

Purpose of the survey

The Community Survey Tool has been designed to gain an understanding of community perceptions of places. The Tool can be used to understand what is working well and what can be improved in a place.

The Tool includes a 5-minute and a 10-minute survey option. The Tool can also be used to gather demographic information.

Results from completed surveys can help inform place planning, project scoping and briefs, grant applications, or to document changes in a place over time as a before and after survey.

Note: The survey results are for the use of the project team and are not collected by the NSW Government. The use of the survey should comply with any relevant policies around data collection and privacy.

If you are a government agency, you must comply with the requirements of any applicable privacy legislation when collecting personal information using this form.

Refer to the [Great Places Toolkit](#) and the [NSW Public Spaces Charter](#) to further build your understanding of what contributes to great places.

How to use this tool

There are a few ways you can ask people to complete the survey depending which method best suits your place:

- Printing out physical copies of the survey and giving copies to people to complete themselves, or approaching people and asking them the survey questions;
- Approaching visitors and asking them the survey questions on your own device; or
- Using a digital web-based version of the survey and encouraging people to complete it on their personal electronic device (consider placing QR codes on site and link to the survey on your webpage).

Steps

1. Read all pages of the tool to understand each question. Consider if the questions can be tailored to your project's specific aims.
2. Familiarise yourself with your organisation's engagement and data collection policies and any required approvals.
3. Choose between the 5 or 10-minute survey based on project requirements, the context of the place and the people who you are trying to reach.
4. Decide whether to use physical or digital copies (See Tip).
5. Develop the survey and, if required, a plan on how you will communicate and promote the survey to people you want to reach.
6. Create a fact sheet or FAQs about your project to accompany the survey, include details on the purpose of the survey, contact information and timeline for completion of the survey.
7. Conduct the survey.
8. Collate, analyse and summarise the results of the Tool. If you have used physical surveys, you may need to encode the data digitally. Consider summarising the results based on the perspectives of certain groups, i.e. women, men, young people, people with disability, etc.
9. Use the results to evaluate your project plan and identify areas for improvement or to assess the success of interventions.

Gathering data for successful places

The Community Survey Tool can be supplemented with other data collection tools to generate further insights and build your understanding of the place. Refer to [The right tool for the right task](#) for other tools that can be used for your analysis. [The Data for Places guide](#) can provide guidance on the application of data in the management and monitoring of places.

Where you can use this Tool

The quality of a public space is just as important as access to the public space, as quality helps people feel safe, welcome and included. Quality is not only reflected in a public space's physical form—how it's designed, maintained and integrated with its environment—but also through the activities it supports and the meaning it holds. This tool can be used in public spaces, which include:

Streets

Streets, avenues, and boulevards, squares and plazas, pavements, passages and lanes, and bicycle paths.

Public open spaces

Both active and passive including parks, gardens, playgrounds, public beaches, riverbanks and waterfronts, outdoor playing fields and courts, and publicly accessible bushland.

Public facilities

Public libraries, museums, galleries, civic/community centres, showgrounds and indoor public sports facilities.

This tool can also be used in **transport hub precincts**, which include areas in close proximity to:

Bus stops, interchanges, train stations, light rail or tram stops, ferry wharves, cycleways, and taxi or rideshare ranks.

Tip: Reaching your community

Consider factors such as resources available to collect, process and analyse data, depth of insights, quantity of responses and people's availability. Research how to make your survey accessible to as many people in your community as possible. This could include translating the survey and supporting materials into languages commonly spoken in the community. For physical surveys, consider how data will be collected at different times of the day and in varying weather conditions. If people will be administering the survey, ensure that the surveyor is easily identifiable as an authorised person to conduct the survey e.g. branded cap, lanyard or shirt.

Survey Option 1

approximately 5 minutes

Survey Option 1 page 1 of 1

1. How did you get here?

Select all that apply to today's trip

Walked or used an equivalent mobility aid (e.g. wheelchair)

Rode a bike or e-bike

Rode micro-transport (e.g. scooter)

Caught the bus

Caught the light rail

Caught the ferry

Caught the train or Metro

Private vehicle (e.g. car, motorbike, etc.)

