

City of Ryde

Social Wellbeing Research

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Background



Methodology & Sample

Why?

- Identify the community's perceived quality of life
- Identify the community's level of agreement with statements regarding living in the City of Ryde
- Understand the community's ability to access local services
- Identify the community's level of participation in local activities and connectedness

How?

- Telephone survey (landline and mobile) to N=403 residents
- 81 acquired through number harvesting
- Greatest margin of error +/- 4.9%

When?

- Implementation 6th – 12th March 2019

Please see the Appendix for detailed methodology and sample

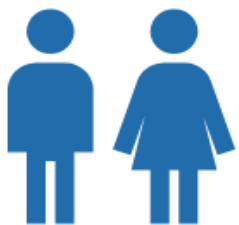


Sample Profile



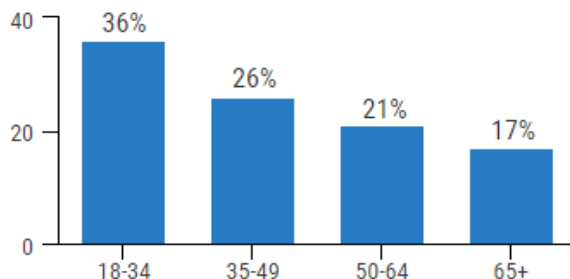
Sample Profile

Gender



Male 48%
Female 52%

Age



Country of birth



56%



44%

Identify as having a disability

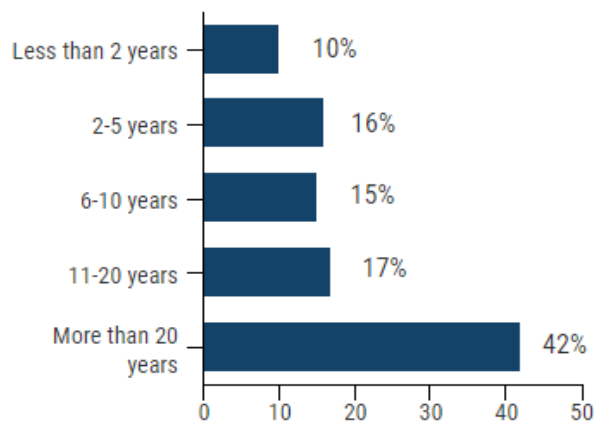


15%



85%

Time lived in the area



Household status



Living alone
12%



Married/de facto with
children 40%



Single parent with
children 2%

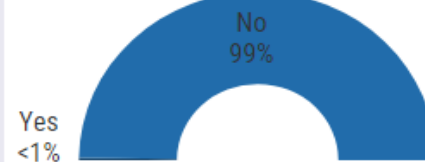


Married/de facto
with no children 21%

Speak second language at home



Identify as Aboriginal or Torres Strait Islander



Ratepayer status



%

Lease

31%



Group household
5%



Living at home with
parents 13%



Extended family
household 7%

Telephone Survey

N = 403

The sample was weighted by age and gender to reflect the 2016 ABS community profile of the City of Ryde

Key Findings



Living in the City of Ryde LGA



93% rated their quality of life as good to excellent



64% stated they feel satisfied with their work/life balance often or almost always



Residents feel safe in the local area

All 4 safety measures were in the top 5 agreement statements



The City of Ryde is a good place to live

87% agree/strongly agree that the LGA is a good place to live



Affordable housing

Housing affordability was the lowest scoring agreement statement, with 53% stating they disagree/strongly disagree



70% of respondents undertake 30 mins of physical activity 3 or more times a week



81% have not seen or experienced discrimination in the last 12 months

Community Connectedness/Participation

72%

indicated they do not
experience any problems
accessing services



90%

of respondents have
participated in arts and
cultural activities



97%

of respondents have
participated in events
and social activities



97%

have access to the
internet at home



Social Opportunities

While people feel very safe living in the City of Ryde LGA, there remains opportunity to build a stronger sense of community and increase connectivity and social participation.

While residents perceived quality of life is strong and safety measure exceed our Metro Benchmark norms, some community measures are slightly weaker than our Metro norms. Perhaps driven by background, time lived in the area and age. These include:

- I can call on a neighbor or local relative if I need assistance
- I feel part of my local community
- Living in the City of Ryde gives you a sense of living in a community
- I have enough opportunities to participate in arts and cultural activities

Results



Community Wellbeing and Connectedness

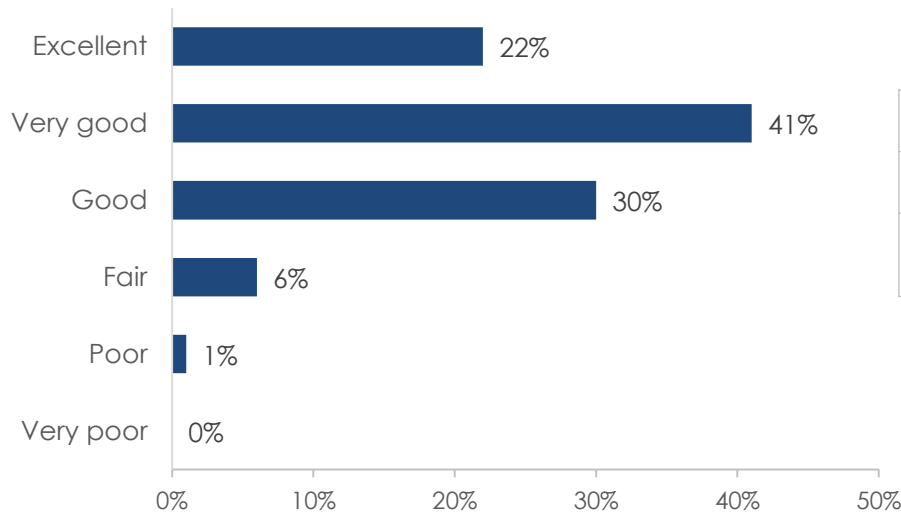


Quality of Life

Q2. Overall, how would you rate the quality of life you have living in the City of Ryde?

	Overall	Gender		Age			
		Male	Female	18-34	35-49	50-64	65+
Mean rating	4.77	4.78	4.77	4.81	4.75	4.67	4.85

	Ratepayer Status		Speaks another language other than English at home	
	Ratepayer	Non-ratepayer	Yes	No
Mean rating	4.82	4.66	4.71	4.83



	T3 Box	Mean rating
City of Ryde	93%	4.77 ▼
Micromex Metro Benchmark	92%	4.91

Scale: 1 = very poor, 6 = excellent

▲ ▼ = A significantly higher/lower rating compared to the Benchmark

Base: N = 403



93% of respondents stated their quality of life living in the City of Ryde was good to excellent, a very positive result for Council.

Agreement Statements

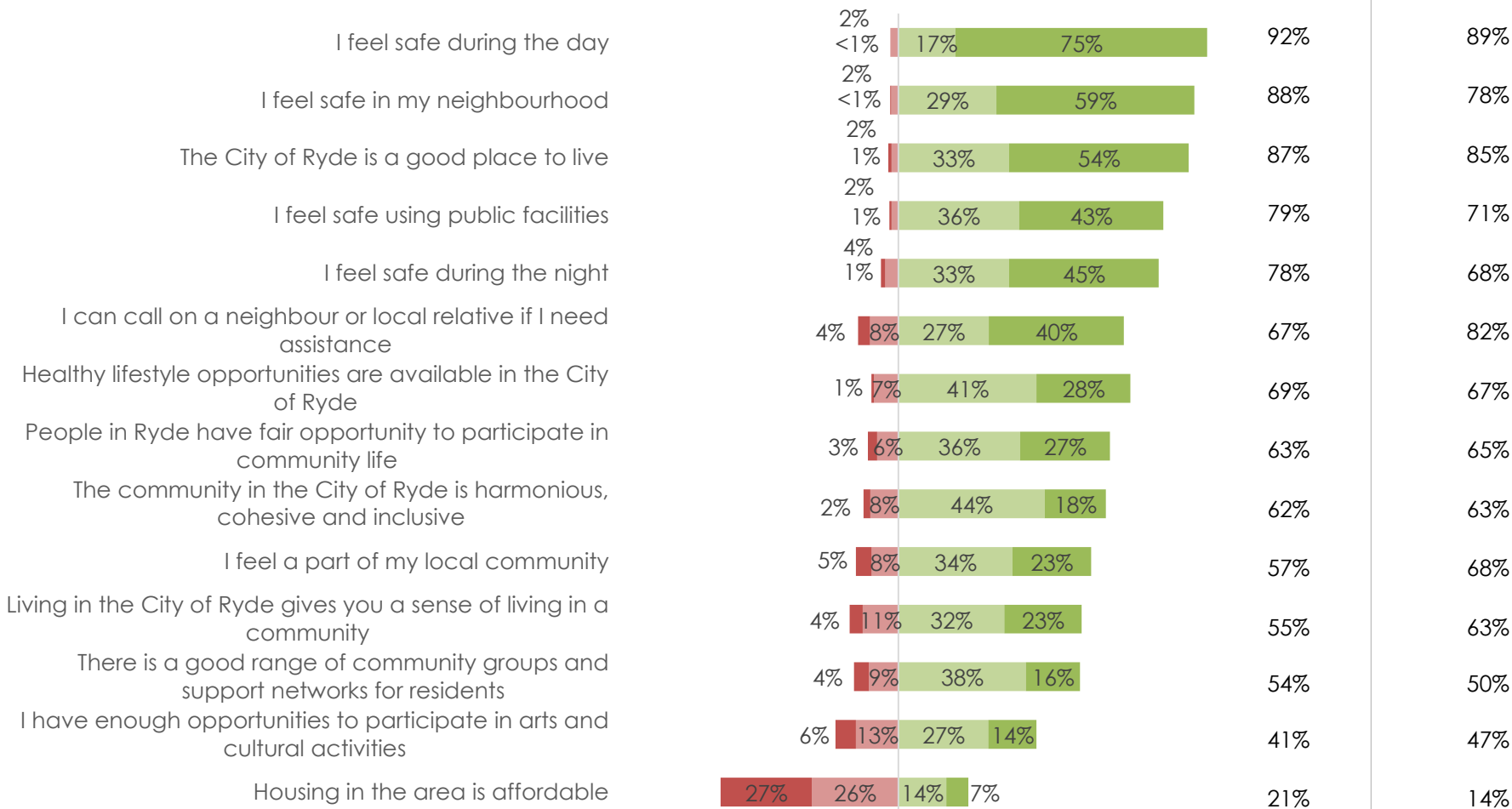
City of Ryde

Micromex Metro Benchmark

Q1. To what extent do you agree or disagree with the following statements about living in the City of Ryde?

T2 Box

T2 Box



Base: N = 403

Strongly disagree Disagree Agree Strongly agree

Please see the Appendix for detailed results

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

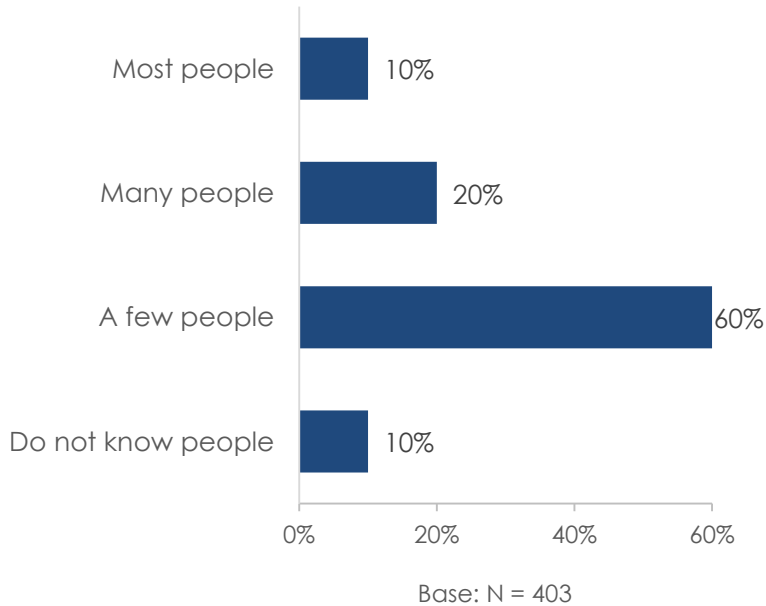
City of Ryde residents feel safe in their local area, with the 4 safety measures rated in the top 5 agreement statements.

All agreement statements received moderate to high agreement levels, with the exception of housing affordability, where just over half (53%) disagree/strongly disagree that housing in the area is affordable.

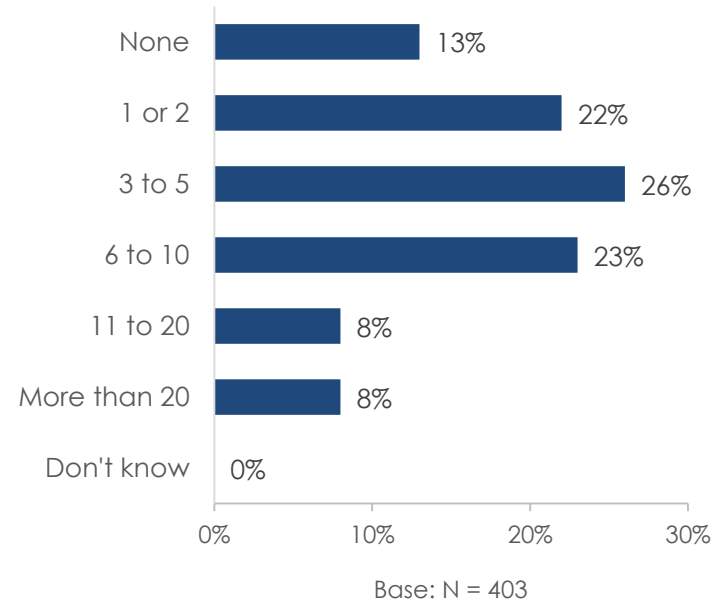
8 of the 14 agreement statements were rated above the Micromex Benchmark mean.

