

# Inner North Canberra Social Capital Survey

Final Report March 2009

This report is the result of extensive research into community skills and resources, networks and activities that contribute to the building and strengthening of community assets and capacities. Research into social isolation, social capital and family connectedness are some examples of Northside Community Service' ongoing commitment to understanding features of social organisation such as the factors that determine social capital.

In 2008, Northside conducted a survey to research the social capital status of residents in public and community housing in Central and Inner North Canberra. In total, 325 participants completed the survey. The survey aimed to examine key elements of social capital and whether there was a correlation between gender, education, employment and other socio demographic variables. Furthermore, the survey aimed to identify and improve our understanding of social capital status in the focus area. It has also offered the opportunity to establish relationships with community members that can be strengthened and expanded upon in future projects.

Since the mid 1990s the discussion of what social capital is, the dimensions of social capital and how to measure it has been the subject of intensive debate and discussion. Generally, understanding of "social capital" is recognised as relevant and increasingly indispensable as it provides a greater understanding of social networks and their participation in social and economic development. This greater understanding can also be used to inform social policy that fosters community connectedness and social inclusion.

It is encouraging that the survey data and evaluation reveals there is strong participation in the local community, close contact with friends and family, regard for positive values (honesty, caring and trustworthiness) and a sense of control among people living in public and community housing over the factors that influence the direction of their lives. However, trust and reciprocity is low when it comes to lending money, feelings of safety are diminished by threats and violence and participation in education and economic activities are weak.

Northside will share the survey results with community members, government and social and community service providers and consult on ways to strengthen community capacity to improve social capital status in an effort to support the implementation of more integrated and better coordinated services and identify pathways to social inclusion for tenants of public and community housing.

We strongly believe that this project has improved our understanding of social capital and created a reliable foundation on which to develop new community development initiatives. The sense of positive values and community connectedness prevailing within the survey area should, and must, be actively promoted to improve safety and community wellbeing along with increasing wider social and economic opportunities. Ultimately, the investment and mobilisation of resources would foster improved outcomes relating to social capital.

Finally, I would like to acknowledge that the successful completion of this project is attributed to the participation and cooperation of community members and community elders. Our sincere thanks go to the respondents and the key tenants in the local community who were able to assist other tenants in their communities to provide responses to the survey.

Adele Chadwick  
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# Executive Summary

## Background

This report analyses information received from respondents living in public and community housing multi-unit complexes as a result of a Social Capital Survey, a community development project carried out by the Community Development team of Northside Community Service (NCS) funded through the ACT Department of Disability, Housing and Community Services (DHCS).

What constitutes social capital and the definition of social capital is the subject of debate, discussion and study around the world. According to Nieminen et al. (2006, p. 407), 'the mutual feature in these definitions is that they define social capital as a social resource that facilitates coordination between actors, and the outcomes are thought to be the consequences of using these resources. This intentional or unintentional investment could generate better jobs, better economy, or better health etc.'

## Survey Objectives and Methods

The project aims to improve the understanding of the factors that determine social capital and its patterns and trends in the survey area. The main objectives of the project include:

- To identify patterns of social capital in multi-unit, public/community housing complexes;
- To establish relationships with community members that can be mobilised and expanded upon in future projects
- To improve understanding of social capital patterns and trends in the survey area.

Using a detailed survey questionnaire (**Attachment A**), NCS staff identified key tenants in the local community who were able to assist other tenants in their own communities to provide responses to the survey. The survey instrument asked for responses to questions relating to dimensions of social capital and socio-demographic characteristics of respondents. While socio-demographic characteristics included gender, age, identity and language, living arrangements, education, and employment status, the dimensions of social capital focused mainly on the elements of social capital including participation in the local community, positive identity, positive values/social competencies, trust and reciprocity, and relationships with neighbourhood, family, friends and workmates.

## Survey Results and Analysis

Analysis of the socio-demographic information received from the 325 effective respondents covered in the survey reveals that:

- The gender mix of respondents was relatively balanced with 55% being female and 45% male. One-fifth (20%) of respondents were aged 55 and over with the rest distributed evenly between the other age groups.
- Approximately one-third (32%) of respondents identified as Aboriginal and Torres Strait Islander. Over one half (54%) of respondents identified mostly as Australian and/or did not wish to disclose their cultural identity. A majority of 88% of respondents spoke English at home.
- Close to one-third (28%) of respondents lived alone. Respondents who lived with a partner or within extended and/or blended family resulted equally (19%). Both senior groups (46-55 and 55 and over) had above average percentages for 'living alone' and living 15 years or more' in their housing complexes.
- 50% of respondents reported their educational attainment as 'Below Year 10' or 'Year 10 and equivalent', followed by those who had completed Year 12 (19%).
- The rate of employment was low with 62% of respondents reporting 'unemployed'.

The dimensions of social capital were captured in selected elements such as:

- Participation in the local community
- Positive identity
- Positive values/social competencies
- Trust and Reciprocity
- Safety in the home and neighbourhood
- Connections/relationships (family, friends, work, etc.)

Analysis of respondents' statements relating to the dimensions of social capital shows that residents in public housing have common ambitions of happiness and success and indicate that:

1. Participation in the local community is strong and evidenced by the high proportion of respondents interested in groups or clubs within their local community. Furthermore, the length of time living in a community seemed to have the greatest influence on the level of social and civic participation.

2. Approximately 60% of respondents believed honesty, caring, trustworthiness and standing up for themselves/others were positive values. Depending on gender, age and education, on average, 59% of respondents believed they have control over decisions that affect their life and were happy with their current life situation. University leavers showed a higher sense of happiness indicating a positive correlation between education and happiness.
3. Over one-third of respondents felt uncomfortable loaning money to anyone. No particular reason/s were requested or supplied. An individual's level of trust or disposable income could be a factor.
4. Burglary, safety in the home and the neighbourhood is identifiable as an issue. For example, 31% of respondents have experienced burglary, 29% reported they were attacked while in their own home and 40% said they had experienced threats while they were on the street.
5. Connections and relationships with family, friends and the neighbourhood are strong with an overwhelming number of respondents (80%) maintaining close and recent contact with family and friends, and another (76%) having at least one friend outside their neighbourhood. It is evident there is a sense of community in the survey area.
6. Because of the low level of economic participation, (36% of respondents are employed), respondents' experiences with teamwork and workplace culture/ friendships are limited.

### **Summary Conclusion**

The Social Capital Survey covering 325 residents primarily living in public and community housing multi-unit complexes in Inner North Canberra attempted to identify patterns of social capital, establish relationships with community members and improve understanding of social capital trends in the survey area. The picture that has appeared shows that there is a large Indigenous population in the area and both the education and employment levels are low. However, it is also clear the residents share common hopes and ambitions as the wider community.

## Introduction

The concept of social capital has been widely discussed and studied in many countries. Putnam et al. (as cited in Nieminen et al 2006) define social capital as 'features of social organisation, such as networks, norms and trust that facilitate coordination and cooperation for mutual benefit'. According to Nieminen et al. (2006, p.407), 'the mutual feature in these definitions is that they define social capital as a social resource that facilitates coordination between actors, and the outcomes are thought to be the consequences of using these resources. This intentional or unintentional investment could generate better jobs, better economy, or better health etc'. Cox & Caldwell observe that '[s]ocial capital differs from other [capitals, economic and human capital] because its primary uses relate to the qualities of social processes and relationship building rather than ...of individual well being' (cited in Winter 2000, p. 45). Indeed, '[s]ocial capital has been thought to contribute to a wide range of wellbeing outcomes such as health, education, economic growth, and social cohesion' (Nieminen et al. 2007, p. 406). The Australian Bureau of Statistics states: 'Social capital also provides some of the important social indicators for understanding outcomes across economic, social and environmental domains' (ABS, 2004, p. 9).

Social capital has also been widely used in formulating policy. 'Public policy cannot aim to facilitate the growth of communities rich in social capital with accuracy until we know, and are able to measure and describe, what such communities look like and what role social capital plays within them' (Australian Institute of Family Studies, 2001). 'Social capital has become a common focus of policy within nations, and for international bodies such as the World Bank. In Australia there has been considerable interest in policy and programs involving social capital at all levels of government' (ABS 2004, p. 9).

To identify the social capital status of public and community housing tenants living in multi-unit complexes, NCS conducted a survey of around 325 tenants in the central and inner-north Canberra regions, commenced in October 2007.

### Objectives

The objectives of the survey were firstly to identify patterns of social capital in public and community housing multi-unit complexes located in the NCS Community Linkages program region. Secondly, to establish relationships with community members that could be mobilised and expanded upon in future projects. The third objective was to improve understanding of social capital patterns and trends in the

area in order to lead to a better picture of positive components in the community and some indication as to how these can be built upon.

This Social Capital Project sought to establish the first step in such a strategy by undertaking a research project to investigate and identify patterns of social capital in the relevant communities. The survey results reported here will provide the ACT Government and Northside Community Service (NCS) with an improved understanding of the social capital patterns and trends in specific areas of Canberra. Through respectful interactions with survey participants and engagement generally with local community members, relationships, trust and respect have been strengthened, forming a solid foundation for success of future community development initiatives.

This report aims to present and interpret the results of the survey, outlining social capital trends, patterns and data in multi-unit public and community housing complexes located within NCS' Community Linkages boundaries. NCS also intends to produce proposals for relevant community projects based on the survey results.

## About the Survey

### Delivery Method

The survey was conducted through face to face contact at community events such as barbeques and other social events. NCS staff provided identified key tenants in the local community with training in order to enable them to survey other tenants in their own communities. They were also supported to conduct a range of additional informal activities both within and outside of these local communities in order to gather the required social capital data and begin the formation of relationships and networks within these communities.

