

Healthy & Inclusive Places Survey

2022



About our 2022 Healthy and Inclusive Places Survey

Landcom is committed to delivering Healthy and Inclusive Places (HIPS) across its NSW portfolio. The HIPS Survey aims to determine the drivers for satisfaction across Landcom communities and to track the progress of Landcom's communities against their Healthy and Inclusive Places Sustainability targets. The survey measures residents' perception of housing affordability and diversity, community and design features, and personal wellbeing and allows Landcom to assess how communities are meeting expectations on liveability and to create a benchmark for future assessment of satisfaction.



4
Landcom communities surveyed



May 2022
survey conducted



385
survey responses received



Surveys conducted via face-to-face, online or by telephone

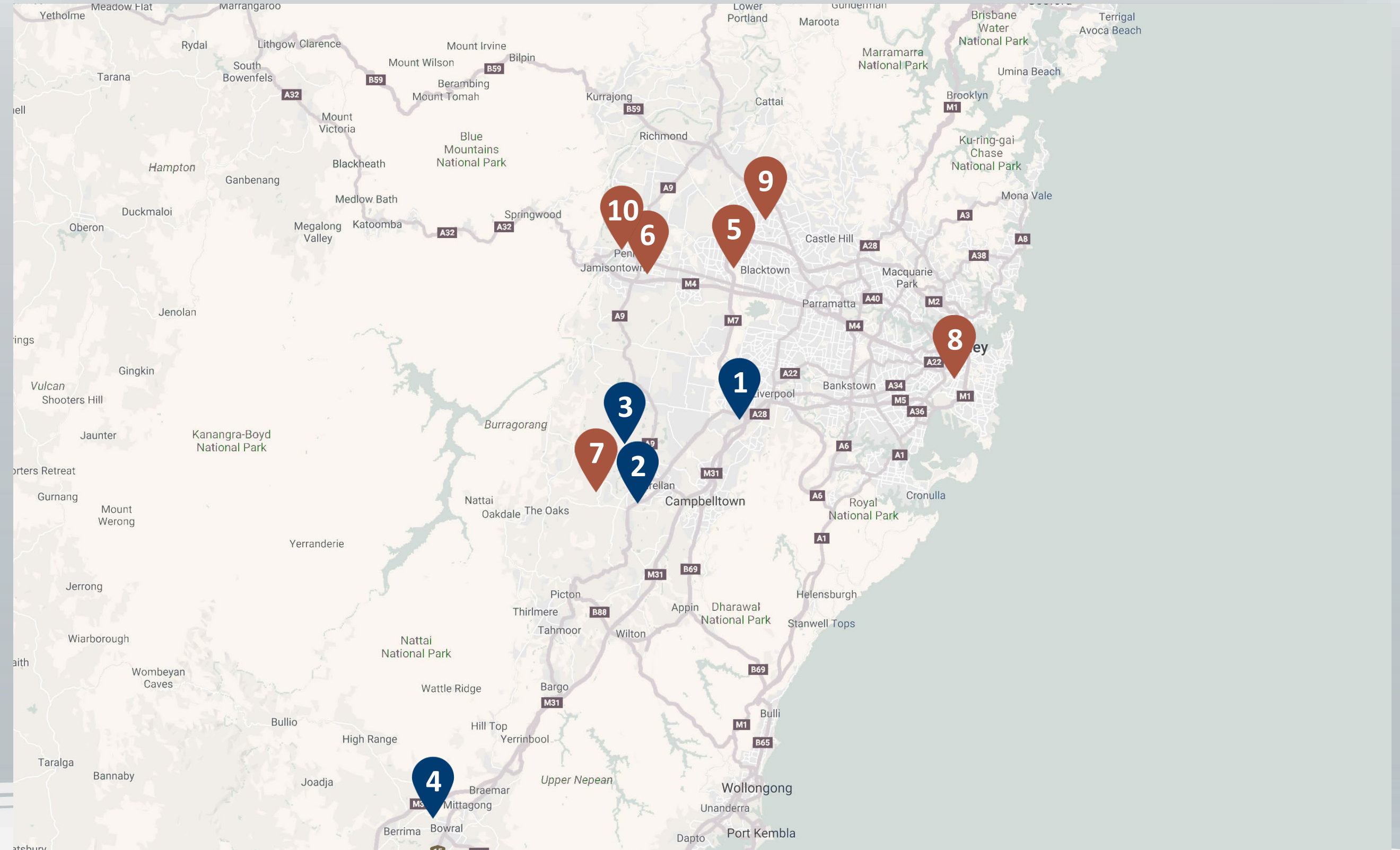
Map of projects

Current

- 1 Edmonson Park
- 2 Macarthur Heights
- 3 Oran Park Town
- 4 Renwick

Past Projects

- 5 Bunya
- 6 Caddens
- 7 East Village (Spring Farm)
- 8 Green Square - Ebsworth and Ovo
- 9 The Ponds
- 10 Thornton



Survey Aims



Community Wellbeing score

Generate a single number, referred to as the Community Wellbeing score, that represents how well Landcom's developments are meeting expectations on liveability and to create a benchmark for future assessment of satisfaction



Healthy and Inclusive Places Sustainability targets

Track the progress of Landcom's communities against the Healthy and Inclusive Places Sustainability targets. The survey measures residents' perception of housing affordability and diversity, community and design features, and personal wellbeing within these communities



Drivers for satisfactions

Determine the drivers for satisfaction across the Landcom communities

Key Performance Indicators

Indicator	Objective	Target	FY22 performance	FY21 Performance
Health, Equity & Inclusion	To deliver healthy and inclusive places founded on equity for people of all ages and abilities.	2036 Goal: 90% of residents report satisfaction with quality of life	78%	81%^
		90% of residents report high quality public, active and sustainable transport options to key amenities, services, public transport and employment	76%	78%
		90% of residents report high physical and mental health, reflecting project design, programs or events that encourage active, social and healthy eating lifestyles	84%	89%
Community Connection	To nurture wellbeing and connection for all that live, work and recreate in our communities.	90% of residents report overall satisfaction with the integration of culture and heritage into all new projects	49%	51%
		90% of residents report community cohesion across all new projects, by fostering the integration of community networks and facilities into our projects	64%	67%
Safety & Wellbeing	To promote a culture of health, safety and wellbeing.	Achieve a culture of safety throughout our organisation and on all Landcom projects, striving to achieve 90% of residents reporting feeling safe in their community	94%	92%



The 2021 and 2022 Healthy and Inclusive Places Surveys (HIPS) show that Landcom communities continue to perform soundly, even in the context of the global COVID-19 pandemic. Residents' perceptions of safety have remained unchanged above the 90% target, while perceptions of community cohesion are also effectively unchanged, albeit still considerably below the 90% target level.