Connecting with People in the Neighbourhood

Q3. In your street or local neighbourhood would you say that you know:



Q4. How many close relatives or friends do you have that live in the City of Ryde? These are people you feel at ease with, or can call on for help.

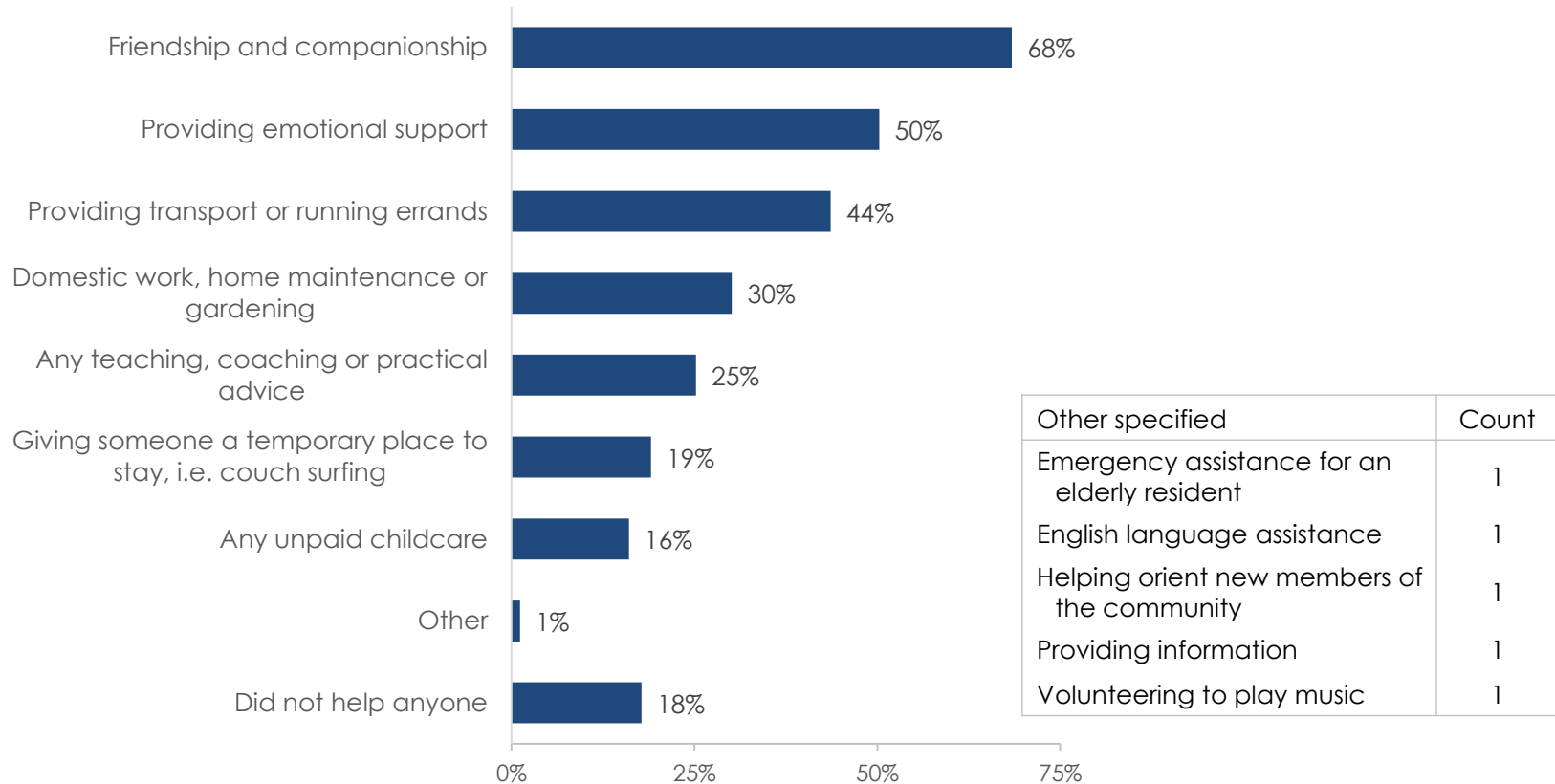


Please see the Appendix for results for Q3 by language spoken

**60% of respondents stated they know a few people in their street or neighbourhood. English-only speaking respondents were significantly more likely to state that they know 'many people'.
65% of respondents indicated they have at least 3 close relatives or friends that reside in the City of Ryde.**

Helping People in the Neighbourhood

Q5. In the last 12 months, have you helped an individual (not an organisation or group) who doesn't live with you, in the City of Ryde with any of the following activities?



Base: N = 403

Please see the Appendix for results by demographics

Providing friendship and companionship (68%) was the leading form of assistance provided by respondents to other members of the community in the last 12 months.

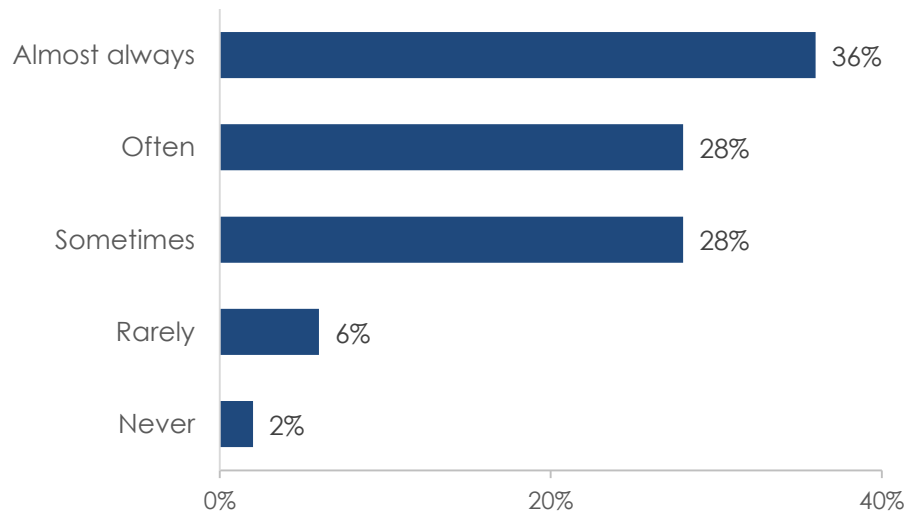
50% also stated they provided emotional support to another individual that does not live with them in the City of Ryde.

Work/Life Balance

Q16. I feel satisfied with my work/life balance:

	Overall	Gender		Age			
		Male	Female	18-34	35-49	50-64	65+
Mean rating	3.91	3.86	3.95	3.71 ▼	3.78	4.05	4.35 ▲

	Ratepayer Status		Speaks another language other than English at home	
	Ratepayer	Non-ratepayer	Yes	No
Mean rating	4.02 ▲	3.66	3.87	3.94



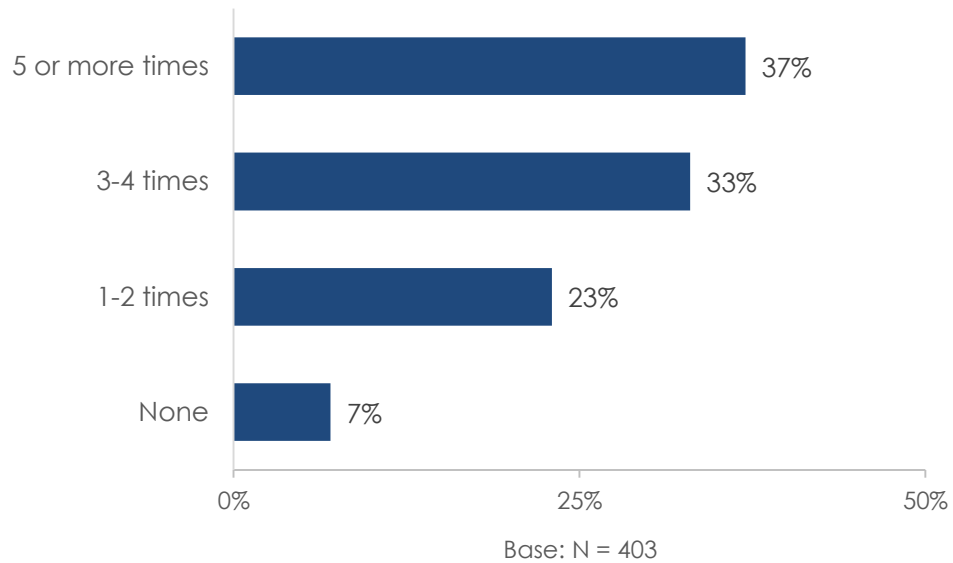
Base: N = 403

Satisfaction with work/life balance in the City of Ryde was high, with 64% stating they feel satisfied with their work/life balance often/almost always.

Satisfaction with this balance increases with age, with 18-34 years significantly less satisfied and those aged 65+ significantly more satisfied.

Healthy Active Living

Q10. How many times a week do you usually do 30 minutes or more of physical activity or walking that increases your heart rate or makes you breathe harder than normal?



	Gender		Age			
	Male	Female	18-34	35-49	50-64	65+
5 or more times	42%	32%	42%	32%	37%	33%
3-4 times	33%	33%	37%	35%	30%	27%
1-2 times	20%	25%	17%	27%	24%	28%
None	5%	9%	5%	6%	9%	12%▲

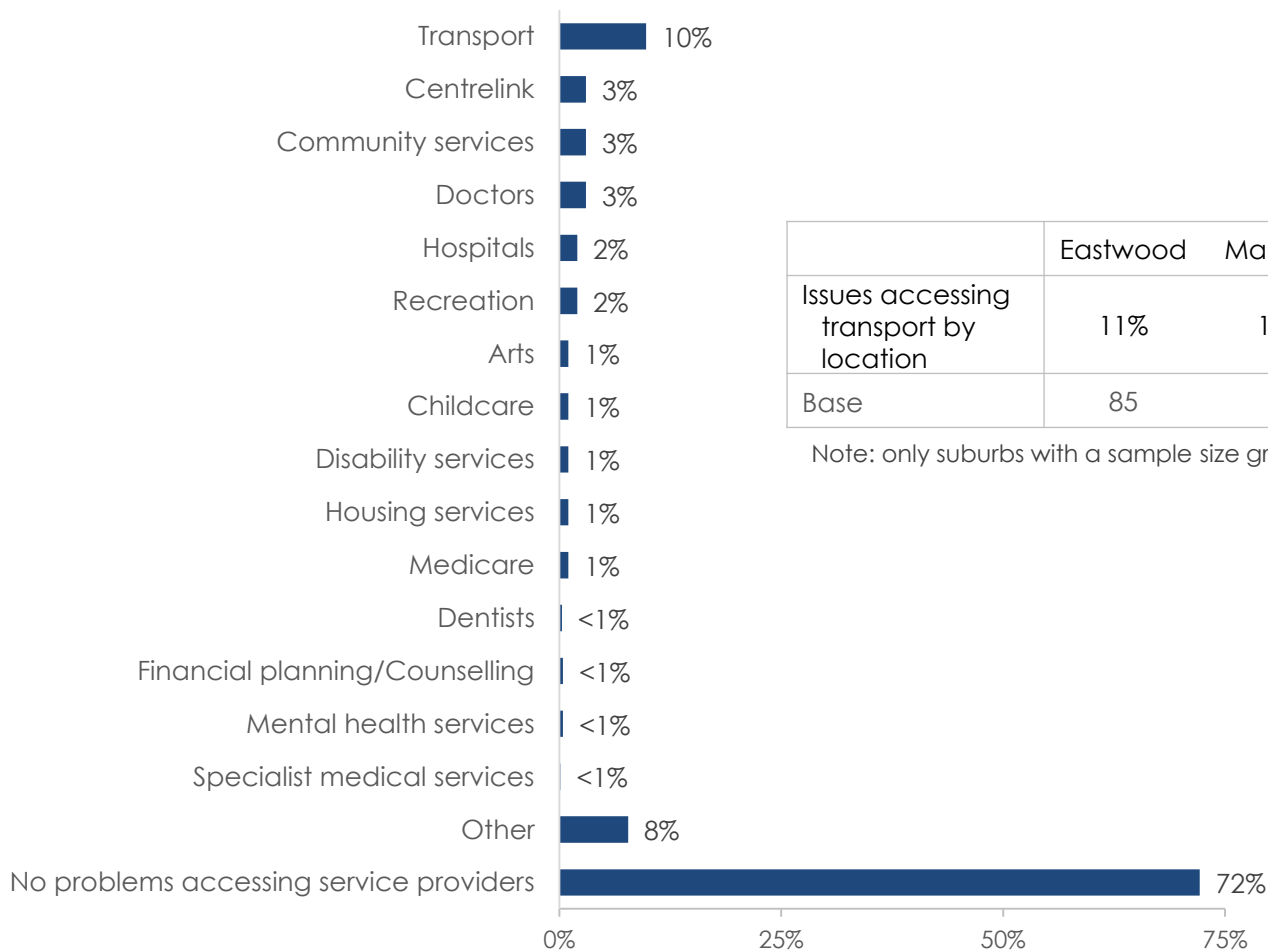
▲ ▼ = A significantly higher/lower percentage (by group)

City of Ryde residents live active lifestyles, with 70% of respondents stating they participate in 30 minutes or more of physical activity 3 or more times a week.