### Questions

The survey instrument consisted of 56 questions divided into two categories: socio demographic characteristics of respondents (10 questions) and the dimensions of social capital (46 questions). Socio demographic characteristics included matters such as gender, age, identity and language, living arrangements, education and employment status. These characteristics were then cross referenced with other social capital variables to gain a picture of the patterns and relationships between the variables.

Questions on the dimensions of social capital were developed under eight main elements of social capital:

- Participation in the local community
- Positive identity
- Positive values/social competencies
- Reciprocity
- Trust and safety
- Neighbourhood connections/relationships
- Family and friend connections/relationships
- Work connections

Questions asked in the survey were a mix of both closed and open questions. In general, respondents were more reluctant to answer open questions, illustrated by the higher percentage of no response answers for open questions than closed. This may have occurred because some respondents were not sure of what answer was expected of them, or because respondents had literacy and/or English limitations.

For questions where respondents could select more than one answer, it was noted that some respondents had the tendency to select all available answers, especially if the answers provided looked similar, resulting in no significant percentage difference between optional answers. For examples see Table 11 and Table 12.

### **Responses**

Out of 400 surveyed respondents, 325 questionnaires were eligible to be analysed. Of those which were ineligible for analysing some were not returned, some were returned empty, some were only partially completed.

It also appeared that several respondents were somewhat irritated with the questionnaire, with several answers venting their frustration in a very colourful language.

# Socio-Demographic Characteristics of Respondents

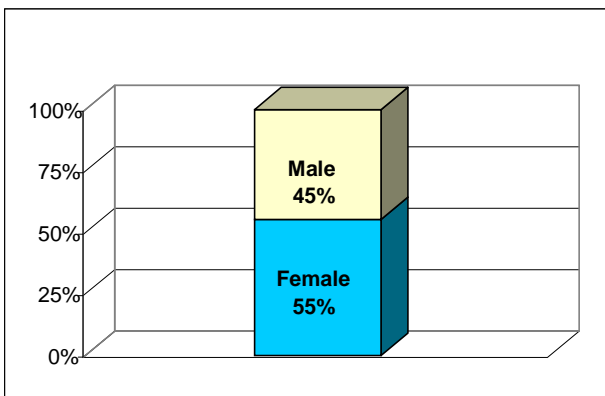
Socio demographic characteristics in this study include matters such as:

- Gender
- Age
- Identity and language
- Living arrangements
- Education, and
- Employment status.

## Gender

Out of 325 respondents, 55% were female and 45% male.

**Figure 1: Respondents by gender**

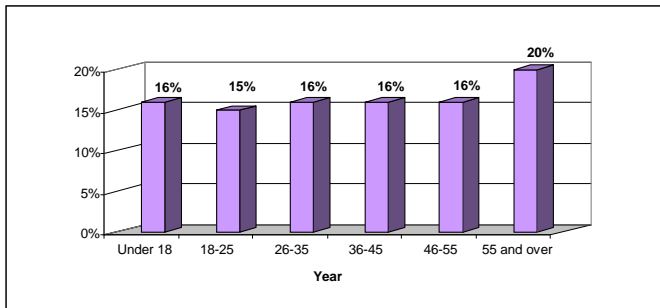


## Age

Age was categorised into six groups: under 18, 18-25, 26-35, 36-45, 46-55 and 55 and over.

The majority of respondents (20%) were aged 55 and over with the rest of the respondents distributed almost evenly between the age groups of under 18 and 46-55.

**Figure 2: Respondents by age**



### Identity and Language

Indigenous and migrant populations were well represented in respondents with 17% identifying themselves as Aboriginal, 15% as Torres Strait Islander and 14% as migrant or refugee. The rest of the respondents identified mostly as Australian or did not disclose their cultural identity.

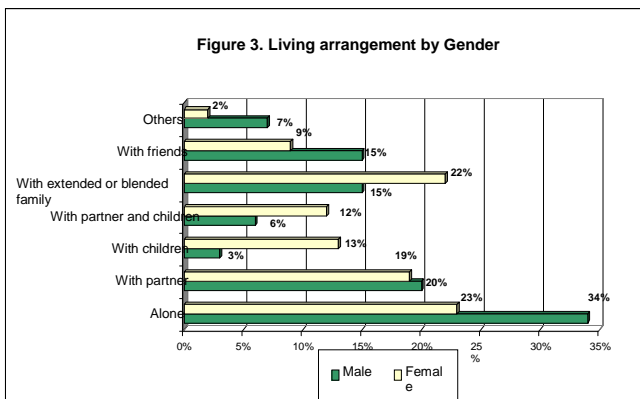
The majority of respondents (88%) spoke English at home, however of those who speak other languages at home Arabic accounted for 16%, various European languages 13%, Chinese 12%, Greek 10% and a number of other languages.

### Living Arrangements

‘Who one lives with, be it family members, friends, or just alone, provides the immediate social environment for social interaction and different motivations and opportunities for making wider community connections. The type and size of a household is likely to have an effect on the nature of people's networks’, (ABS 2006, p. 5). A person who lives alone, for example, is more likely to spend their time alone than those who live with family or friends. In this study, living arrangements were grouped into six categories.

The highest percentage of respondents (28%) were living alone, followed by equal amounts (19% each) living with partner and living with extended and blended family. Table 1 indicates that older respondents (50%) were more likely to live alone than those of younger respondents (less than 20%). Men are also more likely to live alone than women: 34% of men compared to 23% of women (see Figure 3). Respondents who have children under 18 years accounted for 36%, with the majority (55%) having only 1-2 children, while 11% had 6-10 children.

**Figure 3: Living arrangement by gender**



**Table 1: Living Arrangement by age**

Living Arrangement	Grand Total	Age					
		Under 18	18 - 25	26 - 35	36 - 45	46 - 55	55 & over
Alone	28%	8%	22%	19%	18%	43%	50%
With Partner	19%	8%	14%	25%	16%	10%	38%
With Children	9%	2%	6%	12%	22%	10%	2%
With Partner and Children	10%	2%	6%	10%	25%	16%	2%
With Extended or Blended Family	19%	39%	20%	21%	16%	16%	6%
With Friends	11%	27%	24%	12%	2%	6%	2%
Other	4%	12%	6%	2%	2%	0%	2%
Grand Total	100%	100%	100%	100%	100%	100%	100%

'Other' includes squatting and periods at incarceration

Somewhat surprising was that while 26% of respondents had been living in the same area for 15 years or more, this was not only the case with elderly respondents (48%) but also of respondents aged 18-25 (33%). These extended periods of dwelling in the neighbourhood could indicate increased opportunities to form stronger bonds within neighbourhoods. This is discussed in more detail below.

**Table 2: Length of living by age**

Living length	Grand Total	Age					
		Under 18	18-25	26-35	36-45	46-55	55 & over
Less than 1 year	18%	35%	20%	23%	12%	8%	8%
1- 5 years	23%	14%	33%	23%	24%	33%	15%
5-10 years	16%	8%	6%	23%	22%	27%	9%
10-15 years	17%	16%	10%	17%	22%	16%	20%
15 years or more	26%	27%	31%	13%	22%	14%	48%
No answer	0%	0%	0%	0%	0%	2%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%

## Education

Level of education was classified into five categories: Less than year 10, Year 10 or equivalent, Year 12, TAFE certificate or diploma or equivalent, university degree or post graduate qualification.

**Table 3: Level of education by age**

Education	Grand Total	Age					
		Under 18	18-25	26-35	36-45	46-55	55 & over
Less than year 10	30%	53%	24%	29%	16%	16%	41%
Year 10 (or equivalent)	20%	24%	24%	10%	27%	24%	14%
Year 12	19%	12%	22%	25%	27%	16%	11%
TAFE certificate or diploma (or equivalent)	17%	6%	18%	23%	16%	29%	12%
University Degree or Post Graduate qualification	13%	4%	10%	13%	12%	14%	23%
No answer	1%	2%	0%	0%	2%	2%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%

As indicated in Table 3 above:

- 30% of respondents had not completed Year 10.
- 20% had completed Year 10 or equivalent.
- 19% had completed Year 12 as their highest level of education.

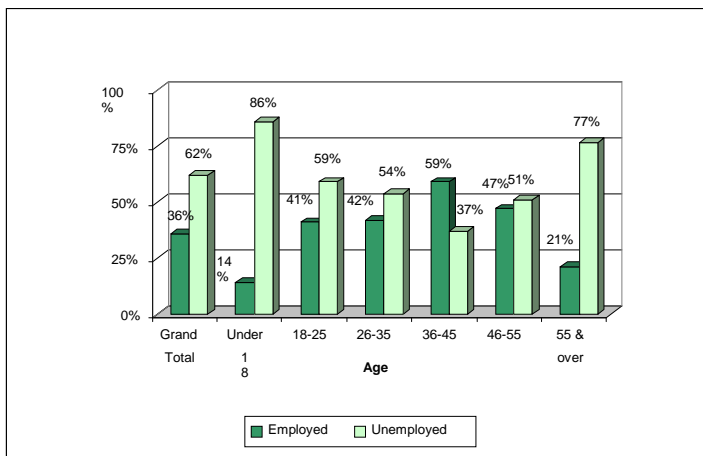
There is no significant difference in level of education between men and women. If we differentiate by age, respondents within the age group 'Under 18' accounted for the highest percentage of those who had not finished Year 10 (53%). This may be accounted for because respondents might not be old enough to have completed year 10 and not because they had dropped out. To diminish this bias we excluded respondents under 18 years old. The percentage of respondents who had not completed year 10 was still quite high (26%), with respondents within the age group 55 and over now being the largest percentage.

## Employment Status

In regards to the employment status of respondents, 62% of respondents are unemployed, with no significant percentage difference between men and women. A very low employment rate was partly due to relatively high percentage of respondents within the under 18 and 55 and over age groups, who are less likely to be working in any population.

