

**NEIGHBOURHOOD RENEWAL:
INTERIM EVALUATION REPORT 2005**

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**Prepared by
Neighbourhood Renewal Branch
Department of Human Services**

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INTRODUCTION

Neighbourhood Renewal is a whole-of-government initiative that brings together the resources and ideas of residents, governments, local businesses and community groups to tackle disadvantage in areas with concentrations of public housing. Neighbourhood Renewal aims to reduce inequality, build more cohesive communities and make government services more responsive to the needs of communities.¹

This evaluation report provides an interim assessment of the extent Neighbourhood Renewal is achieving measurable progress in narrowing the gap between the most disadvantaged neighbourhoods in Victoria and the rest of the State. It has been prepared by the Neighbourhood Renewal Branch using data provided by government departments and community surveys results prepared by independent tertiary institutions.

The report is interim because it presents data gathered in the early stages of the initiative, namely the first or second year of what is an eight-year intervention. Additionally, some neighbourhood level data (eg some service utilisation data) were not available at the time of this report. A more comprehensive report will be prepared as projects are further advanced. A final independent evaluation will be commissioned when a definitive assessment of the initiative can be made.

The report compiles existing data in three categories:

- community survey data that measures baseline conditions
- community survey data that measures initial perceived changes over the first 12 months of renewal activities
- administrative data measuring change in key indicators of disadvantage.

The report is presented in four parts:

- overview of key findings
- aims of the evaluation and a methodology for measuring success
- presentation and analysis of key baseline data
- presentation and analysis of key change data.

Aims of the evaluation of Neighbourhood Renewal

The evaluation of Neighbourhood Renewal aims to:

- assess whether the initiative has narrowed the gap between Neighbourhood Renewal areas and the rest of the State
- provide information to government, service providers, local communities and other stakeholders about what works and what doesn't in Neighbourhood Renewal
- contribute to community building by empowering local communities to take greater control of their neighbourhood and influence government decision-making

¹ For a more detailed description of the initiative see *Creating a Fairer Victoria: Minister for Housing's Statement on Neighbourhood Renewal*, Department of Human Services, 2004, at www.neighbourhoodrenewal.vic.gov.au.

- strengthen and support Growing Victoria Together (GVT) and the overall evaluation of community building.²

Measuring success

The success of Neighbourhood Renewal is measured by the extent it achieves the six key objectives of the reform:

- increasing people's pride and participation in the community
- lifting employment, training and education opportunities and expanding local economic activity
- enhancing housing and the physical environment
- improving personal safety and reducing crime
- promoting health and wellbeing
- increasing access to services and improving government responsiveness.

Location of Neighbourhood Renewal

There are fifteen Neighbourhood Renewal project areas in metropolitan and regional Victoria. These are relatively small clearly defined geographic areas, characterised by a concentration of public housing and selected on the basis of multiple indicators of disadvantage.³



Two pilot projects – Wendouree West and Latrobe Valley - began in early 2002; the next eight – Fitzroy, Collingwood, Shepparton, Seymour, Eaglehawk, Long Gully, Maidstone-Braybrook, and Corio-Norlane – in 2002-03; the remaining five – Broadmeadows, Colac, Werribee, Ashburton-Ashwood-Chadstone, and Doveton-Eumemmerring – in 2003-04. Seven sites are in metropolitan Melbourne and eight in provincial cities or country towns.

² The evaluation framework is set out in *Neighbourhood Renewal: Evaluation Framework*, Office of Housing, 2002, at www.neighbourhoodrenewal.vic.gov.au.

³ For information on size see Explanatory Note 1 in Appendix 1.

1. OVERVIEW OF KEY FINDINGS

Five key findings emerge from the first round evaluation of Neighbourhood Renewal.

1. Confirmation that Neighbourhood Renewal areas are significantly more disadvantaged than other parts of Victoria.
2. As a whole-of-government place-based strategy, Neighbourhood Renewal is yielding positive results and improving conditions in disadvantaged communities.
3. Progress across all indicators of renewal is uneven.
4. Levels of resourcing and sustained action appear to be factors influencing the extent of neighbourhood improvement.
5. Resident support for Neighbourhood Renewal, for new models of community governance and for changes to the way government works is strong.

1. Confirmation that Neighbourhood Renewal areas are significantly more disadvantaged than other parts of Victoria.

Community surveys show significantly more residents in Neighbourhood Renewal areas judged local conditions and opportunities as poor compared to residents in surrounding communities and Victoria overall. On average two-thirds of residents in Neighbourhood Renewal areas felt local conditions as a whole were poor or average and only one third thought local conditions were good. In the surrounding communities half the residents felt conditions were good.

Perceptions of health, community safety and social connectedness were all substantially poorer in Neighbourhood Renewal areas than state averages:

- 61% of residents in Neighbourhood Renewal areas reported good personal health compared to 85% of Victorians
- 56% of residents in Neighbourhood Renewal areas feel unsafe in their street after dark compared to 22% of Victorians
- 16% of residents in Neighbourhood Renewal areas could raise \$2000 in two days in an emergency compared to 80% of Victorians.

Community survey results reinforce the administrative data used to select priority locations for renewal. Together they provide evidence that people of low socio-economic status, disadvantaged across all indicators, are clustered geographically in particular neighbourhoods in Victoria.

In addition, data in this report reinforces the notion that where people of low-socio-economic status are geographically concentrated, there is a 'neighbourhood effect' that multiplies the impact of disadvantage.

2. Neighbourhood Renewal as a whole-of-government place-based strategy is yielding positive results and improving conditions in disadvantaged communities.

Across key indicators of disadvantage residents in Neighbourhood Renewal areas reported improved conditions after 12 months of renewal. Important early gains were perceived by residents in:

- housing (43% said it got better compared to 7% who said it got worse)
- physical environment (31% said it got better, 12% worse)
- community pride (23% said it got better, 10% worse)
- local learning & training opportunities (22% said it got better, 7% worse)
- performance of government (19% said it got better, 14% worse)
- community participation (18% said it got better, 12% worse)
- health & welfare services (17% said it got better, 9% worse).

Administrative data also suggests progress in improving local conditions in Neighbourhood Renewal communities:

- residents comprise 40-50% of participants in the local governance structures of most projects in 2005
- over 1000 community job places have been created since 2002-03 with 60% of participants going into ongoing employment, education or training
- crimes against property were down in 70% of Neighbourhood Renewal areas, crimes against persons down in 50%, and recorded offences down in 60% of areas between 2002-03 and 2003-04
- up to 40% reduction in crime and violence in 'hotspots' between 2002-03 and 2003-04
- for public housing in the 10 initial Neighbourhood Renewal areas, from 2002-03 to 2003-04:
 - vacancies down in 80% of areas (down overall from 6% to 2% compared to a state-wide decline from 3% to 1%)
 - average arrears down in 80% of areas (down overall by 16% compared to a state-wide decline of 5%)
 - offer acceptances up in 50% of areas (up overall from 63% in 02 to 84% in 2004 in parallel with a state-wide rise from 61% to 84%)
 - turnover down in 80% of areas (down overall from 21% in 2002 to 17% in 2004 compared to a state-wide decline from 15% to 12%).

3. Progress across all indicators of renewal is uneven.

The two measures in the community survey for which slightly more residents felt conditions had worsened rather than improved were personal health (by a margin of 3%) and the local economy (by a margin of 4%).

Given the levels of disadvantage experienced by communities selected for Neighbourhood Renewal and the complex causal determinants of health status, it is difficult to effect rapid change in these indicators.

Better targeted and sustained investment in health interventions and support for local enterprise development may be necessary to achieve improved outcomes comparable to those in housing, the physical environment and social inclusion.

4. Levels of resourcing and sustained action appear to be factors influencing the extent of neighbourhood improvement.

Evaluation results show that many of the initiatives brought together under Neighbourhood Renewal are beginning to make a real difference in disadvantaged communities. The data also shows that there is some way to go before these changes are fully embedded and sustainable.

For example, despite the success of measures like the Community Jobs Program the scale of such initiatives was insufficient to impact on entrenched exclusion from the labour market: for public housing tenants in Neighbourhood Renewal areas, the workforce participation rate remained unchanged at 30% from 2002 to 2003 then deteriorated slightly to 29% from 2003 to 2004.

The evidence also indicates that the longest-standing projects have achieved the greatest progress. Sustained action appears to be significant in achieving tangible outcomes.

5. Resident support for Neighbourhood Renewal, for new models of community governance, and for changes to the way government works is strong.

High levels of community participation in the governance of projects and improving perceptions about the performance of government in Neighbourhood Renewal areas indicate strong resident support for place-based changes to the way government works. On average 19% of Neighbourhood Renewal residents felt government performance had improved in the first 12 months of renewal; in Fitzroy this figure was doubled to 38%.

Where government programs and relevant statutory bodies and non-government agencies have joined up, especially in housing, employment and training, environmental and crime prevention initiatives, community survey and administrative data demonstrate significantly improved outcomes for the community.

2. METHODOLOGY

The Evaluation Framework

Thirty-two core indicators have been developed to measure progress in Neighbourhood Renewal (Appendix 2). Indicators and data sources have been chosen on the basis of their:

- relevance to the objectives of Neighbourhood Renewal
- validity and usefulness for local action planning
- utility in further refining Neighbourhood Renewal policy
- capacity to be reasonably influenced by Neighbourhood Renewal.

The evaluation uses data derived from administrative sources and community surveys collected between 2002-03 and 2003-04 to provide information about the 32 progress indicators. The administrative data is largely sourced from government departments, while the survey data is collected via a biennial community survey conducted by each Neighbourhood Renewal community in conjunction with an independent tertiary institution. The survey has been designed to be conducted by local residents and to give them power over information so as to build a sense of community.

Together these two sources of data cover 28 of the indicators; data for the remaining four is sourced from business reports and other surveys.

Community Survey

The biennial community survey of 300 local residents aged 18 and over generates statistically valid information specific to the project area (unlike much of the available administrative data). It was designed by Professor Mike Salvaris, then at the Institute for Social Research at Swinburne University, in conjunction with the residents of Wendouree West and Latrobe Valley and members of the Neighbourhood Renewal team. The survey is informed by the Institute's 'Healthy Community' model for measuring progress and wellbeing.

The survey provides measures and insights at five levels:

- perceptions of self (eg assessment of the person's own health)
- perceptions of the community (eg assessment of the health of the community)
- reasons behind each assessment
- ideas for what might be done to improve the situation
- a retrospective assessment of change during the previous 12 months.

