a place to play.*

Before and after school care

- *There's a real lack of before and after school care. That stops a lot of single mums from working. What do we do?*
 - *It's a catch 22. I want to study and make a better life, get a job, but there's no support. And if there is after school care, you have to pay and it adds up.*
-

Cause of Stress	Stress Level		Ability to Change Things to Resolve Stress	
	Low	High	Not at All	Very Able
g Past events (eg. loss of loved one, traumatic event) Not Applicable: 28%	<p>Q10G1_XX</p>		<p>Q10G2_XX</p>	
H The state of the world	<p>Q10H1_A</p>		<p>Q10H2_A</p>	

The issues that were seen to cause higher levels of stress were (% who rated 5, 6 or 7 on 7 point scale):

- Financial welfare (37%).
- Past events (such as loss of a loved one) (34%).
- Family (31%).
- The state of the world (18%).

The issue that most people had least ability to change things to resolve the stress was the state of the world.

Issues that some people felt they were not able to change things to resolve the stress were (% who rated 1, 2 or 3 on a 7 point scale):

- Neighbours (36%).
- Friends (26%).
- Finances (24%).
- Past events (22%).

From analyses presented elsewhere in this report we also know stress is:

- Less for people who don't work compared with people who work and/or commute.
- Highest for people with children (compared with other household types).
- Lowest for couples 55+ (compared with other household types).

Relationship stress

- *They need to travel further for employment, that puts pressure on their relationship because they haven't got the intimacy that they need to maintain the relationship. The distance that they travel is like a metaphor for the distance that's created in their relationship. That's a pressure, that's a threat to them.*

Winding down

- *I find the train good because I find that once you get out of Sydney if you had a stressful day by the time you've had a sleep and woken up and you put all that distance behind you - there's something about going over the Hawkesbury.*
-

The ability to cope with stress is:

- Higher for people who very strongly agree they feel at home in the community.
- Very high for people who agree completely that their friends are willing to help each other out.
- Very high for people who agree completely that their neighbours are willing to help each other out.

The last two points could be seen in the context that stressed people are likely to ask their friends and neighbours for help and so see their friends and neighbours as willing to help them. People who are not stressed may not have asked for help.

Life's Practical Resources

People were asked questions about their:

- Income.
- Housing.
- Education.
- Transport.
- Health.

The following table shows the responses for people with each of the six social profiles:

- A Well off and involved.
- B Well off but not involved.
- C Connected but stressed and not much involved.
- D Needs to be involved.
- E Some connections and marginalised.
- F Isolated and marginalised.

The percentages are the percentage who agreed with the statement responding with a 5, 6 or 7 out of 7.

Question	Social profile					
	A %	B %	C %	D %	E %	F %
I have adequate income	76	78	56	54	39	33
I am happy about my housing situation	98	89	93	89	80	67
I am happy with the level of education I have achieved at this point	98	85	85	68	71	61
I have OK access to transport to allow me to do the things I want to do	93	79	84	68	60	50
In general I have excellent health	93	89	80	84	72	33

Small country town

- *Everybody says what lovely places country towns are, how friendly and how open they are, that's the biggest load of garbage that anybody can say. They are so narrow minded... if you where not born and bred there they don't want to know you. That's right. I think we're more open here on the Coast to accepting people than a small country town is.*

Internet

- *My husband - I've lost him to the internet, not chat, he is on E-bay. He's becoming a buyer and seller. My kids go on the internet and they get into the chat rooms and they talk to their friends through ICQ. That's great.*

Cultural clashes

- *You know there's always a lot of tension whoever you're with. There's cultural clashes. They just didn't mix. Almost every weekend there'd be an incident at the supermarket. If it's not someone swearing at you, it's someone swearing at the kids or spitting on your car.*

People with social profiles A and B seem significantly better resourced than people with profiles E and F.

The following table shows the responses for people from the six households:

- A Less than school age children (and no school age children).
- B School age children.
- C Couples < 55.
- D Couples 55+.
- E Alone 50+.
- F Other.

Question	Household					
	A %	B %	C %	D %	F %	F %
I have adequate income	51	52	65	56	48	51
I am happy about my housing situation	90	87	82	92	88	80
I am happy with the level of education I have achieved at this point	74	75	79	88	81	78
I have OK access to transport to allow me to do the things I want to do	77	78	78	75	80	78
In general I have excellent health	92	86	84	73	71	78

While there are some differences between people from different household types the differences are small compared with the differences between people with different social profiles.

Men and Women

There are no significant differences between men and women in their responses to most questions in the survey. There are a small number of questions where there are significant differences.

The following table shows the questions with the most significant differences and the percentage of women and men who agreed with the statements (ie. responded 5, 6 or 7 on a 7 point scale).

Question	Female %	Male %
When I go shopping I am likely to meet friends and acquaintances.	48	36
It is safe to walk around the area at night.	33	49
I can get help from friends when I need to.	81	75

Doctors

- *The doctor situation up here is disgusting, horrible, I can't get my kids to see a doctor when they've been sick.*

Shopping

- *I hate going to the shops up here because everyone is angry everyone is aggressive. Older people are so angry at us younger ones for being here now.*

Teenagers

- *I suppose the main thing I find is the lack of sporting facilities. Having a teenager who's almost 15 and a 9 year old there's a very little for them to do. They're always mountain biking and their skateboards and their roller blades but nothing else.*

I often feel rushed, pressured and too busy.	59	50
It is hard to balance responsibilities at work and at home.	47	34
I don't see the point of getting involved with things, you can't change them.	21	29
Stress from past events - eg. loss of loved one (where 5, 6, 7 = high stress).	67	46
How do you prefer to make decisions - by thinking them through (the alternative was feeling them through).	63	85

It would seem women compared with men are more likely to know people in their local community; find it more difficult to balance home and work; be too busy; and feel less safe at night.

Confidence in Organisations

In the survey people were asked to rate how much confidence they had in organisations.

On average the organisations in which people had the highest confidence were (average rating out of 10 and % who rated 8, 9 or 10 out of 10):

Highest

Police (6.1, 31%).
Local newspaper (5.8, 23%).
Local police (5.4, 29%).

Middle

Churches (4.9, 24%).

Lowest

Local government (4.5, 6%).
Federal government (4.3, 9%).
State government (4.2, 5%).
Legal (4.2, 9%).
Public service (4.2, 7%).
Big business (4.1, 9%).
Trade Unions (3.9, 9%).
Media (3.6, 5%).