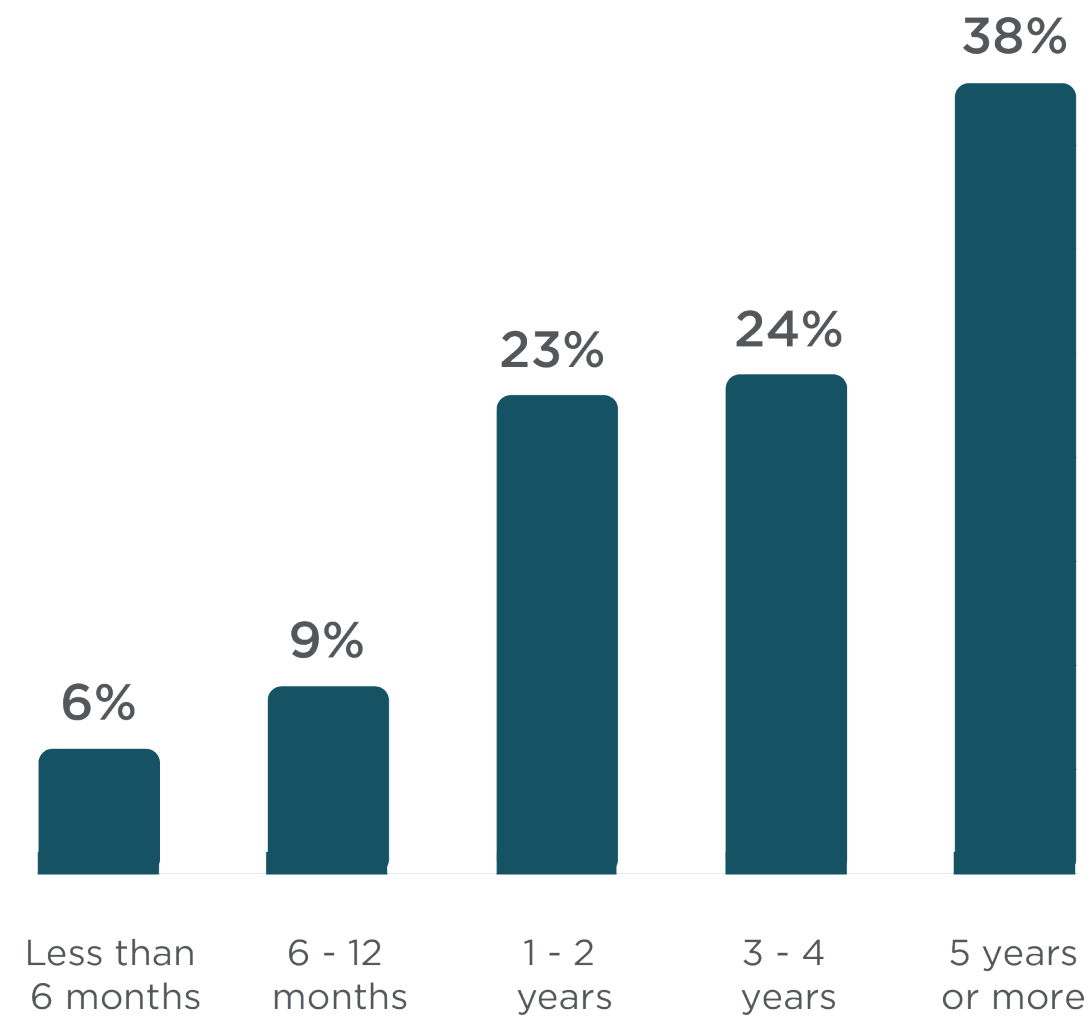
^ In the 2021 report the 'satisfaction with quality of life' KPI was incorrectly reported as the result of 'overall satisfaction with living in community' rather than the Personal Wellbeing Index. This has been corrected here.