The survey uses nearly 90 questions with some key questions common to the Victorian Population Health Survey and the Local Safety Survey in order to allow wider comparisons to be made. Where available, internationally validated questions have been used. All questions have been trialled. The format of the survey allows for cross-checking of key issues using related questions and for cross tabulations using demographic data.

The survey generates demographic data and data on resident perceptions of current conditions and change. Since there is limited quantitative administrative data available at a Neighbourhood Renewal area level, the community survey

data are the most accurate available. They also highlight the importance of ensuring that changes achieved by the initiative are tangible and manifest to residents. It is important, for example, not only to reduce crime rates but also to enable residents to feel safer.

An abbreviated form of the face-to-face survey is administered by telephone to 150 residents selected randomly from ten census collection districts proximate to the Neighbourhood Renewal area. Together these 150 persons comprise the Control Group. Comparisons can thus be made between the Neighbourhood Renewal community and their local counterparts (the control group). This comparative measure is called the *Relative Disadvantage Index*.⁴

The ten collection districts for the telephone survey are ranked in deciles based on the Socio-Economic Indexes For Areas (SEIFA), with 15 residents interviewed from each. This segmentation enables comparisons to be made between Neighbourhood Renewal residents and particular parts of the control group. Comparing the data from the Neighbourhood Renewal population with data from the bottom three deciles of the control group (i.e. the lowest 30% on the SEIFA scale) allows conclusions to be drawn about place-related conditions affecting disadvantage. This particular comparison generates the *Neighbourhood Effect Index*.⁵

The survey is carried out in each project area by a partnership between Neighbourhood Renewal and a tertiary institute that undertakes an initial analysis of the data.⁶ Survey data is jointly owned by the local residents and the Department of Human Services. Information from the community survey is augmented by bimonthly reports, a residents' walk-around survey of physical conditions and an environmental sustainability checklist.

The survey also functions as a valuable engagement and communication tool. The face-to-face interviews of 300 residents in each project area are conducted by other local residents who have volunteered and been specially trained for this task. This builds the skills of individuals as well as empowering the whole community with significant information about itself.

Administrative Data

The other major source of evaluation information is administrative data collected from across government. However only limited data are available specific to Neighbourhood Renewal areas, these being comparatively small in relation to local government and even postcode areas. The principal forms of administrative data pertinent to this evaluation are:

- rates of resident participation in governance
- housing turnover, vacancy, arrears, and acceptance rates
- rates for crime against property and persons
- service utilisation rates
- literacy, numeracy, school retention and lifelong learning rates.

⁴ See Explanatory Note 3 in Appendix 1.

⁵ See Explanatory Note 4 in Appendix 1.

⁶ For a list of the tertiary institutes see Appendix 5.

Typology of data: baseline and change

Two types of data are presented in this report: baseline data and change data.

The *baseline data* from the survey capture residents' perceptions of current conditions in their neighbourhood. When complemented by administrative data, the survey data enable comparisons to be made between Neighbourhood Renewal communities and other populations such as the surrounding community or the State. Baseline data can also be used to make comparisons between individual project areas.

The *change data* are also drawn from the community survey and from administrative sources. The survey contains retrospective questions asking residents to assess change that has occurred in a number of conditions in the neighbourhood during the previous 12 months. Perception of change data from the first survey provide an initial indication of the impact of Neighbourhood Renewal prior to subsequent surveys being undertaken every two years. The administrative data generally measure change from one financial year to the next, and sometimes over a two-year period. In this context therefore, 'change' refers to progress achieved in the short-term.

Stronger measures of long-term change will become available once successive community surveys are completed and the body of administrative data is built up. Figures from the first survey measuring residents' perceptions of current conditions function initially as baseline data. When the second survey is conducted two years later, comparison between the two sets of figures will allow initial baseline data to generate change data across all indicators. Perception of change data from later surveys will of their nature give a clearer indication of the effectiveness of the Neighbourhood Renewal strategy in the longer term. At that point the combination of survey and other data will constitute a more substantial resource to assess the progress of the initiative.

3. BASELINE DATA

Selected baseline data are presented below to provide information about:

- current conditions (aggregate current conditions in Neighbourhood Renewal areas)
- cross-project comparisons (comparison of conditions between Neighbourhood Renewal projects)
- the Relative Disadvantage Index (comparison between Neighbourhood Renewal projects and surrounding area control groups and state-wide benchmarks)
- the Neighbourhood Effect Index (comparison between Neighbourhood Renewal projects and low socio-economic status control group).

In the community survey, residents are asked how they rate a number of current conditions in the neighbourhood, all pertaining to the six objectives of Neighbourhood Renewal.⁷

Current Conditions

Current conditions in Neighbourhood Renewal areas are evaluated by assessing the percentage of residents who rated each of the indicators of local conditions as 'good', 'average' or 'poor' (see Table 1).⁸

Table 1: % residents rating current conditions

	% Good	% Average	% Poor
Neighbourhood generally	44	42	14
Pride in neighbourhood	13	45	37
Participation in local activities	10	36	47
Sense of belonging	61	14	22
Education & training opportunities	41	36	19
Job opportunities	16	35	45
Local employment services	25	38	30
Own household income	19	46	35
Local economy	15	42	36
Own housing	74	17	14
Physical environment	22	52	26
Crime and personal safety	16	42	40
Feel safe in street after dark	36	7	56
General health	20	51	27
Own health	61	26	14
Community services	45	37	16
Public Transport	48	29	19

⁷ See Appendix 3 for a list of the questions.

⁸ For variations on these categories see Explanatory Note 5 in Appendix 1.

The current conditions which the highest percentage of residents saw as 'good' were:

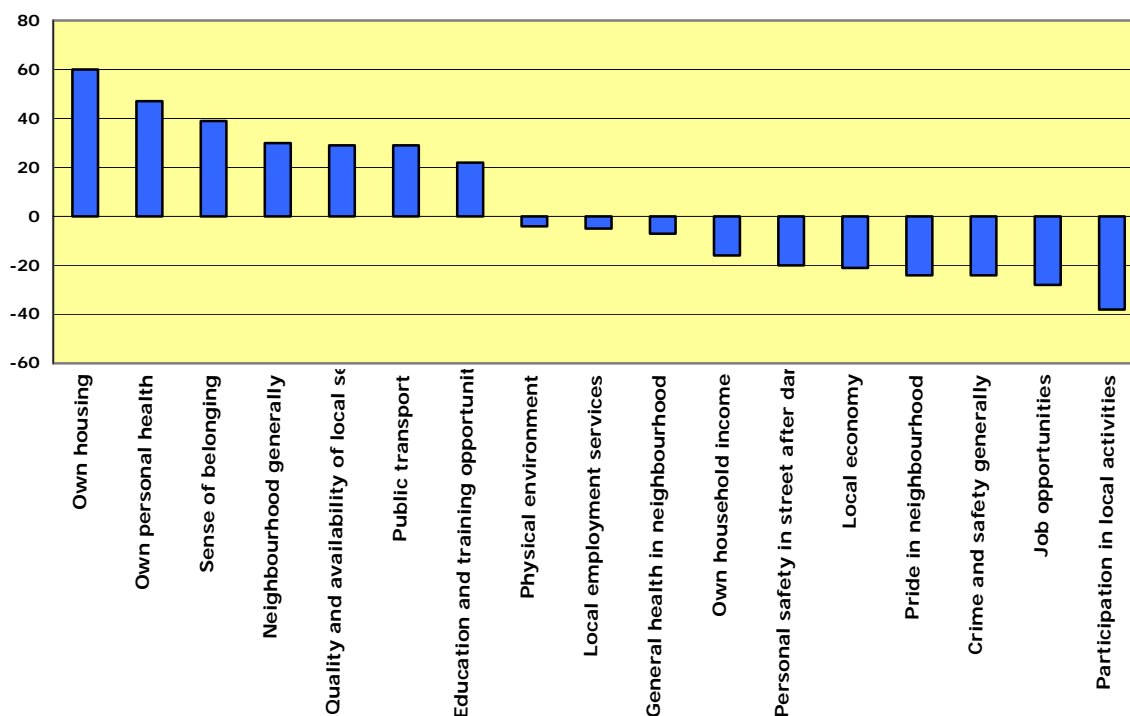
- own housing (74%)
- sense of belonging and own health (both 61%)
- public transport (48%)
- community services (45%)
- neighbourhood generally (44%).

On the other hand the current conditions which the highest percentage of residents saw as 'poor' were:

- feeling safe in the street after dark (56%)
- participation in local activities (47%)
- job opportunities (45%)
- pride in the neighbourhood (37%)
- local economy (36%)
- own household income (35%).

Graph 1 illustrates net perceptions about current conditions averaged across all Neighbourhood Renewal projects, arranged from best to worst. The net figure is the percentage of residents who viewed a condition as 'good' over and above those who saw it as 'poor'.⁹

Graph 1: Average net % current conditions



These net figures provide important pointers to the priority areas for action to address disadvantage in Neighbourhood Renewal locations. Table 2 presents the figures on which Graph 1 is based. For example, 60% more residents thought housing was good than thought it was poor.

⁹ See Appendix 1 Explanation of Terms.

