

# ChillOUT Hubs:

## User Survey Report

**ChillOUT: Smart Social Spaces**  
**Creating Connected Green Places**

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A Report for the project ChillOUT: Smart Social Spaces Creating Connected Green Places

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Grant Collaborators: UNSW, Georges River Council, Street Furniture Australia and the University of Sydney.

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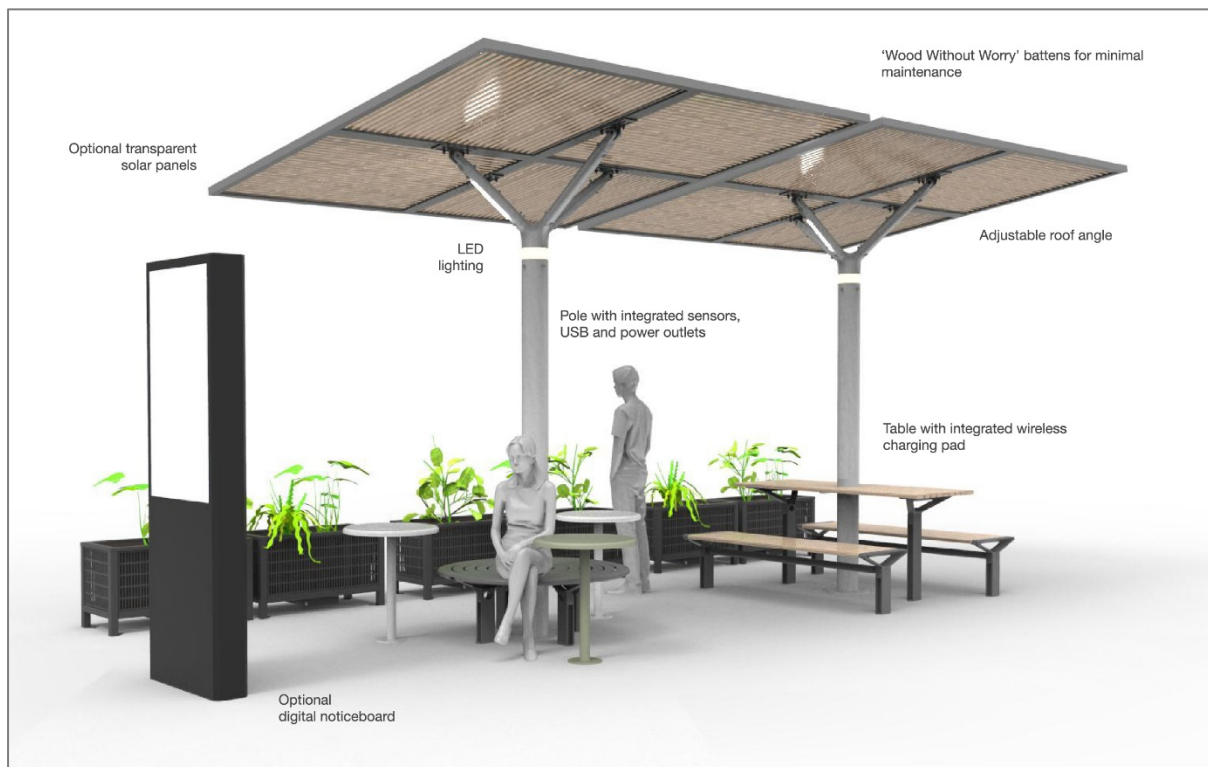
## Contents

<b>CHILLOUT: SMART SOCIAL SPACES CREATING CONNECTED GREEN PLACES .....</b>	<b>1</b>
PROJECT SITES .....	2
SITE 1: BELGRAVE STREET, KOGARAH .....	2
SITE 2: MACQUARIE PLACE, MORTDALE .....	4
SITE 3: TIMOTHY RESERVE, HURSTVILLE.....	5
<b>CHILLOUT HUBS: PROJECT AIM AND SURVEY DESIGN.....</b>	<b>7</b>
ETHICAL CONSIDERATIONS .....	7
QUESTIONNAIRE DESIGN.....	8
DATA COLLECTION AND MANAGEMENT .....	8
DATA PROCESSING AND ANALYSIS.....	9
<b>SURVEY FINDINGS .....</b>	<b>10</b>
USER DEMOGRAPHICS .....	10
HOW THE CHILLOUT HUB IS USED .....	13
EVALUATING THE CHILLOUT HUB LOCATION AND FEATURES .....	21
USERS’ PERSONAL EXPERIENCES AT THE CHILLOUT HUB.....	30
VALUE OF THE CHILLOUT HUB AS A SOCIAL SPACE .....	33
<b>SUMMARY CONCLUSIONS .....</b>	<b>36</b>
<b>REFERENCES .....</b>	<b>40</b>
<b>APPENDICES .....</b>	<b>42</b>
APPENDIX A. HUMAN RESEARCH ETHICS APPROVAL.....	42
APPENDIX B. CHILLOUT HUBS: USER QUESTIONNAIRE.....	44
APPENDIX C. OVERALL RESULTS OF THE USER SURVEY .....	48
APPENDIX D. RESULTS OF THE USER SURVEY, SITE 1: KOGARAH .....	54
APPENDIX E. RESULTS OF THE USER SURVEY, SITE 2: MORTDALE.....	60
APPENDIX F. RESULTS OF THE USER SURVEY, SITE 3: HURSTVILLE .....	66



## ChillOUT: Smart Social Spaces Creating Connected Green Places

The project *ChillOUT: Smart Social Spaces Creating Connected Green Places* is a partnership between the University of New South Wales, Georges River Council, Street Furniture Australia, and the University of Sydney. It is underpinned by a strong philosophical orientation towards supporting people + place + healthy urban living through smart technology. The ChillOUT project aims to improve the use and amenity of public spaces within the Georges River Local Government Area (LGA). The project involves designing, producing, and testing smart open-air community spaces known as 'ChillOUT Hubs.' These multi-functional Hubs are fully IT-enabled, with smart furniture, solar power, charging points, and environmental sensors (which measure and monitor the microclimate, utility use, and use of the space). Ultimately, the Hubs will increase community connectivity, enable knowledge exchange, and provide flexible spaces for work and play.



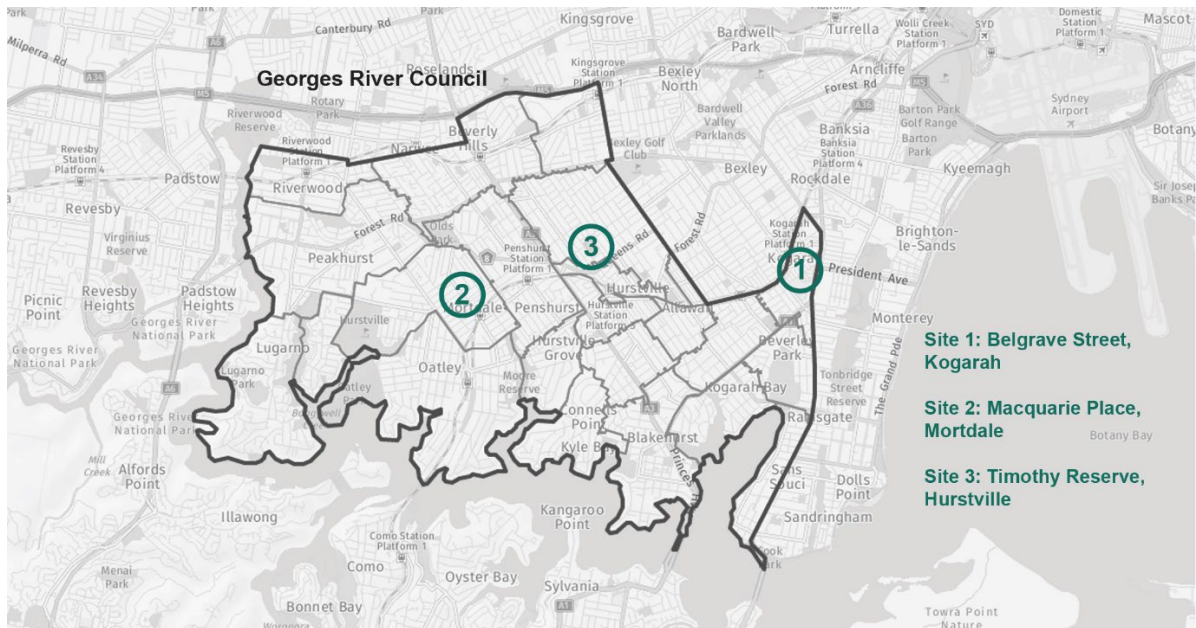
*Figure 1. ChillOUT Hub Concept Design*

The ChillOUT Hubs are located in three public spaces with different physical characteristics and a range of uses and users. This diversity offers the important opportunity to explore people's behaviour in relation to the Hubs in three distinct urban settings in the Georges River Council Local Government Area (LGA):

**Site 1: Belgrave Street, Kogarah:** A main pedestrian thoroughfare and plaza in a major town centre

**Site 2: Macquarie Place, Mortdale:** A footpath extension adjoining a shopping strip on a neighbourhood street, and

**Site 3: Timothy Reserve, Hurstville:** A park adjacent to a major sports oval, playground and BBQ area within a residential district.