There are not significant differences between peoples' ratings of these institutions and where they were living in 1998 (except for the local newspaper).

There are significant differences according to people's social profile, so for example:

- 32% of the "Well off" rated the legal system 7, 8 9 or 10 out of 10 compared with 18% for the Marginalised.
- 81% of the Well Off rated the police 7, 8, 9 or 10 out of 10 compared with 18% for the Marginalised.

Summary Point: The level of confidence in organisations varies significantly with the people's social profile.

Pride and Belonging

In the survey people were asked: How much do the following people, groups or situations give you a sense of community and feeling of belonging? The items which most people ranked were in order or priority (average score and % rating 5, 6 or 7 out of 7):

Your household, the family you live with (7.0, 93%).
Living in Australia (7.0, 87%).
Living in NSW (7.0, 77%).
Your extended family (6.0, 84%).
Your old and new friends (6.0, 84%).
Living on the Central Coast (6.0, 77%).
The people in your neighbourhood (5.0, 57%).

There were no differences between people based on their place of residence in 1998 except for the item "people in your neighbourhood". For example people who had been living in Sydney rated this item higher than people who had been living in Warnervale in 1998.

Newer and Long Term Residents

If the residents are divided into three groups, those who have been residents for:

Less than 5 years.
5 to 10 years.
More than 10 years.

There are significant differences between the three groups, for example:

People who have been living in the District for more than 10 years are:

More likely to run into friends and acquaintances when they go shopping.

Forming a business

- *Maybe what's needed is a community group that starts teaming some people together to form a business, rather than a one man band, how about 3 or 4 blokes together with the expertise in business to open.*

Industry

- *It's very hard to attract industry. We're looking for heavy industry of some type. You need something like a Ford factory, and then you need all the little engineering and upholstery and packaging to feed off that to create the work. Unfortunately being in the middle of Sydney and Newcastle they say 'well hang on, why don't we go to Sydney or why don't we go to Newcastle?', they don't come here.*

Social pressures - financial pressures

- *The pressure to believe they have to have a certain home and style of life creates a situation where they are under financial pressure. It's my impression that most of them are paying off their mortgages.*

Less likely to think it is safe to walk around the area at night.
More likely to get help from friends when they need to.
Less likely to feel they have the ability to change the things they care about.
More likely to feel valued by society.
More pessimistic about the future of the Warnervale district.
Less likely to be marginalised.

People who have been living in the District for less than five years, compared with people who have lived in the district 5 to 10 years are:

More likely to think it is safe to walk around the area at night.
More likely to think children are safe walking around the neighbourhood during the day.
More likely to agree that if a stranger, someone different to us, moved into my street they would be accepted in the street.
More likely to agree I have the ability to change things that I care about.

Summary Point: Longer term residents (more than 10 years) have significantly different views and experiences than other residents.

Personal Styles and Community

People were asked two questions about their personal styles:

To what extent are you extroverted/introverted?
To what extent do you prefer to make decisions by feeling them through? By thinking them through?

While there were minimal differences between people who saw themselves as introverted and those who saw themselves as extroverted a few significant points of difference were:

- Extraverts were more likely to say they get involved with local issues and want to get involved more (eg. 38% of extraverts said they were not at all involved in the community compared with 59% of introverts).
- People who are marginalised are slightly more likely to be introverted for example, overall 45% are introverts but this increases to 55% for marginalised people.

There were minimal differences between people who saw themselves as making decisions by thinking things or by feeling them through.

Comparisons between Suburbs

There were six suburbs included in the survey. The people who completed the survey were living in:

Halloran	0.5%
Hamlyn Terrace	50%
Wadalba	6%
Wallarrah	7%
Warnervale	15%
Woongarra	21%

This reflects the number of homes in these areas at the time of the survey.

Hamlyn Terrace, Warnervale and Woongarra have sufficient numbers of residents to make comparisons between the three suburbs. Halloran and Wallarah are rural areas.

Generally there are minimal differences between the residents responses to most of the questions in the survey. The areas where there are significant differences are:

➤ Household type

% School age % Couples 55+

Hamlyn Terrace	19	27
Warnervale	34	11
Woongarra	19	30

- More long term residents are living in Warnervale (56% of Warnervale had been in residence more than 5 years compared with 7% in Hamlyn Terrace and 17% in Woongarra).
- People in Warnervale are less optimistic about the future of the Warnervale district (57% off Warnervale residents are optimistic or hopeful about the future of the Warnervale District compared with 81% of Hamlyn Terrace and 73% of Woongarra).
- Residents of Hamlyn Terrace (62%) and Woongarra (53%) are more likely to be at the high end (6,7,8 on an 8 point scale) of thinking decisions through (rather than feeling them through) compared with Warnervale (39%).

I Community Participation

Participants and Organisers

The surveys included questions about residents participation in:

- Local community events (such as the Spring Fair).
- Political and public events (such as petitions and public meetings)
- Organisations (such as child care, sporting clubs, arts groups, etc).

The surveys also asked about whether the participant was a participant and/or an organiser.

Local Community Events

Local community events include involvement with the Warnervale Family and Community Centre, the Community Association, Community B-B-Q, the Spring Fair, markets at the Family and Community Centre. The level of participation in each activity during 2000 and 2001 was:

%	Activity
10	Warnervale Family and Community Centre
6	Community Association (running for over 20 years prior to all the development; recently dissolved)
3	Precinct Committee (established by Council)
8	Community B-B-Q
4	Craft in the Park (a children's school holiday activity)
10	The Spring Fair (1 day event)
5	Consultation for the new Community Centre (community consultation)
3	Consultation for Porter's Creek Wetland (community consultation)
4	Community Forum for District Centre (community consultation)
11	Markets at the Family and Community Centre
7	Other

Overall the level of participation and organisation was:

Participants

71% did not participate in any activity.
18% participated in 1 - 2 activities.
11% participated in 3 to 10 activities.

Doers and watchers

- *I think some people are just doers and others are watchers. The watchers watch people do the things and reap the rewards from it. Not that there's anything wrong with people reaping the rewards from somebody else's work, if it's for the community it's for everyone, you're doing it for the community, you're not doing it for yourself.*

Doers and diddlers

- *You've got the doers and the diddlers.. The doers can see how things impact on the lives of those around them. If they see something to be done, they generally ask others could they help. If you've got one doer per 30 or 40 heads of population, you're doing alright. You get some action.*

Organisers

93 % did not organise any activity.