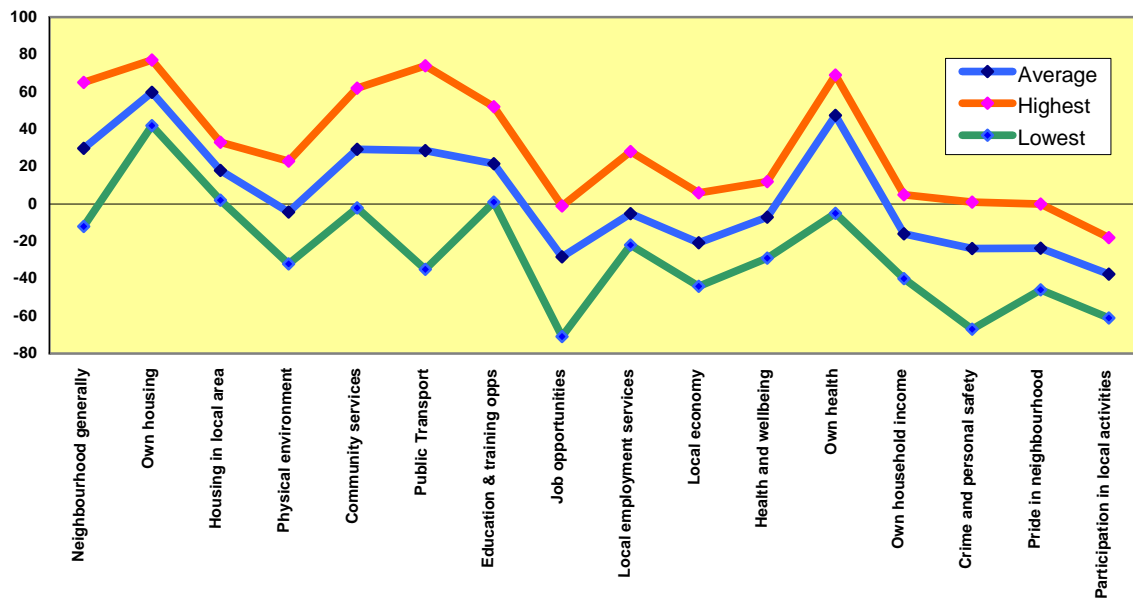
Table 2: Average net % current conditions

Current Condition	Average net %
Own housing	+60
Own personal health	+47
Sense of belonging	+39
Neighbourhood generally	+30
Quality and availability of local services	+29
Public transport	+29
Education and training opportunities	+22
Physical environment	-4
Local employment services	-5
General health in neighbourhood	-7
Own household income	-16
Personal safety in street after dark	-20
Local economy	-21
Pride in neighbourhood	-24
Crime and safety generally	-24
Job opportunities	-28
Participation in local activities	-38

Cross-project comparisons

There are notable similarities in the perceptions of current conditions across most Neighbourhood Renewal projects. Graph 2 displays the highest and lowest figure in relation to the average for each of the current conditions. It shows that on the basis of net figures, the pattern of perceptions is generally similar across all project areas, with close coincidence in several cases but a degree of divergence in others.

Graph 2: Net % current conditions



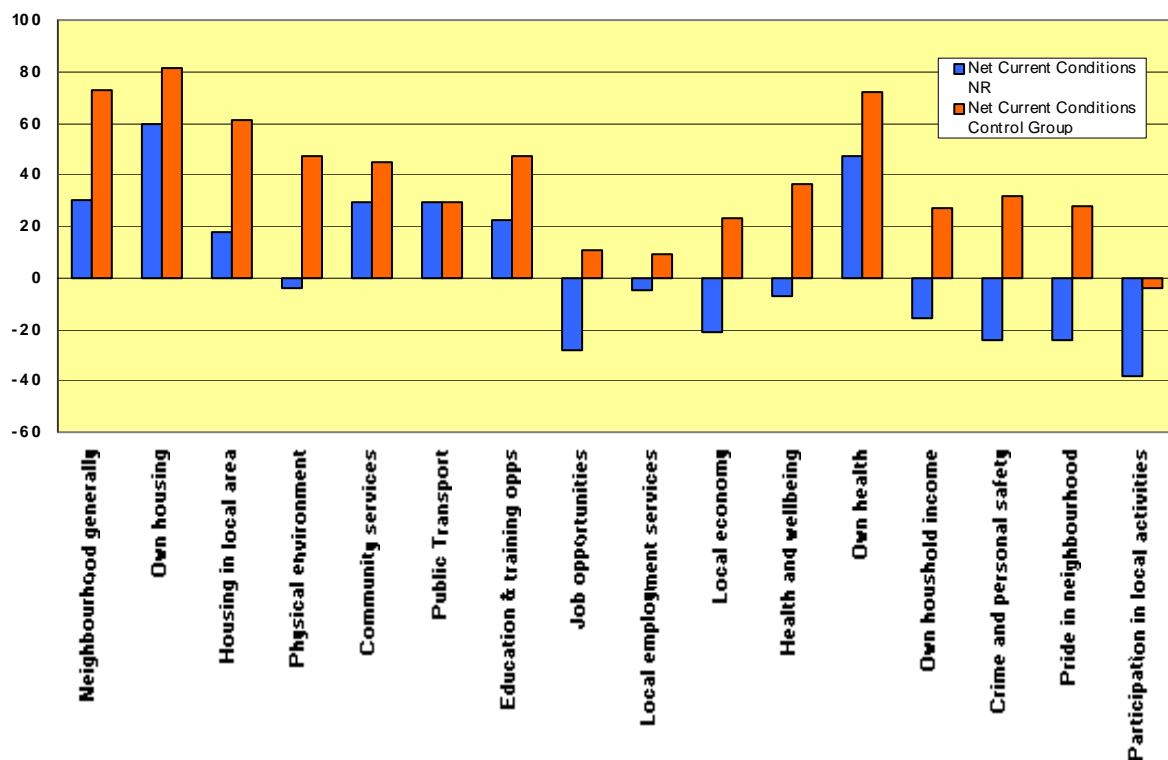
In spite of common trends, the degree of divergence in some instances is quite striking. For example, against an overall average of 48%, 75% of Fitzroy residents rated public transport as 'good' compared with only 19% of Colac residents; this is readily understandable in view of the inner-urban versus rural location of the two sites.

When it comes to the 'poor' rating, similarly large individual differences emerge. While an average 45% rated job opportunities as 'poor', 73% of Seymour residents did so, compared with only 25% of Fitzroy residents. As above, figures significantly different from the average warrant further investigation; local factors such as Fitzroy's proximity to and Seymour's distance from commerce and industry offer ready first-level explanations for individual difference.

Relative Disadvantage Index

The perceptions of current conditions by Neighbourhood Renewal residents are best interpreted by comparison with those of control group residents. On every measure, even the positive housing, personal health and sense of belonging indicators, the perceptions of Neighbourhood Renewal residents were significantly less positive than those of control group residents. When the net figures for Neighbourhood Renewal residents are compared with the net figures for the control group, a measure is generated called the *Relative Disadvantage Index*.¹⁰ Graph 3 prepares the way for the Relative Disadvantage Index by juxtaposing the net figures for Neighbourhood Renewal residents and for the control group in relation to current conditions.

Graph 3: Net current conditions: NR residents vs control group



¹⁰ See Explanatory Note 3 in Appendix 1.

The numerical difference between the two sets of figures on each indicator is the Relative Disadvantage Index (Table 3). The index clearly illustrates the gap between the two groups in regard to their perception of current conditions. For example there is a 56 point difference in the average net perceptions of crime and safety between Neighbourhood Renewal residents and the control groups.

Table 3: Relative Disadvantage Index

Crime and personal safety	-56
Physical environment	-53
Pride in neighbourhood	-51
Local economy	-44
Health and wellbeing	-43
Housing in local area	-43
Neighbourhood generally	-43
Own household income	-43
Job opportunities	-40
Participation in local activities	-32
Education & training opportunities	-26
Own health	-24
Own housing	-21
Community services	-16
Local employment services	-14
Public Transport	-1
Average	-34

Together the graph and table reveal a striking difference in perception of current conditions between residents of the Neighbourhood Renewal area and those of the surrounding area. Neighbourhood Renewal residents' net perceptions of the 16 current conditions were on average 34 points more negative than those of the control group.

In three cases the difference was over 50 points: crime and safety (-56), the local environment (-54), and neighbourhood pride (-51). On only one condition – public transport - were the net perceptions almost equivalent. Taken together the figures provide further evidence for the identification of the Neighbourhood Renewal areas as comprehensively disadvantaged in relation to their surrounding communities.

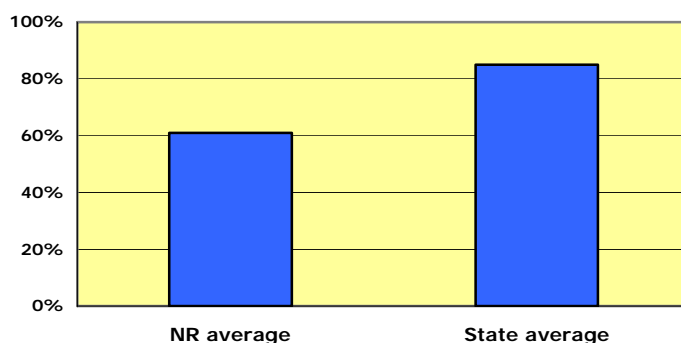
Statewide comparisons

A number of questions in the community survey were designed to correlate with questions in statewide Victorian surveys. This allows comparisons to be made between the perceptions of residents in Neighbourhood Renewal areas and the perceptions of Victorians as a whole. Perceptions of health, community safety and social connectedness were all substantially poorer in Neighbourhood Renewal areas than state averages. Only in the area of housing standards were the views of people who lived in Neighbourhood Renewal areas more positive than the benchmark public housing figure.

Self-rated health

Self-rated health data are acknowledged in the international epidemiology literature to correlate closely with morbidity and mortality data in the population.¹¹ In Neighbourhood Renewal areas, 61% of residents expressed a positive view of their own personal health. However, the response is relatively poor when compared to Victorians as a whole. The Victorian Population Health Survey indicates that 85% of Victorians reported their health to be good or even better (Graph 4).¹²

Graph 4: Good personal health: NR (Community Survey Q 44) vs Victoria (VPHS)



Personal safety

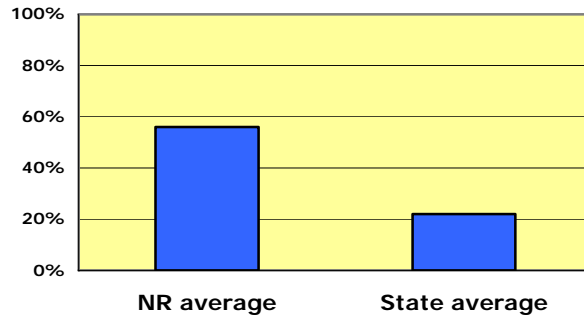
In Neighbourhood Renewal areas, 56% of residents indicated that they did not feel safe walking alone down their street after dark. This compares poorly against the state-wide average of only 22% of Victorians who do not feel safe in their street after dark (Graph 5).¹³

¹¹ Victorian Population Health Survey 2003.

¹² Victorian Population Health Survey 2003.

¹³ Ibid.