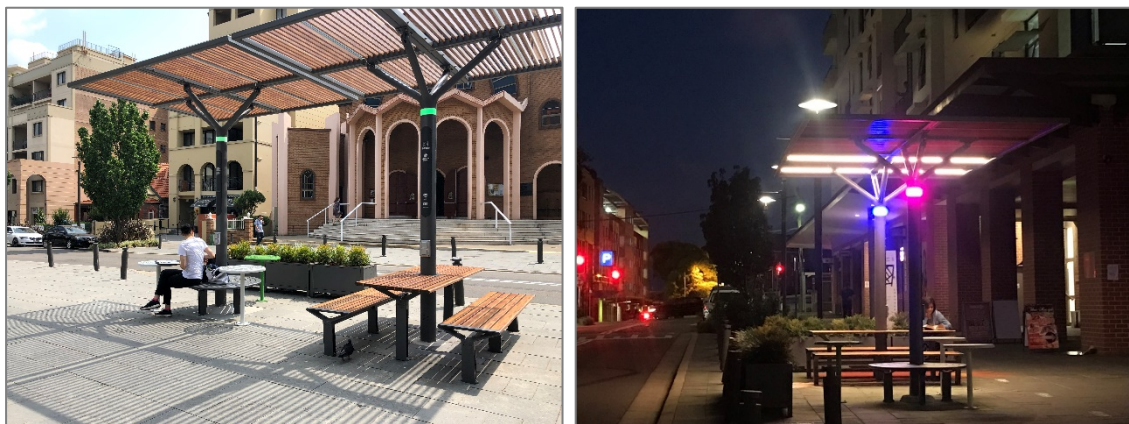


**Figure 2. ChillOUT Hub Sites, Georges River Council LGA**

## Project Sites

### Site 1: Belgrave Street, Kogarah

**Typology:** A main pedestrian thoroughfare and plaza in a major town centre.



**Figure 3. ChillOUT Hub, Belgrave Street, Kogarah (Left: 17 December 2019; Right: 2 March 2020)**

The area of Kogarah is located in the eastern part of the Georges River LGA (Figure 2). Belgrave Street is located within Kogarah's town centre. The Belgrave Street project site lies on a main pedestrian thoroughfare adjacent to a main plaza in front of Kogarah Library and Service Centre, which is a popular community locale. Directly across the street, facing the plaza, is a Greek Orthodox Church. The project site is located a few minutes away from the Kogarah train station (towards the north) and St. George Hospital (towards the south). The buildings surrounding the site and adjacent library plaza are residential apartments with local stores and restaurants on the ground floor.

## Demographics

The following demographics for population, density, age groups, and household structure were obtained from the most recent Georges River Council Community Profile (profile.id 2020).

**Population and Density:** In 2019, Kogarah had a population of 7,197 and population density of 78.11 persons per hectare. This is almost double the density of the whole Local Government Area, which is 41.57 persons per hectare.

**Age Groups:** In 2016, 17.5% of the population was 0 to 17 years, 10.7% was 18 to 24 years, 28.1% was 25 to 34 years, 20.1% was 35 to 49 years, 9.6% was 50 to 59 years, and 13.9% was 60 years or older. Relative to the Georges River LGA as a whole, Kogarah has a smaller percentage of younger people, with 17.5% aged 0 to 17 compared to 20.2% for the entire LGA. However, Kogarah has a larger share of the ‘young workforce,’ with 28.1% of people aged 25 to 34 years versus 16.6% for the entire LGA.

*Table 1. Age Structure in Kogarah, 2016 (source: profile.id 2020)*

Age Group (years)	Percentage
0-17	17.5%
18-24	10.7%
25-34	28.1%
35-49	20.1%
50-59	9.6%
60 and older	13.9%
Total	99.9%

**Household Structure:** Consistent with the Georges River LGA, the dominant household structure in Kogarah in 2016 was couples with children (33.3%), followed by couples without children (25.1%). Another 19.0% of the population was comprised of lone-person households and 7.7% consisted of group households (profile.id 2020).

**Cultural Diversity and Ancestry:** Ancestry is defined as “the cultural association and ethnic background of an individual going back three generations... regardless of where they were born or what language they speak” (profile.id 2020). Kogarah is a culturally diverse suburb. In 2016, the main ancestry was Chinese (24.1%), followed by Nepalese (9.7%), English (9.4%), Indian (8.7%), and Australian (7.5%). In comparison with the Georges River Council LGA as a whole, Kogarah had a smaller percentage of people with Chinese ancestry (24.1% compared to 27.8%) and English ancestry (9.4% versus 16.3%). However, there was a larger percentage of people with Nepalese ancestry (9.7% compared to 3.5%).

## Heat and Heat Vulnerability

As identified in the *Heat Study for ChillOUT Hubs: Implications for Design and Use* (McKenzie et al. 2020), Belgrave Street is located in a town centre ‘hotspot’ with high urban heat islanding, relatively high heat vulnerability, and low vegetation cover. A highly vulnerable area tends to have “higher concentrations of populations who are more sensitive, less adaptive and more exposed to the adverse effects of heat” (NSW DPIE 2016). As Belgrave Street is a main pedestrian thoroughfare, it is important to ensure that users are comfortable and supported during hot conditions. In this particularly hot urban setting, local infrastructure such as the ChillOUT Hub helps to support healthy behaviours, such as walking in outdoor public places (McKenzie et al. 2020).



## Site 2: Macquarie Place, Mortdale

**Typology:** A footpath extension adjoining a shopping strip on a neighbourhood street.



*Figure 4. ChillOUT Hub, Macquarie Place, Mortdale (Left: 20 February 2020; Right: 14 February 2020)*

### Demographics

The following demographics for population, density, age groups, and household structure were obtained from the most recent Georges River Council Community Profile (profile.id 2020).

**Population and Density:** In 2019, Mortdale has a population of 11,178 and population density of 38.75 persons per hectare. This is slightly less than the density of the whole Local Government Area, which is 41.57 persons per hectare.

**Age Groups:** In 2016, 20.4% of the population was 0 to 17 years, 8.5% was 18 to 24 years, 17.3% was 25 to 34 years, 22.5% was 35 to 49 years, 13.2% was 50 to 59 years, and 18.1% was 60 years or older. Relative to the Georges River LGA as a whole, Mortdale has a larger percentage of ‘parents and homebuilders,’ at 22.5% of people aged 35 to 49 years versus 19.6% for the entire LGA.

*Table 2. Age Structure in Mortdale, 2016 (source: profile.id 2020)*

Age Group (years)	Percentage
0-17	20.4%
18-24	8.5%
25-34	17.3%
35-49	22.5%
50-59	13.2%
60 and older	18.1%
Total	100.0%

**Household Structure:** Consistent with the Georges River LGA, the dominant household structure in Mortdale in 2016 was couples with children (34.7%), followed by couples without children (22.9%). Another 23.4% of the population was comprised of lone-person households and 3.5% consisted of group households (profile.id 2020).



**Cultural Diversity and Ancestry:** Ancestry is defined as “the cultural association and ethnic background of an individual going back three generations... regardless of where they were born or what language they speak” (profile.id 2019). Mortdale is a culturally diverse suburb. In 2016, the main ancestry was English (23.2%), followed by Australian (21.0%), Chinese (17.5%), Irish (8.6%), and Scottish (5.7%). In comparison with the Georges River LGA as a whole, Mortdale had a much smaller percentage of people with Chinese ancestry (17.5% compared to 27.8%). However, there was a larger percentage of people with English ancestry (23.2% versus 16.3%) and Australian ancestry (21.0% compared to 15.5%).

### Heat and Heat Vulnerability

As identified in the *Heat Study for ChillOUT Hubs: Implications for Design and Use* (McKenzie et al. 2020), Mortdale’s commercial-residential areas in proximity to Site 2 exhibit less of an urban heat island effect than Site 1 as they are less built-up and have comparatively higher green cover. Mortdale has relatively high heat-vulnerability, similar to both Kogarah and Hurstville. At a micro-urban scale, Site 2 and surrounds have characteristics that both mitigate and exacerbate heat. For example, it features free-standing properties that radiate heat but are setback from the road and well-spaced to facilitate natural ventilation (McKenzie et al. 2020).

## Site 3: Timothy Reserve, Hurstville

**Typology:** A park adjacent to a major sports oval in a residential area.



*Figure 5. ChillOUT Hub, Timothy Reserve, Hurstville (Both: 2 March 2020)*

### Demographics

The following demographics for population, density, age groups, and household structure were obtained from the most recent Georges River Council Community Profile (profile.id 2020).

**Population and Density:** In 2019, Hurstville had a population of 25,013 and population density of 69.31 persons per hectare. This is considerably higher than the density of the Local Government Area as a whole, which is 41.57 persons per hectare, but less than that of Kogarah, at 78.11 persons per hectare (profile.id 2020).

**Age Groups:** In 2016, 17.8% of the population was 0 to 17 years, 13.1% was 18 to 24 years, 21.6% was 25 to 34 years, 17.9% was 35 to 49 years, 12.0% was 50 to 59 years, and 17.7% was 60 years or older. Relative to the Georges River Council LGA as a whole, Hurstville has a smaller percentage of young people, with 17.8% aged 0 to 17 years compared to 20.2% for the entire LGA. However, Hurstville has a larger share of the ‘young workforce,’ with 21.6% of people aged 25 to 34 years versus 16.6% for the entire LGA.

*Table 3. Age Structure in Hurstville, 2016 (source: profile.id 2020)*

Age Group (years)	Percentage
0-17	17.8%
18-24	13.1%
25-34	21.6%
35-49	17.9%
50-59	12.0%
60 and older	17.7%
Total	100.1%

**Household Structure:** Consistent with the Georges River LGA, the dominant household structure in Hurstville in 2016 was couples with children (36.6%), followed by couples without children (22.1%). Another 15.0% of the population was comprised of lone-person households and 7.5% consisted of group households (profile.id 2020).

**Cultural Diversity and Ancestry:** Ancestry is defined as “the cultural association and ethnic background of an individual going back three generations... regardless of where they were born or what language they speak” (profile.id 2020). Hurstville is a culturally diverse suburb. In 2016, the main ancestry was Chinese (51.0%), followed by English (8.1%), Nepalese (7.2%), and Australian (6.7%). In comparison with Georges River Council LGA as a whole, Hurstville had a considerably larger percentage of people with Chinese ancestry (51.0% compared to 27.8%). However, there was a smaller percentage of people with English ancestry (8.1% versus 16.3%) and Australian ancestry (6.7% compared to 15.5%).