6% organised 1 - 2 activities.

1% organised in 3 to 11 activities.

Political/Public

Political/public participation includes for example, signed a petition, contacted a government official regarding a problem, attended a public meeting, work with others to solve a local problem, contacted the media regarding a problem.

%	Activity
----------	-----------------

8	Participated in an election (beyond compulsory voting).
3	Taken part in a demonstration or march.
45	Signed a petition.
7	Contacted the media regarding a problem.
23	Contacted a government official regarding a problem.
24	Attended a public meeting.
15	Joined with people to resolve a local or neighbourhood problem.
15	Taken steps to improve the environment (beyond household recycling).

Overall the level of participation was:

39% did not participate in any activity

29% participated in 1 activity

16% participated in 2 activities

16% participated in 3-5 activities.

Organisations

In addition to local Warnervale community activities people participate in other groups and organisations. Often these groups and organisations operate outside Warnervale or even the Central Coast.

The percentage of the community participating in various kinds of groups and organisations are:

%	Activity
----------	-----------------

17	a	Groups related to children or parenting (eg play groups, kids sport, school council, parents group) (75% of the groups participated in are in the Wyong Shire; 25% out side it).
27	b	Sporting, recreation or hobby groups (eg football clubs, sports teams, book clubs, choirs, bands) (64% of the groups are in the Wyong Shire).
7	c	Trade unions, professional or technical associations (9% of the groups are in the Wyong Shire).
2	d	Political parties (43% of the groups are in the Wyong Shire).
7	e	Environmental, human rights, community or welfare groups (eg. Greenpeace, Red Cross, charities, voluntary fire fighting, surf lifesaving) (54% of the groups are in the Wyong Shire).

- | | | |
|----|---|---|
| 10 | f | Arts, culture or educational groups (eg. art, music, theatre, festival or film groups, museums, galleries, libraries) (64% of the groups are in the Wyong Shire). |
| 3 | g | Self help or support groups (eg. Grow, AA, specific illness groups) (50% of the groups are in the Wyong Shire). |
| 18 | h | Religious groups (Including churches) (76% of the groups are in the Wyong Shire). |
| 14 | i | Services and other social clubs (53% of the groups are in the Wyong Shire). |
| 4 | j | Internet chat groups. |
| 5 | k | Other (50% in Wyong Shire). |

The overall level of participation and organisation in these groups and organisations was:

Participants

45% of respondents did not participate in any group or organisation.
 39% participated in 1-2 groups or organisations.
 16% participated in 3 or more groups or organisations.

Organisers

87% of the respondents did not organise any group or organisation
 13% organised 1 or more groups or organisations.

Overall Participation and Organising

From the responses to these questions it is possible to group people into four groups:

%	<i>Group</i>	
69	A	People who have not participated in any local events (and half have not participated in any community organisations).
15	B	People who have participated in 1-2 local events (three quarters of whom have also participated in community organisations).
8	C	People who have participated in 3 to 10 local events (nearly all of whom have also participated in community organisations).
8	D	Organisers of local events (most of whom also participated in community organisations).

Volunteers

➤ *My mothers view is volunteers are noisy parkers. She wouldn't volunteer for anything because that's her perspective on it. There are a group of people in the aged community now that would never volunteer because they've never participated in anything during their life. It's hard to get them out so I think if we encourage participation in volunteering in schools and then when those people get older themselves they might want to go out and join groups, participate out in the community.*

Participation and Household Type

The following table shows the relationship between type of household and level of participation:

	Household					
Participation	< School 18%	School + 22%	Couples < 55 13%	Couples 55+ 25%	Alone 50+ 8%	Other 13%
A No to minimal participation (68%)	64	58	87	60	75	78
B Some participation (16%)	12	22	10	21	10	8
C Lots of participation (8%)	17	8	1	9	6	5
D Organisers (8%)	7	12	0	9	8	9

Some highlights are:

- People with under school age and school age children are more involved.
- Couples Under 55 are less involved and are not likely to be organisers.
- Except for Couples < 55 there are organisers in all households.

Summary Point: Couples < 55 are least likely to participate; People with children are most likely to participate.

Volunteers

- *I think there are a lot more opportunities out there to do community and volunteer work. There are a lot more services now so there are more chances for people to choose the kind of volunteer work that suits them - different things appeal to different people. So the need is out there and the services are there. There is more opportunity for people now to get involved.*
-

Participation and People's Social Profile

Another way of looking at participation is by seeing it in relationship to the six social profiles.

In Section G six social profiles were identified:

- A Well Off and involved.
- B Well Off but not involved.
- C Connected but stressed and not much involved.
- D Needs to be involved.
- E Some connections and marginalised.
- F Isolated and marginalised.

The table below shows the relationship between the level of participation and the people's social profile.

	Social Profile					
Participation	A 16%	B 19%	C 24%	D 15%	E 18%	F 7%
A No to minimal participation (63%)	24	74	79	37	80	83
B Some participation (17%)	20	19	15	18	15	17
C Lots of participation (12%)	32	6	3	29	0	0
D Organisers	24	0	3	16	4	0

Some of the highlight from the table above are:

- Approximately one fifth of all the different types of people have some participation.
- People with social profile A are most likely to participate.
- People with social profiles C, E and F are lest likely to participate.
- Most organisers come from people with social profiles A and D. These groups are also the ones most likely to have lots of participation.

Summary Point: People with social profiles C, E and F are least likely to participate.

Summary Point: Most organisers are people with social profiles A and D. These groups are also the ones most likely to have lots of participation.

Who Participates in What Activities?

For the activities, groups and organisations that have higher participation levels it is possible to explore who participates.

The following table shows for 13 activities, groups or organisations:

The percentage of the people in the community participating in the activity.

For the people participating in the activity the percentage from each household type:

- A < school age children.
- B School age children.
- C Couples < 55.
- D Couples 55+.
- E Alone 50+.
- F Other.

