

## Guide for TEI Community Strengthening Survey

The Department of Communities and Justice (DCJ), and LCSA are working together on a TEI Community Strengthening Data project. This project was developed in response to sector feedback about the need to:

- better collect, analyse and report the stories behind the data reported in the Data Exchange
- more consistently measure community wellbeing\* as a longer-term outcome

### What's the purpose of the Survey?

To address the needs mentioned above, we have developed an optional “Community Wellbeing Survey” (see Attachment 1) that Community Strengthening organisations can distribute to their clients, community members and stakeholders. This survey will help us:

- better understand how our services contribute to community wellbeing
- tell the story behind the data reported in the Data Exchange
- collect consistent information about community wellbeing

### How is ‘Community Wellbeing’ being defined?

\*Community Wellbeing is defined in the LCSA Community Strengthening Data Project as, “The collective sense of belonging, participation, trust and access to resources / services, which is achieved through:

- increasing protective factors such as local capacity, social support and resources
- decreasing risk factors, such as miscommunication, disengagement, isolation / loneliness and trauma.”

### What is in the survey?

The survey asks TEI clients and community members a series of questions about their experiences living and participating in their communities. The survey includes a bank of questions with a 5-point Likert scale (**quantitative data**) and an opportunity to share an example or brief story (**qualitative data**). The questions cover issues like:

- Sense of belonging
- Community Participation
- Trust in the community
- Access to services and resources

## Who is the survey for?

The survey is an **OPTIONAL** tool for all TEI funded organisations delivering services under the Community Strengthening Program Activities:

1. Community Connections
2. Community Centres
3. Community Support

## What are the benefits of using the survey?

If you choose to use the Community Wellbeing Survey, your organisation will benefit by:

- obtaining qualitative 'community wellbeing' data to complement your DEX data
- building your evidence on what's working locally and identifying new issues / needs
- providing feedback on the survey design and implementation and contributing to improve the survey tool

## When should the survey be used?

A snapshot month approach will be used to collect and report data in **February** and **August** each year. These two snapshot months coincide with each DEX reporting period.

However, we do encourage you to use your survey whenever you see fit. You may choose to use it on an ongoing basis. The snapshot months are designed to capture a consistent dataset twice a year.

## How will the survey be administered?

Once the snapshot month commences, you will be expected to provide the survey to clients and community members within the February or August period. Service providers will have full flexibility in administering the survey. They can either:

- choose to incorporate them into an existing survey
- use the LCSA SurveyMonkey link or QR code that's provided to them
- print paper versions of the survey and distribute to clients

The survey may be completed in-person or online by a TEI client. A client can complete the survey on their own, or with the help of a support person or practitioner.

**PLEASE NOTE:** If your organisation chooses to conduct the survey using a paper version, it is expected that you will then enter the responses electronically into SurveyMonkey as LCSA will not be processing hard copy versions of the surveys.

Going forward a more fit-for-purpose technological solution is being explored to administer the survey.

## How to participate?

If you wish to participate in the February snapshot month, please email LCSA at [admin@lcsansw.org.au](mailto:admin@lcsansw.org.au) to indicate your interest and you will be sent a link and QR code to a personalised copy of the survey for your organisation to use.

## Community of Practice

Organisations who choose to use the survey tool are invited to participate in online Community of Practice meetings which will take place on a quarterly basis. These meetings will act as a forum to ask questions and share issues and experiences people have in relation to using the survey, as well as discuss the final data results to be used for reporting purposes.

## What will happen with the survey data?

The raw survey data from both reporting periods will be analysed by LCSA. The data analysis will include:

- statistical analysis of each survey question to identify the most common responses
- statistical analysis of the demographic data to identify characteristics of the survey participants
- comparisons between different activities and communities (LGAs)
- comparisons between the different reporting periods
- thematic analysis of the responses to the open-ended questions. This will involve identifying common themes, issues and experiences described by survey participants.

The findings will be reviewed by LCSA and a draft report will be available for the Community Wellbeing Survey Community of Practice to comment on.

The final bi-annual reports will be published on the LCSA website.

## Where can I get further information?

Contact LCSA as the lead organisation for the Community Wellbeing Survey - [admin@lcsansw.org.au](mailto:admin@lcsansw.org.au)

Visit the LCSA [website](#) for more information and reports.

Contact DCJ by emailing the TEI Mailbox - [TEI@dcj.nsw.gov.au](mailto:TEI@dcj.nsw.gov.au)

**Attachment 1**

## Community Wellbeing Survey

### About you

All information you provide is anonymous and will only be used for statistical purposes.

Where do you live? (suburb / town only):			
What is your age?			
What is your gender?			
Do you identify as Aboriginal and/or Torres Strait Islander?			
Are you living with a disability?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Prefer not to say
In what country were you born?			
What is the main language you speak at home or in your community?			
Which organisation gave you this survey?			

### About your views on community wellbeing in your local area

Below are 4 sections with statements about:

1. Sense of belonging
2. Participation
3. Trust
4. Access to resources / services

Thinking of your local community, please indicate if you agree or disagree with the statements. There are no right or wrong answers. You have the option to skip an answer and leave it blank, or tick N/A if the statement is not applicable to your experience.

#### Sense of belonging

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
<b>1. I feel connected to people in my local area.</b>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
<b>2. People in my local area come together in times of need.</b>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
<b>3. People in my local area are willing to help their neighbours.</b>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Can you share a brief example or story about connecting with other people in your community?

## Participation

Below are some statements about your experience of community participation. Please state how much you agree or disagree with these statements.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
<b>1. I get involved in local activities, groups or events.</b>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
<b>2. I contribute to my local community.</b>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
<b>3. I participate in activities at a local drop-in or neighbourhood centre.</b>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
<b>4. I have participated in recreational / community activities at places other than my local community or neighbourhood centre.</b>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
<b>5. In the past 12 months I have helped as a volunteer in my local area.</b>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Can you share a brief example about your experience of community participation?

## Trust

Below are some statements about your experience of trust in the community. Please state how much you agree or disagree with these statements.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
1. Most people in my local area can be trusted.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
2. Most local community organisations can be trusted.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Can you share a brief example about your experience of trust in the community?

## Access to services / resources

Below are some statements about your experience of access to services and resources in the community. Please state how much you agree or disagree with these statements.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
1. Most local community organisations are useful and valuable.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
2. I have somewhere I can go for help when I need it.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
3. Local services have provided me with information / resources which I would not have been able to access otherwise.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
4. It's easy to find out about things that are happening in my community eg events.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Can you share a brief example about your experience accessing services and resources in the community?