### Heat and Heat Vulnerability

As identified in the *Heat Study for ChillOUT Hubs: Implications for Design and Use* (McKenzie et al. 2020), Timothy Reserve and its immediate environs exhibit a mid-range urban heat island effect, while the surrounding areas rate as high. This variable range is attributed to marked differences in density and green cover. The park and adjacent houses are low density and have more gardens compared to the adjacent more built-up areas, which have less greening. Even so, the high heat vulnerability of Sites 1 and 2 is shared by Site 3. In contrast to Sites 1 and 2, at a micro-urban scale, Site 3 and surrounds have characteristics that largely mitigate, rather than exacerbate, heat. For example, Site 3 lies within an open greenspace, bounded by an ‘open-flat’ street canyon to the north-west, and receives good natural ventilation (McKenzie et al. 2020).

## ChillOUT Hubs: Project Aim and Survey Design

The overarching aim of the ChillOUT Hubs project is two-fold: (1) to explore how technology can enable efficient and informed management of public space and its infrastructure in a local government precinct; and (2) to establish how technology can enable greater engagement by the community with everyday places and with each other. To address the second aim of the project and better understand who does or does not use ChillOUT Hubs, a survey research component was developed. This allowed us to obtain feedback on smart street furniture and community spaces.

To that end, two statistically valid survey processes were delivered. One questionnaire was designed for **users** of the ChillOUT Hubs and another for **non-users** (people who passed by the Hubs). To have a comprehensive measurement of the quality and effectiveness of public infrastructure, it was decided to consider these as two distinct groups of participants: people who use the Hubs and those who do not. Both questionnaires were designed to provide the Hub design team and Council with statistically valid evidence to possibly redesign the Hubs for more effective use and interaction, based on the community's needs and preferences, and to plan for future use of ChillOUT Hubs in the community.

The feedback from *users*, which this Report documents, reveals their experience of using a Hub and their evaluation of its amenities and value. The viewpoints of *non-users* help to clarify why they are not using smart social spaces, their perceptions of issues in the design of the Hub, and any improvements that could be made (see *ChillOUT Hubs: Non-User Survey Report*).

The relationship between the physical design of the Hub, its amenities, and the needs and preferences of users have been extracted by quantitative analysis of the survey results. The *ChillOUT Hubs: User Survey Report* presents the frequency of Hub users' responses to each of the survey questions. It also investigates the interrelationship between questions to determine if there are statistically significant differences in results by gender, age, or employment status.

## Ethical Considerations

Before any research activity was done, UNSW ethics approval for conducting research involving people was sought. Approval for fieldwork and contact with participants was formally obtained through the Human Research Ethics Advisory Panel on 6 November 2019 (see Appendix A). The research was conducted ethically and posed no risk for the researcher, participants, or anyone who was involved or affected by this research. Formal approval was our first ethical consideration.

The second consideration was to make sure that participants were willing to take part in the survey and that participation was based on their consent. The questionnaire stated that participation was completely voluntary, they did not have to participate in the survey, and they could opt out at any time without judgement or recourse. No one under the age of 18 was surveyed. If they looked close to this age, the surveyor asked if the potential participant was 18 years of age or older.

The third consideration was to ensure the confidentiality of participants' responses. Anonymity in any research study provides respondents with a higher level of comfort and confidence in expressing their views than when they are identified. Therefore, the questionnaires were filled in anonymously and participants were not asked any identifying information such as their name or address. The option "rather not say" was also included in the demographic section for participants who did not want to provide any personal information at all.

## Questionnaire Design

In designing the survey questionnaire, the aim was to have a set of questions that would document the experience of the Hub users and reflect their evaluation of the ChillOUT Hub accurately and clearly. Four main themes were defined and questions were designed based on the focus of each theme:

**Theme 1. Hub Use:** The main reasons for using the Hub, the frequency and duration of use, whether it was used alone or with others, and willingness to use the Hub in the future.

**Theme 2. Hub Features:** Evaluation of the location of the Hub, its physical features, and the amenities and technologies that might improve it.

**Theme 3. Hub Value:** The experiences of Hub users related to thermal comfort, safety, their sense of energy and well-being when using the Hub, and their overall satisfaction with the Hub.

**Theme 4. Background Information on Survey Respondents:** Demographic data including the gender, age, employment status, and suburb of residence of Hub users.

The questionnaire included structured and semi-structured questions. This provided participants with the opportunity to add additional statements to the pre-set options to report further thoughts and suggestions. Please see Appendix B for a copy of the questionnaire.

## Data Collection and Management

The survey was undertaken on weekdays and weekends, and at different times of the day, including mornings (8 a.m. to noon), afternoons (12 to 4 p.m.), and evenings (4 to 8 p.m.). It was conducted using a one-to-one 'person-on-the-street' intercept survey technique. The user survey was designed as a self-administered questionnaire that site users were asked to complete. The surveyor remained close by to clarify any questions or concerns.

Special care was taken with the wording of the questions and the formatting of the questionnaire to ensure clarity for the general public and avoid measurement error. As a pilot test, members of the UNSW team and project partners from the Georges River Council and Street Furniture Australia were asked to complete the questionnaire to identify any ambiguities and oversights in its development. Due to the significant proportion of people with Chinese ancestry in the three project areas, the final questionnaire was translated into Mandarin to ensure that ethnic Chinese visitors would be able to complete the survey in Mandarin if they wished.

The survey team included six students from the University of New South Wales, Faculty of the Built Environment, City Planning and Landscape Architecture programs. Among them were Mandarin and Arabic speakers who could interpret questions for participants as required. Intensive training sessions were held to prepare students for surveying in the field and to ensure the questionnaires were administered rigorously, ethically, and consistently.

During data collection, the aim was to be inclusive of all community members and to make sure none were disregarded. While there was no limitation on selecting participants by demographic features such as age or place of residence, the survey team aimed to have a fairly equal split by observed gender. They also sought to have an approximately equal number of questionnaires completed at each site.

The sample size for both the user and non-user surveys was calculated based on the population of the Sydney metropolitan area to ensure statistically valid and reliable survey data. ‘Reliability’ refers to how different the survey results might be if the same instrument was delivered again in similar circumstances. ‘Validity’ refers to the extent to which the questionnaire measures what it was designed to measure. Based on the population of ~5,000,000 in the Sydney metropolitan area, responses to at least 385 surveys were needed for each sample to be representative, with a 95% confidence level and a 5% margin of error (SurveyMonkey 2020).

Over four months, from December 2019 to March 2020, 424 questionnaires were completed by users of the ChillOUT Hubs across the three project sites. Table 4 shows the number of surveys completed at each site and the percentage of all completed questionnaires.

*Table 4. User Questionnaires Completed at each ChillOUT Hub Site*

Site	Respondents	Percentage
Belgrave Street, Kogarah	136	32.1%
Macquarie Place, Mortdale	138	32.5%
Timothy Reserve, Hurstville	150	35.4%
Total	424	100.0%

## Data Processing and Analysis

All responses were entered into the Statistical Product and Service Solutions computer program (SPSS), previously known as the Statistical Package for the Social Sciences. This database was used for the statistical analysis of the responses. Prior to analysis, an additional step was required to manage invalid or missing data, errors, and overlaps. This ‘data cleaning’ was an essential step to ensure the report provides the most accurate data possible.

One part of the data management process was to identify the ‘overlaps’ between the responses. In this regard, the responses to questions that allowed participants to include additional statements (e.g., other: please specify) were reviewed. The overlaps between the statements added by the respondents and the pre-set value options in the questionnaire were identified. Where applicable, additional statements made by the respondents were re-coded to the relevant pre-set value and the overlaps were rightfully reduced.

For example, Question 1 asks: “What is the main reason for you to use the ChillOUT Hub?” One of the options is “charging phone.” If “other” was chosen instead and the respondent said, “I had to plug in my phone,” this response would be re-coded and effectively moved out of the “other” category and into the “charging phone” response option. This reduced overlapping responses within a question.

Any additional non-overlapping statements made by respondents were coded into overarching thematic categories.

Another part of the data management process was to clean 'invalid' responses. Questions 7 and 8 asked respondents to rank different options within each question. These were reviewed to ensure all of the responses were valid. Some people simply ticked their preferred options rather than ranking their choices. The 'invalid' responses to these questions were addressed as follows. If the response included just one option, that answer was considered to be Rank 1. If the response included more than one unranked answer, the frequency of each answer was aggregated for all similar invalid responses. However, the results could not be used when computing the overall ranking, as the preferred order was unknown (see Questions 7 and 8).

For those questions that were left unanswered, the total number of 'non responses' was calculated.

SPSS statistical software and Microsoft Excel were used for the data analysis, which involved several different quantitative analytical techniques. A significant part of the analysis was based on whole count aggregate data and general frequencies calculated as percentages. These were used to visualise the results in tables and graphs. For the questions that asked respondents to rank different response options, the aggregated frequency of the responses determined which option was preferred by the most people, which was the second choice, and so on.

Cross-tabulations were also used to examine relationships within the data that are not readily apparent when analysing total survey responses (e.g., frequency of Hub use, by gender or age). Although most differences were not statistically significant, all frequencies are valid and the survey is representative of the total population. Therefore, any noteworthy differences are reported.

## Survey Findings

The next part of this report presents general frequency data at the aggregate level. Where there are relevant differences across the three project sites (Kogarah, Mortdale, Hurstville), these are presented after the data for all sites combined for that question.

The detailed results of the ChillOUT Hubs User Survey can be found in Appendix C. The results of the User Survey for each of the three ChillOUT Hub sites are provided in Appendices D, E and F. These four appendices show the frequency and percentage for each response to every question, except for Questions 7 and 8, which presents frequency by rank only.

## User Demographics

A total of 424 questionnaires were completed by people who used one of the three ChillOUT Hubs.