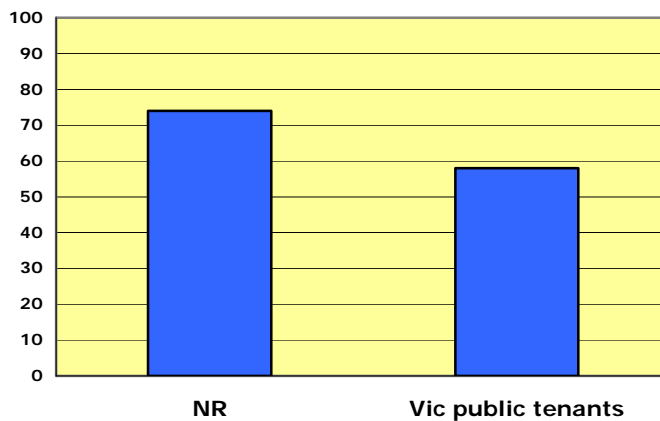
Graph 5: Feeling unsafe in street after dark - Community Survey Q 52



Social housing

In the area of social housing, a remarkably high 74% of residents rated their own housing positively, more than the state-wide average of 58% of public housing tenants satisfied with the overall condition of their home (National Social Housing Survey 2003). Some caution needs to be exercised in making this comparison, as in contrast to the National Social Housing Survey, the survey of Neighbourhood Renewal residents included both private and public housing residents. Another factor to be considered is the fact that housing works were being undertaken in a number of project areas before the survey was commenced. Actual or expected improvements may possibly have contributed to the high Neighbourhood Renewal figure.

Graph 6: % residents satisfied with own housing – Community Survey Q 10

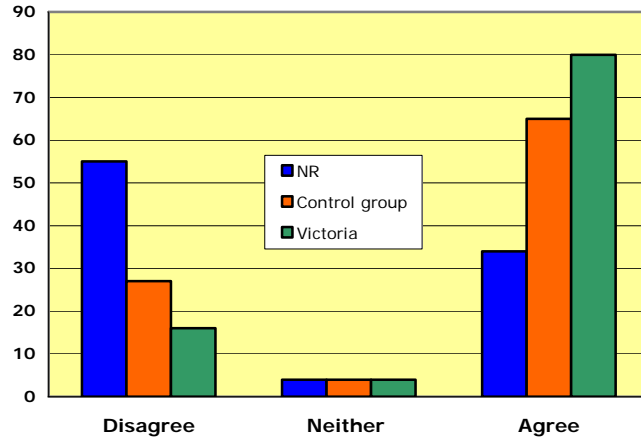


Community connectedness

Two other sets of figures relating to community pride and participation are instructive by way of contrast. Residents were asked in one survey question whether many family members and friends lived in the neighbourhood or close by (leaving residents free to interpret 'close by' as they wished). 57% agreed that this was so while 34% disagreed, indicating that a clear majority of residents were socially connected to the neighbourhood.

Another question (replicated from the Victorian Population Health Survey) asked Neighbourhood Renewal residents whether in an emergency they would be able to raise \$2000 in two days from relatives or friends.

Graph 7: Can raise \$2000 in 2 days in emergency – Community Survey Q 60

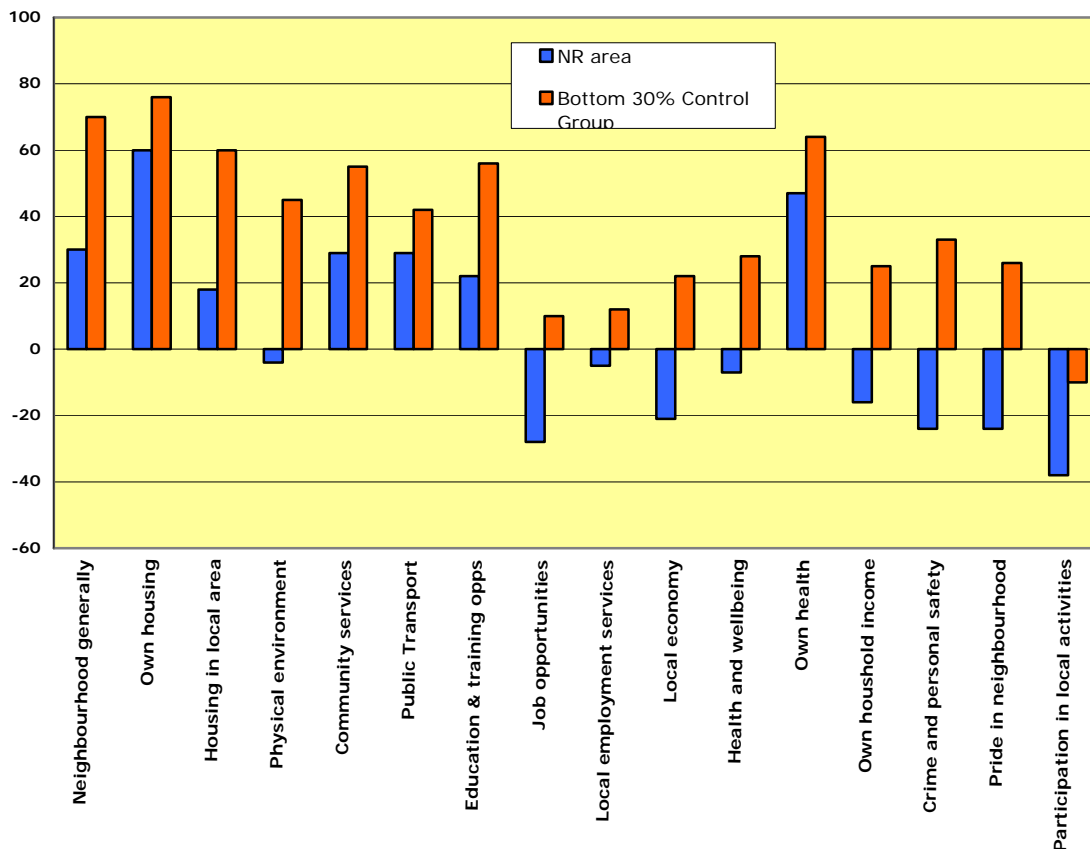


Reversing the previous figures, 55% of residents, a clear majority, asserted that they could not do so while 34% claimed they could. In other words, in spite of having a local social network the majority of residents were still struggling financially. Furthermore, this contrasts with the general population, 80% of whom say they could raise the \$2000 in two days and only 16% said they could not (Victorian Population Health Survey 2003).

Neighbourhood Effect Index

A further comparison can be made between the perceptions of Neighbourhood Renewal residents and those of their lower socio-economic counterparts in the surrounding local government area, ie. residents in the bottom 30% of the SEIFA index.

Graph 8: Net current conditions – NR residents vs bottom 30% control group



Graph 8 compares the net figures for the Neighbourhood Renewal population with those for the low socio-economic control group. The difference between the two on each indicator is the *Neighbourhood Effect Index*.¹⁴ Table 4 presents the Neighbourhood Effect Index, arranged from the most negative to the least negative.

¹⁴ See Explanatory Note 4 in Appendix 1.

Table 4: Neighbourhood Effect Index (10 projects)

Crime and personal safety	-56
Physical environment	-52
Pride in neighbourhood	-47
Own household income	-42
Housing in local area	-41
Local economy	-39
Neighbourhood generally	-38
Job opportunities	-38
Education & training opportunities	-35
Health and wellbeing	-35
Participation in local activities	-25
Community Services	-21
Own health	-21
Local employment services	-17
Own housing	-15
Public Transport	-11
Average	-34

It might be expected that the difference between the residents in Neighbourhood Renewal areas and other low socio-economic groups would be relatively small. In fact, on average the Neighbourhood Effect Index is 34 points, identical to the average figure for the Relative Disadvantage Index.¹⁵

The comparison of the two indices reinforces the assertion that comprehensive disadvantage concentrates in particular neighbourhoods. If there is almost as much difference between the views of Neighbourhood Renewal residents and their low socio-economic counterparts as there is between Neighbourhood Renewal residents and the control group as a whole, this fact points to location rather than socio-economic status alone as a determining factor in complex disadvantage. Where there are exceptionally high concentrations of disadvantage in particular places, the complex of disadvantage gives rise to an additional effect on the opportunities, conditions and perceptions of the local population. This evidence further reinforces the necessity for place-based responses to concentrated disadvantage.

¹⁵ It must be noted that most but not all, i.e. 10 out of 14, surveys included the SEIFA categories and allowed the calculation of the Neighbourhood Effect Index.

4. CHANGE DATA

Change data provide information that identifies variation in Neighbourhood Renewal progress indicators over time. Change data are drawn both from specific questions in the community survey and from administrative sources.

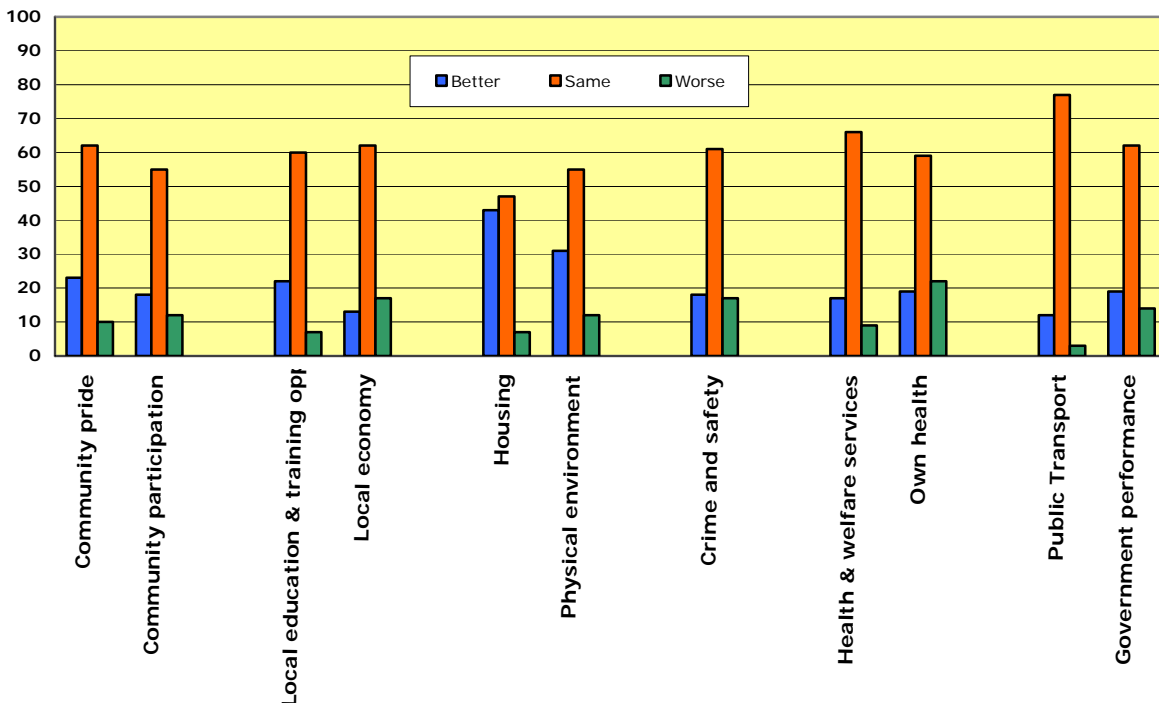
In the survey, as well as giving an assessment of current conditions, residents are questioned about changes they have perceived in key Neighbourhood Renewal goals. They are asked whether certain aspects of life in the neighbourhood improved, stayed the same, or became worse in the previous twelve months.¹⁶

While it is not being claimed that all the change evidenced by this data is necessarily attributable to Neighbourhood Renewal alone, the fact that there is measurable change on indicators specifically formulated for the strategy offers grounds for confidence in the effectiveness of the initiative.