Participation in Activities, Groups and Organisations	Community Participating %	Household %					
		A	B	C	D	E	F
Total Community %	100	19	22	14	24	9	13
W. F. and CC	10	34	28	0	21	8	8
Community BBQ	8	35	18	10	18	10	8
Spring Fair	10	28	36	5	20	7	5
Markets	11	27	18	6	29	9	11
Welcome Packs	20	18	21	9	36	4	11
Public Meeting	24	18	27	8	28	10	8
Petitions	45	25	25	13	20	5	11
Child/Parent	17	50	35	4	7	0	4
Sport & Rec	27	25	34	12	19	5	5
Trade/Profess	7	22	39	19	26	0	0
Arts/Culture	10	22	28	9	31	3	6
Religious	18	21	25	8	28	11	8
Services and social clubs	14	22	10	17	39	7	5

For example 10% of the respondents participated in Warnervale Family and Community Centre events and of these 34% were from households with under school age children.

24% of respondents attended public meetings and of these 18% were from households with under school age children.

The following table shows for 8 activities/events profiles of who participates in terms of their social profile:

- A Well off and involved.
- B Well off but not involved.
- C Connected but stressed and not much involved.
- D Needs to be involved.
- E Some connections and marginalised.
- F Isolated and marginalised.

Participation in Activities, Groups and Organisations	Social Profile %					
	A	B	C	D	E	F
<i>Total Community %</i>	16	19	24	15	18	7
W. F. and CC	36	4	14	43	4	0
Community BBQ	32	16	8	36	8	0
Spring Fair	48	14	7	24	3	3
Markets	29	16	3	39	10	3
Welcome Packs	12	34	16	16	16	6
Public Meeting	34	15	14	26	8	3
Petitions	18	16	24	22	15	5

For example, 16% of the community as a whole have the social profile 'A. Well off and involved'. 34% of people attending public meetings have the social profile 'A. Well off and involved'.

Some of the observations from the two tables above are:

- Households with under school age children (A) are more likely to participate in events such as the Warnervale Family and Community Centre, the Community BBQ, Spring Fair and Markets (about one third of participants compared with 19% of the community)
- Households with School age children (B) are more likely to participate in the Spring Fair and sport and recreation activities and less likely to participate in services and local clubs (about one third of participants compared with 22% of the community)
- Couples under 55 (C) are less likely to participate in many of the above activities (0% to 8% for many activities compared with 14% in the community); there are some exceptions, eg, petitions, sport and recreation and services and clubs.
- Couples over 55 (D) participate in most activities except children's/parent's groups and organisations.
- People who are "Well off and involved" (A) are more likely to participate in most local community activities (Approximately one third participating in many activities compared with 16% of the community).
- People who don't participate in the Warnervale Family and Community Centre, the Community BBQ the Spring Fair or markets (Local Events A) participate in other groups and events; they are especially likely to be involved in sport and recreation activities.
- Those receiving the Welcome Packs are similar to the community in terms of household types (this is consistent with Welcome Packs being given to all new residents).

- Those receiving the Welcome Packs are more likely to be 'Well off but not involved' (B); this is consistent with the Welcome Packs being given to new residents.
- Activities and events have their own unique profile of participants in terms of household type and social profile.

J Community Development - Changing Community Connectedness

Introduction

In this social capital and community development project one of the most important questions to ask is:

Does participation in community activities, events, groups and organisations contribute to building the connectedness of the community?

While this is a complex question to answer there is overwhelming evidence in the data gathered in this project that there is a connection between participation in community activities, events, groups and organisations and building the connectedness of the community.

The first part of this section outlines the approach to analysing the data to make connections between participation and community connectedness.

The second part of this section works through one analysis in detail - exploring the differences that participation in the Warnervale Family and Community Centre and reception of Welcome Packs made to the community connections of people who came from Sydney to Warnervale. This detailed analysis is complex, but important to present here because of the significance of the findings.

Attachment 3 *Community Development - Changing Community Connectedness* provides similar analysis for 11 community events and activities and three different groups of people (those at their current residence in 1998, those living in Sydney in 1998 and those living elsewhere in the Wyong Shire in 1998).

The third part of this section outlines the findings from these more detailed analyses.

1 The Approach to the Analysis

The survey participants described their experiences of community in 1998 and their experiences in 2001.

They also indicated what events, activities and community organisations they had participated in 2000 and 2001.

In essence the analysis below explores the changes in people's experiences of community from 1998 to 2001 and the impact that participation in community activities, events, groups and organisations may have had on this change in people's experiences from 1998 to 2001.

Undertaking this analysis is complex for many reasons including:

- Many of the changes from 1998 to 2001 will be due to the fact that people changed their communities (eg. moved from Sydney to Warnervale).
- There are many different types of people, for example people who are generally more involved in their community and those less involved.

- People participate in many different activities.
- People are different on many other characteristics, eg, levels of education, levels of income, health status, availability of transport, etc.

The essence of the approach used in the analysis is to:

- Group people according to where they were living in 1998
- For each of these groups look at the differences in their answers to the questions about community connectedness in 1998 and 2001.
- For each of these groups and for each of survey questions 4a to 4o (referred to in this section as 'social capital questions'), explore the differences between those who participated in eleven specific community events and activities and those who didn't in terms of:
 - Similarities and differences between people in 1998; and
 - Similarities and differences in *the amount of change* that happened from 1998 to 2001.
- Compare *the amount of change* that happened from 1998 to 2001 with the number of activities and events people participate in.

Comparing 1998 to 2001 - The Measurement Scale

To compare people's experiences in 1998 with 2001 we need a measurement scale.

The social capital questions in the community survey asked people the extent to which they agreed/disagreed with statements on a 7 point scale. For example questions 4a and 4b were:

1 = Strongly Disagree 7 = Strongly Agree		Strongly Disagree Strongly Agree						
4a When I go shopping I am likely to meet friends and acquaintances	June 1998	1	2	3	4	5	6	7
	Now	1	2	3	4	5	6	7
4b It is safe to walk around the area at night	June 1998	1	2	3	4	5	6	7
	Now	1	2	3	4	5	6	7

This seven point scale is the point of reference for the size of changes noted in the analysis below.

For example in question 4a the average change from 1998 to 2001 for those people living in Sydney in 1998 was -1. This means that on average everyone who came from Sydney to Warnervale scored one point less (on the 7 point scale) in 2001 than they did in 1998. So, on average they were less likely to meet friends and acquaintances when they went shopping in Warnervale in 2001 than in Sydney in 1998.