Unsurprisingly, those aged 65+ were significantly more likely to state they do not participate in physical activity or walking that increases their heart rate.

Accessing Services

Q6. What services in your local area, if any, do you have problems accessing?



	Eastwood	Marsfield	North Ryde	Ryde	West Ryde
Issues accessing transport by location	11%	18%	3%▼	17%▲	1%▼
Base	85	34	41	77	63

Note: only suburbs with a sample size greater than 20 were included in the above table

Base: N = 403

Please see Appendix A for 'other specified'

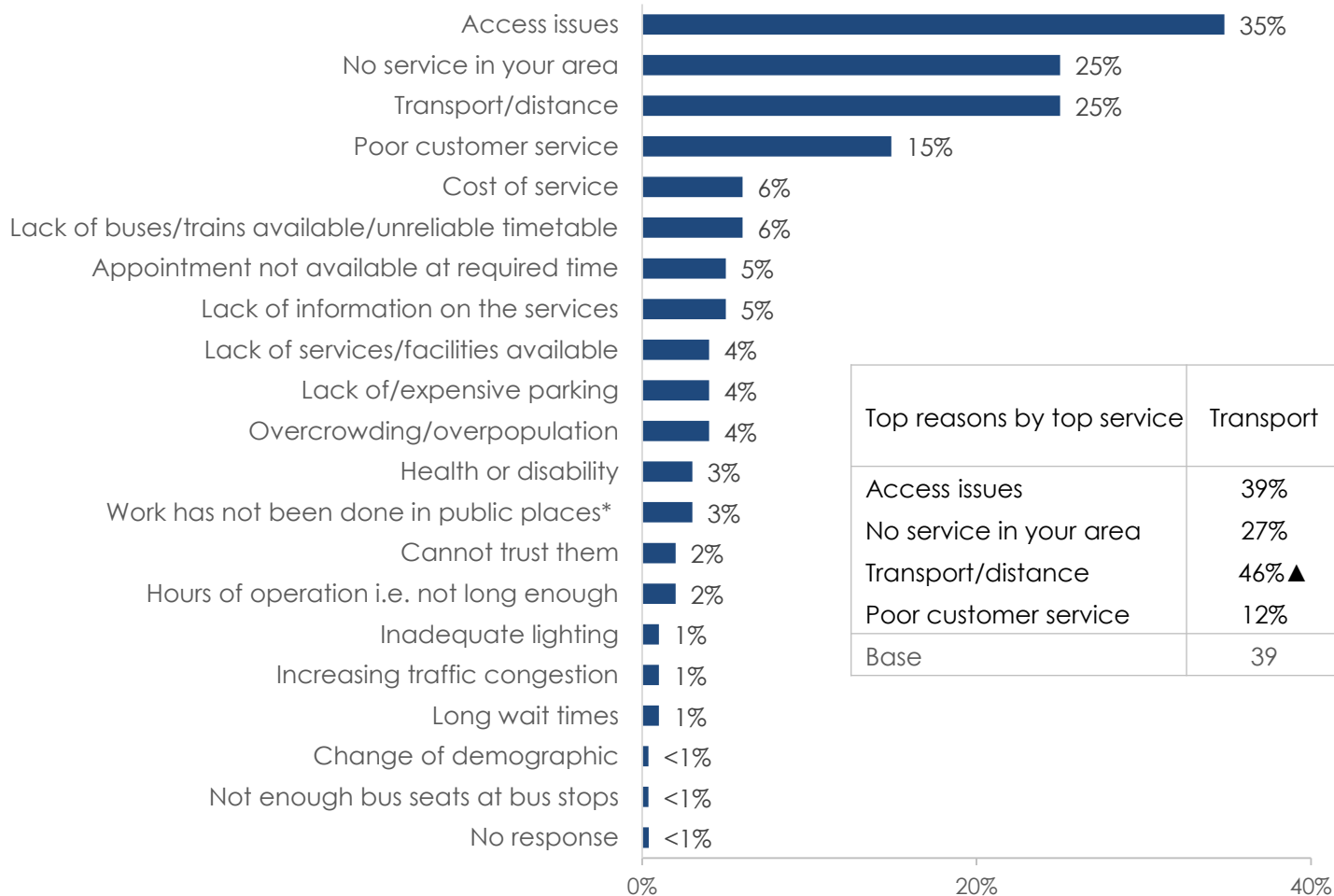
▲▼ = A significantly higher/lower percentage (by suburb)

72% of respondents indicated they do not have any problems accessing services in their local area.

10% indicated issues accessing transport, with those located in Ryde significantly more likely to state so and those located in North and West Ryde significantly less likely.

Accessing Services

Q7. If you have experienced difficulty in accessing services, what are the main reasons for this?



Top reasons by top service	Transport	Centrelink	Community services	Doctors
Access issues	39%	79%▲	43%	60%
No service in your area	27%	19%	58%▲	20%
Transport/distance	46%▲	21%	10%	31%
Poor customer service	12%	21%	40%	41%▲
Base	39	12*	11*	11*

Base: N = 112

*Work has not been done in public places creating issues

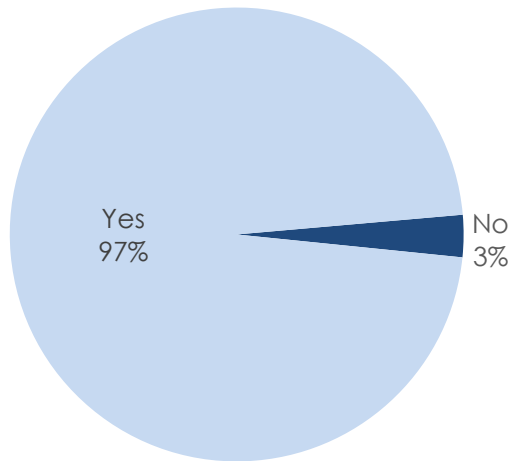
*Caution low base size

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

The leading reasons as to why respondents indicated they experienced difficulty accessing services in their local area were access issues (35%), no services in the area (25%) and transport/distance (25%).

Internet Access

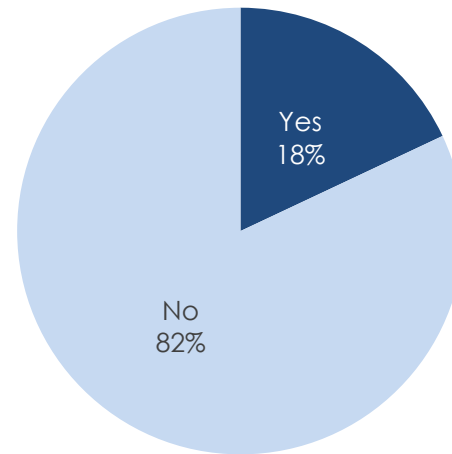
Q17. Do you have access to the internet at home?



Base: N = 403

Q18a. (If no to Q17), Do you feel disadvantaged by not having access to the internet?

Due to the implications of weighting, Q18a, Q18b and Q18c results have been reported unweighted



Base: N = 28

Q18c. Why do you not have the internet?

Response	Count
I don't need it	13
Don't know how to use a computer/tablet/smartphone	5
Not interested/don't like it	4

Q18b. (If yes to Q18a), Why do you feel disadvantaged by not having access to the internet?

Response	Count
Access to MyGov services, My Aged Care, Medicare, Centrelink, NDIS, etc.	2
Access up to date information	1
Easier e.g. to pay bills, make complaints	1
Explore the internet	1
Find out what is happening in my community	1
Wider range of TV entertainment	1

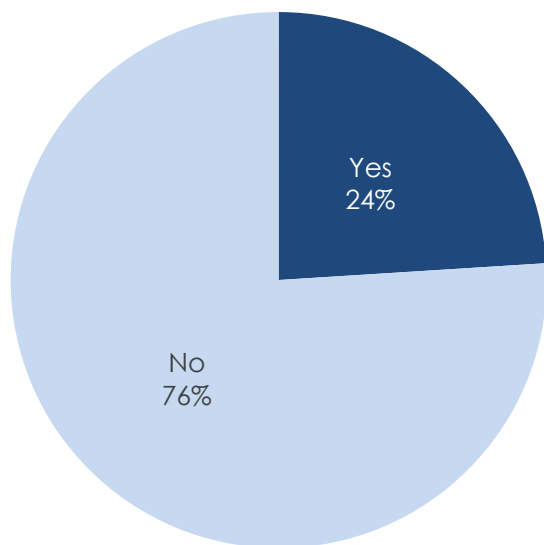
Please see the Appendix for responses fewer than 4

The vast majority (97%) of respondents have access to the internet at home. Of the 28 respondents that do not have access to the internet at home, 5 feel disadvantaged by this.

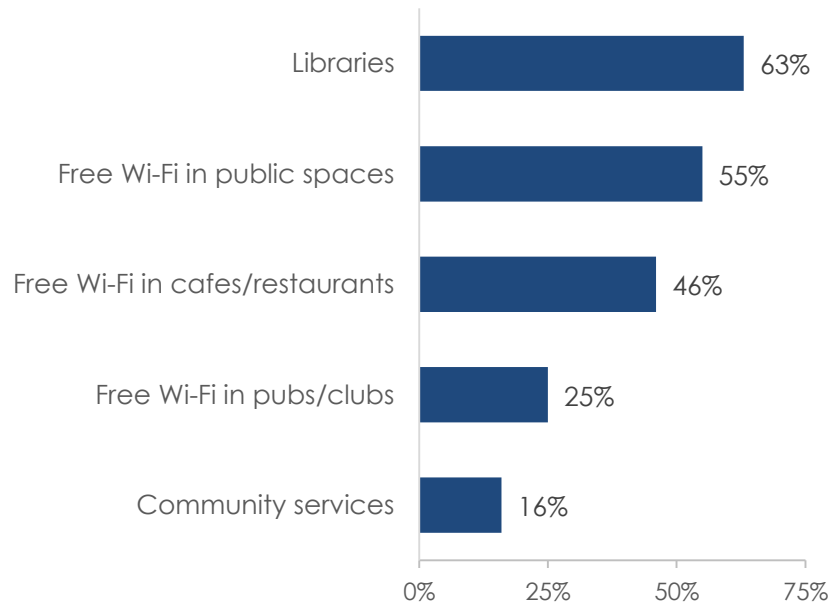
Internet Access

Q18d. Do you use any public services to access the internet?

Q18dd. (If yes to Q18d.), What public services do you use to access the internet?



Base: N = 403



Base: N = 96

24% of respondents currently use public services to access the internet, with 63% of those utilising public libraries and 55% using Wi-Fi in public spaces.

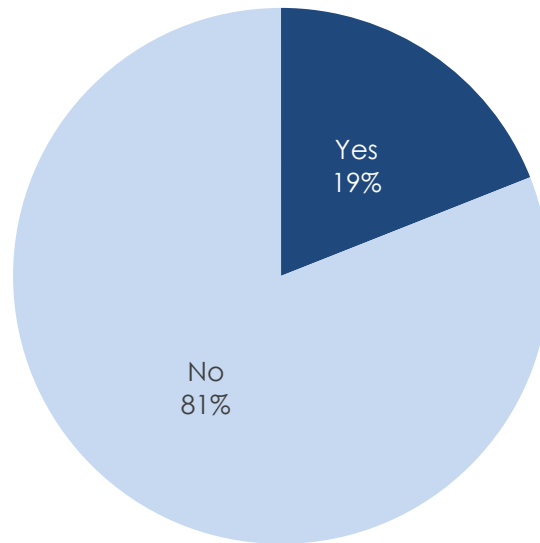
Cultural and Racial Tolerance



Seeing or Experiencing Discriminatory Attitudes

Q8. In the last 12 months, have you seen or experienced any discriminatory attitudes towards yourself or other people because of race, religion, gender or age?