Demographics

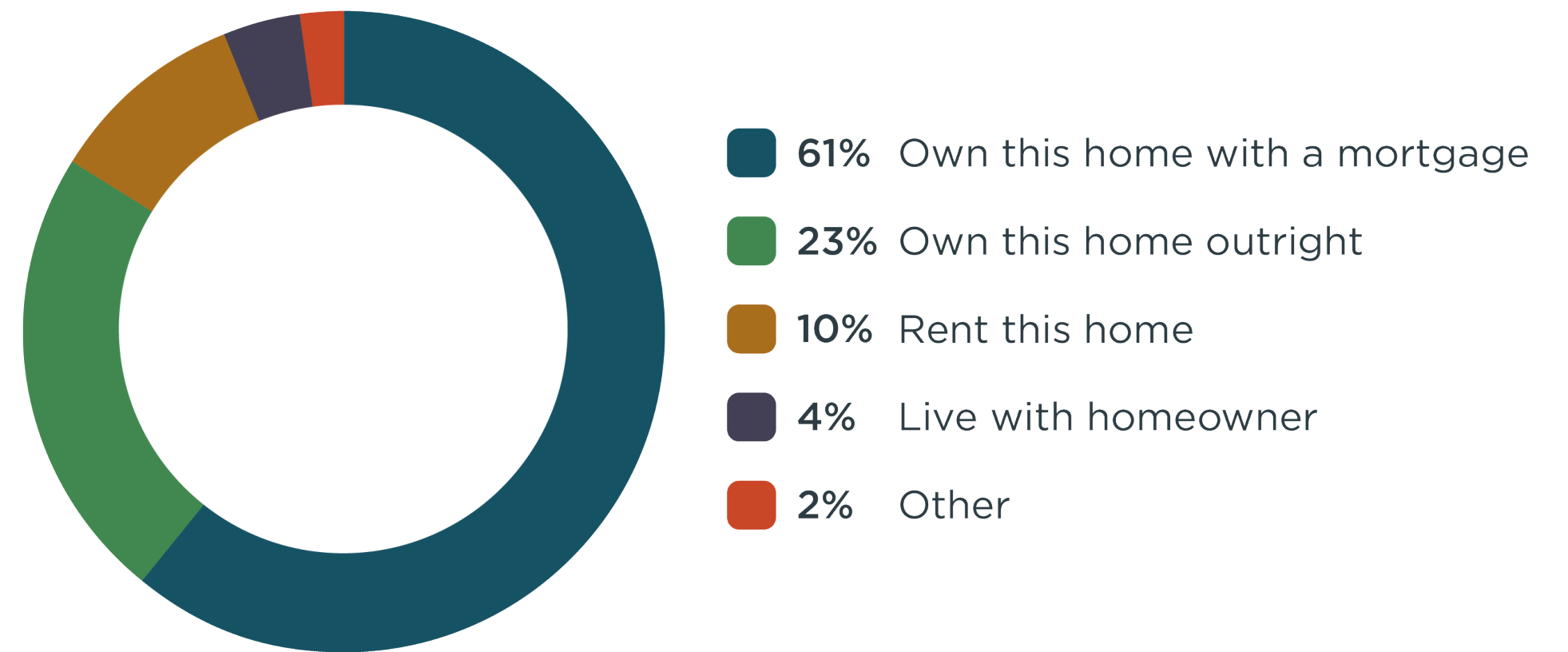


Demographics of survey respondents

Duration and type of residence



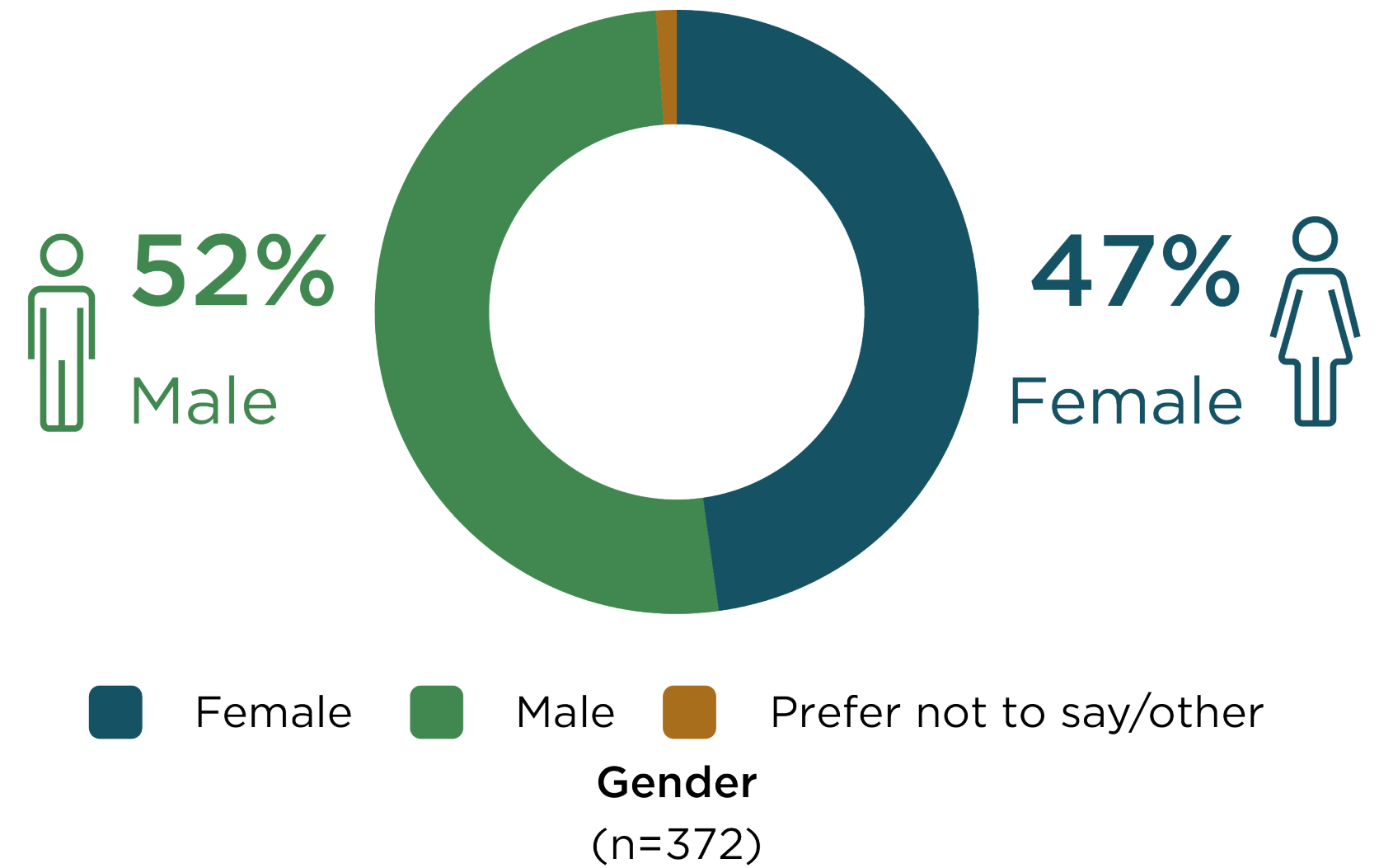
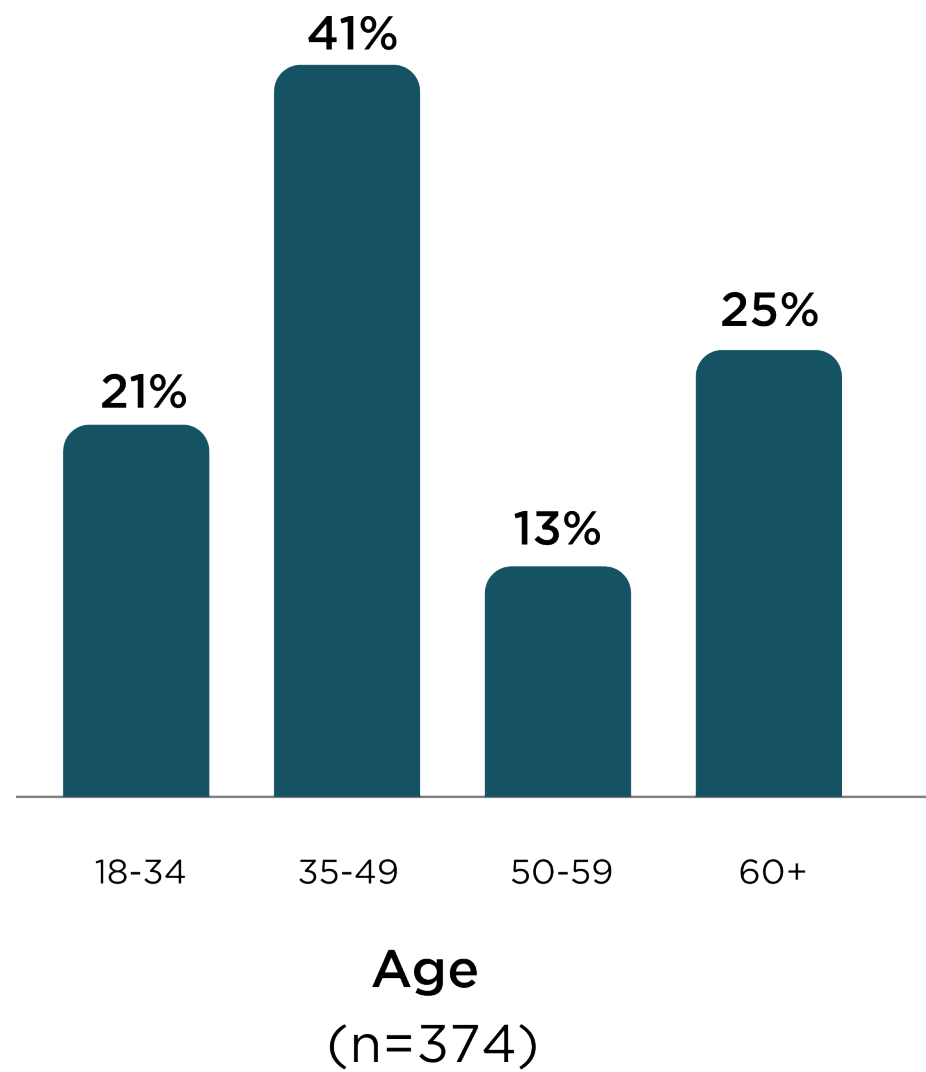
Length of time living in community
(n=381)