Community Survey change data

Community Survey change data have been utilised from nine of the ten established project areas whereas the administrative data applies to the ten.¹⁷ The five more recent project areas have not been included because their surveys were conducted within the first 12 or even the first few months of the initiative, thus making it less meaningful to ask what change had been achieved in the previous 12 months. Graph 9 indicates the average perceptions of change against key Neighbourhood Renewal indicators in the nine established areas.

Graph 9: Perceived changes in initial 12 months – average % of better, same, worse for 9 older projects



¹⁶ See Appendix 4 for a list of indicators and data sources.

¹⁷ See p. 3 for a list of the longer established and the newer projects. Corio-Norlane belongs in the former group but was not expecting its completed survey report until the end of March 2005, hence this paper's reliance on survey data from the other nine areas.

After only one year of renewal, residents perceived some significant changes. The most positive changes noted were:

- 43% of residents perceived an improvement in housing (cf. 7% who said it got worse)
- 31% an improvement in the physical environment (cf. 12% worse)
- 23% believed community pride was stronger (cf. 10% worse)
- 22% observed that local education and training opportunities had improved (cf. 7% worse).

Calculated as net figures, in every case bar two more residents felt conditions had improved rather than worsened.

Graph 10: Net % perceived changes in initial 12 months – 9 established projects

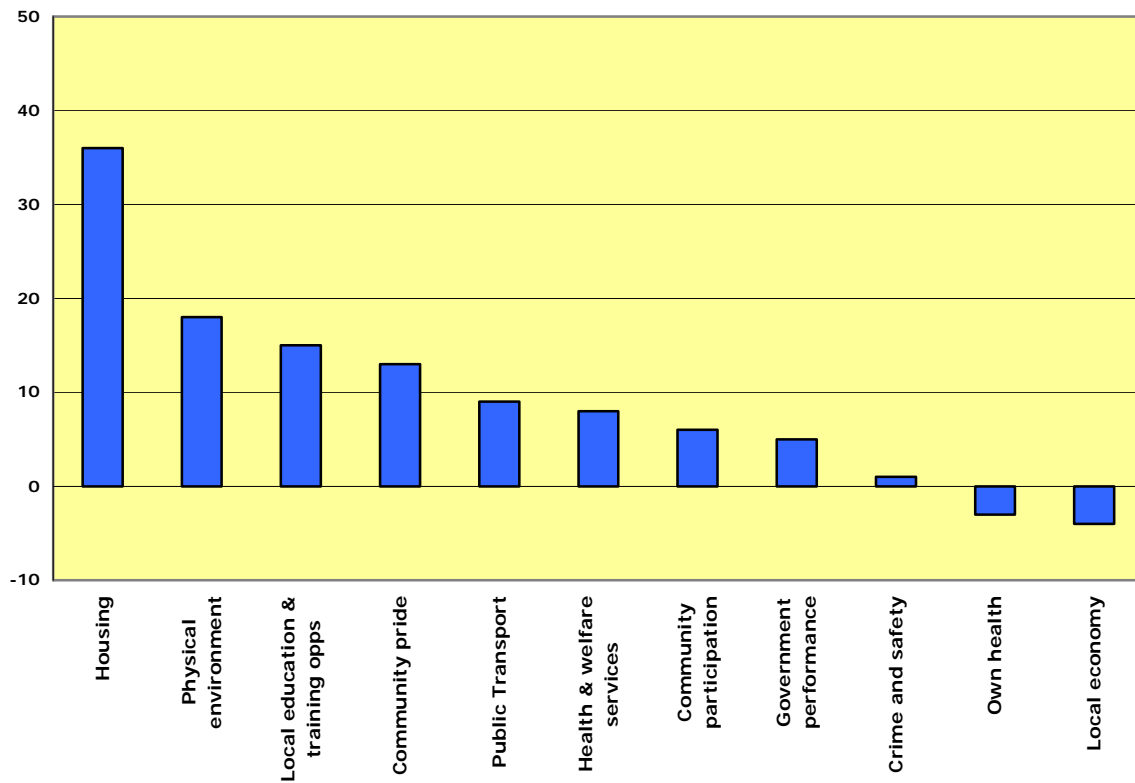


Table 5: Net % perceived changes – 9 established projects

Housing	36
Physical environment	18
Local education & training opportunities	15
Community pride	13
Public transport	9
Health & welfare services	8
Community participation	6
Government performance	5
Crime & safety	1
Own health	-3
Local economy	-4

The best outcomes achieved so far have been in housing and the physical environment, not surprising since a substantial proportion of Neighbourhood Renewal's funding has been invested in capital works, housing upgrades and physical improvements. Housing and the environment scored highest in terms of the average number of residents who saw change for the better (39% and 26% respectively) as well as the average net figure (32% and 24% respectively). The best individual results were achieved in Fitzroy where 65% of residents saw improved housing and 62% an improved environment.

Given the focus on local learning and training, community pride and participation, early perceived improvements on these measures are also significant:

- an average 23% of residents saw improvement in community pride (net 13%), the highest single figure being 36% in Long Gully
- 22% saw improvement in local education and training opportunities (net 15%), with a high of 37% in Fitzroy
- 19% saw change for the better in community participation (net 6%), with a high of 27% in Wendouree West.

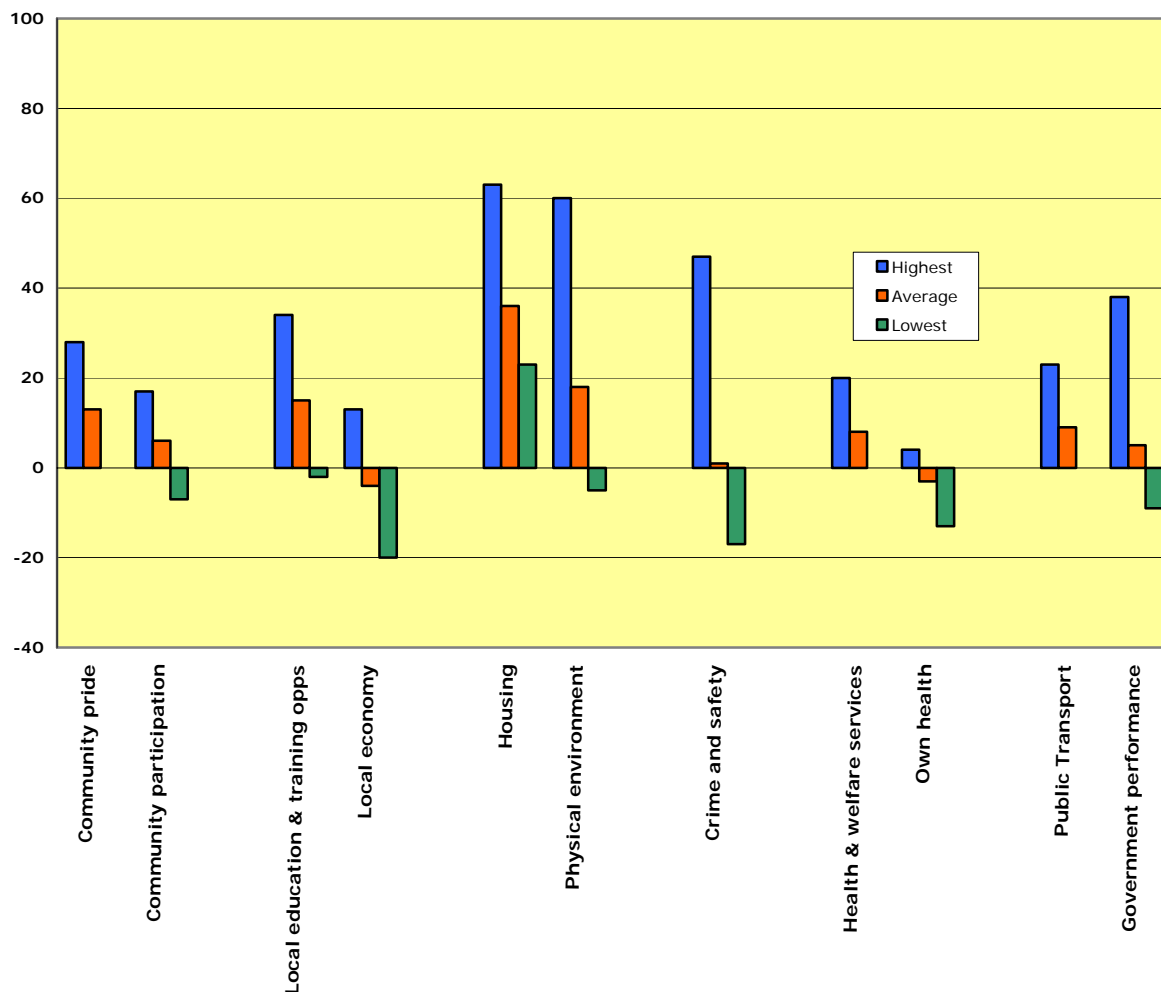
Residents also identified a small improvement in the performance of government within 12 months. In Fitzroy the net percentage of residents who perceived improvement in government service was 38%. These outcomes would appear to endorse the whole-of-government place-based approach adopted by Neighbourhood Renewal.

Residents were almost evenly divided as to whether there had been improvement in crime and safety. These figures support the reasonable presumption that entrenched factors of disadvantage such as a depressed local economy or a culture of crime can only be modified by sustained and concentrated effort and require a longer lead time than 12 months to register positive change. But it should be noted that where crime prevention initiatives had been under way in particular projects for some time residents noted significant improvements (see below).

The two measures for which marginally more residents felt conditions had worsened rather than improved were the local economy and personal health, which recorded net figures of -4% and -3% respectively. Each of these warrants further investigation. The perceived worsening of economic conditions parallels the view of the 36% of residents who perceived the local economy as poor in spite of the positive state of economic conditions in the nation at large. The perceived worsening in personal health echoes Neighbourhood Renewal residents' less positive view of their personal health in comparison with the state average (Graph 5). These figures suggest a need for further measures that impact on employment opportunities and local economic activity and on personal health.