Figure 4 indicates that the majority of respondents within the under 18 and 55 and over age groups are unemployed (86% and 77% respectively). Employed respondents primarily worked mostly less than 20 hours a week and only 3% of employed respondents were in full time employment.

**Figure 4: Employment status by age**



While the employment participation rate is very low, participation in voluntary work was even lower with only 27% of respondents involved in any voluntary work. Women (30%) are more likely to participate in voluntary work than men (22%).

**Table 4: Voluntary employment by gender**

Voluntary work	Grand Total	Female	Male
Yes	27%	30%	22%
No	73%	69%	77%
No answer	1%	1%	1%
Grand Total	100%	100%	100%

# Participation in the Local Community

Community strength was also indicated by the high proportion of respondents participating in any groups or clubs within their local community. Relationships between members of communities can be formed and strengthened through participation in mutually enjoyed activities. ‘These participations can then contribute to social connectedness and a sense of belonging, and can promote trust, cooperation and tolerance’, (ABS 2006 p. 50). ‘A number of studies have shown that those with higher levels of social interaction and participation are likely to enjoy better health and lower their risk of premature morbidity’ (Berkman & Glass 2000; Baum et al. 2000, as cited in ABS 2004, p. 44). This occurs because of ‘participation enhancing health protective factors, such as a sense of belonging, trust and optimism’ (Centre for Mental Health Research 2003, as cited in ABS 2004, p. 44).

### Involvement with Groups /Clubs

Respondents were asked about their involvement in any groups/clubs or programs within their local community; 46% of respondents answered that they are involved while 54% are not.

The length of time living in a community was the greatest influence on the level of social and civic participation. Table 5 indicates that respondents who had been living in a community for 15 years or more (30%) were more likely to be involved in any groups / clubs or programs within their local community compared to those who have lived there for less than one year (23%).

**Table 5: Involvement in any groups / club within local community and length of residence**

Length of living	Involved in any groups / clubs	
	Yes	No
Less than 1 year	16%	19%
1- 5 years	19%	26%
5-10 years	18%	14%
10-15 years	17%	17%
15 years or more	30%	23%
No answer	0%	0%
Grand Total	100%	100%

Employed respondents were more likely to be involved compared to unemployed respondents (53% of employed respondents in comparison to 42% of unemployed respondents).

**Table 6: Involvement in any groups / club by employment status**

Involvement in any groups / clubs	Grand Total	Employed	Unemployed
Yes	46%	53%	42%
No	54%	47%	58%
Grand Total	100%	100%	100%

Respondents were then asked what activities they are involved in. ‘Lunch with Sally’ (NCS’ community linkages worker facilitates a weekly community lunch at Kanangra Court) was the most popular program, with 24% of respondents involved in this activity, followed by sport (13%) and church activities (9%). Most of respondents (32%) attend their chosen activity or activities once a week; 29% respondents attend those activities more than once a week.

**Table 7: List of activities respondents are involved in**

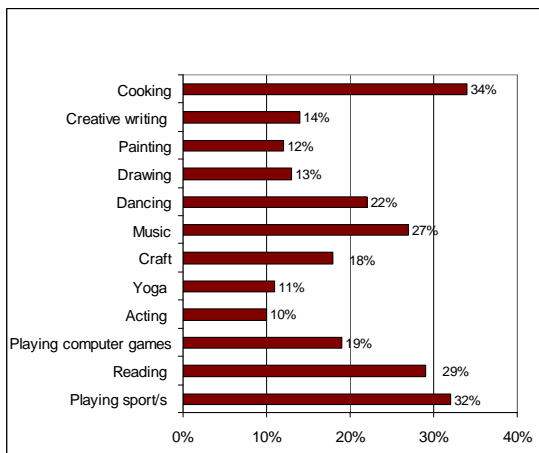
Lunch with Sally	24%
Sport	13%
Church	9%
Community centre/club	8%
School	4%
Art	3%
Book	2%
Youth	2%
Others	10%
No answer	25%

Others include: Gardening, knitting, group for my children, etc.

### **Recreational Activities**

Respondents were also asked which of a range of activities they are interested in doing just for fun. Cooking and sport were the two highest activities (34% and 32% respectively) followed by reading and playing music (29% and 27% respectively).

**Figure 5: Interested fun activities**



There are some noticeable differences for some activities between men and women. Women (42%) showed more interest than men (23%) in cooking, and were more likely to have more interest in reading (34% compared with 22% of men). Men, on the other hand, were more likely than women to participate in playing sport (36% compared with 28% of women).

A small number of respondents answered with illegal or less socially acceptable activities as their preferred activities for recreation, such as drinking alcohol, drug taking, gambling or sex.

About 58% of respondents currently participate in recreational activities with most of them participating once a week (33%), and some respondents (18%) participating everyday.

As indicated in Table 8 employed respondents participate more (60%) than unemployed respondents (52%).

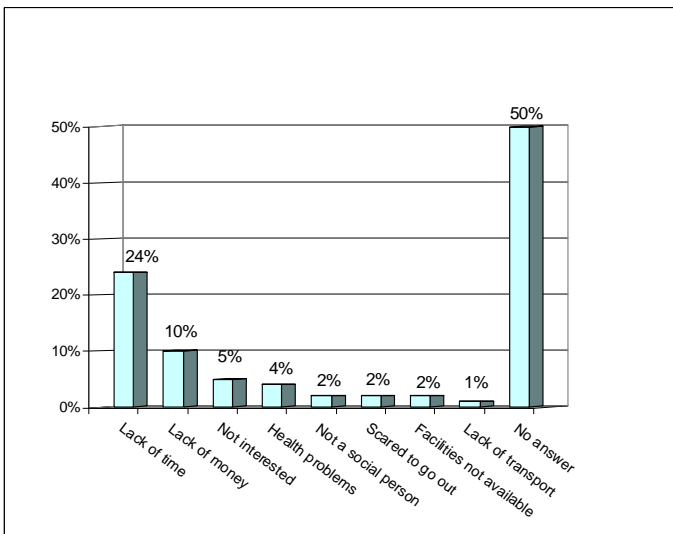
**Table 8: Participation in fun activities**

Involved in any groups/clubs	Grand Total	Employed	Unemployed
Yes	55%	60%	52%
No	39%	32%	43%
Grand Total	6%	8%	5%

The most common reason given by those who did not participate in any recreational activities was lack of time (24%). This answer is quite surprising as the majority of respondents not participating in recreational activities are currently unemployed and logically should have more time available.

Other reasons given by respondents that hinder their participation include lack of money (10%), not interested (5%) and health problems (4%). Because this question is open-ended many respondents (50%) did not give any answer.

**Figure 6: Main reasons for not participating in fun activities**



Most respondents were quite active in attending activities or events in their local community such as barbeques, morning teas or workshops, with 31% of respondents having attended one time in the past month and 22% of respondents having attended five or more times. However, 11% of respondents had not attended any of their chosen recreational activities in the past month.

**Table 9: Frequency attending an activity or event in local community**

Times/month	%
0	11%
1	31%
2	14%
3	10%
4	10%
5 or more	22%
No answer	2%

Respondents were also asked how much would they participate in, or contribute to, community life. Most of the respondents would participate some (42%), followed by not much (35%), and 21% of respondents said they would like to participate a lot.

*In their words:*

*“There are times you can not keep in touch with your friends”*

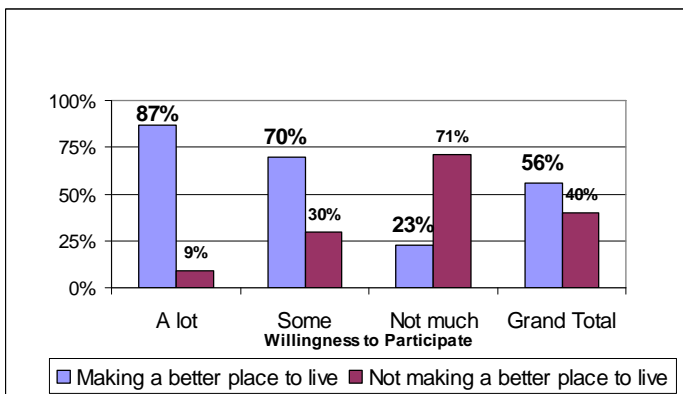
*In their words:*

*“Due to old age it is more difficult to socialise with other people of same age”.*

## Sense of Efficacy

Willingness to participate in or contribute to community life is influenced by the level of a sense of efficacy. 'Sense of efficacy refers to the belief that an individual, group or community has it in their capacity to produce desired outcomes by their own actions. 'Sense of efficacy may be shaped by previous experience and by confidence that individual, group or community input will be taken into account in decision making. People with a poor sense of efficacy do not believe that the actions they take are able to affect or effect outcomes'. (ABS 2004, p. 33).

**Figure 7: Willingness to participate and level of efficacy**



Survey results indicated that 60% of respondents believed their contribution to the community will have influence on making it a better place to live. Figure 8 shows that most respondents (87%) who were willing to participate 'a lot' to community life were those who had higher level of efficacy. On the other hand, respondents who were not willing to participate much (71%) generally had low levels of efficacy. '[A] weak sense of efficacy may not only lead to non-participation, but potentially also to radical acts that are outside social norms, such as vandalism' (ABS 2004, p.33). The harsh responses of some respondents toward some of the survey questions could also result from their low sense of efficacy.

*In their words:*

*"I am happy about a lot of things that have happened but I am happy proud empowered that I am now free to live my dreams, marry a man for love not circumstance"*

## Positive Identity

### Choice and Control

Table 10 indicates that more than half of respondents (59%) claimed that they have choice and control over decisions that affect their life. When this answer is broken down further based on respondent characteristics such as gender, age and education, it becomes clear female respondents felt they had more choice and control than male respondents (63% compared to 55%). Respondents with higher education levels (70%) felt they had more choice and control than those with lower education levels (54%). There was no significant difference between results for the various age groups, with older respondents having a small tendency to believe they had more choice and control.