	Gender		Age				Speaks another language other than English at home	
	Male	Female	18-34	35-49	50-64	65+	Yes	No
Yes	12%	26%▲	17%	20%	20%	23%	18%	20%



Base: N = 403

Suburb	Yes
Suburb	Yes
Eastwood	33%▲
Marsfield	14%
North Ryde	8%
Ryde	15%
West Ryde	19%

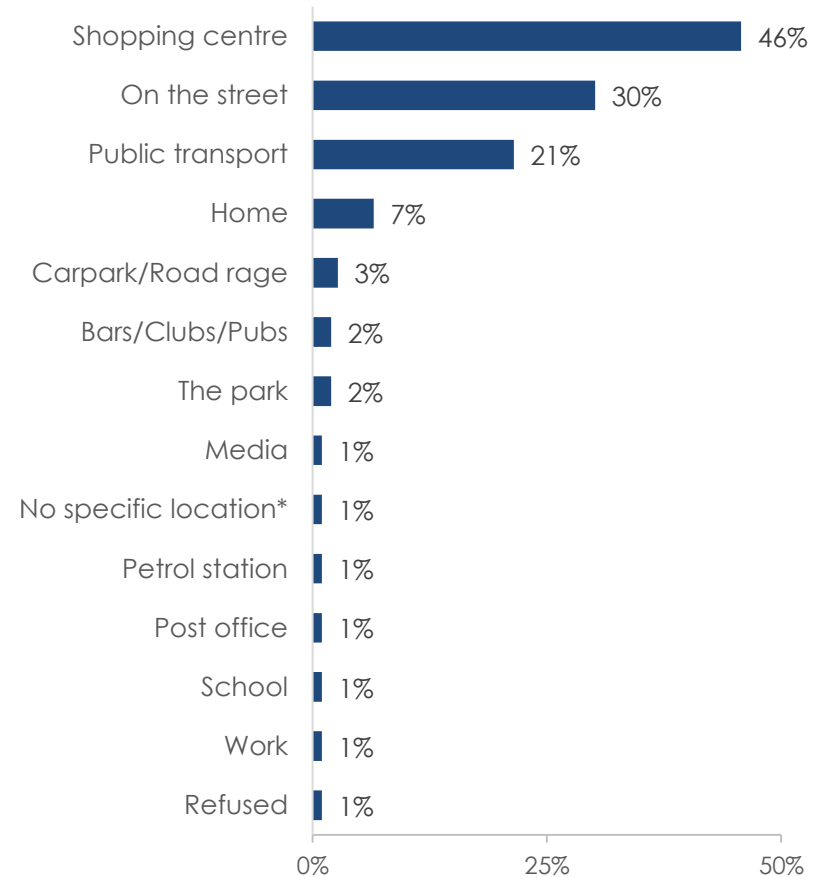
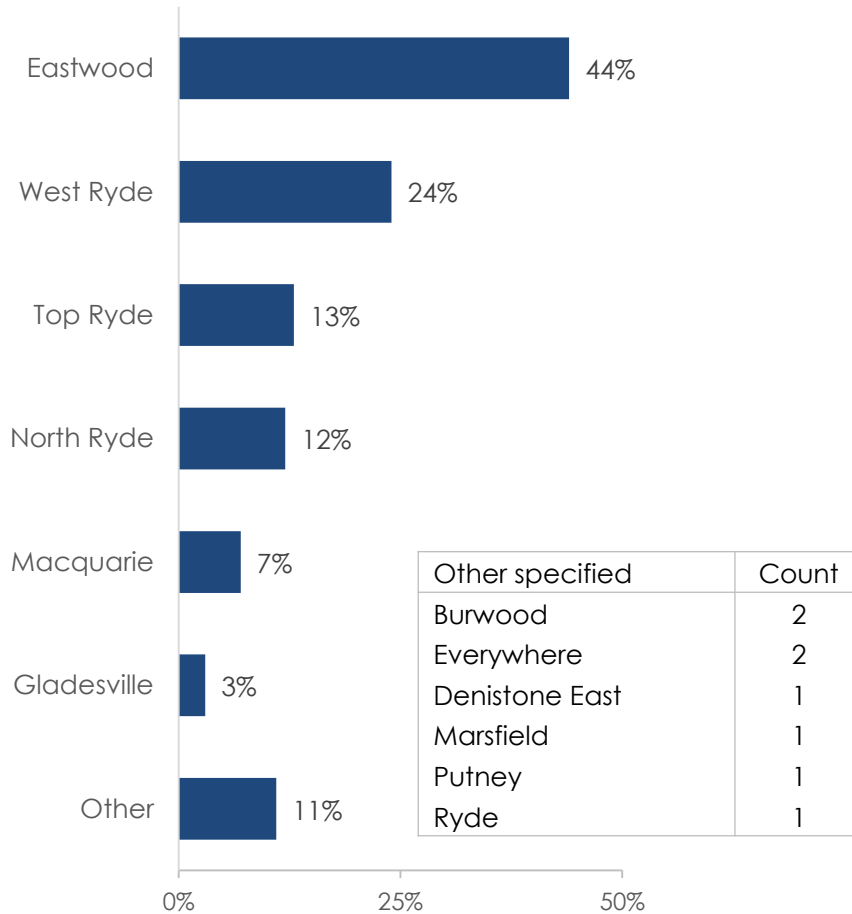
▲ ▼ = A significantly higher/lower percentage (by group)

81% of respondents indicated they have not seen or experienced any discriminatory attitudes. Females and those located in Eastwood were significantly more likely to state they have seen or experienced these behaviours.

Seeing or Experiencing Discriminatory Attitudes

Q9a. If yes (Q9), where (geographically) did you experience this behaviour?

Q9b. What setting was this in?



Base: N = 78

Base: N = 78

*No specific location – shop signage in languages other than English

Of those that have seen or experienced discriminatory behaviours, **44%** indicated they have experienced this in Eastwood.

Almost half (**46%**) have experienced this in shopping centres and **30%** experienced these attitudes or behaviours on the street.

Participation in Activities

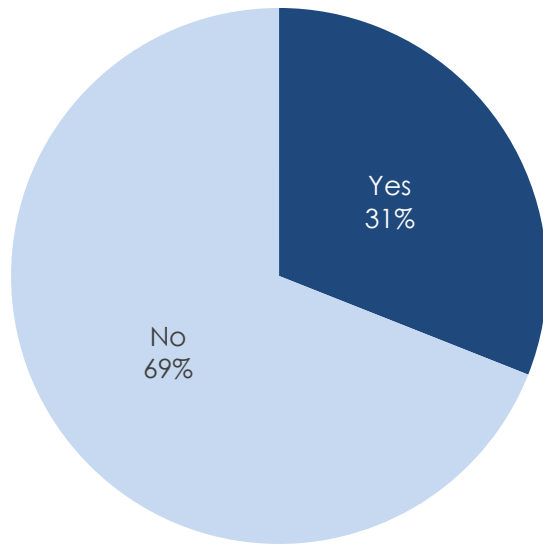


Volunteering with Community Groups

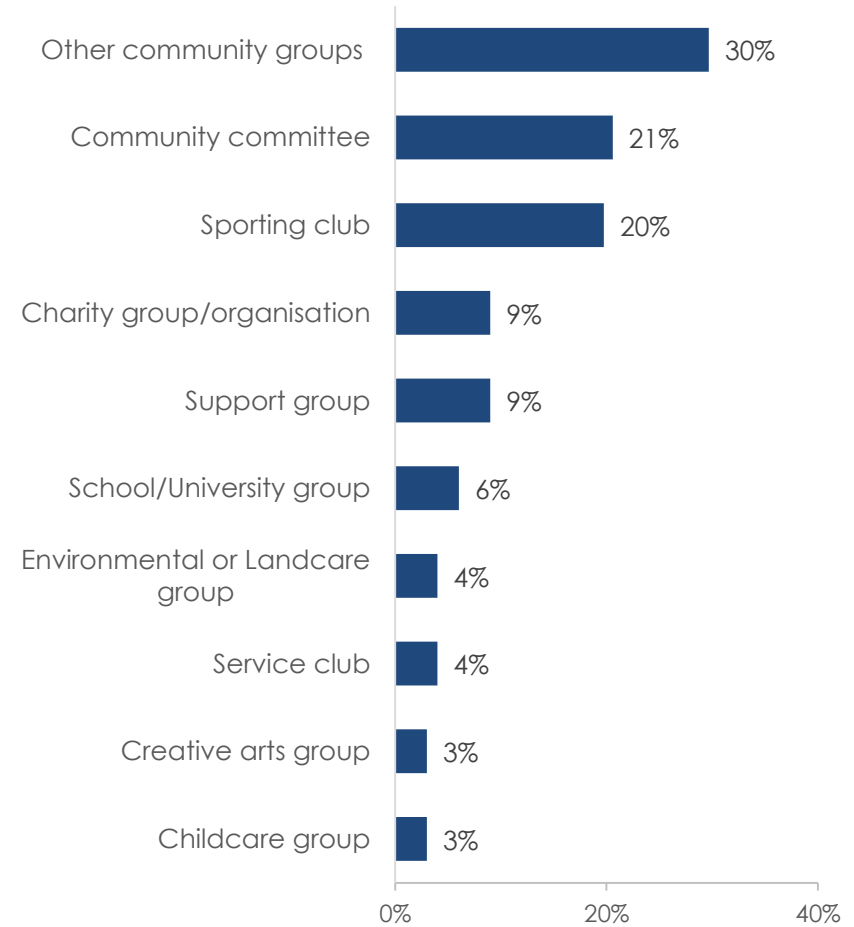
Q11a. In the past 12 months have you volunteered as a member of a community organisation or group?

Q11b. What type of group(s)?

	Gender		Age			
	Male	Female	18-34	35-49	50-64	65+
Yes	24%	37%▲	20%▼	36%	38%	38%



Base: N = 403



Base: N = 125

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

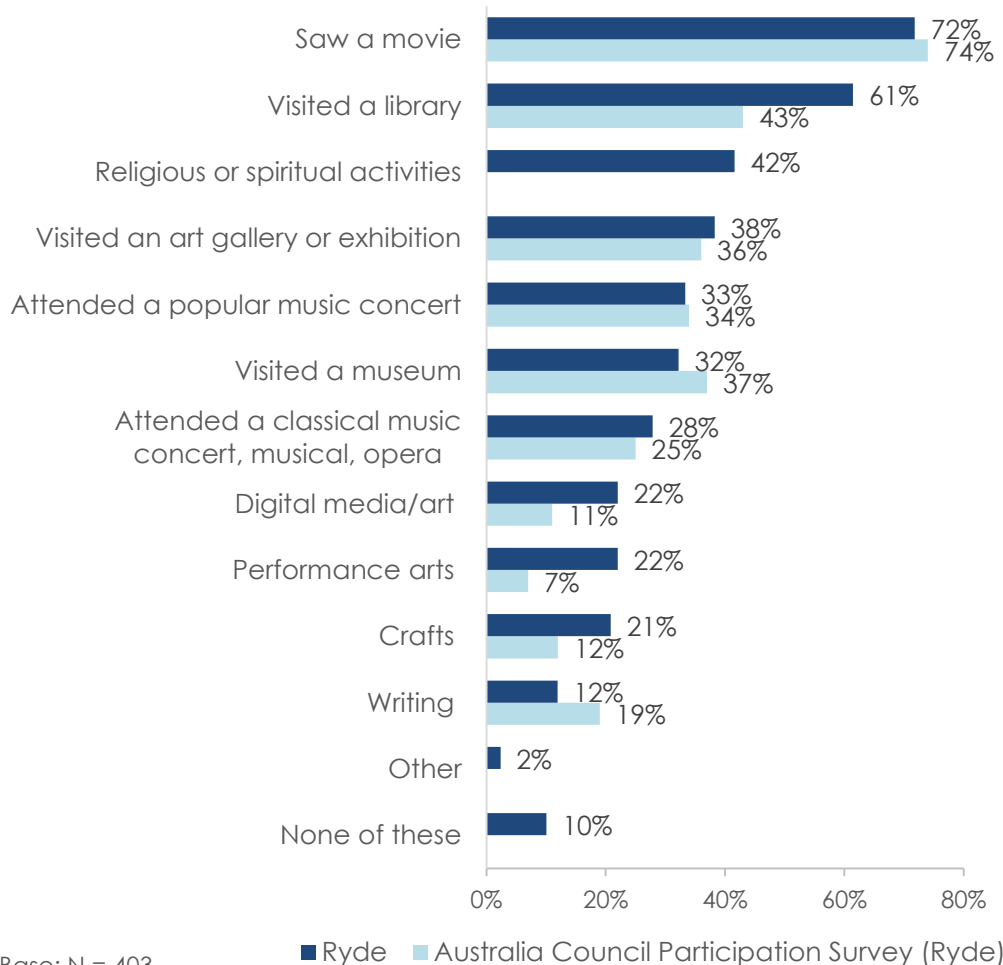
Please see the Appendix for the complete list of results

31% of respondents indicated they volunteered as a member of a community organisation or group in the past 12 months.

Of those that have volunteered in the past 12 months, 30% volunteered as a part of other community groups such as walking, scouts, church groups, etc.

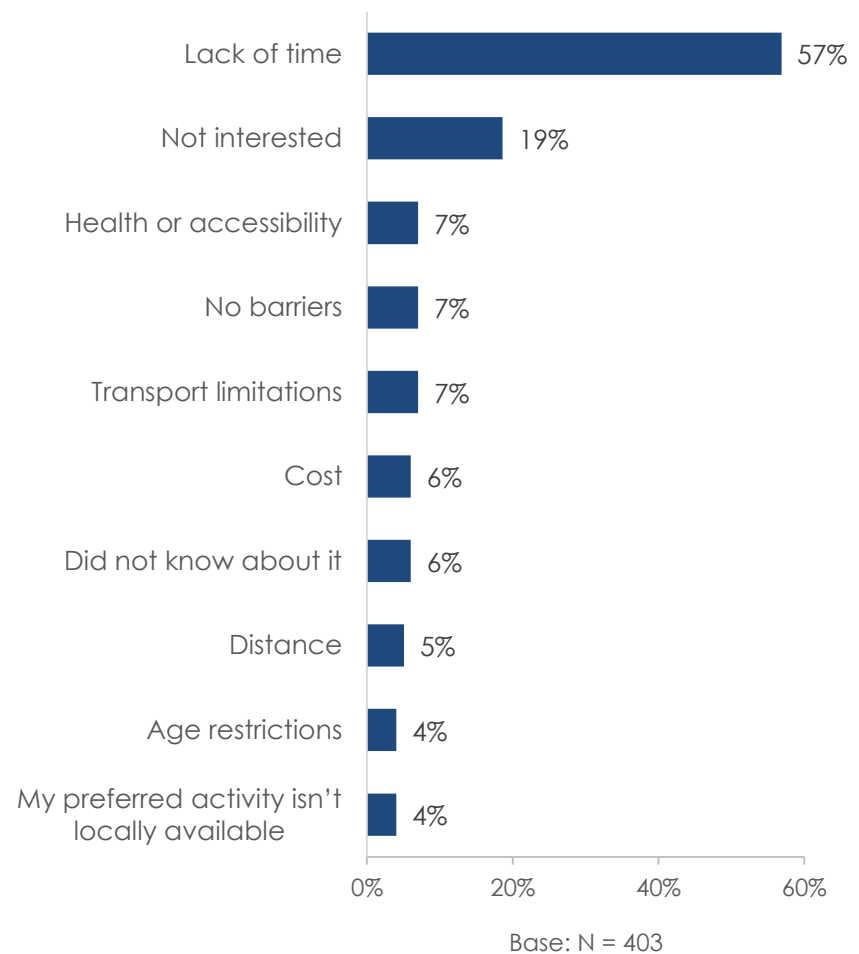
Participation in Arts and Cultural Activities

Q12a. In the past 12 months, which of the following arts and cultural activities have you participated in?