Type of residence
(n=384)

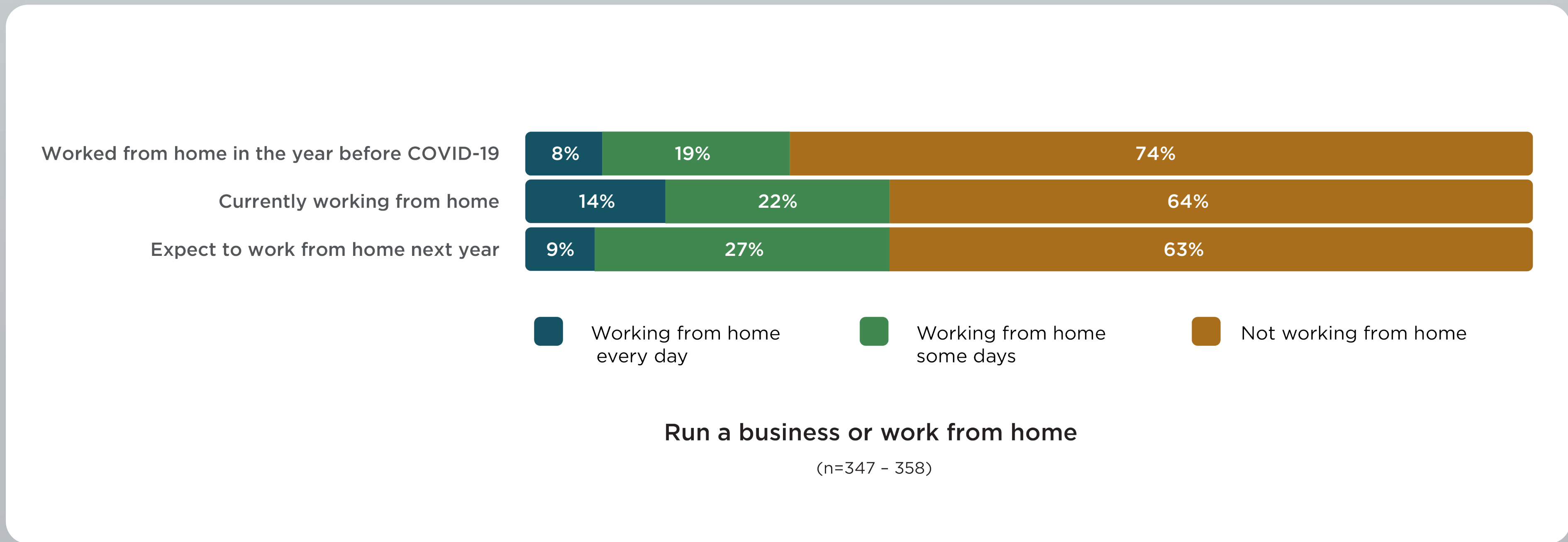
Demographics of survey respondents

Age and Gender



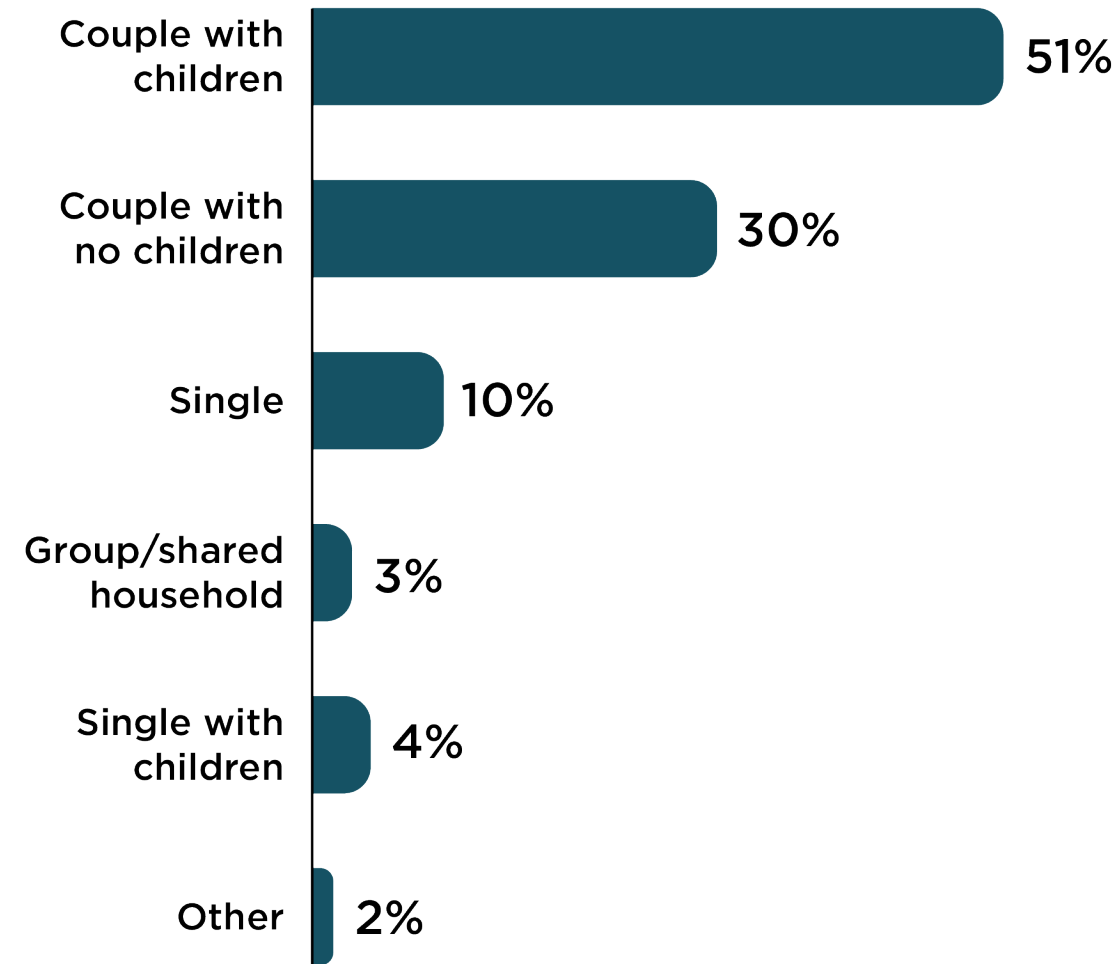
Demographics of survey respondents

Employment and Income cont.