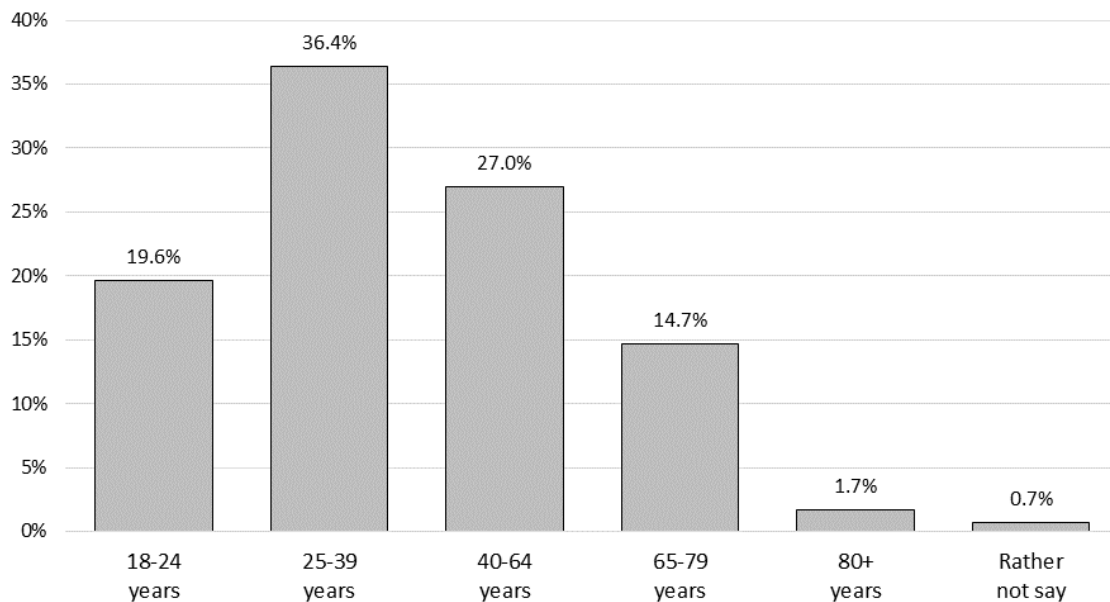
### Gender

The survey aimed to have fairly equal percentages of male and female participants. There were 227 females (53.5%), 195 males (46.0%), and two answers that were left blank (0.5%).



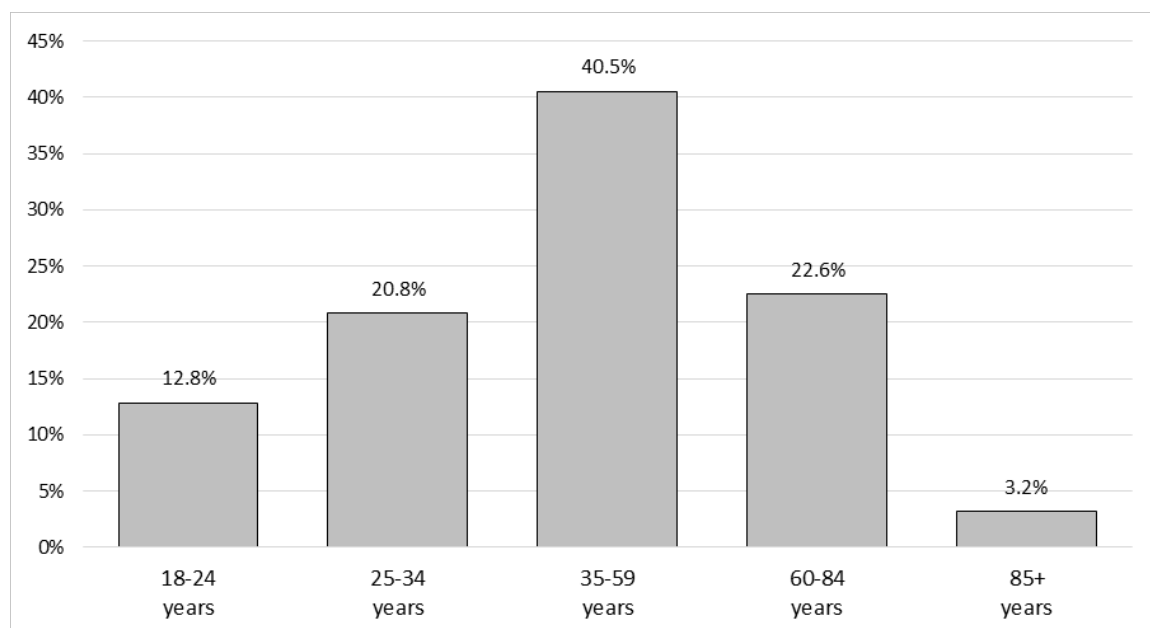
## Age

Figure 6 shows the age ranges of ChillOUT Hub users who were surveyed. Note that no one under 18 years of age was surveyed. The largest group of respondents was aged 25 to 39 years (36.4%), followed by those aged 40 to 64 years (27.0%) and those aged 18 to 24 (19.6%). The least represented age groups among Hub users were respondents aged 65 to 79 (14.7%) and those aged 80 and older (1.7%).



*Figure 6. Age Groups of User Survey Respondents*

Figure 7 shows that the Georges River Council age structure for residents aged 18 and older is similar to that of the survey respondents, although it is not directly comparable. The combined number of user survey respondents aged 25 to 64 was 63.4%, while the combined number of Georges River Council LGA residents aged 25 to 59 was 61.3%—just 2.1% lower.



*Figure 7. Georges River Council Age Structure, 2016 (source: profile.id 2020)*

## Employment Status

ChillOUT Hub users had a variety of employment circumstances, as shown in Figure 8. A total of 57.4% were employed—33.1% full time and 24.3% part time, followed by those who were retired (19.4%) or students (12.8%). The smallest groups were unemployed (5.7%) and ‘other’ (4.7%), including those who described themselves as ‘self-employed,’ a ‘mum’ or a ‘visitor.’

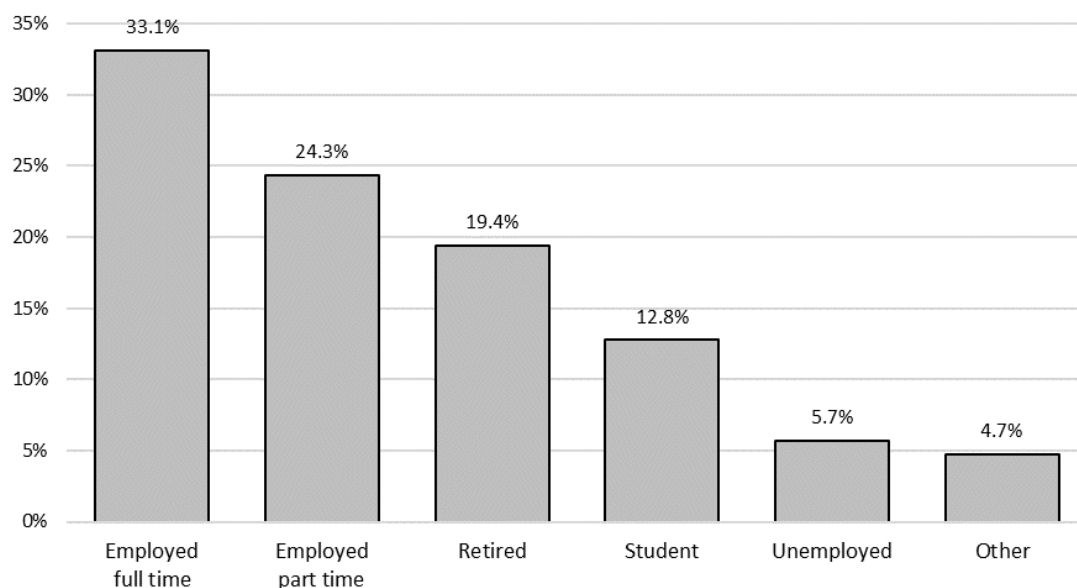


Figure 8. Employment Status of User Survey Respondents

## Where Respondents Live

Figure 9 shows where survey respondents lived. A total of 61.3% of Hub users lived in one of the three Georges River Council LGA wards with ChillOUT Hubs. Although the three sites were almost equally surveyed, residents’ representation among survey participants varied considerably.