2 An Example - People from Sydney and 2 Community Activities

To do a full analysis requires making comparisons between people's experiences in 1998 and 2001 (based on 14 social capital questions) for people grouped according to where they were living in 1998 (3 groups) and exploring the impact of community events and activities (11 events and activities).

The following is an example of the analysis that has been undertaken. It is for:

- One group of people (those from Sydney).
- 14 social capital questions describing their experiences in 1998 and 2001.
- 2 Community activities - participation in the Warnervale Family and Community Centre and reception of the Welcome Pack.

The table over the page presents for each of the 14 social capital questions that will be analysed in detail the average difference from 1998 to 2001 for:

- All the survey respondents (column A);
- All the survey respondents who were living in Sydney in 1998 (column B);
- All the survey respondents who were living in Sydney in 1998 and did NOT participate in the Warnervale Family and Community Centre (column C);
- All the survey respondents who were living in Sydney in 1998 and DID participate in the Warnervale Family and Community Centre (column D);
- All the survey respondents who were living in Sydney in 1998 and did NOT receive a Welcome Pack (column E); and
- All the survey respondents who were living in Sydney in 1998 and DID receive a Welcome Pack (column F).

The table also includes in column G a summary of the relationships of other community events and activities with the 14 social capital questions. Column G indicates how many of the 11 community events and activities analysed below in detail are associated with a significant change from 1998 to 2001 for at least one of the groups of residents. So from column G in the table on can see 9 different events and activities are associated with a positive change in "I am comfortable in challenging neighbours if I feel concern about their children's safety or welfare (K)"; One strategy is associated with a positive change in "I can get help from family when I need to (H)".

The Data

Questions	Differences 1998 to 2001						No Act
	All	From Sydney					
		All	WF&CC		Welcome Pack		
			No	Yes	No	Yes	
Column	A	B	C	D	E	F	G
A When I go shopping I am likely to meet friends and acquaintances	-0.4	-1.0	-1.0	-0.5	-1.1	-0.9	5
B It is safe to walk around the area at night	-0.4	0.5	0.4	1.1	0.2	1.3*	3
C I generally trust my neighbours to look out for my property	0.1	0.7	0.8	0.6	0.7	1.0	3
D Children are safe walking around the neighbourhood during the day	0.0	0.9	0.7	1.7*	0.7	1.5*	6
E People in the neighbourhood make it a difficult place to live ***	0.2	0.2	0.3	-0.4	0.2	0.2	2
F I get involved with most local issues	0.2	0.4	0.2	1.7*	0.3	0.6	9
G If I no longer lived here, hardly anyone would notice***	0.0	-0.03	-0.2	-0.4	-0.4	-0.4	5
H I can get help from family when I need to	-0.1	-0.2	-0.2	-0.8	-0.1	-0.5	1
I I can get help from friends when I need to	0.1	-0.2	-0.3	0.1	-0.3	-0.2	5
J People in my neighbourhood are very willing to help each other out	0.2	0.7	0.6	1.1	0.5	1.1	6
K I am comfortable in challenging neighbours if I feel concern about their children's safety or welfare	0.1	0.6	0.4	1.9*	0.4	1.2*	9
M If a stranger, someone different to us, moved into my street they would be accepted in the street	0.1	0.7	0.6	1.3*	0.5	1.1*	6
N I feel I have the ability to change things that I care about	0.1	0.4	0.3	0.9*	0.2	0.7*	7
O My local community feels like home	0.1	0.4	0.3	0.9	0.2	1.0*	7
All the above questions combined - total change	0.5	4.5	3.3	11.9*	2.9	7.9	na

* = Statistically significant

*** These two questions are reversed, ie. agreement with these statements is a 'negative' rather than a 'positive' experience. In the numerical analysis the codes for the responses to these two questions have been reversed so that a positive numerical change means a positive experiential change. This ensures that in the numerical analysis a positive number always means a positive experiential change and a negative number always means a negative experiential change for all questions.

Interpreting the Data

The Whole Warnervale Community

When one averages the differences between the 1998 and 2001 responses for the whole Warnervale community (column A) there are minimal differences. For example:

- Question A "When I go shopping to meet friends and acquaintances" has an average difference from 1998 to 2001 of -0.4. On average all residents in Warnervale in 2001 were slightly less likely to meet friends and acquaintances in 2001 than 1998.
- When all the questions A to O are added together (to get an overall measure of change) for all residents in Warnervale the differences from 1998 to 2001 is 0.5, ie. the equivalent of changing one question half a point (to the positive) from 1998 to 2001.

However these minimal changes from 1998 to 2001 taken by themselves are quite misleading for the reasons that were discussed in Section D "The Community" - people coming from the different locations experience the change quite differently and these differences average out.

People Living in Sydney in 1998

The table above shows the same information for all the people who were living in Sydney in 1998 (column B). Now there are significant changes on a number of questions for example D "Children are safe walking around the neighbourhood during the day" has a change of 0.9. On average people coming from Sydney think their children are safer walking around during the day in Warnervale in 2001 than they did in Sydney in 1998.

When all the questions A to O are added together (to get an overall measure of change) for the people living in Sydney in 1998, the difference between their experiences in Sydney in 1998 and in Warnervale in 2001 is 4.5, ie. the equivalent of changing, for example, nine questions, half a point to the positive (on a 7 point scale) from 1998 to 2001. These changes reflect positive change in community connectedness for these people from where they were living in Sydney in 1998 to Warnervale in 2001.

People Using/Not Using the Warnervale Family and Community Centre

Some of the people moving from Sydney to Warnervale became involved in the Warnervale Family and Community Centre, some did not.

Columns C and D show the average changes for these two groups of people. Those involved in the Community Centre (column D) had a change of 11.9 compared with a change of 3.3 for those not involved (column C) in the Community Centre. Those involved with the Warnervale Family and Community Centre had much more positive change in community connectedness than those not involved in the Centre.

Those involved with the Community Centre showed much bigger positive changes from 1998 to 2001 on a number of questions (than those not involved). For example "I get involved with most local issues" 1.7 compared with 0.2; "I am comfortable challenging neighbours if I feel concern about their children's safety or welfare" 1.9 compared with 0.4.

On these questions those involved moved nearly 2 points on the 7 point scale, whereas those not involved with the Community Centre moved less than half a point. People involved in the Community Centre became much more connected in their new community than they were in their previous community.