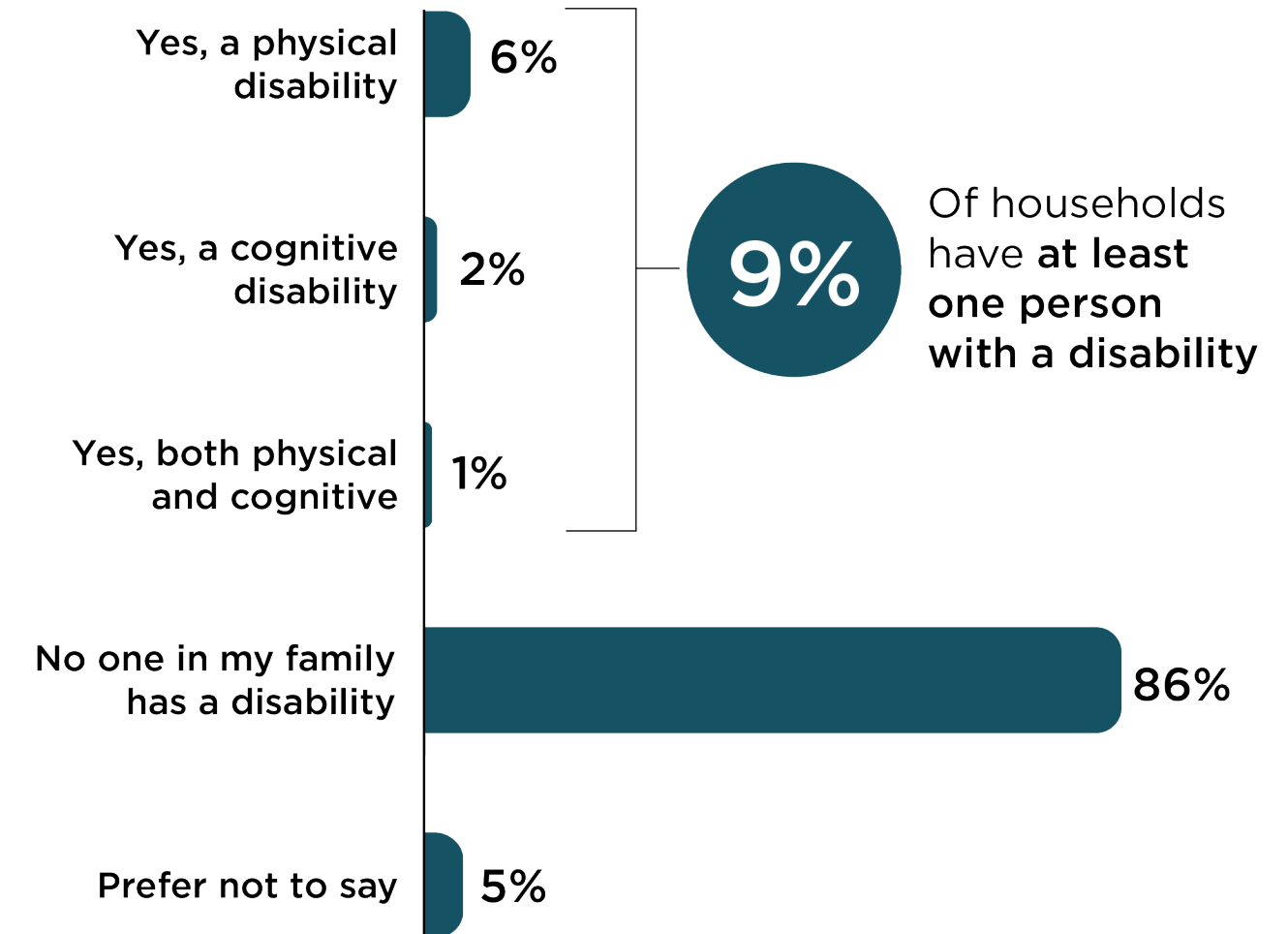
Demographics of survey respondents

Household Characteristics



Household composition

(n=375)

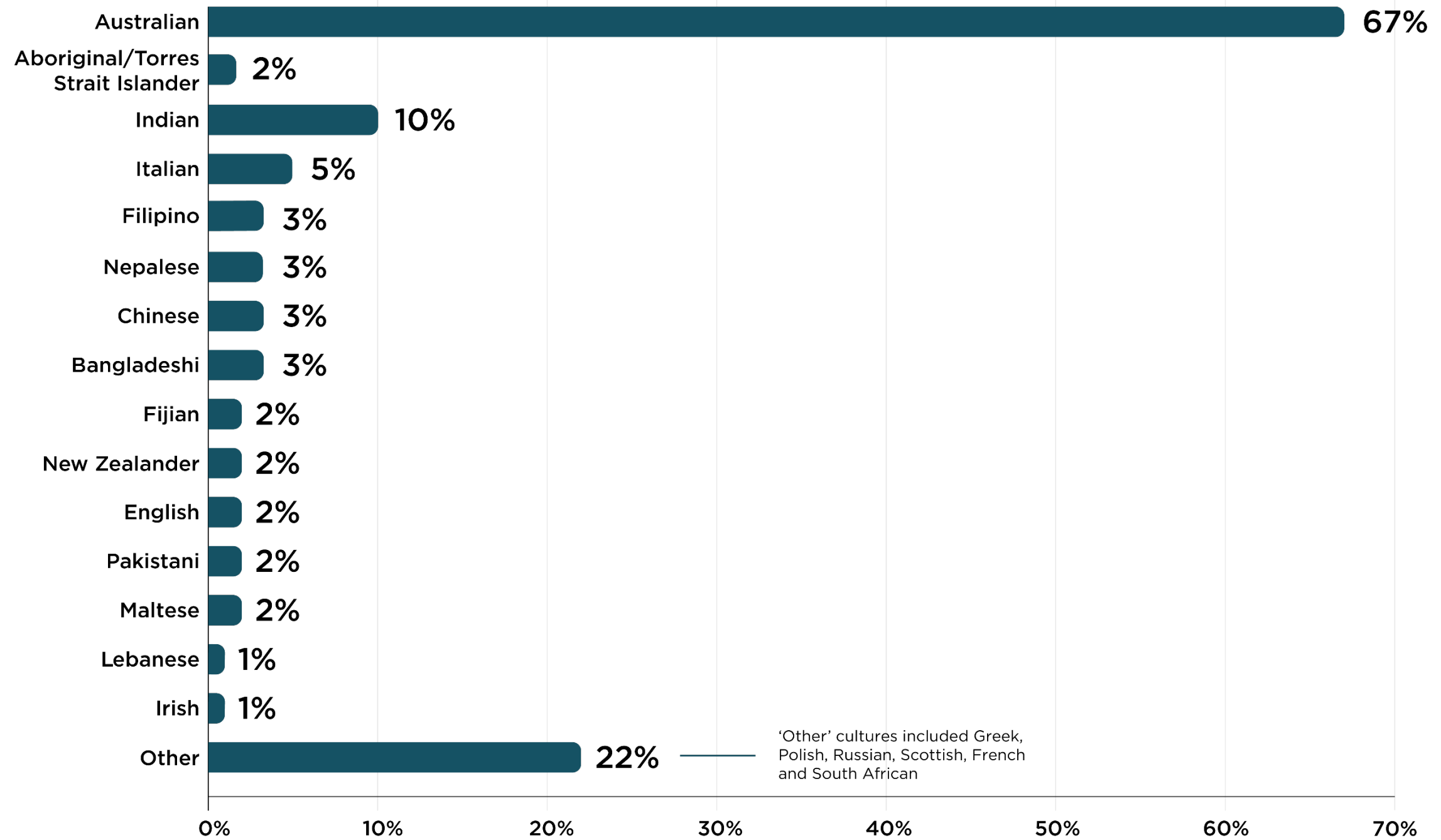


Disability

(n=373)