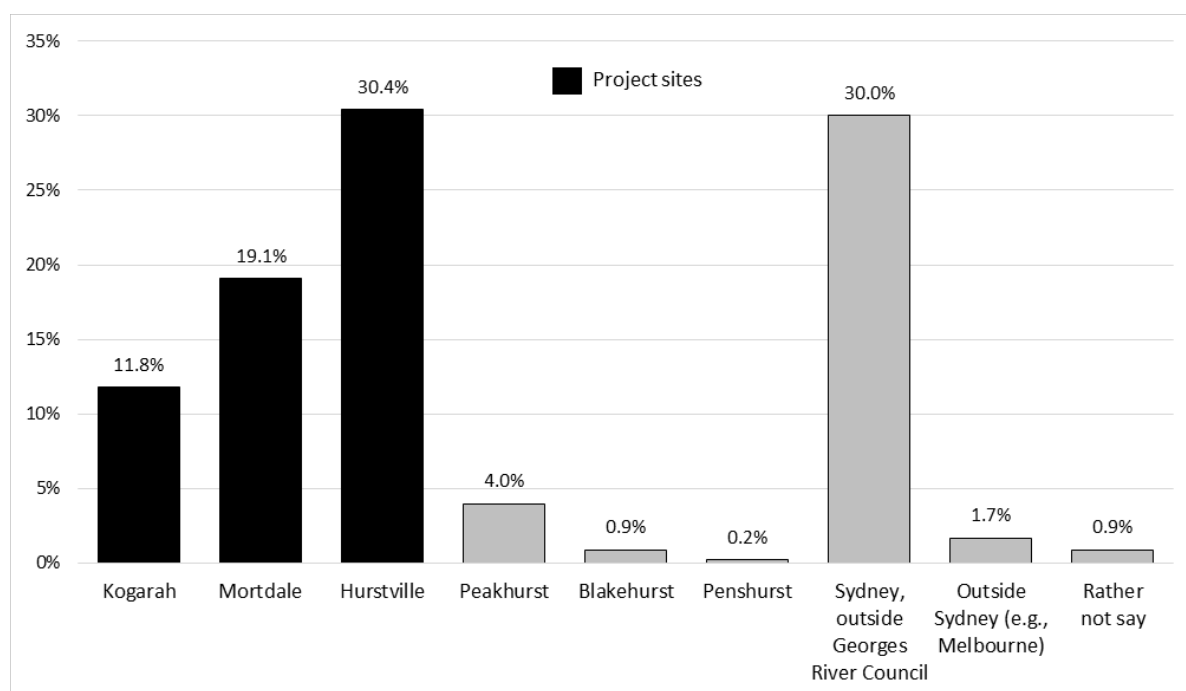


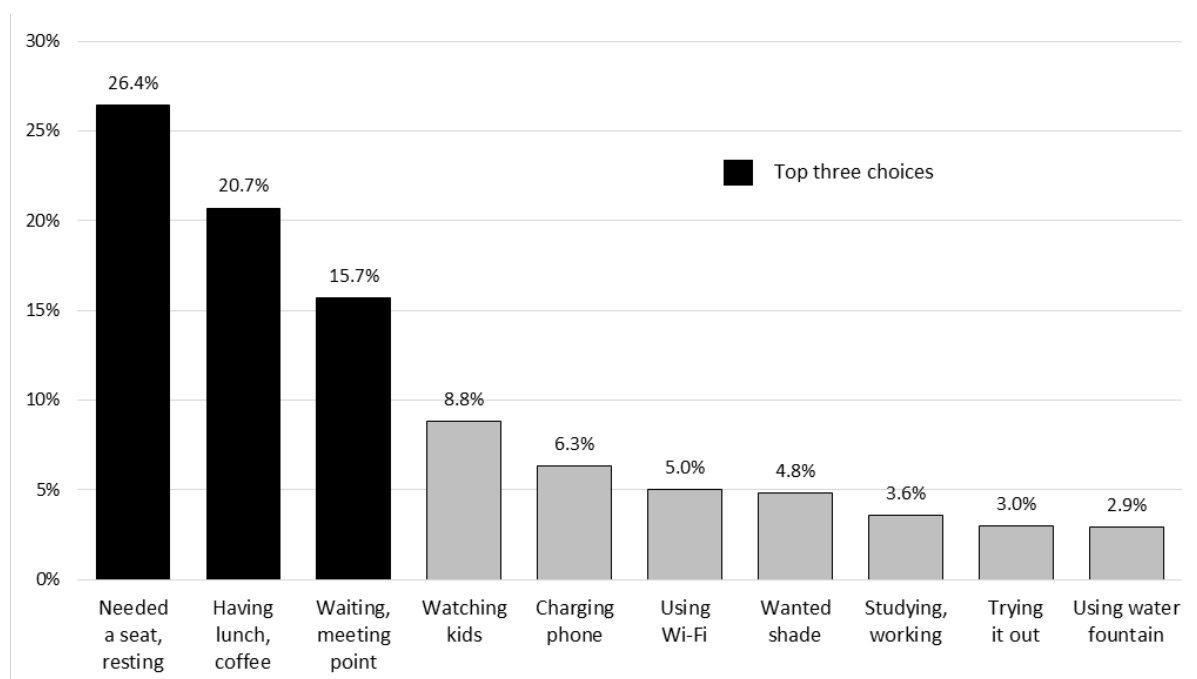
Figure 9. Where User Survey Respondents Live

Kogarah (Site 1) was home to only 11.8% of all respondents, higher for Mortdale (Site 2) at 19.1%, and higher still for Hurstville (Site 3) at 30.4% of the total, making it the most represented ward. Hurstville was followed closely by other Sydney suburbs outside of the Georges River LGA, with 30.0% of respondents. Hub users also came from three other Georges River wards (for a total of 5.1%) and from locations well outside of the greater Sydney area (1.7%).

## How the ChillOUT Hub is Used

### Main Reasons for Using the ChillOUT Hub

Figure 10 shows the main reason survey respondents used a ChillOUT Hub. They are mostly used by people who needed a seat or were resting (26.4%). For others, the Hub is mainly used as a social space for having a meal or coffee (20.7%) or as a meeting place to wait for others (15.7%). The Hub is also used by respondents watching their kids (8.8%) or using smart technologies (for a total of 11.3%), specifically charging a phone (6.3%) or using Wi-Fi (5.0%). A variety of other uses were selected as the main reason for using a Hub—wanting shade (4.8%), studying or working (3.6%), just trying it out (3.0%), and using the water fountain, which is only an option at the Hurstville Hub (2.9%).

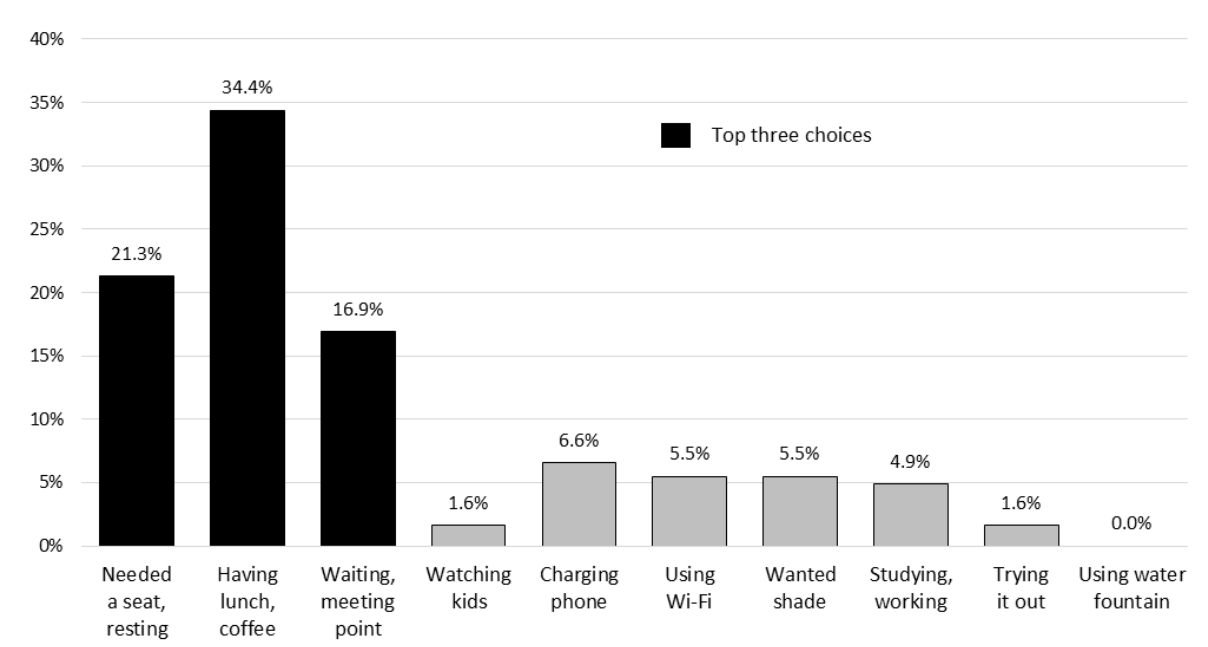


**Figure 10. Main Reasons for Using the ChillOUT Hub**

Cross-tabulations revealed that more females than males use the Hub for having meals or coffee, at 24.5% versus 16.7% respectively. However, a greater proportion of males than females use the Hub for charging a phone (at 9.5% versus 3.4%) and using Wi-Fi (at 6.1% versus 4.1%).

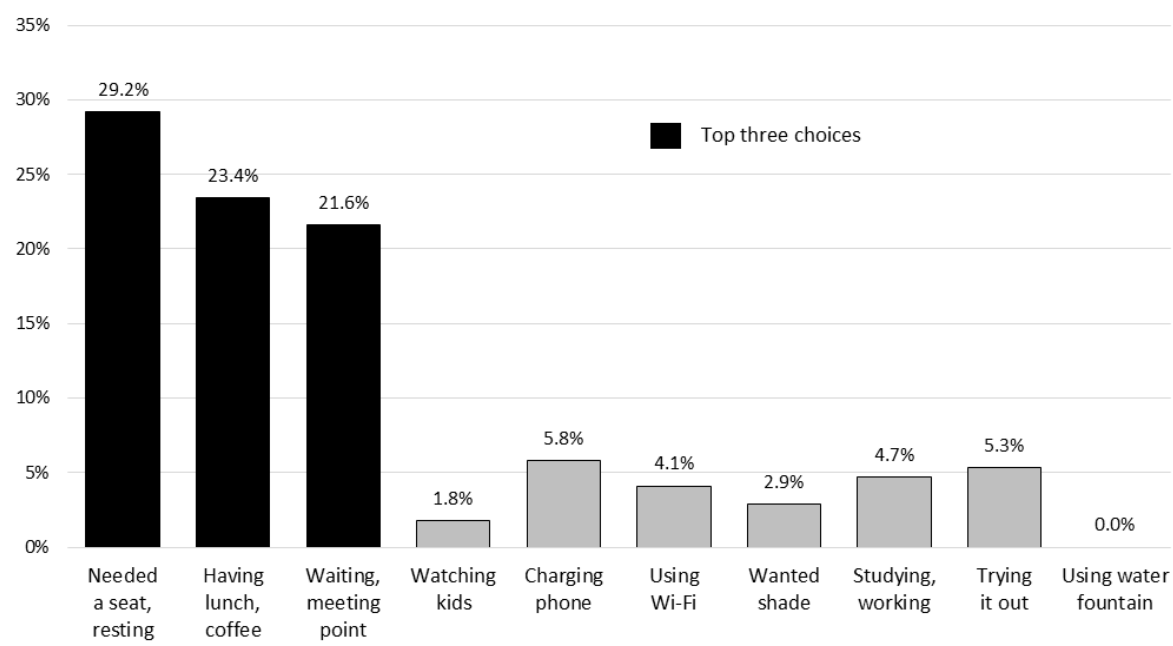
A comparison of the *main* reasons the ChillOUT Hub was used at each of the three sites showed that the dominant uses reflected the specific locations of each site. Location likely determined why people might be near one of the Hubs when they chose to stop there. The results are shown in Figure 11 for Kogarah (Site 1), in Figure 12 for Mortdale (Site 2), and in Figure 13 for Hurstville (Site 3).