Taxi or rideshare

Other (please specify):

2. How much time would it take to walk from your home to this place?

Less than 5 min walk

About 5 to 10 min walk

About 10 to 20 min walk

About 20 to 30 min walk

About 30 min to an hour walk

Greater than an hour

3. How often do you come here?

Daily

Weekly

Monthly

Rarely

First time here

4. How much time do you plan on spending here today?

Less than 10 minutes

10 to 20 minutes

20 to 30 minutes

30 minutes to an hour

1 hour to 2 hours

More than 2 hours

5. Would you come here alone?

Yes, always

Yes, only during the day

Yes, only at night

Unsure

No, never

6. What brings you here today?

Select all that apply

Just passing through

Commute/work

Shopping/market

Sightseeing

Recreation/sports/exercise

Eating or on my lunch break

Event/performance

Spending time with my family

Spending time with friends

Spending time by myself

Walking my pet

Volunteering

Other (please specify):

7. What three words would you use to describe this place?

8. If you could change anything about this place what would it be?

ABOUT YOU

What is your age?

Under 16 (Note: if you are under 16, please get a parent or guardian to help you complete the survey)

16-18

19-24

25-34

35-44

45-54

55-64

65-74

75 and above

Do any of the following apply to you? Select all that apply

I am a person with disability

I speak a language other than English at home

I was born overseas

I identify as Aboriginal and/or Torres Strait Islander

I identify as LGBTIQ+

I have caring duties

Which of these best describes you?

Woman

Man

Non-binary

Prefer not to say

Prefer to self-describe:

Who are you with?

I am here alone

I am here with friends / colleagues

I am here with children and/or other family

Other:

Survey Option 2

approximately 10 minutes

1. How did you get here?

Select all that apply to today's trip

Walked or used an equivalent mobility aid (e.g. wheelchair)

Rode a bike or e-bike

Rode micro-transport (e.g. scooter)

Caught the bus

Caught the light rail

Caught the ferry

Caught the train or Metro

Private vehicle (e.g. car, motorbike, etc.)

Taxi or rideshare

Other (please specify):

2. How much time would it take to walk from your home to this place?

Less than 5 min walk

About 5 to 10 min walk

About 10 to 20 min walk

About 20 to 30 min walk

About 30 min to an hour walk

Greater than an hour

3. How often do you come here?

Daily

Weekly

Monthly

Rarely

First time here

4. How much time do you plan on spending here today?

Less than 10 minutes

10 to 20 minutes

20 to 30 minutes

30 minutes to an hour

1 hour to 2 hours

More than 2 hours

5. Would you come here alone?

Yes, always

Yes, only during the day

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No, never

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Select all that apply

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Eating or on my lunch break

Event/performance

Spending time with my family

Spending time with friends

Spending time by myself

Walking my pet

Volunteering

Other (please specify):

7. Do you visit any other services or places (e.g. a school or cafe) when you come to this place?

Yes

No

If yes, please specify which types of services or places:

8. What three words would you use to describe this place?

9. What is one thing you would like to do in this place that you can't do right now?

10. If you could change anything about this place what would it be?

Survey Option 2 (continued)

Survey Option 2 page 2 of 2

approximately 10 minutes

11. How strongly do you agree with the following statements?

Tick the appropriate box for each statement.

	Can't answer/ not applicable	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
I enjoy visiting and spending time here						
It's easy and comfortable to get to and around						
There is a good variety of activities that I can do here						
There are comfortable and safe places for me to spend time here						
I feel safe here in the daytime						
I feel safe here after dark						
I can access all the facilities and amenities (e.g. drinking fountains, toilets, WiFi) I need to enjoy spending time here						
It feels well-maintained and clean here						
I feel welcome here						
I feel connected to the local area / community here						
I could get help or assistance if I needed to						
This place has meaning for me						

ABOUT YOU

What is your age?

Under 16 (Note: if you are under 16, please get a parent or guardian to help you complete the survey)

16-18 45-54
19-24 55-64
25-34 65-74
35-44 75 and above

Which of these best describes you?

Woman
Man
Non-binary
Prefer not to say
Prefer to self-describe:

Who are you here with?

I am here alone
I am here with friends / colleagues
I am here with children and/or other family
Other:

Do any of the following apply to you?

Select all that apply

I am a person with disability
I speak a language other than English at home
I was born overseas
I identify as Aboriginal and/or Torres Strait Islander
I identify as LGBTIQ+
I have caring duties

We'd like to know how easy you find it to move around. How would you rate your level of mobility?

Rate on a scale from 1-10:

1-I always find it difficult to move around, even short distances
2
3
4
5-I sometimes find it difficult to move around
6
7
8
9
10-I always find it easy to move around