Demographics of survey respondents

Cultural Affiliation



Identify with a particular culture

(n=368)

Overall Results



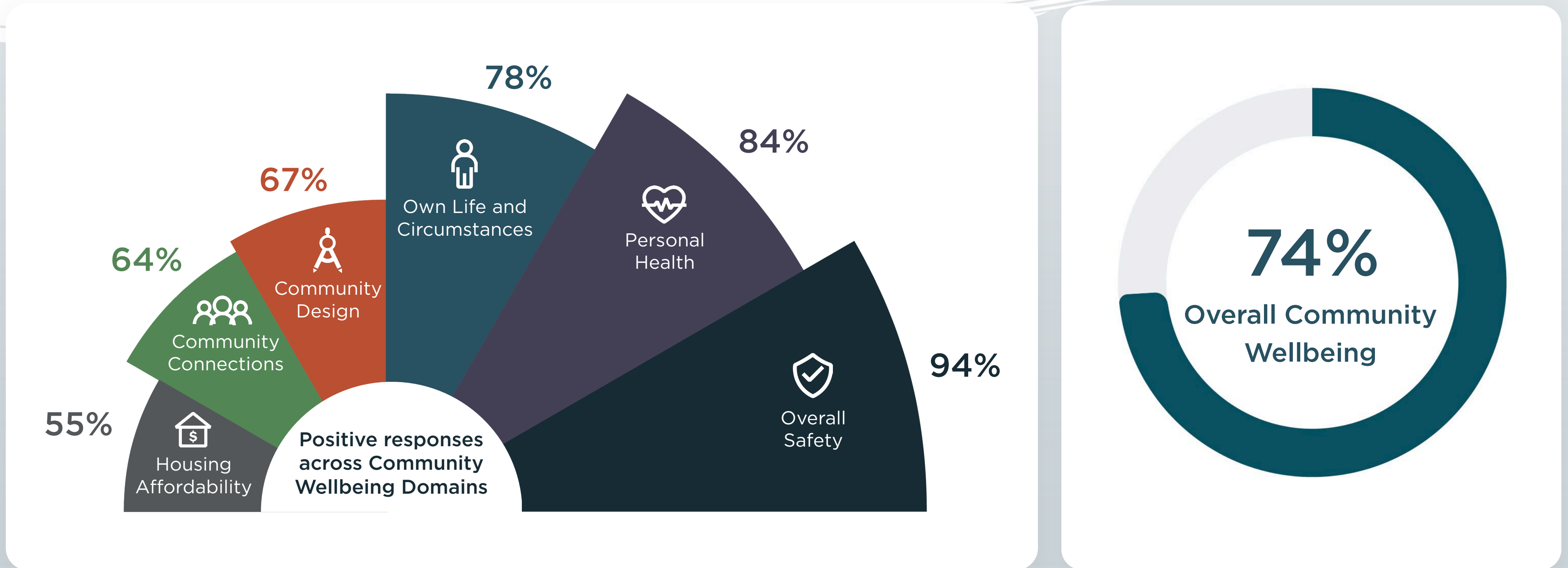


Community Wellbeing and Overall Satisfaction

Community Wellbeing is a measurement of overall resident satisfaction with their quality of life. It is the average of the Healthy and Inclusive Places survey performance within community design, community connections, safety, personal health, own life and circumstances and housing affordability.

Overall Community Wellbeing for 2022

Community wellbeing domains



i Other than Overall Safety (94%), all other indicators were at the lowest level seen in the four HIPS, this was generally only to a relatively small extent given the disruption of the last two years, and the overall **Community Wellbeing Index (74%)** was just 2% down on 2021, and only 6% lower than the pre-COVID figure of 80%.

Overall personal wellbeing



Overall personal wellbeing



Overall satisfaction

84% 86% 81% 78%
 ● 2018 ● 2019 ● 2021 ● 2022



Overall Safety

2021 **92%**
 2022 **94%**
 satisfaction



Own Life and Circumstances*

2021 **80%**
 2022 **78%**
 satisfaction



Personal Health

2021 **89%**
 2022 **84%**
 satisfaction



Housing Affordability

2021 **62%**
 2022 **55%**
 satisfaction



i *In previous years HIPS has included a simplified version of the widely used Personal Wellbeing Index (PWI). In 2021 this has changed to the full standard version of the PWI. This enables comparisons of Landcom residents to the wider NSW population, but does mean that the index scores from 2021 onwards are not directly comparable to those reported in 2018 and 2019.

● 2021 (n=241-272) ● 2022 (n=364-385)

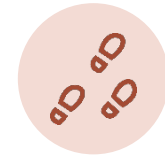
Community Design

Results Summary



71% 73% 68% 67%

● 2018 ● 2019 ● 2021 ● 2022



89%

of respondents agree that their home is an easy walk to the local park or playfield



79%

of residents of residents agree that their community has good pedestrian and cycle paths



78%

of respondents agree that local shops and services are close by



70% or more

of respondents agree that their community:

- feels leafy and green
- is connected to the local environment

Community Connection

2022 Results Summary



Overall satisfaction

64% 68% 66% 66%

● 2018 ● 2019 ● 2021 ● 2022



83%

of residents reported **feeling proud to call their local area their home**



70%

of respondents **recommended their area to friends or family as a place to live**



63%

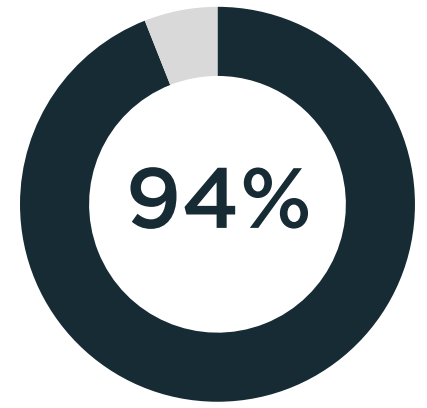
of residents reported **feeling a sense of community pride**