**Site 1 – Belgrave Street, Kogarah:** This Hub is situated at a main pedestrian thoroughfare adjacent to a plaza in a major town centre. With all the commercial activity in the area, a majority of survey respondents—whether workers, shoppers, or visitors—were having lunch or coffee (34.4%) at this Hub. Another 21.3% were resting, while 16.9% were using the Hub as a meeting point. Site 1 respondents were also using the Hub’s smart technologies (for a total of 12.1%—slightly more than at the other two sites), specifically charging a phone (6.6%) or using Wi-Fi (5.5%). A variety of other uses were selected as the main reason for using this Hub—wanting shade (also 5.5%), studying or working (4.9%), and either watching their kids or just trying it out (each at 1.6%). Note that there is no water fountain at this Hub.



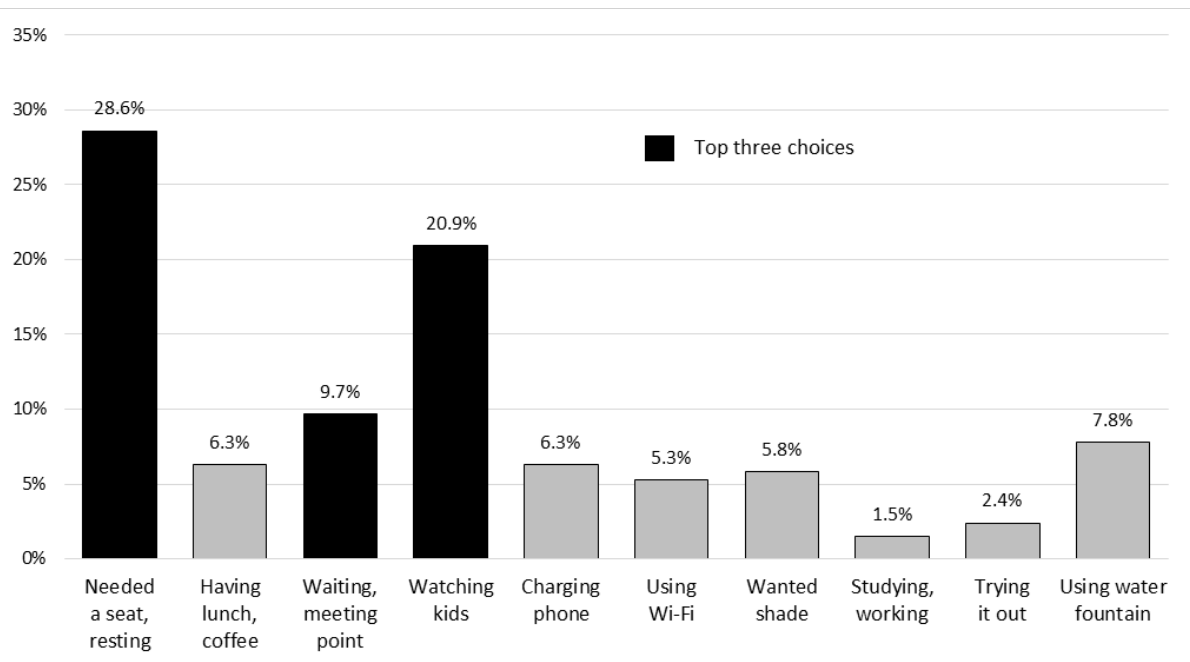
**Figure 11. Main Reasons for Using the ChillOUT Hub at Site 1: Kogarah**

**Site 2 – Macquarie Place, Mortdale:** This Hub is situated at on a footpath extension adjoining a shopping strip on a neighbourhood street. The majority of survey respondents stopped at this Hub for a rest (29.2%), followed by those who were having lunch or coffee (23.4%) or using the Hub as a meeting point (21.6%). Site 2 respondents were also using the Hub’s smart technologies (for a total of 9.9%, the lowest of the three Hubs), specifically charging a phone (5.8%) or using Wi-Fi (4.1%). A variety of other uses were selected as the main reason for using this Hub—trying it out (5.3%), studying or working (4.7%), wanting shade (2.9%), and watching their kids (1.8%). Note that there is no water fountain at this Hub.



*Figure 12. Main Reasons for Using the ChillOUT Hub at Site 2: Mortdale*

**Site 3 – Timothy Reserve, Hurstville:** This Hub is situated in a park adjacent to a major sports oval within a residential area. Similar to Mortdale (Site 2), the majority of survey respondents stopped at this Hub for a rest (28.6%). However, in sharp contrast with the other two Hubs, this was followed by watching their kids (20.9%)—not a surprise with all of the recreational activity in the area, and overlooking the adjacent playground—and then using the Hub as a meeting point (but at only 9.7%). As the only site with a water fountain, 7.8% of users listed it as their main reason for stopping at the Hub. This was followed by having lunch or coffee (at a comparatively small 6.3%) and wanting shade (5.8%). Site 3 respondents were also using the Hub’s smart technologies (for a total of 11.6%—midway between the other two sites), specifically charging a phone (6.3%) or using Wi-Fi (5.3%). Other uses selected as the main reason for using this Hub were trying it out (2.4%) and, unlike the other Hubs, studying or working (at only 1.5%).



*Figure 13. Main Reasons for Using the ChillOUT Hub at Site 3: Hurstville*



Respondents were later asked to indicate all of the reasons they were using the ChillOUT Hub. The responses were combined to determine the total frequency each option was selected so as to better understand the activities of Hub users. A comparison between the *main reason* and *all reasons* for using the ChillOUT Hub is shown in Figure 14.

When all reasons are combined, 25.3% of Hub users were resting, 17.3% were using the Hub as a meeting point, and 14.4% were having lunch or coffee. Whatever else they were doing, respondents were also using the Hub's smart technologies (for a total of 15.5%), specifically charging a phone (8.6%) or using Wi-Fi (6.9%). A total of 7.2% of respondents were seeking shade, while 6.3% were watching their kids. Rounding out the combined reasons for using the Hub were trying it out (4.4%), studying or working (3.8%), and using the water fountain (3.7%). The latter is misleading since only one of the three ChillOUT Hubs (Site 3) had a water fountain. Its importance became evident when analysing subsequent responses for suggestions to improve the ChillOUT Hubs.

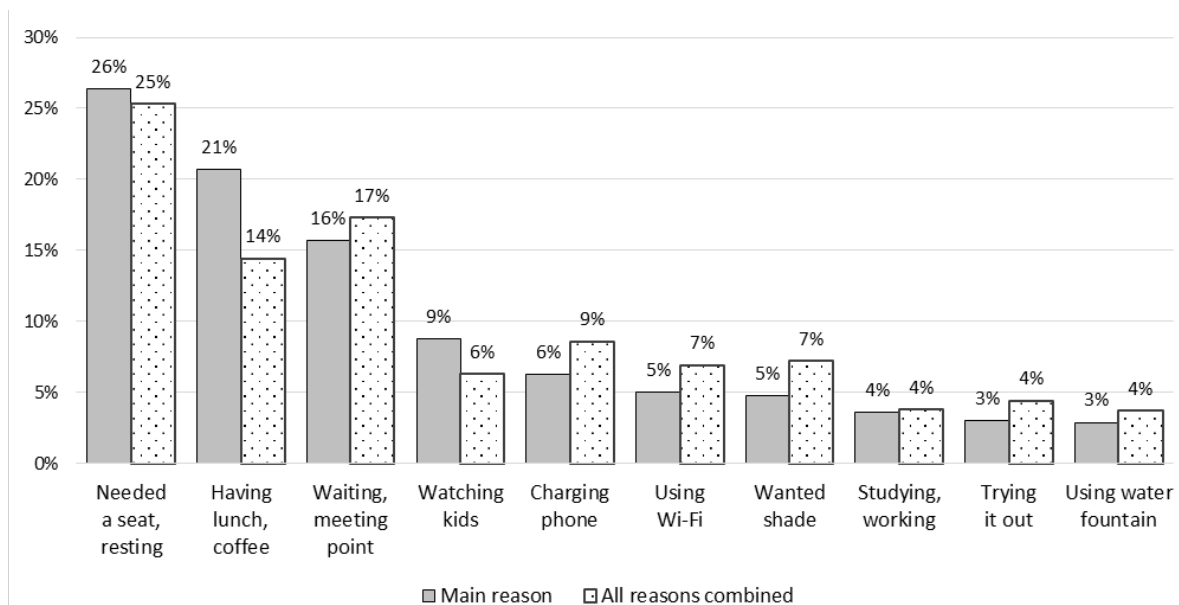
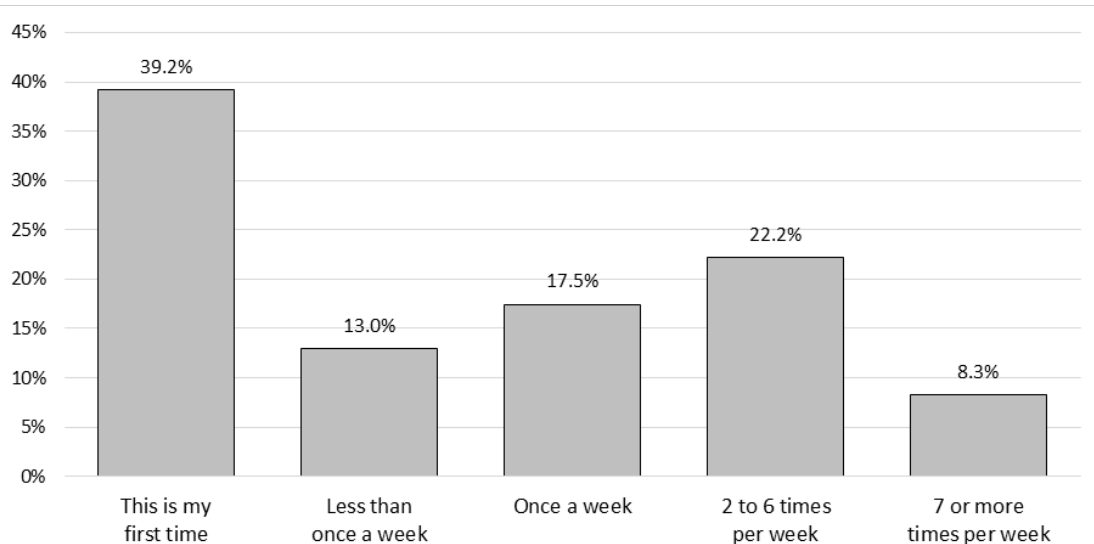