Please see the Appendix for 'other specified'

Q13b. What are the barriers to you undertaking these types of activities (more regularly)?



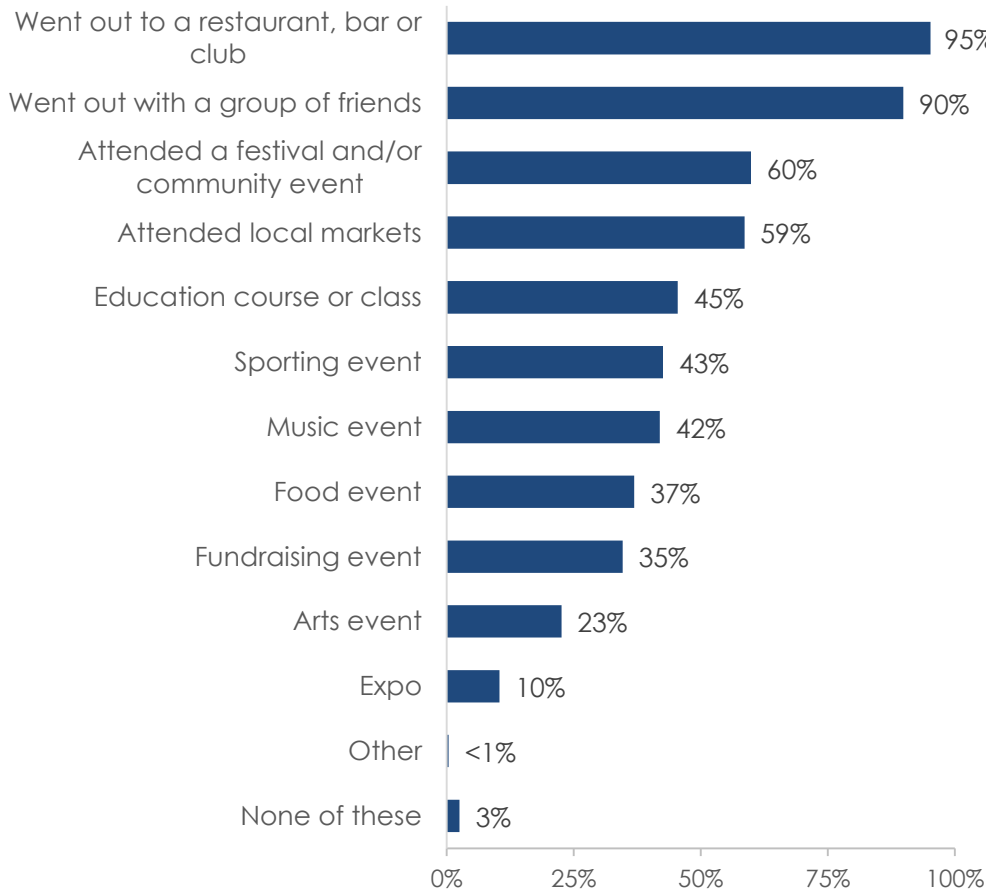
Please see the Appendix for results fewer than 4%

In the past 12 months, 90% of respondents indicated they had participated in some form of art and cultural activity, with 72% stating they saw a movie.

Lack of time was the leading reason as to why respondents could not undertake/undertake these activities more regularly. Participation levels remain reasonably consistent with the Australian Council Participation Survey (June 2013 – July 2014).

Participation in Events and Social Activities

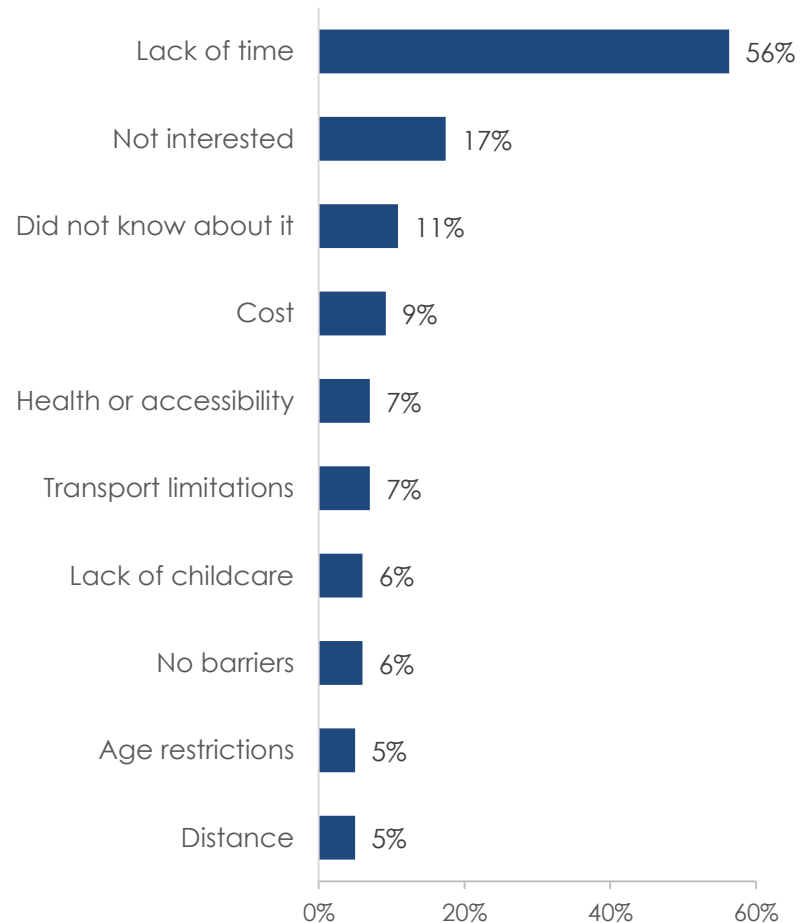
Q14a. In the past 12 months, which of the following events and social activities have you participated in?



Base: N = 403

Other specified	Count
Club/community group meetings or events	2

Q14c. What are the barriers to you undertaking these types of activities (more regularly)?



Base: N = 402

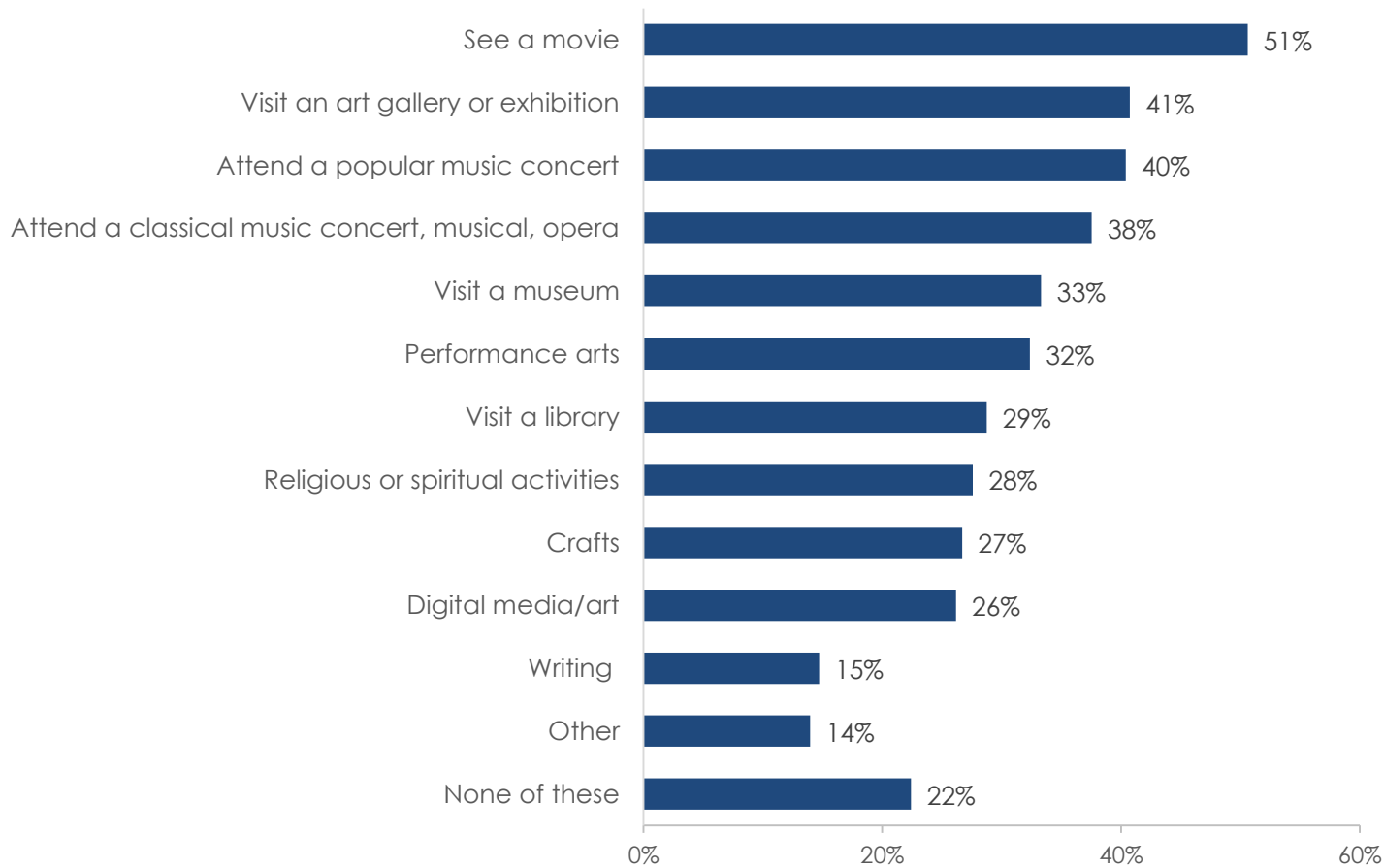
Please see the Appendix for results fewer than 5%

The vast majority of respondents (97%) indicated they have participated in events and social activities in the past 12 months, with 95% stating they went out to a restaurant, bar or club and 90% stating they went out with a group of friends.

Just over half (56%) identified a lack of time as a barrier to participating in these activities or undertaking them more often.

Desired Activities Not Currently Available

Q15. What activities would you like to be able to do in the City of Ryde in your spare time that are not currently available?



Base: N = 403

Please see the Appendix for 'other specified'

Just over half (51%) of respondents would like the opportunity to see a movie in the City of Ryde. Other leading activities include visiting an art gallery or exhibition (41%) and attending a popular music concert (40%).

Appendix



Methodology & Sample

Data collection

Micromex Research, together with City of Ryde Council, developed the questionnaire.

Data collection period

Telephone interviewing (CATI) was conducted during period 6th – 12th March 2019.

Sample

N=403 interviews were conducted. A sample size of 403 provides a maximum sampling error of plus or minus 4.9% at 95% confidence. This means that if the survey was replicated with a new universe of N=403 residents, that 19 times out of 20 we would expect to see the same results, i.e. +/- 4.9%.

For the survey under discussion the greatest margin of error is 4.9%. This means for example, that an answer 'yes' (50%) to a question could vary from 45% to 55%. As the raw data has been weighted to reflect the real community profile of the City of Ryde Council, the outcomes reported here reflect an 'effective sample size'; that is, the weighted data provides outcomes with the same level of confidence as unweighted data of a different sample size. In some cases this effective sample size may be smaller than the true number of surveys conducted. Due to the implications of weighting and small sample size for Q18a, Q18b and Q18c, weighting was not applied.

Interviewing

322 of the 403 of respondents were selected by means of a computer based random selection process using the electronic White Pages and SamplePages.

In addition 81 respondents were recruited face-to-face, this was conducted at a number of areas around the City of Ryde LGA, i.e. Eastwood Train Station, West Ryde Train Station and Top Ryde City Shopping Centre.

Data analysis

The data within this report was analysed using Q Professional.

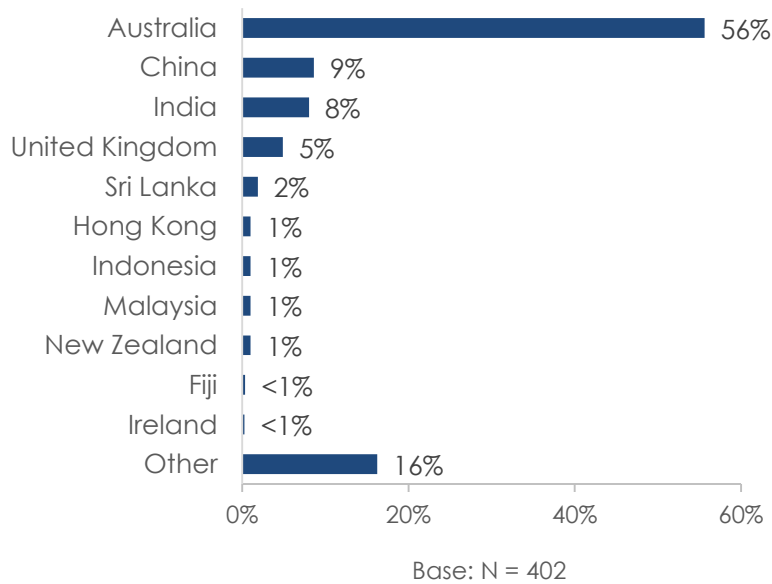
Percentages

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



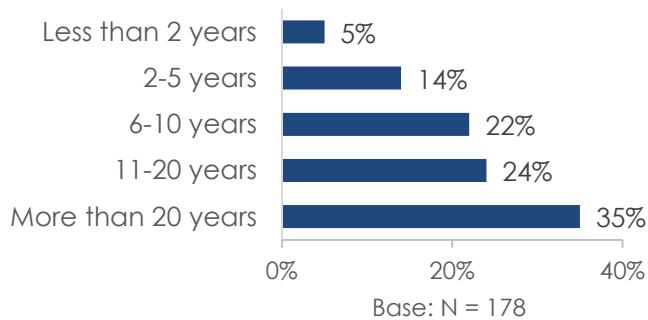
Demographics

D2a. Which country were you born in?