50%

of respondents who recommended their area has had **someone move to the area**

Overall Safety



Average satisfaction in 2022

Results Summary



92% 93% 92% 94%

● 2018 ● 2019 ● 2021 ● 2022



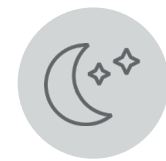
98%

of residents reported **feeling safe walking alone near home in daylight**



98%

of respondents **feel safe at home alone during the day**



95%

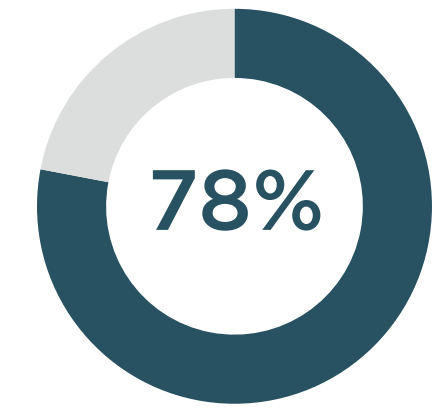
of residents reported **feeling safe at home alone after dark**



83%

of respondents **feel safe walking alone near home after dark**

Own Life and Circumstances



Own Life and Circumstances rating in 2022

Results Summary



89%* 87%* 80% 78%

● 2018 ● 2019 ● 2021 ● 2022



8.9/10

was the average rating of residents **life satisfaction**



8.1/10

was the average rating of residents **satisfaction with their standard of living**



8.2/10

was the average rating of residents **satisfaction with their personal relationships**



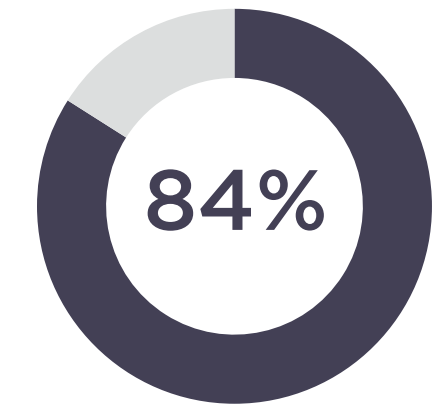
7.6/10

was the average rating of residents **satisfaction with their health**

*Australian Unity Wellbeing Index (AUWI) - Report 37.0 November 2020

*Note: Before 2021 HIPS included a simplified version of the widely used Personal Wellbeing Index (PWI). In 2021 this was changed to the full standard version of the PWI. This enables comparisons of Landcom residents to the wider NSW population, but does mean that the index scores from 2021 onwards are not directly comparable to those reported in 2018 and 2019.

Personal Health



Average positive rating in 2022

Key Aspects



90% 93% 89% 84%

● 2018 ● 2019 ● 2021 ● 2022



87%

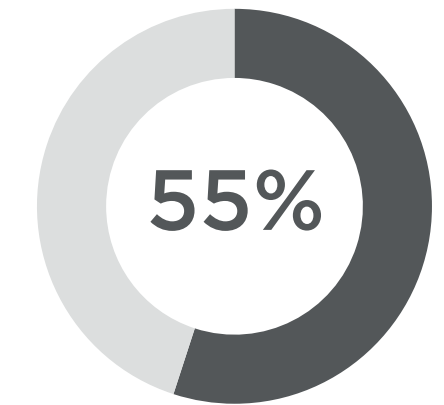
of respondents reported their **mental health was at least good**



82%

of respondents reported their **physical health was at least good**

Housing Affordability



Average positive rating in 2022

Results Summary



Overall positive rating

65% 72% 62% 55%

● 2018 ● 2019 ● 2021 ● 2022



73%

of respondents agreed there is a **broad range of homes of different sizes, types and prices**



55%

of respondents agreed they could **find the next type of home they expect to want or need in their area**



36%

of respondents agreed they could **afford the next type of home they expect to want or need in their area**



COVID-19

The impact of the COVID-19 pandemic has been an overall negative for all Australians and for NSW residents. Like most Australians, Landcom residents perceived their local communities and Australia more broadly as having experienced greater negative impacts than themselves personally.

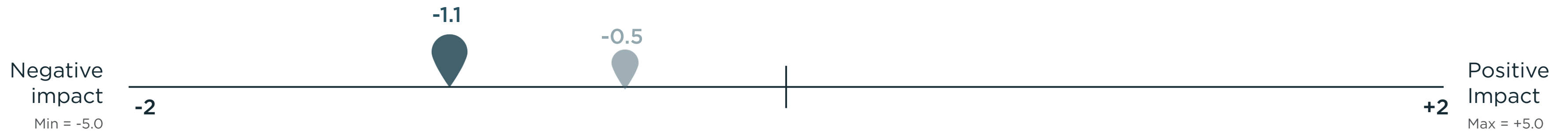
Impact of COVID-19

Compared to results for NSW from the ORIMA Covid Recovery Tracker from a similar period, Landcom residents are slightly less likely to have felt personal impacts from the pandemic.

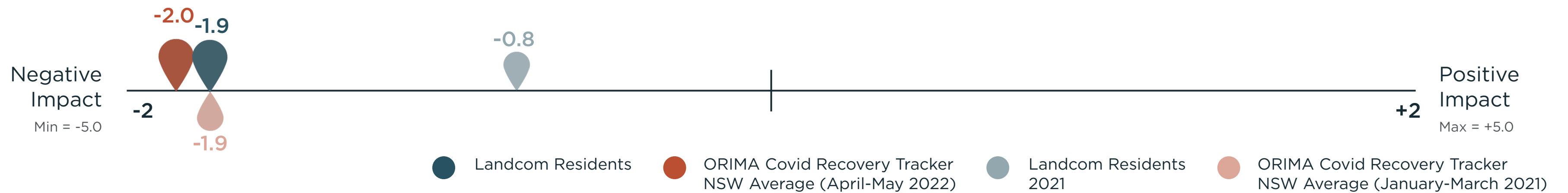
On you (personal impact)