The average figures described above mask variations between projects. Graph 11 compares the average net perceived changes with the highest and lowest changes in any specific project. The purpose of the graph is to show the range of values rather than to identify the individual projects which scored highest or lowest.

Graph 11: Net perceived changes in initial 12 months – highest, average, lowest for 9 older projects



It is noteworthy that some project areas have effected significant improvement on particular measures when an issue has been identified and targeted for concentrated effort and pertinent partnerships have been established – in other words, where ‘bottom-up’ and ‘top-down’ processes intersect. This is most obviously the case with crime and safety. In Fitzroy, for example, where there have been comprehensive efforts to tackle crime in collaboration with Victoria Police, a net 47% of residents perceived an improvement in conditions. Local strategies targeted to crime ‘hot spots’ led to three Neighbourhood Renewal projects winning Australian Crime and Violence Prevention Awards in 2004:

- the Latrobe Valley for its work on Glendonald Park
- Collingwood-Fitzroy for its community engagement achievements
- Shepparton for the work of its health and safety working group.

Given that a net 47% of Neighbourhood Renewal residents in Fitzroy saw improvement in crime and safety, it is worth noting that other indicators for Fitzroy were also strongly positive: a net 63% saw improvement in housing, 60% in the physical environment, and 38% in government performance.

Administrative change data

This section presents administrative data about changes that have occurred in the ten Neighbourhood Renewal projects operating since 2002 or earlier.

Pride And Participation

Indicator: increased resident involvement in NR decision-making.

Data source: Bi-monthly Neighbourhood Renewal regional reports

In mid-2004 the requirement that all Neighbourhood Renewal projects have at least 40% resident membership of their Steering Committee was upgraded to 50%. This change is still in the process of being implemented. At the time of this report, of the 10 established projects two have more than 50% resident membership, five have approximately 40%, one has 20% and two are in the process of reconfiguring their governance structures.

Employment And Learning Opportunities

Indicator: successful transition of Community Jobs Program participants to employment or training.

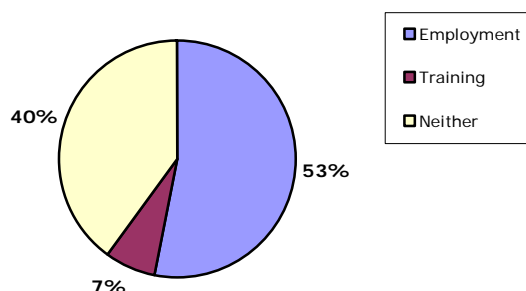
Data source: Neighbourhood Renewal

The Community Jobs Program (CJP) is an element of the state government's *Jobs for Victoria* initiative administered by the Employment Programs Division of the Department for Victorian Communities. It consists of two components (CJP – Jobs and Training, and CJP – Employment Initiatives) targeted at the most disadvantaged job seekers in the labour market. Priority is given to Neighbourhood Renewal areas and partnerships.

CJP – Jobs and Training projects normally employ a minimum of 12 job seekers for up to 15 weeks. Participants are provided with an opportunity to experience paid work situations, develop skills, be involved in projects that benefit the local community and improve their prospects of finding on-going employment and/or further education within their local communities.

Since 2002-03 over 1,000 community job places have been created. A sample survey of 12 Neighbourhood Renewal-related CJP projects found that of 55 respondents, 29 had gone on to employment and four into training, resulting in a total of 60% achieving post-CJP employment or training.

Graph 12: Post-CJP employment and training



While the sample is very small these figures indicate the effectiveness of the Community Jobs Program in enabling unemployed residents to become participants in the workforce. However the challenge to make this kind of difference on a sufficiently large scale remains to be met.

Indicator: increased workforce participation.

Data source: Office of Housing

Baseline data from the community surveys indicate that on average 42% of Neighbourhood Renewal residents participate in the workforce, participation being defined as in employment, on a youth or study allowance, or on unemployment benefits, and non-participation as receiving the age pension or a disability, sole parent or other benefit. This figure refers to the whole survey sample of residents, for whom there was a minimum age of 18 and no maximum age.

The Neighbourhood Renewal population at large includes home-owners and private renters along with public housing tenants. Data specific to the latter presents a different picture. The workforce participation rate of public housing tenants – that is, the principal income earner in each household - is not only much lower but has also changed very little. From 2002 to 2003 the workforce participation rate for public housing tenants in the initial ten project areas remained unchanged at 30%, then from 2003 to 2004 deteriorated marginally to 29% (Table 6).

Table 6: Public housing tenants' workforce participation rates

	30 June 2002	30 June 2003	30 June 2004
Participating	30%	30%	29%
Not participating	70%	70%	71%

These figures suggest that in spite of the success of a range of interventions including the Community Jobs Program – Jobs & Training, enterprise development, public tenant employment clauses and targeting of employment and training services, the scale of these initiatives is currently too small to impact on entrenched exclusion from the labour market. The data indicate that ongoing investment may be required in the targeting and integration of labour market programs such as the Community Jobs Program, apprenticeships and traineeships, pre-vocational training and improved resident access to employment services.

Indicator: increased literacy and numeracy of primary-school-aged children.

Data source: Department of Education & Training

Indicator: increased retention in secondary school.

Data source: Department of Education & Training

Indicator: increased participation of adults in lifelong learning.

Data source: Department of Education & Training

Current neighbourhood level data for these three indicators were not available at the time of this report.

Housing And The Physical Environment

Indicator: reduction in graffiti, vandalism, car bodies, broken glass and windows.

Several project areas have conducted Walk-Around Surveys to audit the condition of the neighbourhood, sometimes including photographs. At this point it is not yet possible to develop any reliable change data for this indicator.

Indicator: improved energy efficiency of public housing.

Data source: Sustainable Energy Authority of Victoria

The Energy Task Force project is a joint initiative of the Sustainable Energy Authority of Victoria and Neighbourhood Renewal. It targets disadvantaged communities with the aim of saving energy and reducing household energy bills. A survey of participants in the three areas chosen to pilot the project (Bendigo, Geelong and Broadmeadows) showed that:

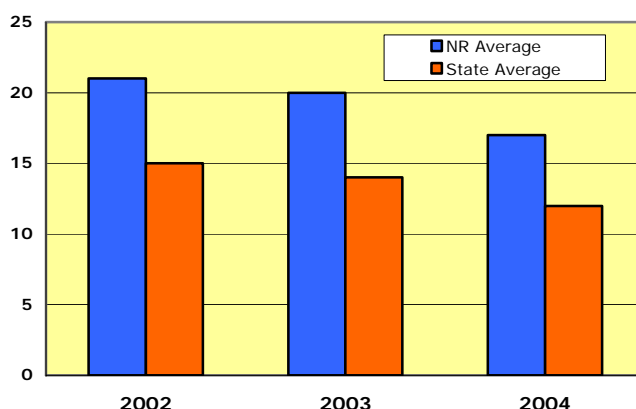
- for 89%, the project met or exceeded their expectations
- for approximately 15%, energy bill savings were higher than expected
- less than 10% expected greater savings
- for 85%, home comfort had improved.

Indicator: decrease in turnover of public housing tenants.

Data source: Office of Housing

Office of Housing data for 30 June 2002, 2003 and 2004 shown in Graph 13 reveals that the average turnover of public housing tenants in Neighbourhood Renewal areas decreased from 21% to 17%. From 2003 to 2004 average turnover in Neighbourhood Renewal areas dropped by 3% (from 20% to 17%) in comparison with a 2% drop state-wide (from 14% to 12%). While turnover is still relatively high in Neighbourhood Renewal areas greater progress is being made in reducing the rate in these areas than in the state as whole. Between 2003 and 2004 turnover rates came down in 70% of project areas.

Graph 13: % turnover rates – average across 10 established projects



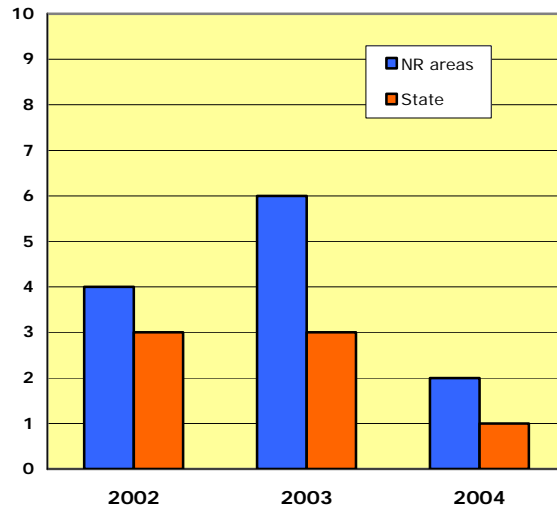
Indicator: reduced vacancy rates.

Data source: Office of Housing

Office of Housing figures show that from 2003 to 2004 vacancy rates came down in 80% of established Neighbourhood Renewal project areas. Data from 30 June

2002, 2003 and 2004 show that average vacancy rates across all these areas rose from 4% to 6% then dropped back significantly to 2%. State-wide the movement was from 3% to 3% to 1%, as illustrated in Graph 14. Vacancy rate data needs to be interpreted in the light of general increased demand but it is noteworthy that the 4% drop between 02-03 and 03-04 for Neighbourhood Renewal is double the 2% reduction for the state as a whole. From 02-03 to 03-04 vacancies in Neighbourhood Renewal areas were reduced to close to the state average.

Graph 14: % vacancies in public housing properties – NR areas vs State

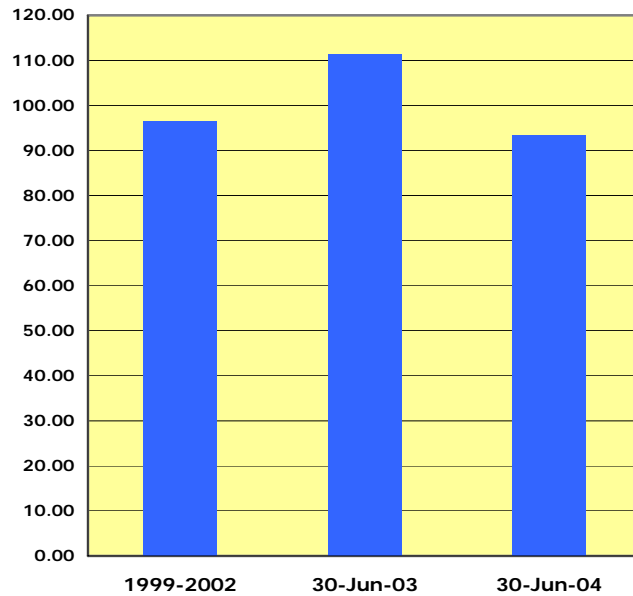


Indicator: reduced level of arrears.