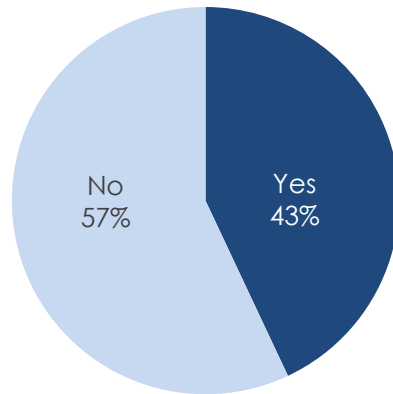
Other specified	N = 402	Other specified	N = 402
Bahamas	1%	Croatia	<1%
Dominican Republic	1%	Denmark	<1%
Iran	1%	Egypt	<1%
Italy	1%	Greece	<1%
Korea	1%	Hungary	<1%
Mauritius	1%	Iraq	<1%
Nepal	1%	Israel	<1%
Philippines	1%	Japan	<1%
Singapore	1%	Latvia	<1%
South Africa	1%	Lebanon	<1%
Uganda	1%	Malaysia	<1%
United Arab Emirates	1%	Netherlands	<1%
United States of America	1%	Poland	<1%
Vietnam	1%	Scotland	<1%
Armenia	<1%	South America	<1%
Austria	<1%	Switzerland	<1%
Brazil	<1%		

D2b. How long have you live in Australia?



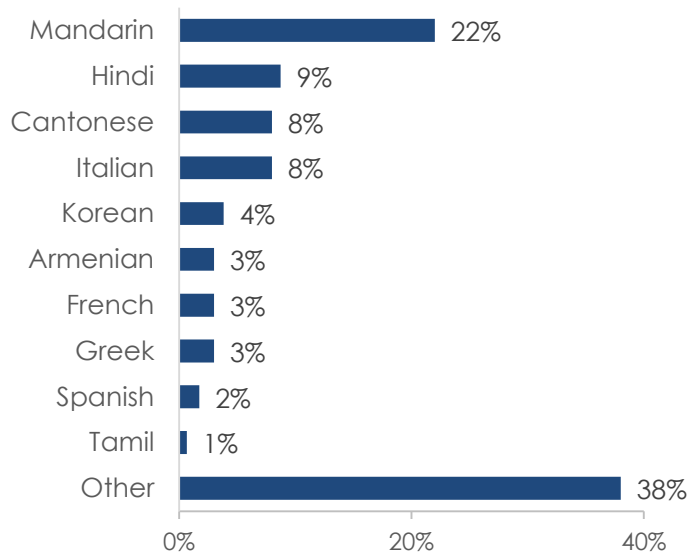
Demographics

D8a. Do you speak any language(s) other than English at home?



Base: N = 403

D8b. (If yes QD8a), Which language?



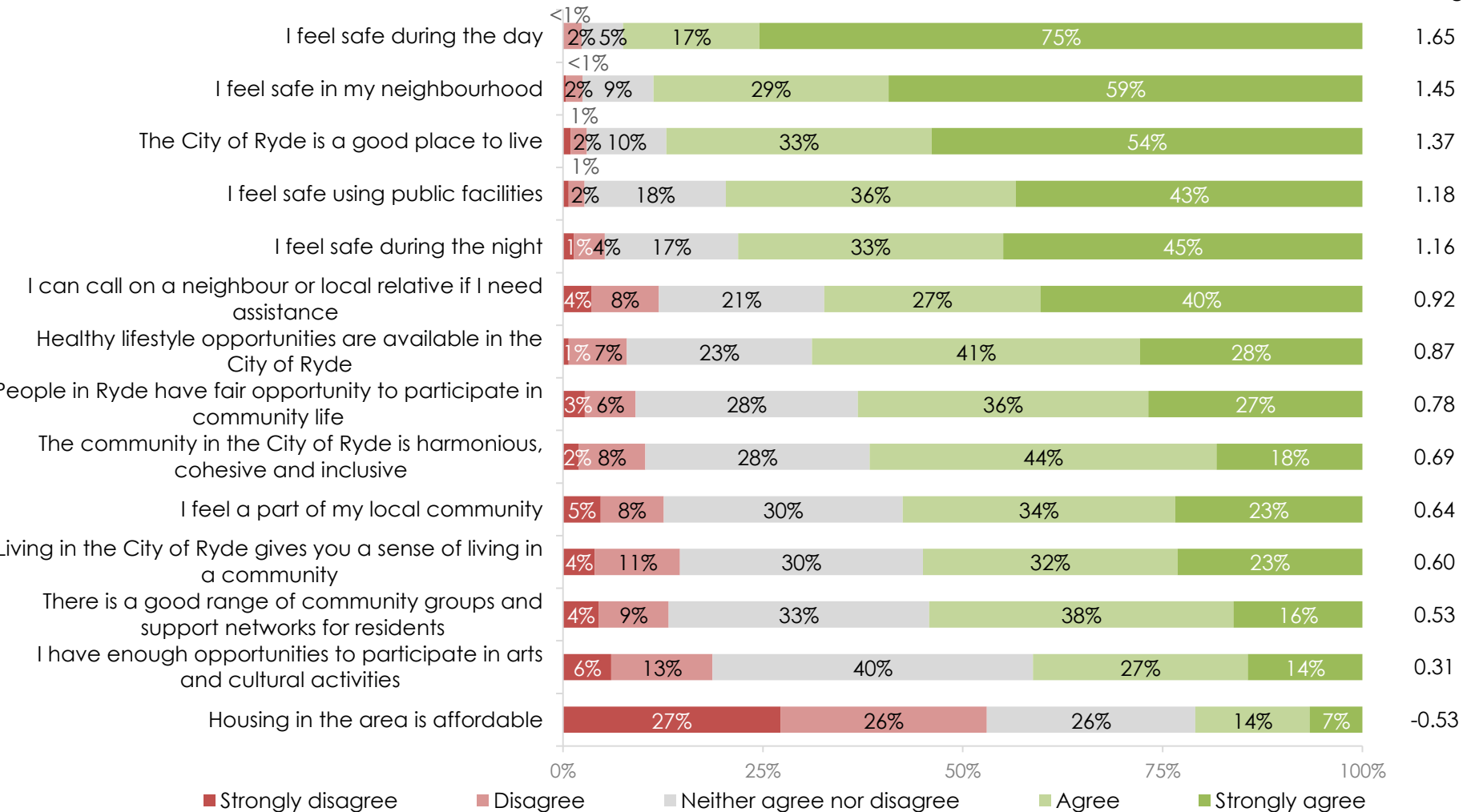
Base: N = 173

Other language	N = 173	Other language	N = 173
Sinhalese	4%	Polish	1%
Arabic	3%	Russian	1%
Nepali	3%	Thai	1%
Telugu	3%	Amharic	<1%
Vietnamese	3%	Auslan	<1%
Indonesian	2%	Croatian	<1%
Kannada	2%	Danish	<1%
Malayalam	2%	Dutch	<1%
Multiple languages	2%	Farsi	<1%
Filipino	1%	Fijian	<1%
Gujarati	1%	German	<1%
Hokkien	1%	Latvian	<1%
Hungarian	1%	Punjabi	<1%
Japanese	1%	Scottish Gaelic	<1%
Luganda	1%	Tagalog	<1%
Persian	1%	Refused	1%

Agreement Statements

Q1. To what extent do you agree or disagree with the following statements about living in the City of Ryde?

Mean rating



Base: N = 403

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



Agreement Statements

Q1. To what extent do you agree or disagree with the following statements about living in the City of Ryde?

	Gender		Age			
	Male	Female	18-34	35-49	50-64	65+
I feel safe during the day	1.67	1.63	1.82▲	1.69	1.37▼	1.59
I feel safe in my neighbourhood	1.55▲	1.37	1.56	1.44	1.28	1.47
The City of Ryde is a good place to live	1.35	1.39	1.59▲	1.32	1.10▼	1.32
I feel safe using public facilities	1.20	1.17	1.29	1.24	0.99▼	1.08
I feel safe during the night	1.30▲	1.04	1.31	1.20	0.86▼	1.17
I can call on a neighbour or local relative if I need assistance	0.83	1.01	0.78	1.05	0.83	1.11
Healthy lifestyle opportunities are available in the City of Ryde	0.88	0.87	0.93	0.71▼	0.87	1.01
People in Ryde have fair opportunity to participate in community life	0.67	0.88	0.73	0.76	0.81	0.87
The community in the City of Ryde is harmonious, cohesive and inclusive	0.66	0.71	0.77	0.86▲	0.52	0.48▼
I feel a part of my local community	0.63	0.65	0.52	0.69	0.66	0.77
Living in the City of Ryde gives you a sense of living in a community	0.48	0.72	0.54	0.74	0.48	0.69
There is a good range of community groups and support networks for residents	0.49	0.56	0.54	0.52	0.44	0.61
I have enough opportunities to participate in arts and cultural activities	0.34	0.27	0.20	0.27	0.38	0.50▲
Housing in the area is affordable	-0.59	-0.47	-0.31	-0.62	-0.92▼	-0.38

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

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

Base: N = 403



Agreement Statements

Q1. To what extent do you agree or disagree with the following statements about living in the City of Ryde?

	Ratepayer Status		Speaks another language other than English at home	
	Ratepayer	Non-ratepayer	Yes	No
I feel safe during the day	1.63	1.70	1.72	1.60
I feel safe in my neighbourhood	1.43	1.50	1.47	1.45
The City of Ryde is a good place to live	1.30	1.51▲	1.49▲	1.27
I feel safe using public facilities	1.09	1.39▲	1.24	1.14
I feel safe during the night	1.10	1.31	1.34▲	1.03
I can call on a neighbour or local relative if I need assistance	1.01▲	0.71	0.73	1.06▲
Healthy lifestyle opportunities are available in the City of Ryde	0.87	0.87	0.87	0.88
People in Ryde have fair opportunity to participate in community life	0.85	0.62	0.63	0.90▲
The community in the City of Ryde is harmonious, cohesive and inclusive	0.62	0.82	0.77	0.63
I feel a part of my local community	0.64	0.62	0.61	0.66
Living in the City of Ryde gives you a sense of living in a community	0.62	0.57	0.59	0.62
There is a good range of community groups and support networks for residents	0.53	0.50	0.48	0.56
I have enough opportunities to participate in arts and cultural activities	0.30	0.30	0.17	0.41
Housing in the area is affordable	-0.68	-0.18▲	-0.39	-0.63

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

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

Base: N = 403



Agreement Statements

Q1. To what extent do you agree or disagree with the following statements about living in the City of Ryde?

	Time lived in the area				
	Less than 2 years	2 – 5 years	6 – 10 years	11 – 20 years	More than 20 years
I feel safe during the day	1.94▲	1.82▲	1.47	1.54	1.63
I feel safe in my neighbourhood	1.71▲	1.53	1.46	1.41	1.38
The City of Ryde is a good place to live	1.61▲	1.66▲	1.32	1.33	1.23▼
I feel safe using public facilities	1.45	1.42▲	1.09	1.15	1.07▼
I feel safe during the night	1.51▲	1.51▲	0.90	1.10	1.07
I can call on a neighbour or local relative if I need assistance	0.74	0.62	0.73	0.87	1.17▲
Healthy lifestyle opportunities are available in the City of Ryde	0.80	0.85	0.70	0.79	0.99▲
People in Ryde have fair opportunity to participate in community life	0.37	0.69	0.78	0.69	0.95▲
The community in the City of Ryde is harmonious, cohesive and inclusive	0.95	0.77	0.76	0.59	0.61
I feel a part of my local community	0.36	0.36	0.85	0.58	0.76
Living in the City of Ryde gives you a sense of living in a community	0.54	0.73	0.63	0.42	0.63
There is a good range of community groups and support networks for residents	0.35	0.41	0.36	0.69	0.61
I have enough opportunities to participate in arts and cultural activities	0.15	0.29	0.20	0.27	0.41
Housing in the area is affordable	0.16▲	0.07▲	-0.87▼	-0.41	-0.84▼

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

Base: N = 403



Connecting with People in the Neighbourhood

Q3. In your street or local neighbourhood would you say that you know:

	Overall	Speaks another language other than English at home	
		Yes	No
Most people	10%	8%	12%
Many people	20%	13%	24%▲
A few people	60%	69%	53%▼
Do not know people	10%	10%	11%
Base	403	173	230

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



Helping People in the Neighbourhood

Q5. In the last 12 months, have you helped an individual (not an organisation or group) who doesn't live with you, in the City of Ryde with any of the following activities?