On your Local Community

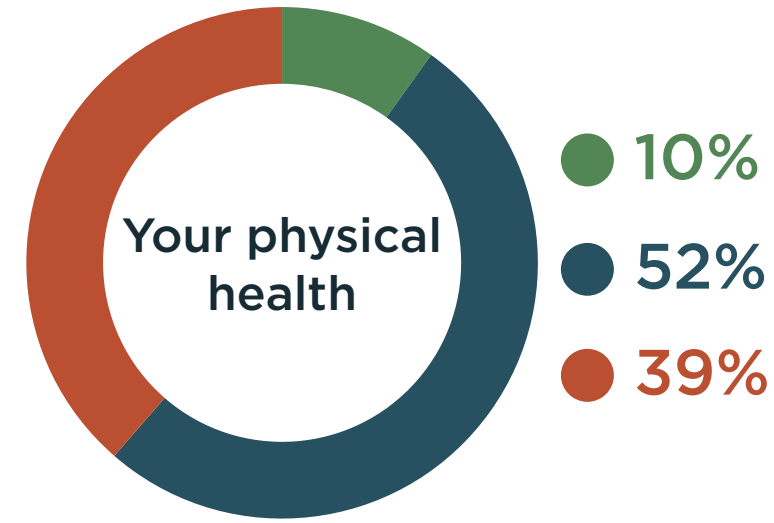
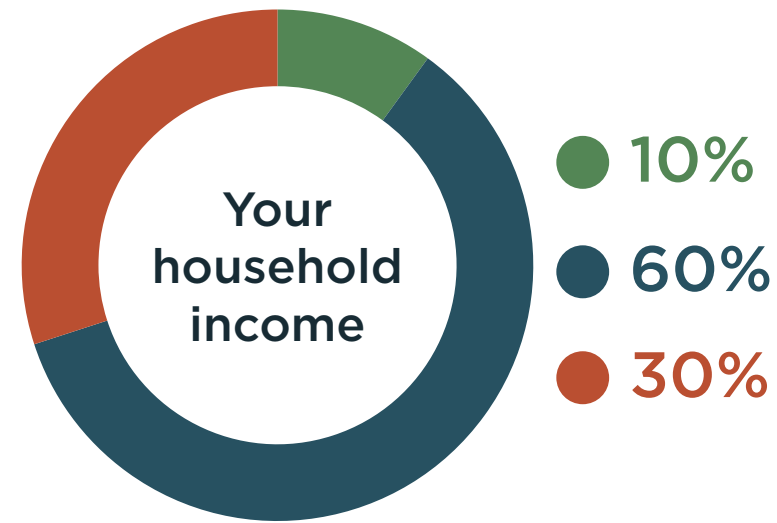
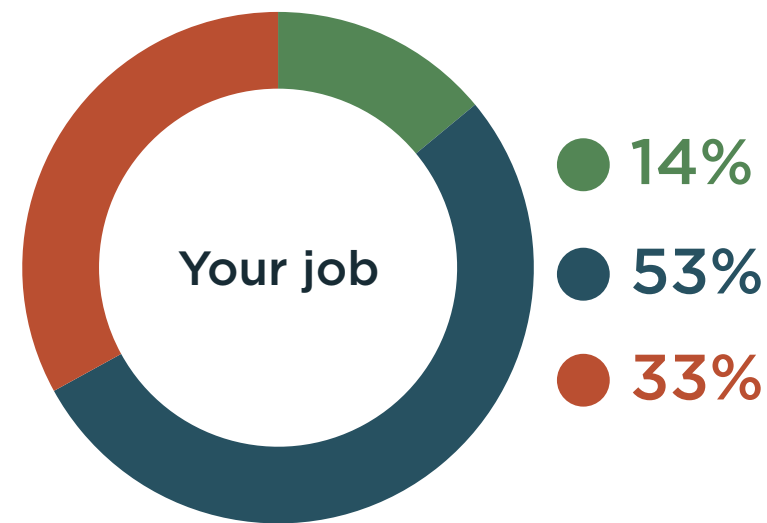
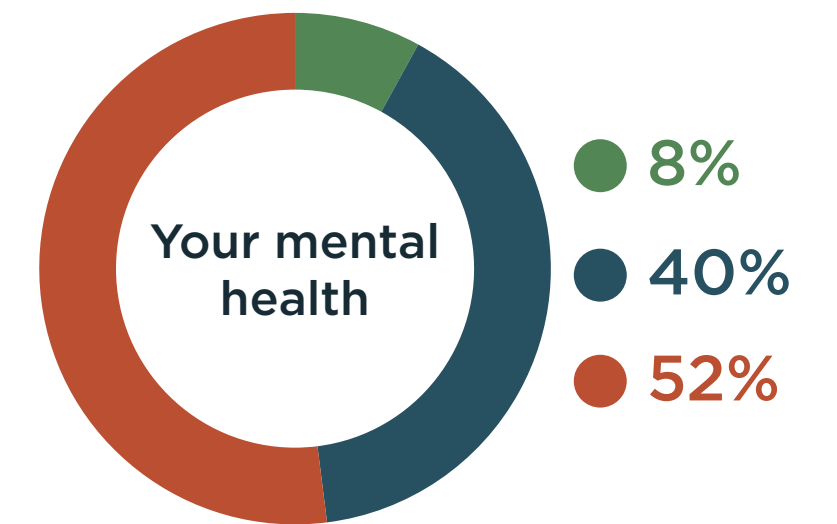
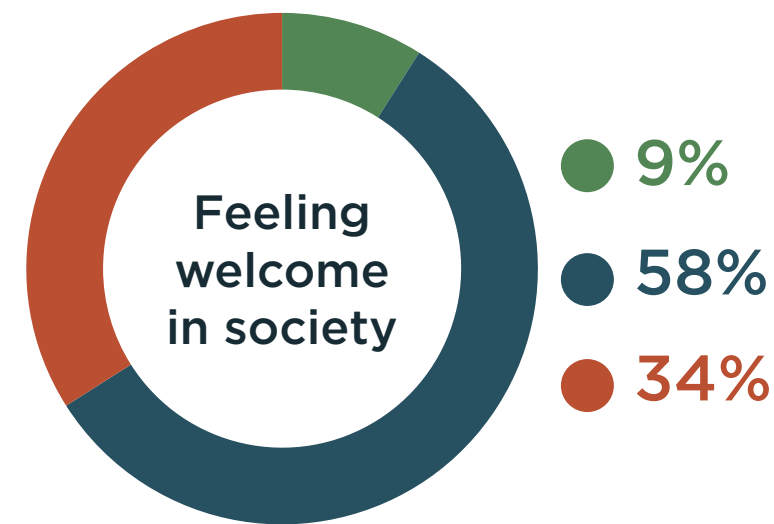
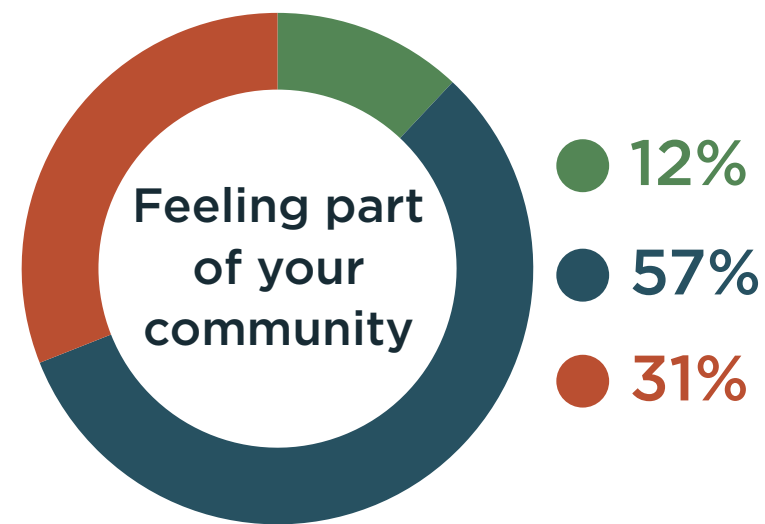


On Australia



Personal impact of COVID-19

How has the COVID-19 pandemic affected you personally?



- Positively
- No impact
- Negatively



Creating more affordable
and sustainable communities