Figure 14. Comparison of Main Reasons and All Reasons for Using the ChillOUT Hubs

## Frequency of Visitation

As shown in Figure 15, well over one-third of ChillOUT Hub users (39.2%) indicated they were using the Hub for the first time. A further 22.2% use the Hub two to six times per week, while 17.5% use it once a week and 13.0% use it less than once a week. In contrast, 8.3% of respondents use the Hub seven or more times per week, suggesting daily use or perhaps multiple usage on weekdays.



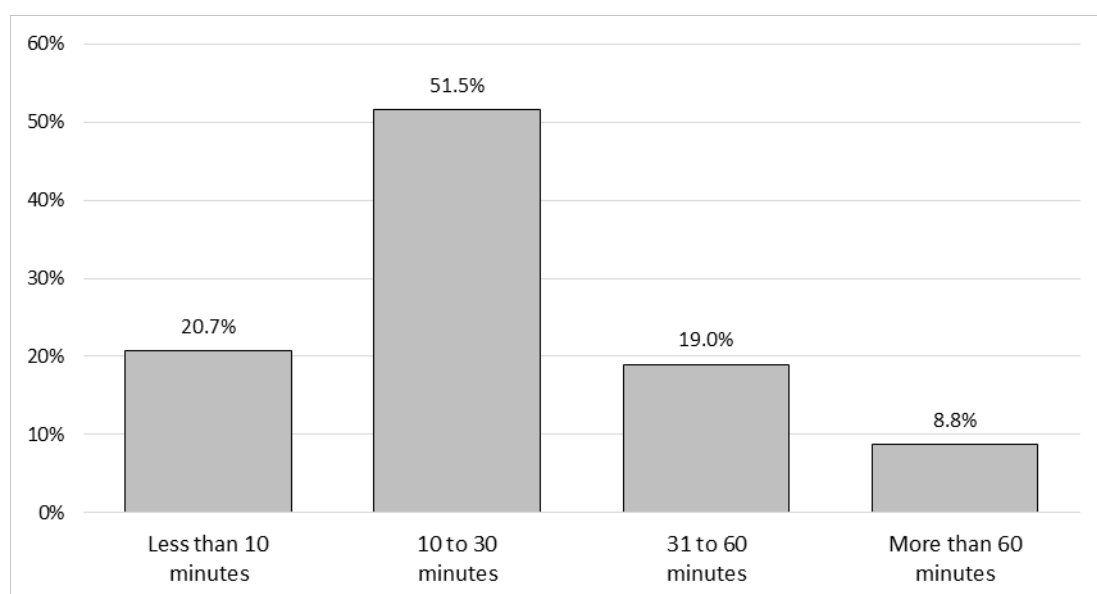
**Figure 15. Frequency of Using the ChillOUT Hub**

Cross-tabulations revealed that more males than females use the Hub two or more times per week, at 35.4% versus 26.4% respectively. As well, a greater proportion of older people visit the Hub two or more times per week than do younger users, at 32.4% of those aged 40 to 64 and 43.5% of those aged 65 to 79. This is in sharp contrast to those aged 18 to 24 (24.1%) and those aged 25 to 39 (25.3%).

Not surprisingly, fewer users who live inside the Georges River Council LGA indicated this was their first visit than did those from outside the LGA (at 31.9% versus 54.5%). Of note, however, was that this was not the first visit for 45.5% of Hub users who live outside the LGA.

## Length of Stay

As shown in Figure 16, most ChillOUT Hub users (51.5%) typically spend 10 to 30 minutes at the Hub. This is followed by short-term use of less than 10 minutes (20.7%) and longer-term use of 31 to 60 minutes (19.0%) and more than 60 minutes (8.8%).



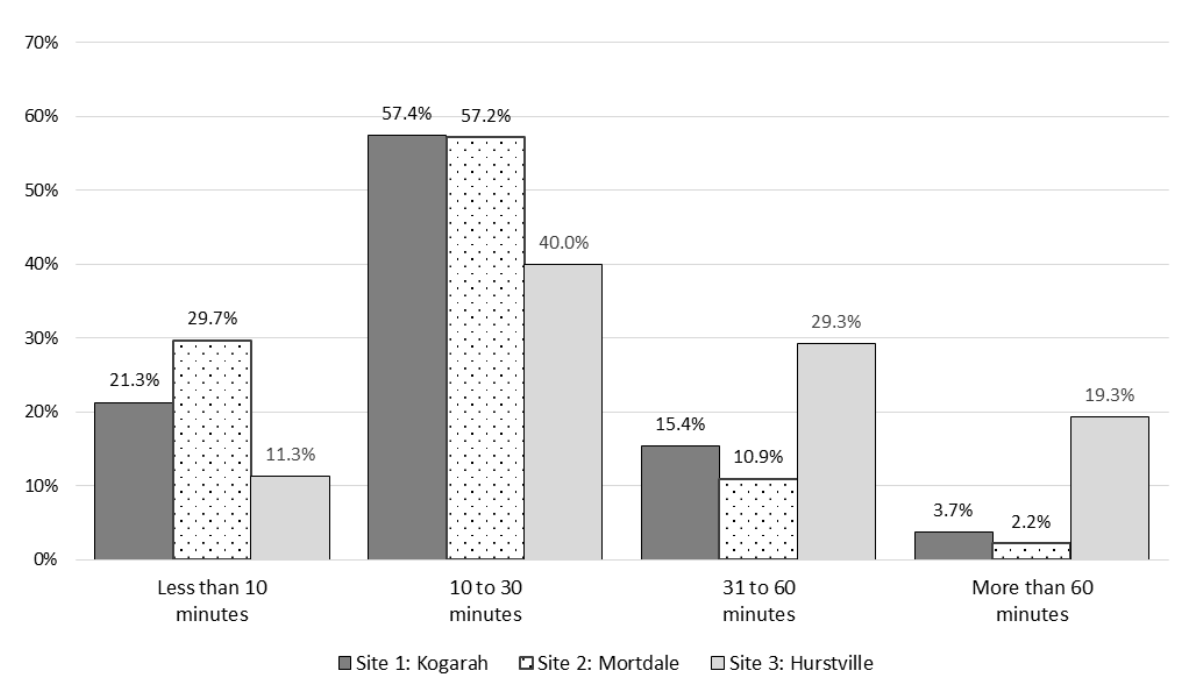
**Figure 16. Average Length of Stay at a ChillOUT Hub**

Cross-tabulations revealed that users who live inside the Georges River Council tend to stay longer at the ChillOUT Hub than do users who live outside the LGA—only 17.6% of LGA residents stayed less than 10 minutes versus 26.9% of Hub users who live outside the LGA. As well, 34.1% of LGA residents stayed at a Hub longer than 30 minutes versus 15.7% of Hub users who live outside the LGA.

Among respondents whose main reason for stopping at one of the Hubs was to have lunch or coffee, most stayed for 10 to 30 minutes (66.7%), as did those who were charging their phone (60.0%). An equal number of respondents who used Wi-Fi stayed either 10 to 30 minutes or 31 to 60 minutes (at 39.3% each).

Among those who used the Hub to study or work, 35.0% stayed for 10 to 30 minutes, while 50.0% stayed for 31 to 60 minutes. Similarly, 36.7% of respondents who were watching their kids stayed for 10 to 30 minutes, while 44.9% stayed for 31 to 60 minutes. Just over half of respondents who wanted shade used the Hub for 10 to 30 minutes (51.9%), although 37.0% stayed for less than 10 minutes.

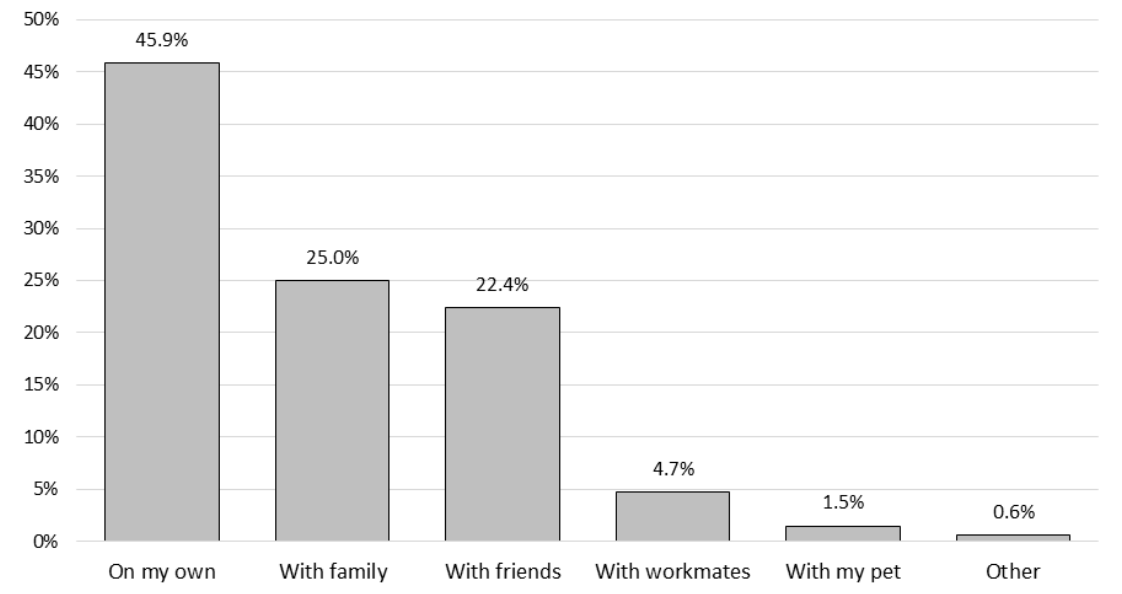
When length of stay is examined by site, the most common duration across all three sites is 10 to 30 minutes, as shown in Figure 17. It is uncommon for people to stay for more than one hour at the ChillOUT Hubs located in Kogarah (Site 1) and Mortdale (Site 2), at 3.7% and 2.2% respectively. However, 19.3% of Hub users at the Timothy Reserve in Hurstville (Site 3) prefer to stay for more than one hour. The notable differences at Site 3 likely reflect its location in a park [near to a sports oval and BBQ area] since most Hub users are likely in the area for some form of recreation or leisure activity.