**Table 10: Feeling of having choice and control over decisions that affect respondents' life by level of education**

Education	Having choice and control	
	Yes	No
Grand total	59%	39%
<u>Education</u>		
Less than year 10	54%	45%
Year 10 (or equivalent)	58%	38%
Year 12	51%	49%
TAFE certificate or diploma (or equivalent)	71%	27%
University Degree or Post Graduate qualification	70%	30%
<u>Gender</u>		
Female	63%	35%
Male	55%	45%

### Happiness

When respondents were asked how happy they were with their current life situation, 36% said they were happy with most of their current life situation, 23% said they were happy with their current life situation and 14% were not happy at all. Education is positively correlated with happiness. As Table 11 below indicates, 35% of respondents who had a university degree were happy with their entire current life situation, compared to only 21% of respondents who had completed less than Year 10.

**Table 11: Level of happiness by level of education**

Level of Education	Level of Happiness					Total
	All	Most	Some	None	No answer	
Less than year 10	21%	27%	28%	22%	2%	100%
Year 10 (or equivalent)	20%	40%	31%	8%	2%	100%
Year 12	15%	31%	26%	20%	0%	100%
TAFE certificate or diploma (or equivalent)	27%	8%	18%	0%	4%	100%
University Degree or Post Graduate qualification	35%	37%	21%	7%	0%	100%
Grand total	23%	36%	26%	14%	2%	100%

Aspects that made respondents happy included family and children (15%), good health, freedom to live, and employment (each 3%). Aspects making respondents unhappy included lack of money (38%), health problems (11%) and their house/surroundings (8%).

**Table 12: Reasons to be happy**

Family	8%
Kids	7%
Good health	3%
Freedom to live	3%
Job	3%
More Money	3%
Involvement with others	2%
I don't know	2%
Everything in my life	2%
Government	1%
Having a place to live	1%
No drugs	1%
Sally help	1%
Being alive	1%
Living in Australia	1%
Others	3%
No answer	53%

Other includes: study at TAFE, better English, 'my art', 'get the gear'.

**Table 13: Reasons to be unhappy**

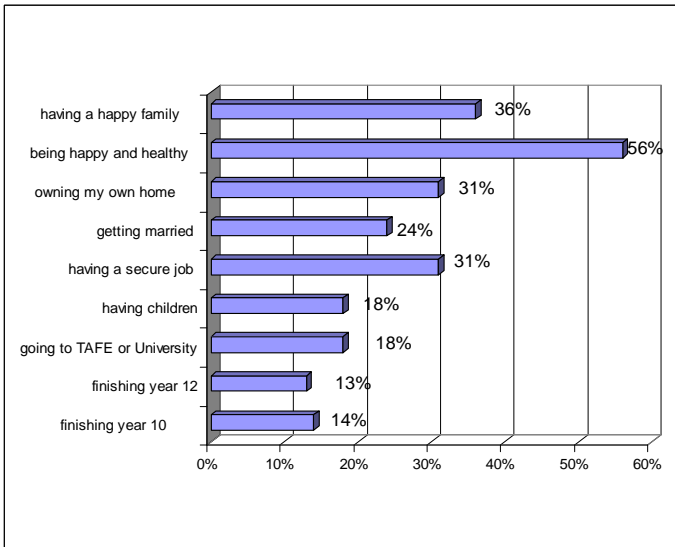
Lack of money	38%
Health problems	11%
My house/surrounding	8%
The whole life	8%
Family problems	6%
Friends/family in jail	5%
Government	5%
No job	2%
Politician	2%
Others	16%

Others include: not living in my home town, 'waiting for house', old & alone

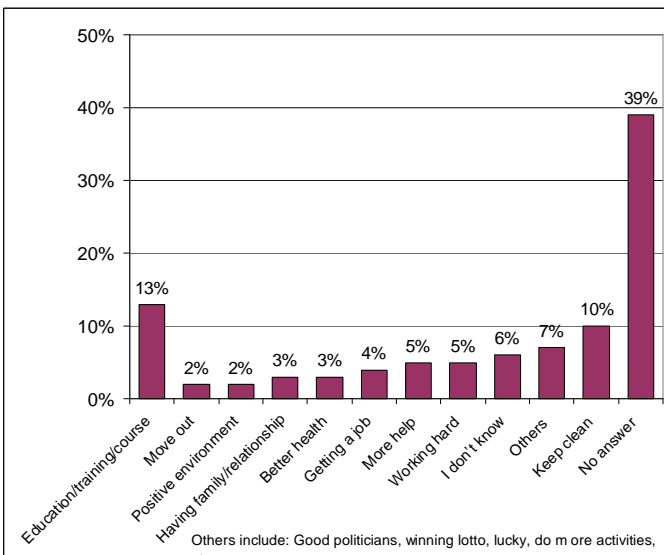
## Dreams and Goals

Figure 8 illustrates that 56% of respondents felt that being happy and healthy was their greatest hope and dream for their own and their children's futures, followed by having a secure job and having their own home (each 31%). Educational attainments were also one of the greatest hopes for some respondents, with 14% hoping to finish Year 10, 13% wanting to finish Year 12 and 18% hoping to go to TAFE or university. Other hopes not illustrated in Figure 8 each accounted for 12% and included moving out from their current living place (23%), quitting drug use and getting out of jail.

**Figure 8: Greatest hopes and dreams of respondents and their children's future**



**Figure 9: Things that would help you to achieve your goals**



In order to achieve these goals respondents felt the most likely help would be from education, training and courses (13%). Other things which were seen as a help to achieve goals were to keep clean (stay away from drugs, alcohol and crime). A small number of respondents (6%) indicated they did not know the answer; in fact, two of those respondents commented that if they knew the answer they might already have achieved their goals.

*In their words:*

*“Can’t complain – children are happy and healthy, aren’t in trouble or doing drugs”.*

# Personal Values and Community Connections

Honesty and caring were the most common qualities that respondents thought were important to have in everyday life (62% and 64% respectively), followed by trustworthiness and standing up for themselves and others (58% and 57% respectively). Most respondents believed that those qualities were important to make them a good person (11%), to make a better place to live (9%) and also because they ‘just’ are important (6%).

**Table 14: The most common qualities those are important in life**

honesty	64%
caring	62%
trustworthiness	58%
standing up for yourself and others	57%
responsibility, accepting the consequences of my actions	55%
kindness	55%
respectfulness	53%
understanding	53%
loyalty	52%
generosity	49%
decision-making	49%
integrity	45%

**Table 15: Reasons for the importance qualities**

To make you a good person	11%
To make a better place to live	9%
Just they are	6%
For survival	4%
For the happiness	3%
For respect	3%
To get a partner	2%
They are important	2%
To get trust	2%
Help all	1%
I don't know	1%
others	7%
No answer	49%

Others include: for my social benefit, because there is a law system, to care for and be cared by others, who cares, humanity, etc.

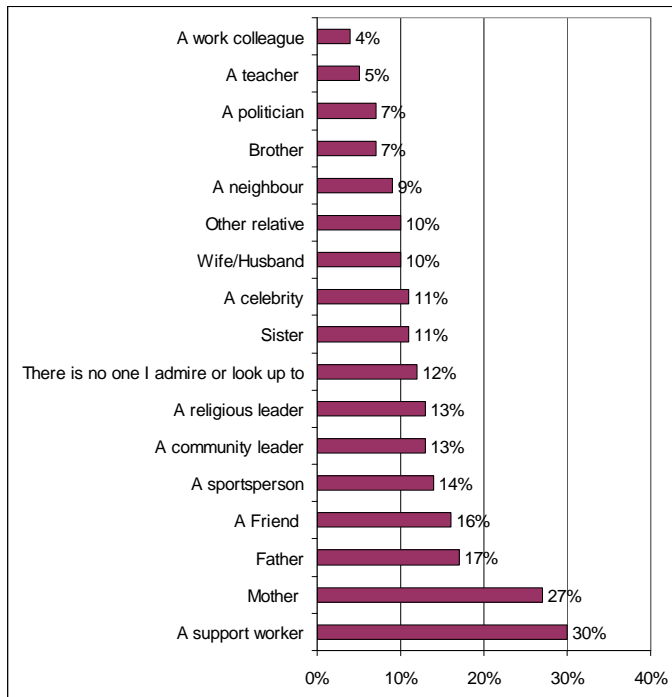
## Role Models

Respondents were asked who they most looked up to or admired (see Figure 10 below). This could have been family members, friends, or someone outside their own lives, possibly reflecting the person’s own aspirations and values. The most admired person was a support worker known to the respondent (30%), closely followed by 27% of respondents saying they most admired their mother, while 17% and 16% most admired their father and a friend respectively. A sportsperson was looked up to and admired by 14% of respondents and about 12% of respondents said that there was no one they admired or looked up to with 11% stating they admired and looked up to a celebrity. Qualities identified as making these role models so special were honesty, caring, respectful and kind.

*In their words:*

*“I am alive, two arms, two legs and a heart beat that’s why I am happy”*

**Figure 10: People most looked up and admired**



### Perceptions of Neighbours

The highest percentage of respondents (66%) believed they have less money than their neighbours. Other differences respondents felt between themselves and their neighbours came from having a different family arrangement (64%), different cultural heritage (63%) and their neighbours having more education and speaking a different language (61% and 60% respectively). When asked if those differences could cause problems, 29% of respondents answered that they could cause problems for them or their family and these problems were identified as issues with drugs, fights and racism.