	Overall	Gender		Age			
		Male	Female	18-34	35-49	50-64	65+
Friendship and companionship	68%	65%	71%	60%▼	68%	76%	78%▲
Providing emotional support	50%	42%	58%▲	41%▼	52%	57%	59%▲
Providing transport or running errands	44%	42%	45%	38%	47%	49%	43%
Domestic work, home maintenance or gardening	30%	31%	29%	25%	32%	39%	28%
Any teaching, coaching or practical advice	25%	24%	26%	25%	32%	20%	23%
Giving someone a temporary place to stay, i.e. couch surfing	19%	15%	23%	23%	18%	15%	18%
Any unpaid childcare	16%	11%	20%▲	14%	21%	15%	15%
Other	1%	1%	2%	0%	2%	3%	1%
Did not help anyone	18%	21%	15%	25%▲	17%	10%	13%
Base	403	193	210	145	105	83	70

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



Helping People in the Neighbourhood

Q5. In the last 12 months, have you helped an individual (not an organisation or group) who doesn't live with you, in the City of Ryde with any of the following activities?

	Ratepayer Status		Speaks another language other than English at home	
	Ratepayer	Non-ratepayer	Yes	No
Friendship and companionship	70%	64%	60%	75%▲
Providing emotional support	52%	48%	39%	59%▲
Providing transport or running errands	46%	37%	33%	51%▲
Domestic work, home maintenance or gardening	33%	24%	21%	37%▲
Any teaching, coaching or practical advice	27%	22%	25%	25%
Giving someone a temporary place to stay, i.e. couch surfing	17%	23%	23%	16%
Any unpaid childcare	18%	13%	11%	20%
Other	1%	1%	1%	2%
Did not help anyone	15%	24%	26%▲	12%
Base	276	126	173	230

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



Accessing Services

Q6. What services in your local area, if any, do you have problems accessing?

Other specified	Count
Council services	5
Aged care services	4
Parking/access to own driveway	4
Waste disposal services e.g. garbage bins, tip, etc.	4
Library services	3
Local parks/dog parks	3
Shopping centres/local shops	3
Cultural facilities	2
Banking	1
Classes e.g. drama and sport for adults	1
Fitness facilities	1
Local newspaper delivery	1
National Broadband Network	1
Public toilets	1
Telstra	1



Internet Access

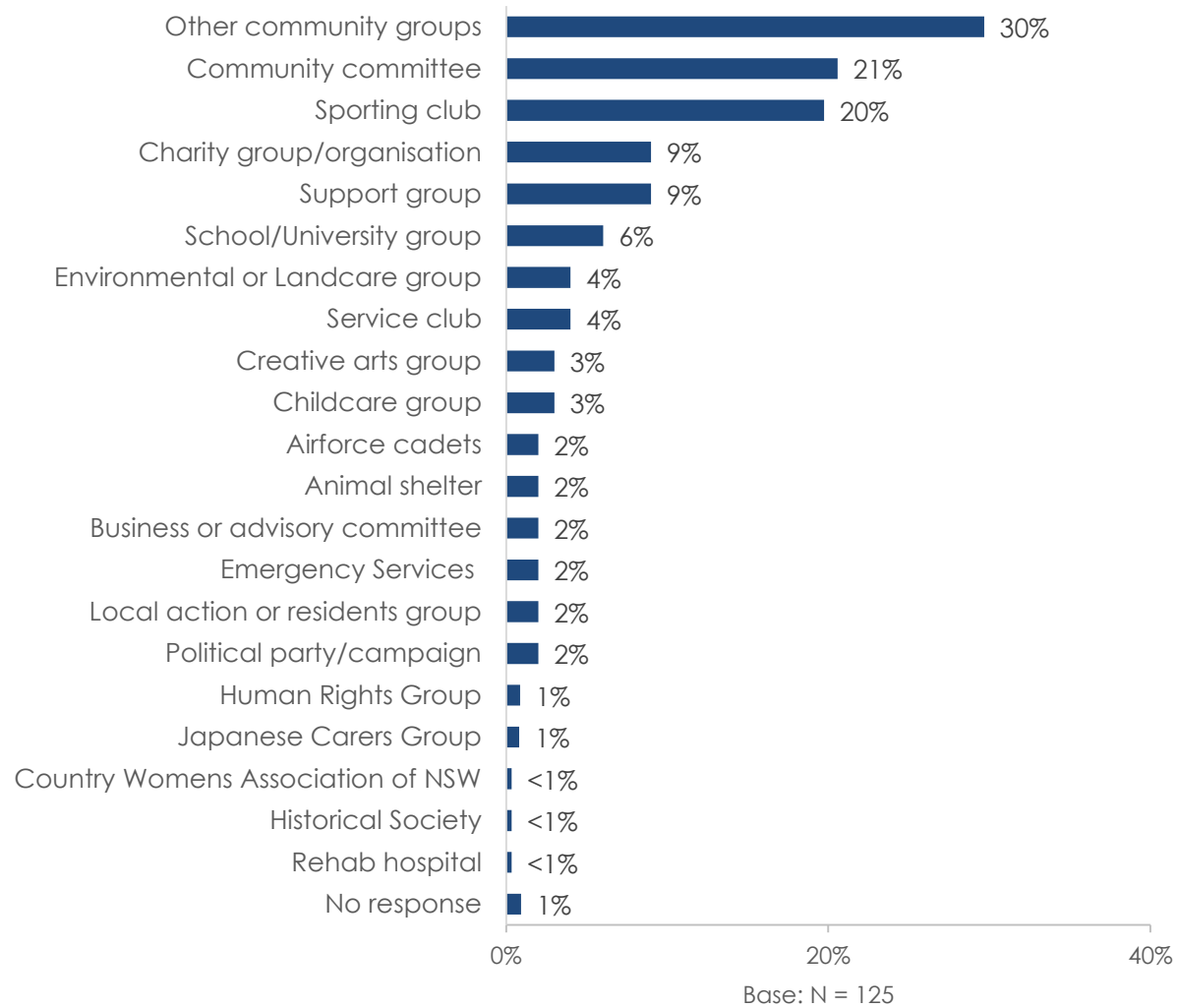
Q18c. Why do you not have the internet?

Response	Count
Too difficult/can't be bothered	3
Previous experience with hackers/scammers	2
It's too expensive	1
Too busy to use it	1
Too old	1



Volunteering with Community Groups

Q11b. What type of group(s)?



Participation in Arts and Cultural Activities

Q12a. In the past 12 months, which of the following arts and cultural activities have you participated in?

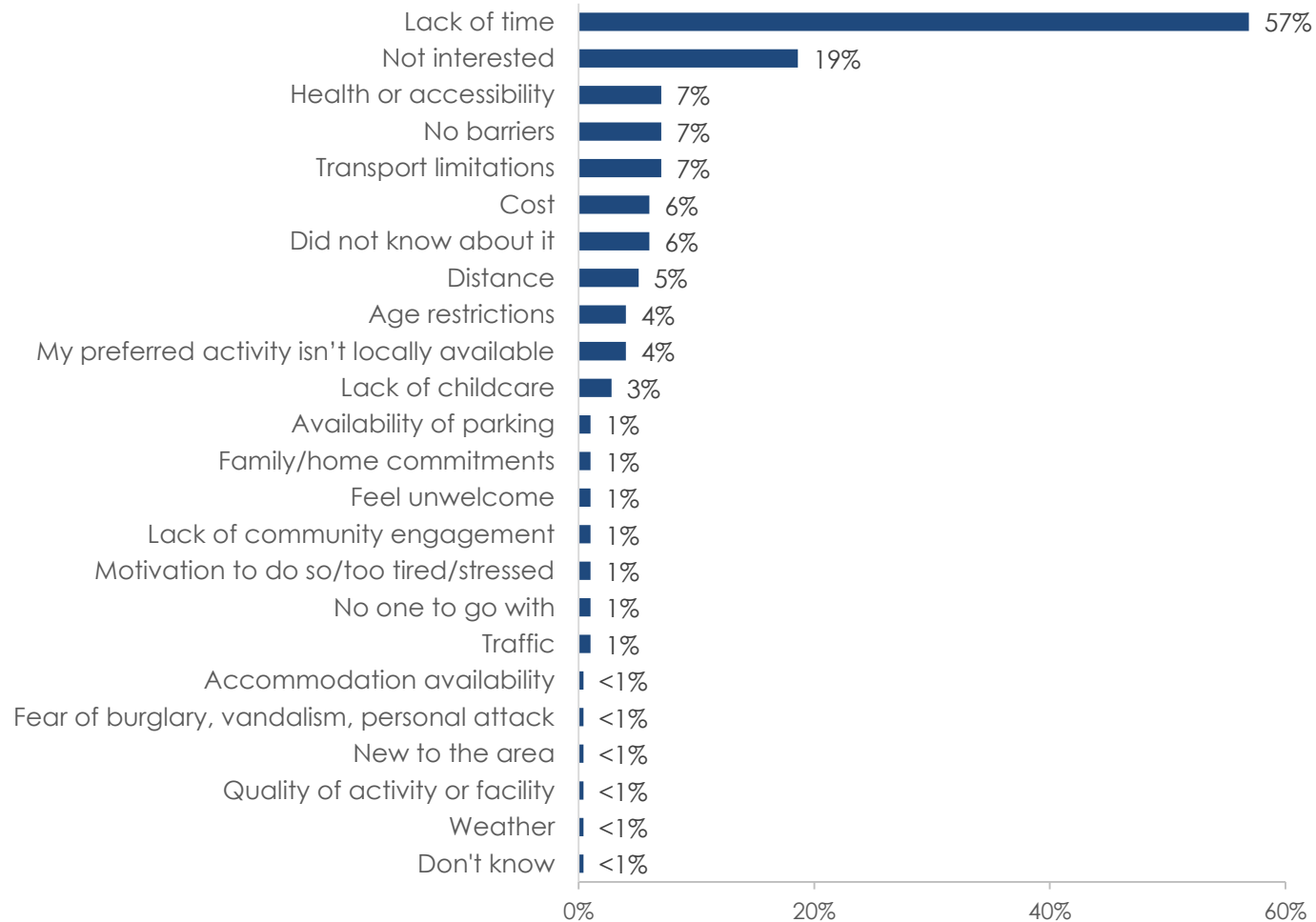
Other specified	Count
Sporting events/activities	5
Local festivals e.g. Chinese New Year, Granny Smith Festival	2
College lectures	1
Political activities	1
Yoga & meditation	1



Participation in Arts and Cultural Activities

Q13b. What are the barriers to you undertaking these types of activities more regularly?

Q13bb. What are the barriers to you undertaking these types of activities?



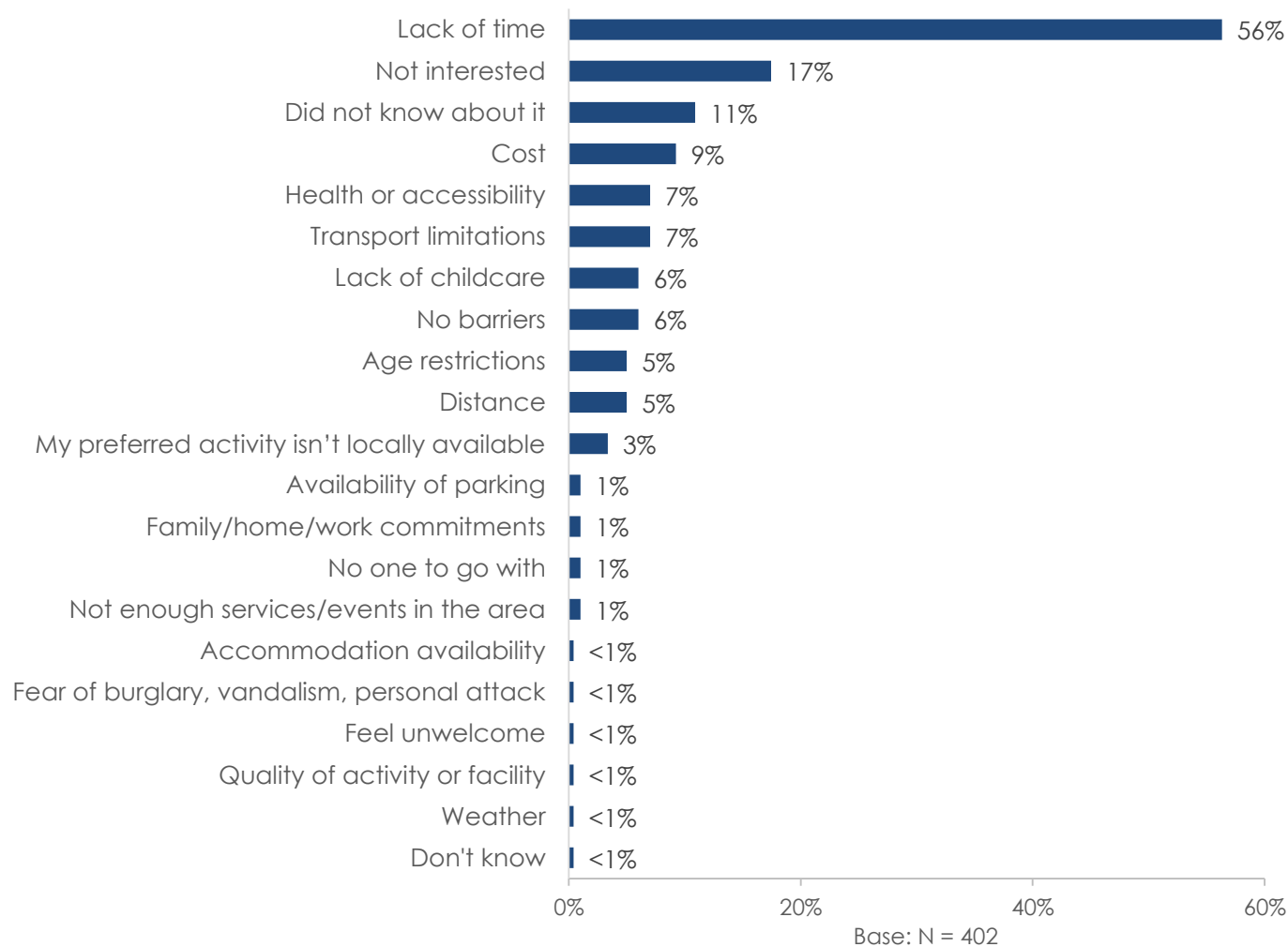
Base: N = 403



Participation in Events and Social Activities

Q14c. What are the barriers to you undertaking these types of activities more regularly?