People Receiving/Not Receiving the Welcome Pack

The table above also shows the changes from 1998 to 2001 for those who received the Welcome Packs and those who didn't (columns E and F). For the people who received the Welcome Packs (column F) there was an average change of 7.9 from 1998 to 2001 compared with 2.9 for those who did not receive the welcome packs (column E). The biggest areas of difference between those who received the Welcome Packs and those that didn't were "It is safe to walk around the area at night", "Children are safe walking around the neighbourhood during the day" and "I am comfortable challenging neighbours if I feel concern about their children's safety or welfare". Those who received the welcome packs had bigger positive changes.

This is a particularly important finding because the residents did not choose whether they received a Welcome Pack or not and so there is no possibility of the residents attitudes or previous experiences affecting whether they received the welcome pack or not. So the changes associated with the Welcome Packs are most likely due to the Welcome Pack or something that arose as a consequence of it rather than other causes.

Further Analyses

Similar analyses to those above were done for:

- Three groups of people (those who in 1998 were living in Sydney, Wyong Shire or at their 2001 residence).
- 14 social capital questions describing their experiences in 1998 and 2001.
- 11 Community events and activities.

Detailed summaries of these analyses are in *Attachment 3 Community Development - Changing Community Connectedness*.

3 Findings

When the detailed analysis outlined above is undertaken for three groups of residents and eleven community events and compared with other analyses exploring the changes associated with transport, health status, etc there is overwhelming evidence that participation in community events and activities increases community connectedness.

Some of the principal findings are listed here. The findings need to be read as a whole because they are often interconnected with each other.

Participation in Community Activities and Events Builds Community Connectedness

Eleven specific events and activities are analysed in detail:

- The Warnervale Family and Community Centre
- Community B-B-Q
- Spring Fair
- Markets at the Family and Community Centre
- Welcome Packs
- Public meetings
- Signing petitions
- Children/parenting groups
- Sporting, recreation and hobby groups
- Religious groups
- Services and other social clubs

All eleven activities were associated with significant positive changes from 1998 to 2001 in the community connectedness of residents. Overall those who participated became more connected than those who did not participate.

More Participation Leads to Bigger Changes in Community Connectedness

The more events and activities in which people participated in the bigger the positive changes in relation to their community connections.

Some People who Participate are Already Involved; Others are Not Involved

Some people who participated in 2000 and 2001 had a greater involvement in their communities in 1998 than those who didn't participate in 2000 and 2001. For example:

- People who lived elsewhere in Wyong Shire in 1998 and became involved in the Warnervale Family and Community Centre were more likely to be involved in their Wyong communities in 1998 than those who did not participate in the Community Centre.

Some people who participated in 2000 and 2001 had a significantly lower involvement in their communities in 1998 than those who didn't participate. For example:

- People who lived in Sydney in 1998 and became involved in the Warnervale Family and Community Centre were less likely to be involved in their Sydney communities in 1998 than those who did not participate.

This suggests two dynamics at work:

- People who are involved in their communities are likely to seek involvement in their new communities.
- People who are not involved in their local community, when moving to a new community and losing many of their community connections are motivated to reach out and get involved in things they would not normally have got involved with.

Specific Activities and Events have Specific Patterns of Change

The patterns of change vary depending on which community events are participated in, for example:

- People who participate in the Warnervale Family and Community Centre are likely to grow in their feelings that they "have the ability to change things they care about".
- People who participate in the Spring Fair are more likely to be able to get help from friends when they need to but show no significant difference in their feelings that they "have the ability to change things they care about".

The Patterns of Change Vary with Location of Residence in 1998

The patterns of change from 1998 to 2001 vary with the communities that residents are coming from. For example:

- People who were living in Warnervale in 1998 and participate in children's and parents groups in 2000 and 2001 have no positive changes in their community connections from 1998 to 2001 compared with people who did not participate in children's and parents groups.
- People who were living in Sydney in 1998 and participated in the children's and parents groups in 2000 and 2001 have numerous significant changes from 1998 to 2001 (compared with people living in Sydney who did not participate in children's and parents groups).
- Similar patterns exist for participation in other groups. Overall those people coming from Sydney show the most change and those who were already living in Warnervale in 1998 show the least change.

There is a Window of Opportunity when People Move to a New Community

There is a window of opportunity when people first come to the new community where participation in community events and activities can bring about significant increases in community connections, whereas the same participation later on, brings negligible significant increases in community connections:

- People who were living in Warnervale in 1998 and participate in the Family and Community Centre in 2000 and 2001 have no positive changes in their community connections from 1998 to 2001 compared with people who did not participate in the Family and Community Centre. Most people living in Warnervale in 1998 had been living there for 5 to 10 or more than 10 years.
- People who were living in Sydney in 1998 and participate in the Family and Community Centre in 2000 and 2001 have numerous significant changes from 1998 to 2001 (compared with people living in Sydney who did not participate in the Family and Community Centre). People coming from Sydney have been in the community for less than 3 years.

Local Community Events have a Bigger Impact on the Local Community than Events Outside the Community

Local community events are likely to have a bigger impact on local community connections than groups and organisations outside the shire. For example if we compare the effects of groups that are within the Warnervale district and/or the Wyong Shire with groups outside the Wyong Shire there is more positive change in local community connectedness for the people participating in the former than the latter.

Overall some Community Events and Activities Impact on many Aspects of Community Connectedness and some Events and Activities Impact on only a few Aspects of Community Connectedness.

- For example participation in the Warnervale Family and Community Centre is significantly associated with 7 of the 14 measures of community connection under study; participation in the Markets is significantly associated with four of the 14 measures of community connection under study.

Overall some Aspects of Community are Impacted on by many Events and Strategies and Others by Only a Few.

For example:

- Nine of the eleven activities and events analysed in detail are associated with positive changes in "I am comfortable challenging neighbours if I feel concern about their children's safety or welfare".
- About half impact on getting help from friends, neighbours and children's safety.
- One activity impacts on "I can get help from family when I need to" for one group (Community BBQ for Warnervale residents who were at their current residence in 1998).

K Comparisons with Other Communities

The community connectedness in the Wyong Shire can be compared with the community connectedness in other communities.

There are several comparisons with other communities that can be made:

- Comparisons with other communities in NSW.
- Comparisons with Australia.
- Comparisons with overseas (the USA in particular).