Data source: Office of Housing

From 2003 to 2004 average arrears were down in 80% of established Neighbourhood Renewal project areas by margins ranging from 40% to 5%. Across the areas as a whole average arrears rose from \$96.50 at the end of 2001-02 to a high of \$111.27 at the end of 2002-03, but as the initiative took greater effect they dropped to a low of \$93.29 by the end of 2003-04.

Graph 15: Arrears averaged across 10 established projects

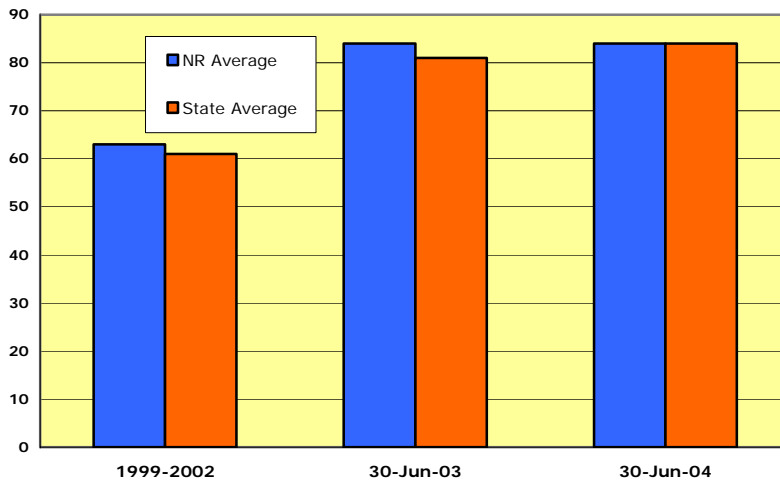


Indicator: increased offer acceptance rates.

Data source: Office of Housing

From 2003 to 2004 offer acceptance rates were up in 50% of established Neighbourhood Renewal areas. The average offer acceptance rate for all these areas rose from a baseline level of 63% for the years 1999-2002 to a high of 84% in 2002-03, a level which was sustained in 2003-04. This compares with state-wide figures of 61%, 81% and 84% as shown in Graph 16.

Graph 16: % offers accepted – average 10 established projects



Health And Wellbeing

Indicator: attendance at preschool increases to State average.

Data source: Office for Children, Department of Human Services.

Analysis of data for enrolments at preschools utilised by Neighbourhood Renewal residents was not complete at the time of this report.

Indicator: utilisation of Maternal and Child Health service rises to State average.

Data source: Office for Children, Department of Human Services.

Current neighbourhood level data for this indicator were not available at the time of this report.

Crime And Safety

Indicator: child protection notifications and substantiations are reduced.

Source: Child Protection Branch, Department of Human Services

Current neighbourhood level data for this indicator were not available at the time of this report.

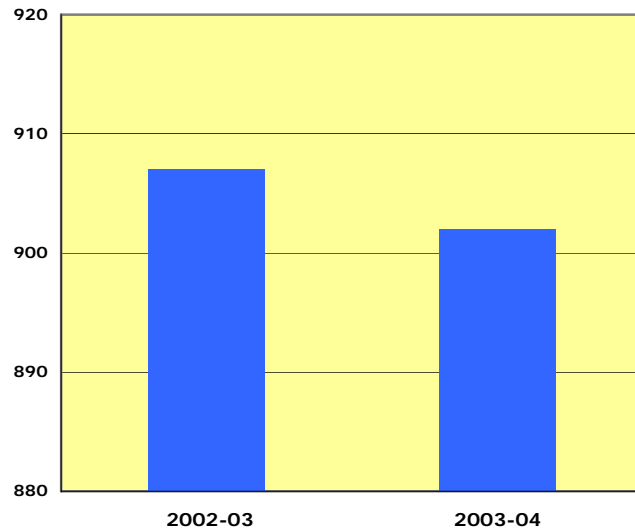
Indicator: crime against property and persons is reduced.

Data source: Victoria Police

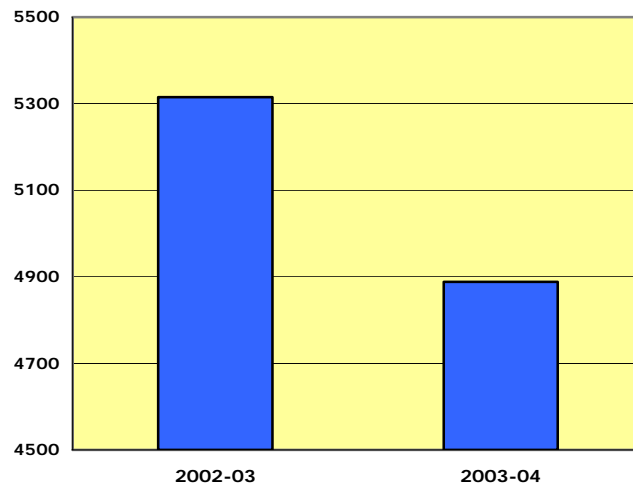
Police data show that from 2002-03 to 2003-04 the number of recorded offences (i.e. for all types of crime) fell in 100% of local government areas and in 80% of postcode areas where there were Neighbourhood Renewal projects.

Recent neighbourhood level data released by Victoria Police provides more area-specific information than the local government area figures cited in *Creating a fairer Victoria*. Between 2002-03 and 2003-04 crimes against property were down in 70% of Neighbourhood Renewal areas, crimes against persons were down in 50% of areas, and recorded offences down in 60%. Graph 17 plots the number of crimes against the person in the 10 established Neighbourhood Renewal areas for 2002-03 and 2003-04. Graph 18 does the same for crimes against property. Overall there was a 1% reduction in crimes against the person across project areas. There was a more notable 8% reduction in crimes against property.

Graph 17: Crimes against the person – totals across 10 established projects



Graph 18: Crimes against property – totals across 10 established projects



General crime statistics are open to diverse interpretation. Changes may reflect many things including more intense police operations, greater confidence by residents in reporting crime and actual changes in the rate of criminal activity. However data at this early stage of renewal is interpreted, what is clear is that effective crime reduction and prevention remains a significant issue in disadvantaged communities selected for renewal.

In view of the difficulty of interpreting crime statistics in isolation, it is useful to have other sorts of data to combine with them to provide a fuller picture of what is happening in project areas. What is evident is that where there has been targeted action to address crime in Neighbourhood Renewal areas, some remarkable results have been achieved. The consistent reduction in crime related incidents recorded by the Office of Housing at the Fitzroy (Atherton Gardens) and Collingwood high-rise estates reinforces residents' perceptions reported in the community survey results noted earlier: 55% of Fitzroy residents and 28% of

Collingwood residents felt that crime had been reduced and personal safety improved in the course of 2003. Office of Housing figures indicate that at Atherton Gardens from December 2001 to December 2003 there was:

- an 88% drop in drug use incidents
- a 79% drop in loitering incidents
- a 55% drop in crimes against property.

On the Collingwood estate from 2002 to 2003 there was a 29% drop in vandalism incidents. Similar noteworthy figures have emerged from the Glendonald Estate in Churchill in the Latrobe Valley. From 2002-03 to 2003-04 the estate recorded an overall drop in crime of 42% with crimes against the person dropping by 39% and against property by 28%.

Apparent differences between residents' perceptions and data from the Office of Housing and Victoria Police warrant further investigation. While there is a strong sense that over time engaging residents and joining up government is making a difference, further research may be necessary to get behind the data to understand what is actually happening.

APPENDIX 1

EXPLANATORY NOTES

1. Size of Neighbourhood Renewal areas

With one exception, the population of each area ranges from about 1,000 to 10,000, the number of housing units from about 300 to 4,000, and the proportion of public housing from 10% to 100%. Corio-Norlane is the exception, with a population of about 20,000 and a housing total of nearly 10,000 of which 18% is public housing.

2. Net figure

Two sets of figures are quoted in this report. One set is the primary percentages, ie the percentages of residents surveyed who expressed a certain view, eg 48% of residents on average stating that public transport was good or 35% of residents on average stating that their household income was poor. The other set is that of the net figures. In this report the term 'net figure' refers to the difference between the percentage of residents who chose the positive response and the percentage of residents who chose the negative response. For example, if on average 48% of residents saw the current condition of public transport in their area as 'good' and 19% saw it as 'poor', the resultant net figure is 29%. In other words, on average 29% of residents saw public transport as 'good' over and above those who saw it as 'poor'. The net figure may often be negative, as in the case of the current condition of own household income, where an average of 19% of residents saw it as 'good' while 35% saw it as 'poor', yielding a net figure of -16%. In this instance, on average the difference in percentage between residents who saw their household income as 'good' and those who saw it as 'poor' was -16.

3. Relative Disadvantage Index

The *Relative Disadvantage Index* is a comparative measure derived from the net figures yielded by the Neighbourhood Renewal population and the control group as a whole. It is the difference between these two net figures. For example, if on average the net figure for residents' view of the current condition of their own household income was -16% for Neighbourhood Renewal residents and +27% for the control group, the Relative Disadvantage Index for own household income is 43 (ie there is a 43% difference between Neighbourhood Renewal residents and the control group).

4. Neighbourhood Effect Index

The *Neighbourhood Effect Index* is a variation of the Relative Disadvantage Index. The Neighbourhood Effect Index is a comparative measure derived from the net figures yielded by the Neighbourhood Renewal population and the bottom 30% of the control group on the SEIFA scale, ie the difference between these two net figures. The comparison is therefore between the Neighbourhood Renewal area and the lowest socio-economic segment of the surrounding population.

5. Multiple choice questions

A substantial number of questions in the community survey allowed for three alternative responses which might be labelled positive, neutral and negative, eg:

- Agree, Neither Agree nor Disagree, Disagree
- Good, Average, Poor
- Better, Same, Worse.

In a few instances multiple categories have been collapsed to maintain the tripartite structure. These are:

- Q 10 (own housing) where the positive categories of 'very satisfied' and 'satisfied' have been amalgamated, as have the negative categories of 'dissatisfied' and 'very dissatisfied'
- Q 33 (participation in the workforce) where the categories of 'employed full-time', 'employed part-time', 'unemployed and looking for work' and 'studying or training' have been merged into the single category of 'participating in the workforce'; the categories of 'in voluntary work', 'full-time parenting not in paid work', 'disability pension' and 'retired' have been integrated as 'not participating in the workforce'
- Q 44 (own health) where the three positive categories of 'excellent', 'very good' and 'good' have been collapsed into one (there was only one negative option)
- Q 52 (safety after dark) where the positive categories of 'agree strongly' and 'agree' have been amalgamated, as have the negative categories of 'disagree' and 'disagree strongly'.