**Table 16: Differences in Neighbourhood**

Have more money than me/my family	66%
Have different family arrangements than me/my family	64%
Have a different cultural heritage than me/my family	63%
Have more education than me/my family	61%
Speak a different language than me/my family	60%
Have less education than me/my family	59%
Have employment	59%
Do not have employment	59%
Have less money than me/my family	58%
Have poorer health than me/my family	58%
Have better health than me/my family	55%

**Table 17: Differences cause problems**

Yes	29%
No	65%
No answer	6%

**Table 18: Type of problems**

Drugs	21%
Fights	15%
Don't understand our culture	9%
Everything	7%
Racism	4%
Different religions	2%
Language barrier	2%
Others	16%
No answer	23%

Others include: noise, they make me sad, they want different things in life, etc.

*In their words:*

*"We can help one another and problems lessen in our communities."*

*In their words:*

*"My kids are my life, money comes and goes, love comes and goes out, my children are forever".*

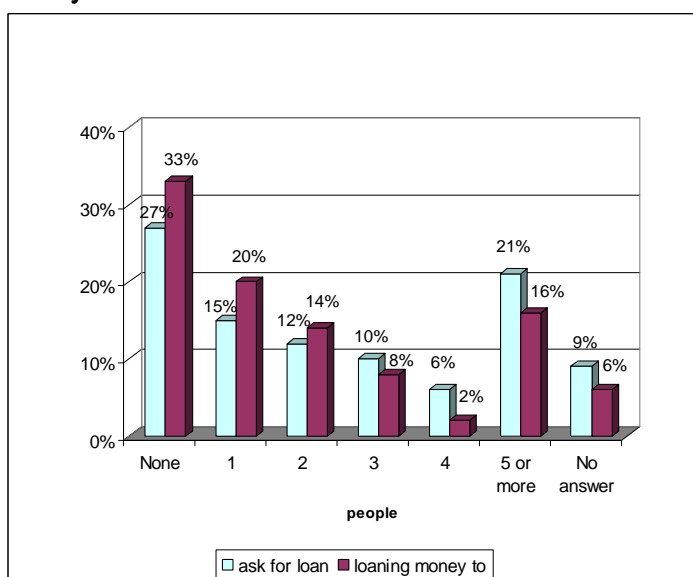
## Reciprocity and Trust

Reciprocity and trust are key aspects of social capital in a well-functioning community (ABS, 2006 p. 20). Trust is the norm and value that may exist within networks and serve to enhance the functioning of networks, while 'reciprocity refers to a potentially mutual action of giving and taking within any relationship between people, groups or community' (ABS, 2004, p.26). Trust and reciprocity are essential to the healthy functioning of networks because they encourage people to act cooperatively and effectively, reduces transaction costs relating to negotiation and enforcement, and encourages the sharing of knowledge and ideas (ABS 2004, p. 26). (Cos 1995, cited in ABS 2004, p. 27) argues that an absence of trust leads to increased demand for bureaucracy and rules and increased burden on law and order (ABS 2004, p. 27).

### Loans of Money

Potentially mutual actions of support such as giving and taking, or lending and borrowing between people are often used as indicators of reciprocity as well as trust. In this study, respondents were asked questions on how many of their neighbours they felt they could borrow money from or loan money to in the case of emergency. Interestingly, 27% of respondents answered that nobody in their neighbourhood could be asked for a loan, yet 21% of respondents felt they could ask for a loan from five or more people in their neighbourhood.

**Figure 11: Number of people in the neighborhood that could be asked and feels comfortable to loan money**



The level of trust between respondents and their community was lower when it came to loaning money than borrowing. Figure 11 indicates that 33% of respondents felt uncomfortable loaning money to anyone and 20% would feel comfortable lending money to just one person in their neighbourhood. Respondents were also asked if there was anyone in their neighbourhood they could stay with if they needed urgent accommodation. The results for this question indicated a higher level of trust with respect to emergency accommodation in comparison to the results of the lending and borrowing question, with 58% of respondents answering positively.

When respondents were asked how many people in their neighbourhood they felt they could trust to be supportive toward them and their family, 22% of respondents answered none and 23% answered five people or more. Baum et al (2000, cited in Winter 2000, p. 262) argue that trust can be a significant barrier to social participation. Table 19 indicates that respondents who have more people in their neighbourhood they feel they can trust to be supportive toward them and their family are also more likely to be involved in any groups /clubs or programs within their local community.

**Table 19: Trust and involvement in any groups or clubs**

Involvement in any Groups/clubs	Grand Total	Number of neighbours that can be trusted to be supportive toward you and your family					
		None	1	2	3	4	5
Yes	45%	26%	36%	37%	54%	52%	71%
No	54%	74%	64%	63%	46%	48%	29%
No answer	0%	0%	0%	0%	0%	0%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%

*In their words:*

*“To live the rest of my life in my home in relative safety and security”*

## Safety in your Home and Neighbourhood

Feeling unsafe at home could relate to the fear of threat from other people, or the possibility of not having anyone else around to provide help in the case of emergency. This feeling could also be a result of a previous experience of the respondent or others in their neighbourhood. Three questions were asked relating to personal safety experiences in the respondents' homes and neighbourhood during the past year.

### Experiences with Threats and Violence

The first question related to the respondents' homes and whether they had been broken into over the past year – 31% of respondents had experienced this. Of those respondents who answered yes, 22% had been broken into once, 35% 5 to 10 times and 9% 10 times or more.

The second question addressed whether respondents had been threatened or attacked while in their own home; 29% of respondents indicated this had happened to them (17% of respondents answered yes had been threatened or attacked once, while 38% had experienced this between 5 to 10 times, and 10% 10 times or more).

Thirdly, respondents were asked if they have been threatened or attacked while they were in their street. Quite a high percentage of respondents (40%) have experienced this threat to their personal safety. Of these respondents (32%) had been attacked 5 to 10 times during last year and 29% 10 times or more.

**Table 20: Safety in your home and neighbourhood**

Safety	% of yes	How many times in the past year			
		Once	1- <5	5- <10	10 or more
Has your home ever been broken into?	31%	22%	14%	35%	9%
Have you been threatened or attacked while in your home?	29%	17%	11%	38%	10%
Have you been threatened or attacked while in your street or neighbourhood?	40%	12%	10%	32%	29%

### Feelings of Personal Safety at home

Half of all respondents (50%) feel safe in and around their home, with no significant percentage difference between men and women. Any unsafe feelings are mostly caused by the behaviour of visitors (50%) and the behaviour of other residents (41%). Differences in levels of feeling safe among respondents may be due to many variables. According to the ABS (2006, p. 21), factors such as

relationships with neighbours, individual's sense of their own strength and capacity to be in control and health condition can impact on their feeling of safety. The data shows that respondents who feel that they have choice and control over the decisions that affect their life are more likely to feel safe (51%) than those who feel they have no choice and control (39%). Respondents who have more friends in their neighbourhood are also more likely to feel safe (55%) than those who have less friends or no friends at all (38%).

**Table 21: Feeling safe in and around your home**

Yes	50%
No	47%
No answer	3%

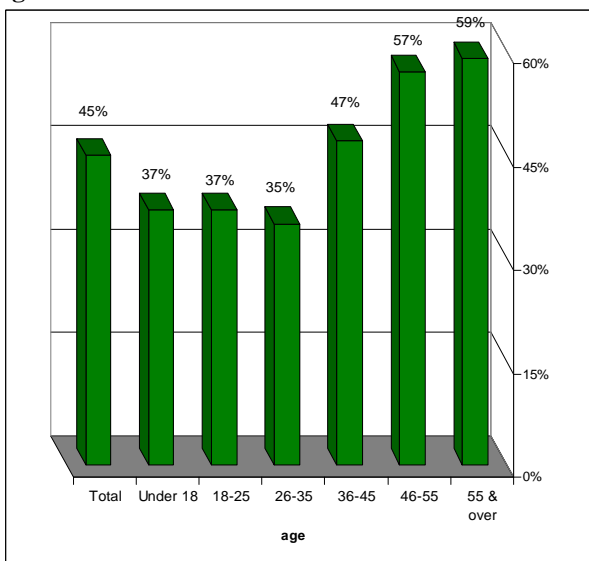
**Table 22: Causes to feel unsafe**

The behaviour of other residents	41%
The behaviour of visitors	50%
Your experiences in the complex	30%
Other people's experiences	19%

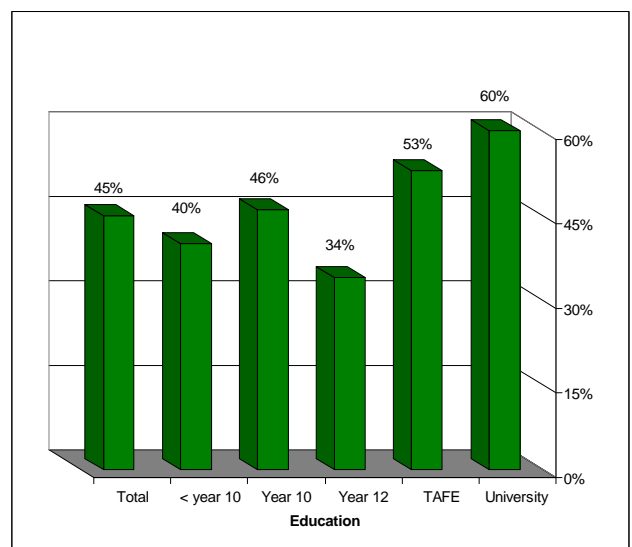
### Neighbourhood Reputations

Respondents were also asked if their neighbourhood had a reputation for being a safe place to live. Answers were divided almost exactly in half, with 47% of respondents saying their neighbourhood did have a reputation for being a safe place to live, while another 46% said no. Age and education were positively associated with the neighbourhood being perceived as a safe place. Figure 12 shows that a higher percentage (59%) of older respondents (age 55 or over) believed that their neighbourhood had a reputation for being a safe place to live compared to 37% of young respondents (age under 18). Respondents who held a university degree had the highest percentage (60%) in a neighbourhood with a safe reputation than those of lower education attainments. Respondents were then asked if they agreed with that reputation and more than half of respondents (58%) agreed with their neighbourhood's reputation.