NSW Communities

In 1998 five communities in NSW were included in survey of social capital.

The five communities were:

West Wyalong (country town in NSW)
 Deniliquin (country town in NSW)
 Narellan (new estate near Campbelltown)
 Greenacre (Sydney Inner West)
 Ultimo/Pymont (Sydney Inner City)

The following table gives comparative responses for 9 questions for these five communities and the Warnervale District.

Questions	WW	D	N	W	G	UP
	West Wyalong %	Deniliquin %	Narellan %	Warnervale %	Greenacre %	Ultimo/Pymont %
1 Are you an active member of a local organisation or club?	75	69	54	55	31	24
2 If you need information to make a life decision, do you know where to find that information?	77	71	75	79	74	79
3 Do you feel safe walking down the street after dark?	75	52	51	51	24	50
4 Does your community feel like home?	94	72	71	73	45	53
5 Can you get help from friends when you need it?	92	85	93	80	85	87

Questions	WW	D	N	W	G	UP
	West Wyalong %	Deniliquin %	Narellan %	Warnervale %	Green-acre %	Ultimo/Pyrmont %
6 When you go shopping in your local area are you likely to run into friends and acquaintances?	96	88	63	52	62	38
7 Do you feel valued by society?	74	59	51	56	50	55
8 If you were to die tomorrow, would you be satisfied with what your life has meant?	83	75	76	73	67	70
9 If a stranger, someone different, moves into your street, would they be accepted by the neighbours?	81	72	74	80	67	71

Some observations are:

- The pattern of responses is quite different from one community to the next.
- Warnervale is overall most similar to Narellan (another new housing estate).

Australian Community

The Australian Institute of Family Studies undertook a phone survey of a random sample of people across Australia and asked them questions about trust, social connections and other aspects of social capital.

There are a number of questions where the AIFS data can be compared to the Warnervale community survey data. Some of them are in the table below.

There are differences between the sample of people from across Australia and the Warnervale District community, for example, Warnervale district has a larger proportion of families with children and retirees than the average Australian community.

Nonetheless it is useful to make the comparisons.

For the questions in the table below the AIFS Study used a 0 to 10 scale. The Warnervale survey used a 1 to 10 scale. The Warnervale data has been adjusted to convert the 1 to 10 scale to a 0 to 10 scale.

The standard deviation measures the spread of responses around the mean.

Some observations are:

- The standard derivations for the Warnervale Community are higher than for the AIFS study. This suggests a wider range of responses in Warnervale - this is not surprising given the demographics of the community (younger families and retirees) and that the community is made up of people coming from many other communities.
- On most questions the average Warnervale community response is a little less than average response from the AIFS sample.

This is consistent with the comparisons with the five communities in NSW although one might have expected Warnervale to be closer to the mean.

Some of this difference could be to do with the different methodology. People respond slightly different to written scales on a page and scales given over the phone.

	Warnervale		AIFS	
	Mean	s.d.	Mean	s.d.
1 Generalised reciprocity. Generally speaking most of the time people try to be helpful	6.4	2.2	6.9	1.6
2 Trust and reciprocity in informal networks. Trusted to act in your best interests and willing to help each other out - family outside household and friends	8.3	1.8	8.5	1.3
3 Reciprocity of people in local area. Neighbours really willing to help each other out	6.4	3.0	6.7	2.2
4 Trust of people in local area. Most people in the neighbourhood can be trusted to act in your best interests	6.0	3.0	7.2	2.0
5 Generalised trust. Generally speaking most people can be trusted	5.7	2.6	6.4	1.9
6 Confidence in Institutions	3.8	1.7	5.2	1.5

Overseas - San Francisco and USA

There was a national study done in the USA exploring social capital. Three dozen community foundations, other funders, and the Saguaro Seminar of the John F. Kennedy School of Government at Harvard University joined together to survey 30,000 Americans about how well connected we are to family, friends, neighbours and civic institutions on a local and national level. Details of the survey are available on the Internet at: <http://www.cfsv.org/communitysurvey/index.html>.

The Warnervale district community survey asked a number of similar questions. The table below provides comparative responses for 17 questions for Warnervale, San Francisco and the USA as a whole.

As with the AIFS study the methodology was different (the USA study used a phone survey) and some of the scales on some questions were different.

However the responses from the Warnervale survey have been adjusted for the changes in scale. For example Trust local media was measured on a 10 point scale in the Warnervale survey and by a three point scale, (a lot, some, not at all in the USA survey). In the comparison with the Warnervale survey 1 to 3 = not at all, 4 to 7 = some and 8 to 10 = a lot.

Close similarities between Warnervale and San Francisco include:

- The extent to which friends and neighbours provide a sense of community.
- Participation in activities such as signing petitions and attending public meetings.

Significant differences between Warnervale and San Francisco include:

- Significantly lower levels of trust in police and government in Warnervale.
- Significantly higher levels of trust in the local media in Warnervale.
- Less involvement in art and self-help groups and more involvement in sport in Warnervale.

		Warnervale %	San Francisco %	USA %
1	Friends provide a sense of community	88	87	88
2	Neighbours provide a sense of community	69	69	78
3	Trust local media a lot some not at all	23 50 27	10 47 43	14 44 41
4	Trust local police a lot some not at all	29 45 27	36 43 22	51 32 18
5	Trust national government most of the time some of the time hardly ever	9 42 49	35 52 13	29 52 19
6	Trust local government most of the time some of the time hardly ever	6 49 31	37 51 12	43 46 11
7	Signed a petition in the past 12 months	45	54	35
8	Attended a political meeting/rally in the past 12 months	24 (public)	27 (political)	16 (political)
9	Church member	18 (active)	17 (weekly)	36 (weekly)
10	Involved in sports/outdoor activity club	27	21	21
11	Involved in literary/art/music group	10	27	17
12	Involved in self-help support group	3	16	17
13	Has 2 or less close friends	17	20	22
14	Has 3-5 close friends	28	41	36
15	Has 6+ close friends	56	39	42

L Strategic Issues

This project is a starting point for understanding the evolving profile and needs of a rapidly growing community and the connections between community activities, events and involvement and the development of social capital in the community over time.

Big Questions

Big questions that arise from this project are:

- To what extent should there be an active strategy to influence and fashion the qualitative structure of the community?
- What are some of the key questions in developing an active strategy?
- How can the strategy be implemented?
- What resources are required?
- Given the findings from the community survey what concrete strategies can be recommended?