Q14cc. What are the barriers to you undertaking these types of activities?



Desired Activities Not Currently Available

Q15. What activities would you like to be able to do in the City of Ryde in your spare time that are not currently available?

Other specified	Count
Sports, health and fitness related activities e.g. all weather facilities, affordable gyms, swimming, cycling	13
Family-friendly activities e.g. mini golf, free activities for children, outdoor activities/events	11
Local markets/festivals e.g. open air markets, food festivals	11
Educational activities e.g. university events, language courses, environmental talks, driver education	7
Gardening	3
Fishing	2
Outdoor movie theatre	2
Shooting ranges	2
Affordable recreational facilities or events for older residents	1
Australia Day events	1
Bay walk facilities	1
Cafes and restaurant bars overlooking the water	1
Community local productions	1
Cooking Demonstrations	1
Creative writing group	1
Games e.g. board games, card games	1
LGBT Groups	1
Men's group	1



Questionnaire



**City of Ryde Council
Social Wellbeing Survey
March 2019**

Good morning/afternoon/evening, my name is and I'm calling on behalf of City of Ryde from a company called Micromex. We are conducting research with residents on a range of local issues and lifestyle experiences. Would you have some time to assist us please?

Firstly, is your household in the City of Ryde Council area and are you over the age of 18? **[IF NOT, TERMINATE INTERVIEW]**

Are you or anyone in your household a Councillor or employed by City of Ryde Council? **[IF YES, TERMINATE INTERVIEW]**

I just have to inform you that my supervisor may monitor this call for quality control purposes and all of your details will be kept strictly confidential.

Q1. On a scale of 1 to 5, where 1 means you strongly disagree and 5 means you strongly agree, to what extent do you agree with the following statements about living in the City of Ryde? Prompt

	Strongly disagree		Strongly agree		
	1	2	3	4	5
I feel safe during the day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe during the night	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The LGA is a good place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can call on a neighbour or local relative if I need assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe in my neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel a part of my local community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe using public facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People in Ryde have fair opportunity to participate in community life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Living in this LGA gives you a sense of living in a community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Healthy lifestyle opportunities are available in this LGA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The community in this LGA is harmonious, cohesive and inclusive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is a good range of community groups and support networks for residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have enough opportunities to participate in arts and cultural activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing in the area is affordable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2. Overall, how would you rate the quality of life you have living in the City of Ryde? Prompt

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

Community Wellbeing & Connectedness

Q3. In your street or local neighbourhood would you say that you know: Prompt

- Most people
- Many people
- A few people
- Do not know people

Q4. How many close relatives or friends do you have that live in the City of Ryde? These are people you feel at ease with, or can call on for help. Prompt

- None
- 1 or 2
- 3 to 5
- 6 to 10
- 11 to 20
- More than 20
- Don't know

Q5. In the last 12 months, have you helped an individual (not an organisation or group) who doesn't live with you, in the City of Ryde with any of the following activities? Please answer yes or no as I read each one. Prompt (MR)

- Domestic work, home maintenance or gardening
- Providing transport or running errands
- Any unpaid childcare
- Any teaching, coaching or practical advice
- Providing emotional support
- Giving someone a temporary place to stay, i.e. couch surfing
- Friendship and companionship
- Other activities (please specify).....
- Did not help anyone

Q6. What services in your local area, if any, do you have problems accessing? Do not prompt (MR)

- Education
- Childcare
- Community services
- Financial planning/Counselling
- Transport
- Arts
- Recreation
- Centrelink
- Disability services
- Specialist medical services
- Dentists
- Doctors
- Employment services
- Hospitals
- Legal services
- Medicare
- Mental health services
- Housing services
- Other (please specify).....
- No problems accessing service providers **(Go to Q8)**

Q7. If you have experienced difficulty in accessing services, what are the main reasons for this? Do not prompt (MR)

- Access issues
- Cost of service
- Health or disability
- Appointment not available at required time
- Language difficulties
- No service in your area
- Transport/distance
- Poor customer service
- Inadequate internet access
- Discrimination
- Cannot trust them
- Other (please specify).....

Cultural and Racial Tolerance

Q8. In the last 12 months, have you seen or experienced any discriminatory attitudes towards yourself or other people because of race, religion, gender or age?

- Yes
- No **(Go to Q10)**

Q9a. Where (geographically) did you experience this behaviour?

- Gladesville
- Eastwood
- North Ryde
- West Ryde
- Top Ryde
- Macquarie
- Other (please specify).....

Q9b. What setting was this in? Do NOT prompt

- Shopping centre
- Work
- Home
- TAFE
- Uni
- School
- Childcare
- Bars/Clubs/Pubs
- On the street
- Online
- Healthy active living
- Other (please specify).....

Healthy Active Living

Q10. How many times a week do you usually do 30 minutes or more of physical activity or walking that increases your heart rate or makes you breathe harder than normal? Prompt

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

Participation in Activities

Q11a. In the past 12 months have you volunteered as a member of a community organisation or group?

- Yes
- No **(Go to Q12a)**

Q11b. What type of group(s)? Do not prompt (MR)

- Sporting club
- Service club
- Creative arts group
- Community committee
- Local action or residents group
- Environmental or Landcare group
- Support group
- Business or advisory committee
- Emergency Services (ie. SES – State Emergency Service, RFS – Rural Fire Service, Volunteers in Policing)
- Other community groups (e.g. walking/gardening, church, Scouts)
- Other (please specify).....

Q12a. In the past 12 months, which of the following arts and cultural activities have you participated in? Please answer yes or no as I read each one. Prompt (MR)

- Visited a library (Go to Q13a)
- Visited a museum (Go to Q13a)
- Visited an art gallery or exhibition (Go to Q13a)
- Attended a classical music concert, musical, opera (Go to Q13a)
- Attended a popular music concert (Go to Q13a)
- Saw a movie (Go to Q13a)
- Crafts (mosaic, scrapbooking, sewing, etc.) (Go to Q13a)
- Writing (fiction, poetry, blogs etc.) (Go to Q13a)
- Digital media/art (radio, film, editing, photography, social gaming etc) (Go to Q13a)
- Performance arts (i.e. dance, theatre, comedy etc.) (Go to Q13a)
- Religious or spiritual activities (Go to Q13a)
- Other (please specify)..... (Go to Q13a)
- None (do not prompt) (Go to Q13bb)

Q13a. [ONLINE RESPONDANTS ONLY]. For all the activities selected above, was this:

- In Ryde
- Outside of Ryde
- Unsure

IF Q12A.A1-A12 ASK Q13B:

IF Q12A.A13 ASK Q13BB:

Q13b. What are the barriers to you undertaking these types of activities more regularly? Do not prompt (MR)
Q13bb.What are the barriers to you undertaking these types of activities? Do not prompt (MR)

- Lack of time
- Lack of childcare
- Cost
- Transport limitations
- Distance
- Health or accessibility
- Not interested
- No one to go with
- Did not know about it
- Feel unwelcome
- Fear of burglary, vandalism, personal attack
- Quality of activity or facility
- My preferred activity isn't locally available
- Age restrictions
- Accommodation availability
- Other (please specify).....

Q14a. In the past 12 months, which of the following events and social activities have you participated in? Please answer yes or no as I read each one. Prompt (MR)

- Went out to a restaurant, bar or club (Go to Q14c)
- Went out with a group of friends (Go to Q14c)
- Education course or class (Go to Q14c)
- Attended local markets (Go to Q14c)
- Attended a festival and/or community event (Go to Q14c)
- Arts event (Go to Q14c)
- Music event (Go to Q14c)
- Sporting event (Go to Q14c)
- Fundraising event (Go to Q14c)
- Expo (Go to Q14c)
- Food event (Go to Q14c)
- Other (please specify)..... (Go to Q14c)
- None (do not prompt) (Go to Q14cc)

Q14b. [ONLINE RESPONDANTS ONLY]. For all the activities selected above, was this:

- In Ryde
- Outside of Ryde
- Unsure

IF Q14A.A1-A12 ASK Q14C:

IF Q14A.A12 ASK Q14CC:

Q14c. What are the barriers to you undertaking these types of activities more regularly? Do not prompt (MR)
Q14cc.What are the barriers to you undertaking these types of activities? Do not prompt (MR)

- Lack of time
- Lack of childcare
- Cost
- Transport limitations
- Distance
- Health or accessibility
- Not interested
- No one to go with
- Did not know about it
- Feel unwelcome
- Fear of burglary, vandalism, personal attack
- Quality of activity or facility
- My preferred activity isn't locally available
- Age restrictions
- Accommodation availability
- Other (please specify).....

Q15. What activities would you like to be able to do in the City of Ryde in your spare time that are not currently available? Please answer yes or no as I read each one. Prompt (MR)

- Visit a library
- Visit a museum
- Visit an art gallery or exhibition
- Attend a classical music concert, musical, opera
- Attend a popular music concert
- See a movie
- Crafts (mosaic, scrapbooking, sewing, etc.)
- Writing (fiction, poetry, blogs, etc.)
- Digital media/art (radio, film, editing, photography, social gaming, etc.)
- Performance arts (i.e. dance, theatre, comedy, etc.)
- Religious or spiritual activities
- Other (please specify).....
- None (do not prompt)

Q16. I feel satisfied with my work/life balance: Prompt

- Almost always
- Often
- Sometimes
- Rarely
- Never

Q17. Do you have access to the internet at home?

- Yes (Go to Q18d)
- No

Q18a. Do you feel disadvantaged by not having access to the internet?

- Yes
- No (Go to Q18c)

Q18b. Why do you feel disadvantaged by not having access to the internet? Do NOT Prompt (MR)

- Access up to date information (ie news/sports)
- Apply for jobs online
- Access to MyGov services, My Aged Care, Medicare, Centrelink, NDIS etc
- Stream music/Tv/radio, etc.
- Purchase tickets to events
- Find out what is happening in my community
- Other (please specify).....

Q18c. Why do you not have the internet? Do NOT prompt (MR)

- I don't need it
- It's too expensive
- I rent and can't install it
- It's not available at my address
- Don't know how to use a computer/tablet/smartphone
- Other (please specify).....

Q18d. Do you use any public services to access the internet, and if so, what?

- Yes
- No (Go to Q19)

Q18dd. What public services do you use to access the internet? Please answer yes or no as I read each one. Prompt

- Libraries
- Free Wi-Fi in public spaces (i.e. Eastwood Plaza)
- Free Wi-Fi at cafes/restaurants (i.e. McDonalds)
- Community services (i.e. community aids, youth centres, etc.)
- Free Wi-Fi in pubs/clubs (i.e. RSL's)

ONLINE VERSION ONLY Q19-21

That's nearly everything, however can we ask?

Q19. Do you have any ideas that would add to arts and creativity in the City of Ryde?

.....

Q20. Do you have any ideas that would add to social wellbeing in the City of Ryde?

.....

Q21. Do you have any other comments you'd like to make about social wellbeing and creativity in the City of Ryde?

.....

Demographic and Profiling Questions

The following information is used for demographic purposes only.

D1. Please stop me when I read out your age group. Prompt

- 18 – 34
- 35 – 49
- 50 – 64
- 65+

D2a. Which country were you born in?

- Australia (Go to QD3)
- United Kingdom
- China
- India
- Sri Lanka
- New Zealand
- Malaysia
- Fiji
- Hong Kong
- Indonesia
- Ireland
- Other (please specify).....

D2b. How long have you lived in Australia? Prompt

- Less than 2 years
- 2 – 5 years
- 6 – 10 years
- 11 – 20 years
- More than 20 years

D3. Do you identify as Aboriginal or Torres Strait Islander? Prompt

- Yes
- No

D4. Which of the following best describes the place where you are currently living? Prompt

- I/We own/are currently buying this property
- I/We currently rent this property

D5. Which of the following best describes your household status? Prompt

- Living at home with parents
- Living alone
- Single parent with children
- Married/de facto with no children
- Married/de facto with children
- Group household
- Extended family household (multiple generations)

D6. How long have you lived in the council area? Prompt

- Less than 2 years
- 2 – 5 years
- 6 – 10 years
- 11 – 20 years
- More than 20 years

D7. What is your gender?

- Male
- Female
- Alternative identity

D8a. Do you speak any language(s) other than English at home?

- Yes
- No **(If no, go to D9)**

D8b. Which language?

- Mandarin
- Hindi
- Cantonese
- Italian
- Greek
- French
- Spanish
- Korean
- Tamil
- Armenian
- Other (please specify)

D9. Do you or anyone in your household identify as having a disability?

- Yes
- No

Thank you very much for your time, enjoy the rest of your evening. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. Just to remind you, I am calling from Micromex Research on behalf of City of Ryde Council.

The information contained herein is believed to be reliable and accurate, however, no guarantee is given as to its accuracy and reliability, and no responsibility or liability for any information, opinions or commentary contained herein, or for any consequences of its use, will be accepted by Micromex Research, or by any person involved in the preparation of this report.



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