**Figure 12: Reputation for being safe place to live by age**

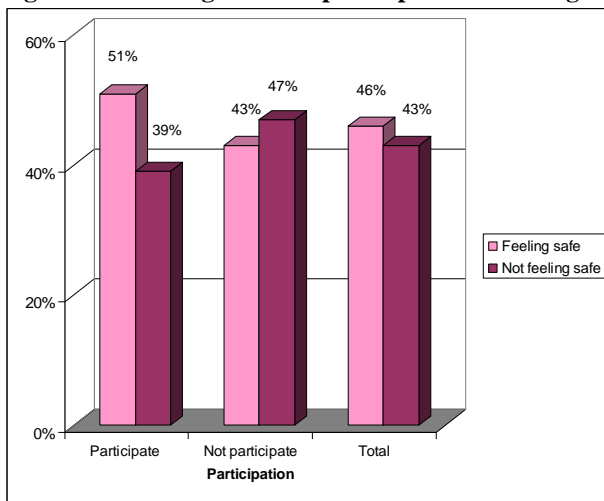


**Figure 13: Reputation for being safe place to live by education**



Perceptions of safety and crime in the community were also found to influence participation or involvement in community social activities (Bush and Baum 2001, as cited in ABS 2004, p.44). The survey indicates that respondents who feel unsafe in and around their home generally participated less in social activities. Figure 14 illustrates that 51% respondents who are involved in the groups/clubs or programs in their local neighbourhood feel safe in and around their home, compared to 39% of those who participate but do not feel safe.

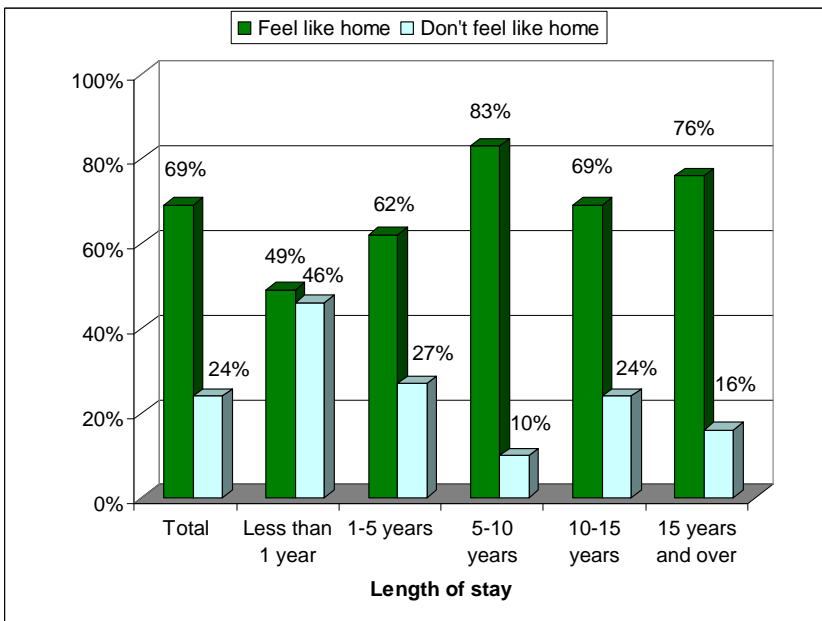
**Figure 14 - Feeling safe and participation in local groups/clubs or programs**



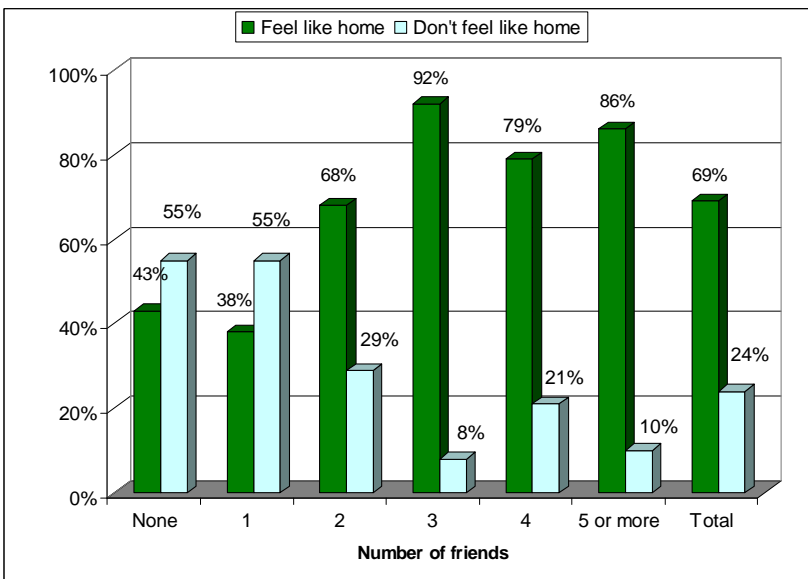
### Feeling like Home

Even though almost half of respondents said that their home and surrounding was not safe, a significant proportion (69%) of respondents still considered their local neighbourhood to feel like home. Respondents' feelings about their local neighbourhood are significantly associated with the number of friends they have in their local neighbourhood and the length of time they have lived there. Respondents who have no friends or have only one friend are less likely to feel their neighbourhood is home (43% and 38% respectively) compared to those with more friends (79% of respondents with four friends and 86% of respondents with five friends or more). Respondents who had lived less than one year (49%) in the neighbourhood were less likely to say it feels like home, compared to those who have lived there for longer periods (76%).

**Figure 15: Local Neighbourhood Feel like home and length of stay**



**Figure 16: Local neighbourhood feel like home and number of friends in local neighbourhood**



## Neighbourhood Connections / Relationships

Most respondents had at least one friend in their local neighbourhood, with only 13% of respondents reporting they did not have any friends at all and 41% of respondents reporting they had five or more friends in their neighbourhood. Living arrangements have a correlation with being isolated from the neighbourhood. Table 23 illustrates that 40% of respondents who lived alone did not have any friends living in their neighbourhood, compared to only 2% of those who live with children and 7% of those who live with a partner and children. This could occur because people who live alone naturally spend a greater part of their time alone (ABS 2006 p.5). Respondents were also asked if they ran into any friends when they were out shopping and 74% of respondents gave a positive answer.

**Table 23: Number of friends in local neighbourhood and living arrangement**

	Friends in local neighbourhood					
	None	1	2	3	4	5 or more
Grand Total	13%	13%	12%	8%	9%	41%
<u>Living arrangement</u>						
Alone	40%	35%	29%	16%	29%	23%
With partner	10%	20%	16%	28%	25%	19%
With Children	2%	15%	13%	12%	11%	8%
With partner and children	7%	3%	18%	12%	4%	11%
With extended or blended family	14%	15%	8%	4%	14%	28%
With friends	12%	10%	8%	28%	14%	10%
Others	14%	3%	8%	0%	4%	2%
Grand Total	100%	100%	100%	100%	100%	100%

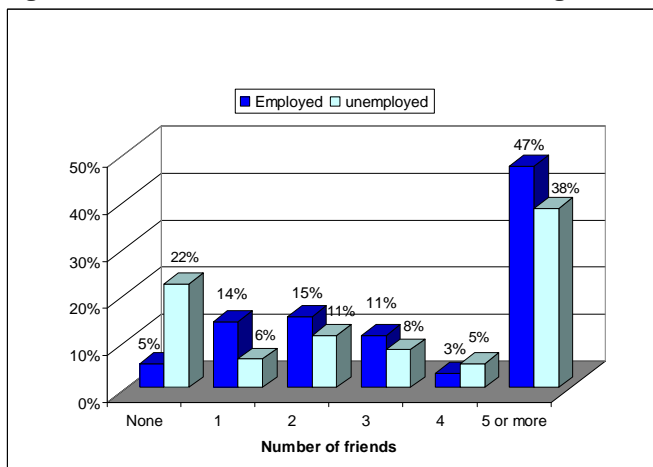
Others include: squat, detention center.

Most respondents (76%) had at least one friend outside their neighbourhood and 41% of respondents had five or more friends. Respondents who had no friends in their local neighbourhood are also more likely to have no friends who live outside their neighbourhood (67%) compared to only 3% of respondents who had five or more friends in their local neighbourhood. There was no significant difference in having friends outside the neighbourhood between different living arrangements. Employment status also has a positive correlation with having friends living outside the neighbourhood, with 22% of unemployed respondents having no friends living outside their neighbourhood compared to only 5% of employed respondents.

**Table 24: Number of friends living inside and outside the neighbourhood**

Number of friends outside neighbourhood	Grand Total	Number of Friends in local neighbourhood					
		None	1	2	3	4	5 or more
None	15%	67%	15%	18%	4%	11%	3%
1	9%	5%	25%	16%	20%	14%	2%
2	13%	5%	18%	16%	12%	21%	14%
3	9%	2%	13%	16%	4%	11%	10%
4	4%	2%	8%	0%	8%	7%	4%
5 or more	41%	17%	15%	26%	48%	32%	67%
No answer	9%	2%	8%	8%	4%	4%	2%
Grand Total	100%	100%	100%	100%	100%	100%	100%

**Figure 17: Number of friends outside the neighbourhood by employment status**



Most respondents (40%) had visited their neighbour/s five times or more in the last month, whereas 23% of respondents did not visit any neighbours in the past month. The majority of respondents (73%) answered that they had done a favour for their neighbour during the past six months.