Philosophical Issues

It is tempting to assume that elements of social capital are 'good' things in themselves, for example people's connectedness to each other and their levels of developed social support networks.

Is there an obligation on people to participate in the community?

Where is the balance between the rights of people to remain private, left alone, and indeed isolated at their will should they so choose and their obligation to contribute to the community?

Developing an Active Strategy

If one were to develop an active strategy to develop the community key questions are:

- Who are the groups in the community?
- What do we (who is the "we"?) want to achieve for each of these groups?
- What do they want to achieve for themselves?
- For each goal we are trying to achieve what are the strategies?

There are many ways of answering these questions.

Who are the Groups in the Community?

How we describe the community will partially determine what we think the goals are and what strategies are appropriate. How to describe the community is a key choice. It may be useful to think about who are the groups in the community in several different ways:

- The type of household (eg. parents with children, older couples without children).
- The type of people (eg. well off, marginalised).

Their experience of coming to Warnervale district - which may be quite different depending on where they are coming from (eg, Wyong shire, SW Sydney).

What do we want to Achieve for these Groups?

The answers may depend on how we are describing the groups. For example:

- If we think in terms of types of households we will think of parents with pre-school age children and play groups
- If we think in terms of social profiles we may think about how to support marginalised disconnected people becoming connected.

There are also other foundational questions, for example: Is a goal to increase the number of people who wish to participate and become involved in building the community? Or should we let those who do not want to become involved stay on the margins?

What do the people want to Achieve?

The answers to this may depend on how we bring these people together to talk about what they want to achieve, for example:

- Single parents brought together to talk about what they want are likely to talk about different issues if they had been brought together as part of an inter-generational group.
- Is a goal for the stressed and rushed people to be less rushed and stressed or is it to be better able to deal with the rush and the stress?

What are possible Strategies?

It is likely that community development activities need to focus on all of the following levels:

- The street level - to give people opportunities to meet the people in their street
- Activities for specific age/gender/household groups sharing a common life experience, eg young people, women with young children, parents with school age children, etc
- Activities in specific areas of interest, eg, economic development, sport.
- Activities that build bridges between specific sub-groups of people, eg, marginalised and well connected.

Implementing an Active Strategy

An effective community development strategy will be developed collaboratively between key stakeholders including:

- Wyong Shire Council.
- The Warnervale Family and Community Centre and other future Centres.
- Other community groups and organisations.
- Members of the community.

When these people are working together to develop a community development strategy they will need:

- Information to help them understand the nature of the community.
- The conceptual tools to think about the community in terms of community connectedness, not just demographics, eg, young families with children, older retirees, etc.

Resourcing Community Development

Community development strategies that are effective must be strategic, well planned and coordinated with other activities. This takes resources. Two key resources are community development staff and Centres.

There is considerable evidence, both from a detailed analysis of the survey responses and anecdotal evidence from focus groups and interviews highlighting the important role that the Warnervale Family and Community Centre plays in the development of the community. People participating in the Centre and activities organised by the Centre have significantly bigger gains in connectedness with the community than other people.

Nearly all the local community development activities that have an impact on people have required staff in a facilitation or coordination role. While there are many opportunities for volunteers to work on community events and activities and for the community generally to participate these events would not be able to begin or be supported without contributions from staff.

Community development staff are a key component.

Recommended Strategies

Some of the community development strategies that can be recommended based on the findings of the community survey are:

a Reach out to the Marginalised.

The Warnervale district community includes a significant proportion of marginalised people. Universal strategies are an effective way of making connections with these people and so need to be continued, in particular there is considerable value in Welcome packs and Community BBQs (where everyone receives a personal invitation (not just a notice in a newsletter).

Other strategies could be developed.

Universal strategies with a personal invitation/contact component are likely to be effective in reaching out to marginalised people because they identify all the people in the community (including marginalised people) and reach out to people rather than expect the people to reach out to the community activity. Marginalised people are less able to reach out.

b Take the Window of Opportunity for New Arrivals into the Community

There is a window of opportunity. It should be taken. Some of the useful strategies have included the Welcome packs and Community BBQs.

Other strategies could be developed.

c Build Bridges between People with Social Connections and Other Resources and those Without

There are some models for this, for example, older people coaching or mentoring young people, street events,

New strategies need to be developed.

d Connecting with all the people in the community, not just a minority who want to participate in groups.

The survey data shows the benefits that come from participation in local community events. However only one third of the community participates in these events. A big challenge is to find events that are able to make real connections with the other two thirds of the community.

e Use a variety of other local strategies in the community development process; do not stick to one or two tried and true strategies.

The evidence suggests that any one strategy has particular effects and appeals to particular types of people.

A mix of strategies is likely to be needed to achieve any particular set of community development goals.

M Attachments

The following attachments are available separately to provide further information from the Warnervale district community survey:

1 The project process

This attachment includes sections on:

- A Project design and timing.
- B Roles and structures.
- C Developing the conceptual framework.
- D The conceptual framework.
- E Promoting the project.
- F Conducting the focus groups and depth interviews.
- G Developing the questionnaire.
- H Different versions of the questionnaire.
- I Piloting.
- J Conducting the mailout survey.
- K Conducting the telephone survey.
- L Second round of focus groups.
- M Analysis and report writing.
- N Policy and protocols.
- O Literature and references.

2 The Collated Responses: All Survey Questions

This Attachment include the collated responses (frequency tables, charts and other data) for all questions in the questionnaires.

3 Community Development - Changing Community Connectedness

This Attachment includes:

Introduction.

Approach to the analysis.

Comparing 1998 to 2001.

The measurement scale.

An example - people from Sydney and 2 community activities.

The data.

Interpreting the data.

Community events and activities.

Warnervale Family and Community Centre.
Community BBQ.
Spring Fair.
Markets at the Family and Community Centre.
Welcome packs.
Public meetings.
Signing petitions.
Children/parenting groups.
Sporting, recreation and hobby groups.
Religious groups.
Services and other social clubs.

Other analyses.

Amount of participation in local events.
Differences in other characteristics.

Findings.

4 The Questionnaires: Form A, Form B, Short Form, Telephone Survey

The contents include copies of all the questionnaires

Availability

Each of these four attachments is available on the Internet at www.wyong.nsw.gov.au