APPENDIX 2

NEIGHBOURHOOD RENEWAL EVALUATION FRAMEWORK

Revised February 2005

[BD = Baseline Data, CD = Change Data]

Objective	Indicator	Data Source
<p>To increase people's pride and participation in the community</p>	<ul style="list-style-type: none"> • More residents see it as a good place to live. • More residents feel a sense of belonging. • More residents feel pride in the neighbourhood • More resident interaction and participation in the community. • Turnover of public housing tenants decreases. • Increased Resident involvement in Neighbourhood Renewal decision- making. 	<p>Community survey <i>BD Q 4</i></p> <p>Community survey <i>BD Q 60 (2)</i></p> <p>Community Survey <i>BD Q 56</i> <i>CD Q 64</i></p> <p>Community survey <i>BD 57, 69</i> <i>CD Q 65</i></p> <p>Office of Housing</p> <p>NR Bi-Monthly Reports</p>
<p>To lift employment, training and education and expand local economic activity</p>	<ul style="list-style-type: none"> • Increased workforce participation. • Residents perceive there to be more education and training opportunities. • Residents perceive there to be more job opportunities. • Residents perceive better economic conditions • Increased literacy and numeracy of primary school aged children. 	<p>Office of Housing. Public housing data NR CJP follow-up data Community survey <i>BD Q 33</i></p> <p>Community survey <i>BD Q 27</i> <i>CD Q 30</i></p> <p>Community survey <i>BD Q 31, 32</i></p> <p>Community survey <i>BD Q 36, 46</i> <i>CD Q 38</i></p> <p>DET: Office of School Education</p>

Neighbourhood Renewal: Interim Evaluation Report 2005

	<ul style="list-style-type: none"> • Increased retention in secondary school. • Increased participation of adults in lifelong learning. 	<p>DET: Office of School Education</p> <p>DET: Adult, Continuing and Further Education</p>
To enhance housing and the physical environment.	<ul style="list-style-type: none"> • A reduction in graffiti, vandalism, car bodies, broken glass and windows. • Increased resident satisfaction with their house or flat. • A more positive view of the physical environment by residents. • Reduced vacancy rates • Reduced level of arrears • Increased offer acceptance rates • [Increased property values] • Improved energy efficiency of public housing 	<p>NR Residents' Walk-around Survey</p> <p>Community survey <i>BD Q 10</i> <i>CD Q 13</i></p> <p>Community survey <i>BD Q 14</i> <i>CD Q 17</i></p> <p>Office of Housing</p> <p>Office of Housing</p> <p>Office of Housing</p> <p>[Office of Housing/Valuer General]</p> <p>Environmental Sustainability Audit</p>
To improve personal safety and reduce crime.	<ul style="list-style-type: none"> • Residents feel the neighbourhood is a safer place to live. • Crime against property and persons is reduced. • Child protection notifications and substantiations are reduced. 	<p>Community survey <i>BD Qq 49, 52 (1)</i> <i>CD Q 55</i></p> <p>VicPolice</p> <p>DHS: Child Protection Branch</p>
To promote health and wellbeing	<ul style="list-style-type: none"> • Residents' perceive improved quality and availability of health and welfare services. • Residents' assessment of their own health shows improvement. 	<p>Community survey <i>CD Q 43</i></p> <p>Community survey <i>BD Q 39, 44</i> <i>CD Q 48</i></p>

Neighbourhood Renewal: Interim Evaluation Report 2005

	<ul style="list-style-type: none"> • Residents' assessment of personal and family relationships shows improvement. • Utilisation of Maternal and Child Health service rises to State average. • Attendance at pre-school increases to State average. 	<p>Community survey <i>BD Q 60 (3, 6)</i></p> <p>DHS: Family and Community Support</p> <p>DHS: Family and Community Support</p>
<p>To increase access to transport and other key services and improve government responsiveness.</p>	<ul style="list-style-type: none"> • Improved local transport options. • Improved quality and availability of services. • Improved whole-of-government planning and allocation of resources. 	<p>Community survey <i>BD Q 20</i> <i>CD Q 22</i></p> <p>Community Survey <i>BD Q 18</i> <i>CD Q 25</i></p> <p>NR Bi-monthly Reports</p>

APPENDIX 3

COMMUNITY SURVEY: CURRENT CONDITIONS QUESTIONS

Pride and participation

- Neighbourhood generally
(Q 4: Overall, how would you rate your neighbourhood as a place to live? Would you say it was good, average or poor?)
- Pride in neighbourhood
(Q 56: How much pride do most local people have in this neighbourhood? Would you say they have a lot, a moderate amount or very little?)
- Participation in local activities
(Q 57: How much do most people in this neighbourhood participate in local activities [examples given]? Would you say they participate a lot, a moderate amount or very little?)
- Sense of belonging
*(Q 60: Can you tell me whether you agree or disagree with the following statement:
(2) I feel a sense of belonging to this community
(3) Many of my family and friends live in this neighbourhood or close by
(6) In an emergency I could raise \$2000 within two days from my relatives and friends?)*

Employment and learning opportunities

- Education and training opportunities
(Q 27: How would you rate the opportunities and facilities for people in your neighbourhood to get education and training? Would you say they are good, average or poor?)
- Job opportunities
(Q 31: How would you rate the general opportunities for people in your neighbourhood to get satisfactory jobs, either in this neighbourhood or nearby? Would you say they are good, average or poor?)
- Local employment services
(Q 32: How would you rate the quality and availability of local services and agencies to help people find work: are they good, average or poor?)

Q 33: Describe your present employment situation: employed full-time, employed part-time, in voluntary work, full-time parenting not in paid work, unemployed and looking for work, studying or training, disability pension, retired, other)
- Own household income
(Q 46: Thinking about your total household take-home pay over the past 12 months, how have you been managing on that income: living comfortably, coping or finding it difficult?)
- Local economy
(Q 36: [preamble] How would you rate the state of the local economy in your neighbourhood: is it good, average or poor?)

Housing and environment

- Own housing
(Q 10: How satisfied are you with your own housing: very satisfied, satisfied, neither satisfied nor dissatisfied, not satisfied, very dissatisfied?)
- Physical environment
(Q 14: [preamble] Generally, how would you rate the physical environment in your neighbourhood? Would you say it was good, average or poor?)

Crime and safety

- Crime and safety generally
(Q 49: How would you rate conditions in your neighbourhood in relation to crime and personal safety generally? Would you say they were good, average or poor?)
- Personal safety in street after dark
(Q 52: Could you say if you agree or disagree, and how strongly, with the following statement about crime and safety issues: I feel safe walking alone down my street after dark?)

Health and wellbeing

- General health in neighbourhood
(Q 39: How would you rate the general health and wellbeing in your neighbourhood: would you say it is generally good, poor or average?)
- Own personal health
(Q 44: In general would you say your health is excellent, very good, good, fair or poor?)

Services and Government

- Quality and availability of local services
(Q 18: How would you generally rate the quality and accessibility of services for people living in your neighbourhood? Are they good, poor or average?)
- Public transport
(Q 20: How would you generally rate public transport services for people in your neighbourhood? Are they good, poor or average?).

APPENDIX 4

CHANGE DATA: INDICATORS AND DATA SOURCE

Pride and participation

Survey data

- community pride
(Q 64 Looking back, would you say that in general there is more or less pride in the community than there was 6 to 12 months ago or has it stayed about the same?)
- community participation
(Q 65 ...people in the neighbourhood are participating more or less in local community activities, or about the same?)

Administrative data

- increased resident involvement in Neighbourhood Renewal decision-making

Education and training opportunities

Survey data

- local education and training opportunities
(Q 30 ...the opportunities for education and training for people in your neighbourhood have got better or worse or stayed the same?)
- local economy
(Q 38 ...the local economy in your neighbourhood...?)

Administrative data

- decrease in turnover of public housing tenants
- increased workforce participation
- successful transition of Community Jobs Program participants to employment or training
- increased literacy and numeracy of primary-school-aged children
- increased retention in secondary school
- increased participation of adults in lifelong learning

Housing and environment

Survey data

- housing
(Q 13 ...the standard of housing in your neighbourhood...?)
- physical environment
(Q 17 ...the condition of the physical environment in your neighbourhood ...?)

Administrative data

- reduction in graffiti, vandalism, car bodies, broken glass and windows
- improved energy efficiency of public housing
- reduced vacancy rates
- reduced level of arrears
- increased offer acceptance rates

Crime and safety

Survey data

- crime and safety
(Q 55...conditions in your neighbourhood in relation to crime and personal safety...?)

Administrative data

- crime against property and persons is reduced
- child protection notifications and substantiations are reduced

Health and wellbeing

Survey data

- health and welfare services
(Q 43 ...health and welfare services in your neighbourhood...?)
- own health
(Q 48 ...your own personal health and wellbeing...?)

Administrative data

- utilisation of Maternal and Child Health service rises to State average
- attendance at pre-school increases to State average

Services and Government

Survey data

- public transport
(Q 22 ...transport services for people in your neighbourhood...?)
- government performance
(Q 25 ...the performance of government in your neighbourhood...?)

Administrative data

- improved whole-of-government planning and allocation of resources.

APPENDIX 5

LIST OF TERTIARY INSTITUTES FOR COMMUNITY SURVEY

Project	Tertiary Institute
Wendouree West Latrobe Valley	Institute for Social Research Faculty of Arts Swinburne University of Technology
Maidstone-Braybrook	Work & Economic Policy Research Unit Social Diversity & Community Wellbeing Key Research Area Victoria University
Corio-Norlane	School of Health and Social Development Faculty of Health and Behavioural Science Deakin University (Waterfront Campus) Geelong
Seymour Shepparton	Department of Rural Health University of Melbourne Shepparton
Long Gully Eaglehawk	Faculty of Regional Development Bendigo Campus La Trobe University
Fitzroy	Program Evaluation Unit School of Population Health Faculty of Medicine, Dentistry & Health Sciences University of Melbourne
Collingwood	PVC Design & Social Context International & Community Studies RMIT University
Ashburton-Ashwood-Chadstone	Centre for Health Human and Community Services Holmesglen Institute of TAFE
Broadmeadows	Centre for the Study of Health & Society School of Population Health University of Melbourne
Doveton-Eumemmering	Brotherhood of St Laurence
Werribee	Wellness Promotions Unit School of Psychology Victoria University
Colac	Faculty of Health and Behavioural Science Deakin University (Waterfront Campus) Geelong