In their words:

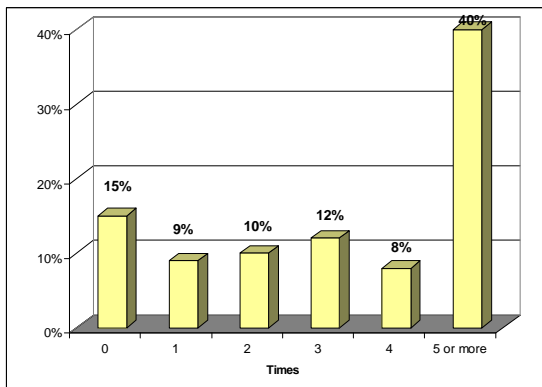
“When we go separate ways and can’t compromise anymore and can’t work together, is when I am most unhappy”

## Family and Friends Connections / Relationships

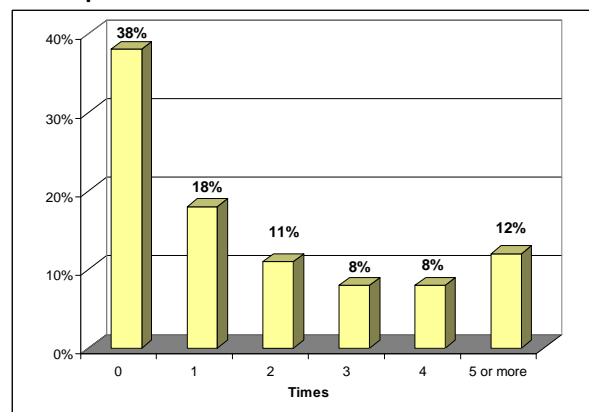
'[C]ontact with others is important in providing individuals with identity, social roles, and social support mechanisms' (ABS 2006, p.86). The positive effects of social connections may include increased happiness, health and longevity, while on the other hand, isolated people or those who disconnected from others are at an increased risk of dying prematurely (ABS 2006, p. 86). One direct indicator of a person's social integration is whether or not they have recent contact with family and friends.

The survey shows that most respondents (80%) had contact with friends in the past week, 40% five or more times over that period. Most respondents who had no contact are also those who had no friends. Overall, 38% respondents did not go outside their local neighbourhood to visit their friends or family, but the rest of respondents had left their neighbourhood to visit friends or family at least once in the past month. The data shows that most respondents (62%) said their extended family was willing to come and visit them.

**Figure 18: Contact with friends in the past week**



**Figure 19: Visited family outside neighbourhood in the past month**



*In their words:*

*"Will be happy when my man gets out of jail and comes home"*

**Table 25: Does your extended family ever come to visit you?**

Yes	62%
No	33%
No answer	5%

Most respondents caught up with friends by visiting them at home (57%) or having friends come to their home (56%). Around 50% of respondents also contact friends by telephone and 18% by email. Some respondents differentiated between telephone and text message, and 27% of respondents said that Lunch with Sally was also a way to stay in touch with their friends.

**Table 26: Ways to keep in touch with friends**

Telephone	50%
Email	18%
Visit in your home	56%
Visit in their home	57%
Have coffee/lunch/dinner at a restaurant / café / bar	34%

**Table 27: Other ways of communication (not in the list)**

Text message	29%
Lunch with sally	27%
Community room	7%
Letter	5%
Club	4%
Church	4%
Internet	2%
School	2%
Others	10%
No Answer	10%

Others include: meet at the street, at the embassy, football, at supermarket, playing cards, game

*In their words:*

*"I am happy when I am with my friends and having a few drinks I am unhappy when I fight with my family"*

## Relationships at Work

Participation in economic activities is one type of activity that facilitates social relationships that could strengthen social capital outside and inside the workplace. 'Putman (2000, as cited in ABS 2004, p;63) notes that the importance of the workplace in providing the opportunity to work collaboratively... in teams, to build a sense of community among co-workers, as a source of friendship, and a place to build and share norms [of reciprocity] and mutual help'. Indeed, [e]mployment may increase the number of connections that a person has, [but on the other hand], unemployment, and particularly long-term unemployment, can lead to a decline of the social networks an individual has, and in some cases, lead to social exclusion' (Stone, Gray & Hughes 2003, as cited in ABS 2004, p. 63).

Only 36% of respondents were employed, therefore questions related to work were answered by only 149 respondents. Out of those, 71% felt they are part of a team at their place of work. Table 28 shows that 82% of respondents had helped someone out at work even though it was not part of their normal work duties; 56% respondents answered that their work mates were also their friends out of work, and 53% answered that they were involved in a committee at work or socially.

**Table 28: Work related question**

Question	Yes
Do you feel part of a team at your place of work?	71%
In the past week, have you helped someone out at work even though it is not part of your normal work duties	82%
Are your work mates also your friends out of work?	56%
Are you involved in any committee at work or socially?	53%

*In their words:*

*"More help from community organizations, support workers, cheaper childcare, people who care where I live and trust me and my kids".*

## Key Trends and Relationships

1. The survey investigated selected elements of social capital and socio-demographic characteristics among public and community housing tenants living in Canberra's Inner North including gender, age, identity and language, living arrangements, education and employment. The summary table 29 below summarises survey results on education, employment, living arrangements and the length of living in the public housing complex.
2. Respondents aged 55 years and over dominate among the residents surveyed in the area. These people tend to stay in the same public housing site for an extended period indicating increased opportunities to form stronger bonds within their neighbourhood.
3. The majority of respondents have attained a Year 12 education level or below. There is no significant difference in the level of education between men and women.
4. Indigenous people comprised approximately one-third of the respondents. This is a relatively high representation compared to the overall population in the ACT (1.2%).
5. Almost one-third of respondents live alone with approximately one-fifth each living with a partner or within an extended family.
6. Unemployment is high among respondents with no significant difference between men and women.
7. Participation in the local community is strong as indicated by the high proportion of respondents participating in and interested in participating in groups or clubs within their local community.
8. Two of every three respondents value honesty, caring and trustworthiness, are happy with their current life situation and confirm they have control over decisions that affect their life. The evidence suggests that education relates to a stronger sense of happiness and achievement.
9. Trust and reciprocity within the community when it comes to lending money is quite low. No particular reasons were stated.
10. Experiences of threats and violence in the home and neighbourhood are not uncommon. Almost one-third of respondents have experienced burglary and attacks while in their home. Close to half of the respondents have been threatened or attacked while they were in their street. One thought

from the strong interest in local community affairs could be to mobilise and form a “Neighbourhood Watch” initiative to work on reducing these incidences.

11. An overwhelming percentage of respondents maintain close and recent contacts with family, friends and people living in the neighbourhood. This is a strong indicator of a person’s social inclusion. The positive health impacts of such social connectedness can hardly be underestimated. In addition, increased economic participation could foster wider community connections.

The social capital status of residents living in multi-unit public and community complexes in the Inner North is characterised by strong participation in the local community, close contacts with friends and family, regard for positive values (honesty, caring and trustworthiness), positive feelings of happiness and a sense of control over their lives. However, trust and reciprocity when it comes to lending money is low, feelings of safety are diminished by threats and violence and participation in education and economic activities is low. In conclusion, the strong sense of positive values and community connectedness should be actively mobilised to improve safety and community wellbeing along with promoting wider social and economic opportunities. Ultimately, the investment and mobilisation of resources would foster improved outcomes relating to social capital.

Table 29 - Summary Table – Education, Employment, Living Arrangement, Length in Housing

Age Group	Total	<18	18 - 25	26 - 35	36 - 45	46 - 55	55>
Respondents (%)	100	16	15	16	16	16	20
<b>A: Education</b>							
<Year 10	30	53	24	29	16	16	41
Year 10	20	24	24	10	27	24	14
Year 12	19	12	22	25	27	16	11
TAFE	17	6	18	23	16	29	12
University	13	4	10	13	12	14	23
No Answer	1	2	0	0	2	2	0
<b>(A) Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
<b>B: Employment</b>							
Employed	36	14	41	42	59	47	21
Unemployed	62	86	59	54	37	51	77
No Answer	2	0	0	4	4	2	2
<b>(B) Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
<b>C: Living Arrangement</b>							
Alone	28	8	22	19	18	43	50
With Partner	19	8	14	25	16	10	38
With Children	9	2	6	12	22	10	2
With Family	10	2	6	10	25	16	2
Extended Family	19	39	20	21	16	16	6
With Friends	11	27	24	12	2	6	2
Other	4	12	6	2	2	0	2
<b>(C) Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

D: Length in Housing							
< 1 year	18	35	20	23	12	8	8
1 - 5 years	23	14	33	23	24	33	15
5 - 10 years	16	8	6	23	22	27	9
10 - 15 years	17	16	10	17	22	16	20
> 15 years	26	27	31	13	22	14	48
No Answer	0	0	0	0	0	2	0
<b>(D) Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

## Attachment A: Survey Questionnaire

### SURVEY QUESTIONNAIRE

The following survey is used to measure “social capital”. Social capital is the positive components of a community. It is often described as the glue that connects everyone together. The positive connections and interactions between you and your neighbours help to build social capital.

To find out how much social capital there is in the community you live, we have created a survey with questions about relationships, the activities that you do or would like to do, your safety in both your home and neighbourhood and the time you spend with your family and friends.

The information that you provide will be used by Northside Community Service to create and direct projects and positive experiences for residents of public and community housing in Canberra.

If at any point you feel uncomfortable answering a question just skip the question/topic or decide to stop doing the survey altogether.

Thank you for your participation.

## Community Connections and Values Survey

By filling in this survey you will help Northside Community Service to better direct community development projects to your needs. Instead of focusing on your negative experiences in public housing, we want to find out what works in your community. We aim to use this information to boost the positive aspects of your community and to create a more positive environment within your public housing complex.

### Information about yourself

Please tick -

**Are you:**  Male  Female

**Age group:**  
 Under 18  18-25  26-35  36-45  46-55  55 and over

**Do you identify as:**  
 Aboriginal  
 Torres Strait Islander  
 Migrant or Refugee  
 None of the above  
 Do not wish to disclose

**What language do you prefer to speak at home?:**

English  
 Other (Please describe) \_\_\_\_\_

**What are your living arrangements?**

Alone  
 With partner  
 With children  
 With partner and children  
 With extended or blended family  
 With friends  
 Other (please describe) \_\_\_\_\_

**Do you have children under 18 years old?**

Yes (How Many? \_\_\_\_\_)  
 No

**How long have you lived in your local area?**

Less than 1 year  
 1-5 years  
 5-10 years  
 10-15 years  
 15 years and over

**What is your highest level of formal education/ schooling?**

- Less than year 10
- Year 10 (or equivalent)
- Year 12
- TAFE certificate or diploma (or equivalent)
- University Degree or Post Graduate qualification

**Are you employed?**

- Yes (How many hours per week? \_\_\_\_\_)
- No

**Are you involved in any voluntary work?**

- Yes
- No

**Participation in the local community**

**1. Are you involved in any groups/clubs or programs within your local community?**  Yes  No  
 If you answered no please skip to question 4.

**2. Please list the activities you are involved in**

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**3. How often do you attend these activities per month?**

- 1       2       3       4       5 or more

**4. Which activities are you interested in doing just for fun?**

- |  |                                   |
|--|-----------------------------------|
| <input type="checkbox"/> Playing sport/s               | <input type="checkbox"/> Craft    |
| <input type="checkbox"/> Reading                       | <input type="checkbox"/> Music    |
| <input type="checkbox"/> Playing computer games        | <input type="checkbox"/> Dancing  |
| <input type="checkbox"/> Acting                        | <input type="checkbox"/> Drawing  |
| <input type="checkbox"/> Yoga                          | <input type="checkbox"/> Painting |
| <input type="checkbox"/> Creative writing              | <input type="checkbox"/> Cooking  |
| <input type="checkbox"/> Other – please describe _____ |                                   |

**5. Do you currently participate in these activities?**

- Yes (How often \_\_\_\_\_)
- No

If yes please skip to question 7

**6. What are the main reasons that you don't participate in the activities listed above?**

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**7. How many times in the past month have you attended an activity or event in your local community?**  
 E.g. BBQ; morning tea or workshop.

- 1       2       3       4       5 or more

**8. How much would you participate in, or contribute to, community life?**

Participating in community life includes things like helping a neighbour with groceries, collecting someone's mail or showing up to a community BBQ.

- A lot       some       not much

**9. Do you think your participation and contribution to your community is making it a better place to live?**

- Yes  No

**10. Do you go outside your local community to visit friends/family?**

- Yes  No

**Positive Identity**

**11. Do you feel you have choice and control over the decisions that affect your life?**

- Yes  No

**12. How much of your current life situation are you happy with?**

- All  Most  Some  None

*Please explain what aspects of your life situation make you happy and/or unhappy*

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**13. What would be your greatest hopes and dreams for your own or your children's future? (please tick as many as appropriate)**

- |  |   |
|--|---|
| <input type="checkbox"/> finishing year 10           | <input type="checkbox"/> finishing year 12  |
| <input type="checkbox"/> going to TAFE or University | <input type="checkbox"/> having children  |
| <input type="checkbox"/> having a secure job         | <input type="checkbox"/> getting married  |
| <input type="checkbox"/> owning my own home          | <input type="checkbox"/> being happy and healthy <input type="checkbox"/> having a happy family |
| <input type="checkbox"/> Other (please describe)     |   |

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**14. What do you feel would help you to achieve these goals?(for instance training in applying for jobs, financial management courses etc)**

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**Personal values and community connections**

**15. Which of the following qualities do you think are important to have in everyday life ? (please choose as many as appropriate)**

- |  |  |   |                                     |
|--|--|---|-------------------------------------|
| <input type="checkbox"/> caring                  | <input type="checkbox"/> integrity                           | <input type="checkbox"/> loyalty  | <input type="checkbox"/> honesty    |
| <input type="checkbox"/> kindness                | <input type="checkbox"/> trustworthiness                     | <input type="checkbox"/> respectfulness   | <input type="checkbox"/> generosity |
| <input type="checkbox"/> decision-making         | <input type="checkbox"/> understanding                       | <input type="checkbox"/> responsibility, accepting the consequences of my actions |                                     |
| <input type="checkbox"/> Other (please describe) | <input type="checkbox"/> standing up for yourself and others |   |                                     |

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**16. Why do you think these qualities are important?**

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**17. Who is the person you most look up to and admire?**

- Mother                                       Father                                       Brother  
 Sister                                         Wife/Husband                               Other relative  
 A celebrity                                   A Friend                                       A community leader  
 A neighbour                                 A politician                                   A religious leader  
 A teacher                                     A support worker                               A sportsperson  
 A work colleague  
 None (there is no one I admire or look up to)

**What qualities does the person you most admire have that make them so special (please tick as many as appropriate)?**

- Honest    Integrity    Trustworthy    Sense of humour    Caring    Loyal  
 Generous    Understanding    Respectful    Kind    Successful    Wealthy  
 Stands up for themselves and others  
 Other (please list)
- 

**18. Do you live amongst neighbours who are different to you in the following ways (please tick as many as appropriate):**

- Have more education than me/my family?  
 Have less education than me/my family?  
 Have more money than me/my family?  
 Have less money than me/my family?  
 Have better health than me/my family?  
 Have poorer health than me/my family?  
 Have a different cultural heritage than me/my family?  
 Speak a different language than me/my family?  
 Have employment?  
 Do not have employment?  
 Have different family arrangements than me/my family?

**19. Do any of these differences cause you or your family problems?**

- Yes (Please describe the problems)
- 

- No

**You and your neighbours**

**20. How many times in the last month have you visited a neighbour?**

- none    1                       2                       3                       4                       5 or more

**21. In the past 6 months have you done a favour for a neighbour?**

- Yes    No

**Trust and safety**

**22. If you urgently needed some money to survive (e.g. for food) how many people in your neighbourhood could you ask for a loan?**

- none    1                       2                       3                       4                       5 or more

23. How many people in your neighbourhood would YOU feel comfortable loaning money to?

- none  1  2  3  4  5 or more

24. If you needed urgent accommodation for a few nights is there any one in your neighbourhood that you could stay with?

- Yes  No

25. How many people in your neighbourhood do you feel you can trust to be supportive toward you and your family?

- None  1  2  3  4  5 or more

26. Does your neighbourhood have a reputation for being a safe place to live?

- Yes  No

27. Do you agree with this reputation?

- Yes  No

### Safety in your home and neighbourhood

28. Has your home ever been broken into?

- Yes (How many times?) \_\_\_\_\_  No

29. In the past year have you been threatened or attacked while in your home?

- Yes (How many times?) \_\_\_\_\_  No

30. In the past year have you been threatened or attacked while in your street or neighbourhood?

- Yes (How many times?) \_\_\_\_\_  No

31. Would you feel safe walking around your street alone after dark?

- Yes  No

32. Do you feel safe in and around your home?

- Yes  No (If you answered yes please skip to question 35)

33. What causes you to feel unsafe?

- The behaviour of other residents  The behaviour of visitors  
 Your experiences in the complex  Other people's experiences  
 Other (Please list) \_\_\_\_\_

34. Does your local neighbourhood feel like home?

- Yes  No

### Neighbourhood connections/relationships

35. When you go shopping in your local area do you run into any friends?

- Yes  No

36. How many 'friends' do you have in your local neighbourhood?

- none  1  2  3  4  5 or more

### Family and Friends connections/relationships

**37. In what ways do you keep in touch with your friends?**

- Telephone    Email    Visit in your home    Visit in their home    Have coffee/lunch/dinner at a restaurant/café/bar  
 Other (please describe) \_\_\_\_\_

**38. How many times have you had contact with friends in the past week?**

- none    1    2    3    4    5 or more

**39. How many friends do you have that do not live in your neighbourhood?**

- none    1    2    3    4    5 or more

**40. How many times in the past month have you gone outside your local neighbourhood to visit your family?**

- none    1    2    3    4    5 or more

**41. Does your extended family ever come to visit you?**

- Yes    No

### Relationships at Work

*Please answer the following questions if you are in paid OR voluntary work:*

**42. Do you feel part of a team at your place of work?**

- Yes    No

**43. In the past week, have you helped someone out at work even though it is not part of your normal work duties?**

- Yes    No

**44. Are your work mates also your friends out of work?**

- Yes    No

**45. Are you involved in any committee at work or socially?**

- Yes    No

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The team at Northside Community Service would like to thank you for your participation.

By filling in this survey you have assisted Northside Community Service in producing community development projects that are targeted to the community and address community needs.

If you are interested in the results of this survey and/or information on how the survey will contribute to future projects, please leave your details and we will contact you.

Once again, thank you for your time.

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**SOCIAL CAPITAL: IN THEIR WORDS.....**

1. Will be happy when my man gets out of jail and comes home
2. To live the rest of my life in my home in relative safety and security
3. I am happy about a lot of things that have happened but I am happy proud empowered that I am now free to live my dreams, marry a man for love not circumstance
4. I am alive, two arms, two legs and a heart beat that's why I am happy
5. When we go separate ways and can't compromise anymore and can't work together, is when I am most unhappy.
6. I am happy when I am with my friends and having a few drinks I am unhappy when I fight with my family
7. Can't complain – children are happy and healthy, aren't in trouble or doing drugs.
8. We can help one another and problems lessen in our communities
9. I have more than enough motivation and encouragement where I am living with the wonderful people ever
10. More help from community organizations, support workers, cheaper childcare, people who care where I live and trust me and my kids.
11. My kids are my life, money comes and goes, love comes and goes out, my children are forever.
12. Due to old age it is more difficult to socialise with other people of same age.
13. There are times you can not keep in touch with your friends.