**Figure 17. Comparison of the Average Length of Stay at Each ChillOUT Hub Site**

## Using Hubs Alone or with Others

As shown in Figure 18, almost half of respondents use the ChillOUT Hub on their own (45.9%), while others typically visit the Hub with their family (25.0%) or friends (22.4%). Far fewer users indicated they visit the Hub with workmates (4.7%) or with their pet (1.5%). Among the few respondents who provided other examples, these included using the Hub with a client or with a support worker.



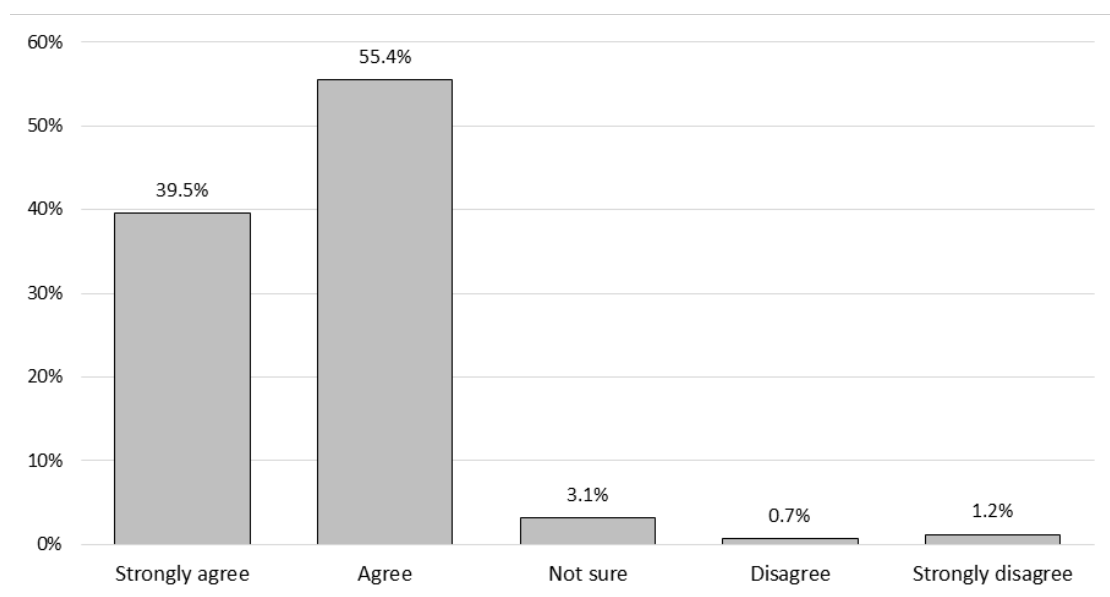
**Figure 18. Using the ChillOUT Hubs Alone or with Others**

Cross-tabulations revealed that more males than females typically use the Hub alone, at 62.1% versus 53.7%. Among those who visited the site with friends, most were aged 18 to 24 (43.4%), followed by about one-quarter of those aged 25 to 39 (23.4%), 40 to 64 (27.2%), and 65 to 79 (24.2%).

In contrast, almost half of Hub users aged 65 to 79 used the site with family (46.8%), compared to about one-third of those aged 25 to 39 (35.7%) and 40 to 64 (32.5%). Only 13.3% of Hub users aged 18 to 24 used the site with family.

### Willingness to Use the Hub in the Future

Users were asked their level of agreement with the statement, “In the future, I will use the ChillOUT Hub again.” As shown in Figure 19, an overwhelming majority agreed or strongly agreed that they would use the Hub again (94.9%). Only 1.9% disagreed or strongly disagreed, while 3.1% were unsure.

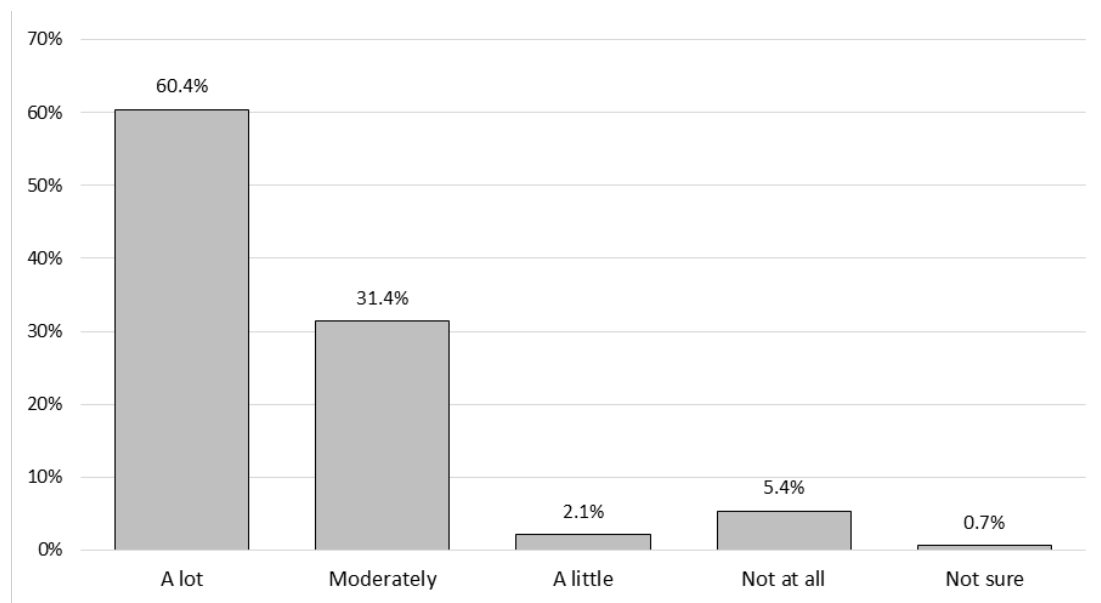


**Figure 19. Willing to Use a ChillOUT Hub in the Future**

## Evaluating the ChillOUT Hub Location and Features

### Location of the Hub

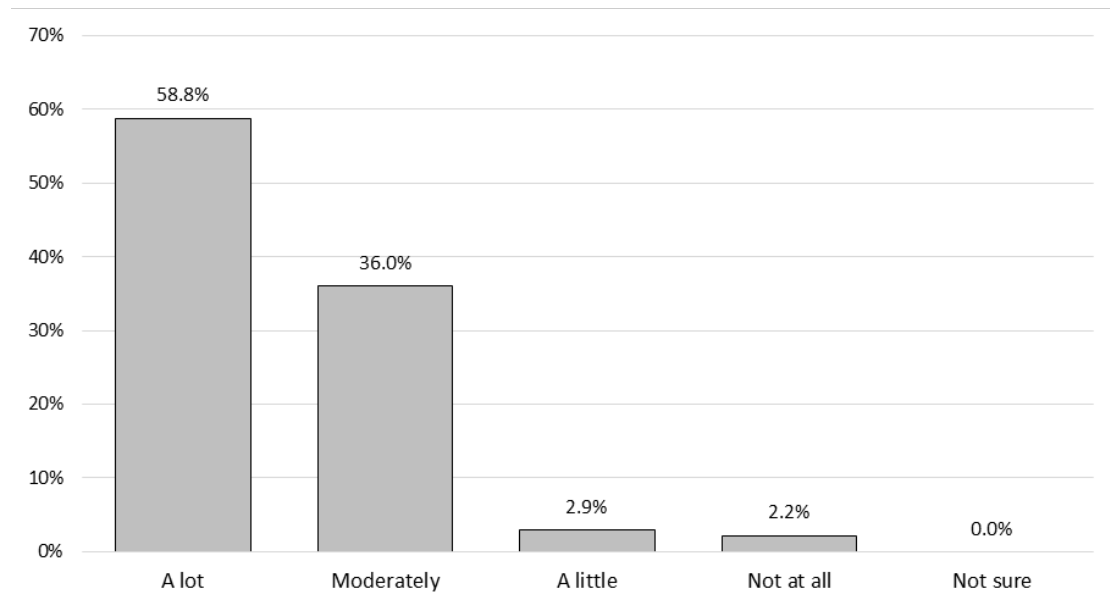
Users were asked their level of agreement with the statement, “To what extent do you think the chosen location is a good spot for this ChillOUT Hub?” As shown in Figure 20, 60.4% of respondents agreed ‘a lot’ that the Hub was in a good spot, a further 31.4% were in moderate agreement with the Hub’s location, while 2.1% agreed ‘a little’ with its placement—for a grand total of 93.9%. In all, 5.4% of users did not agree at all with the Hub’s placement, while 0.7% were unsure.



*Figure 20. Agreement with the Location Chosen for the Hub, All Sites Combined*

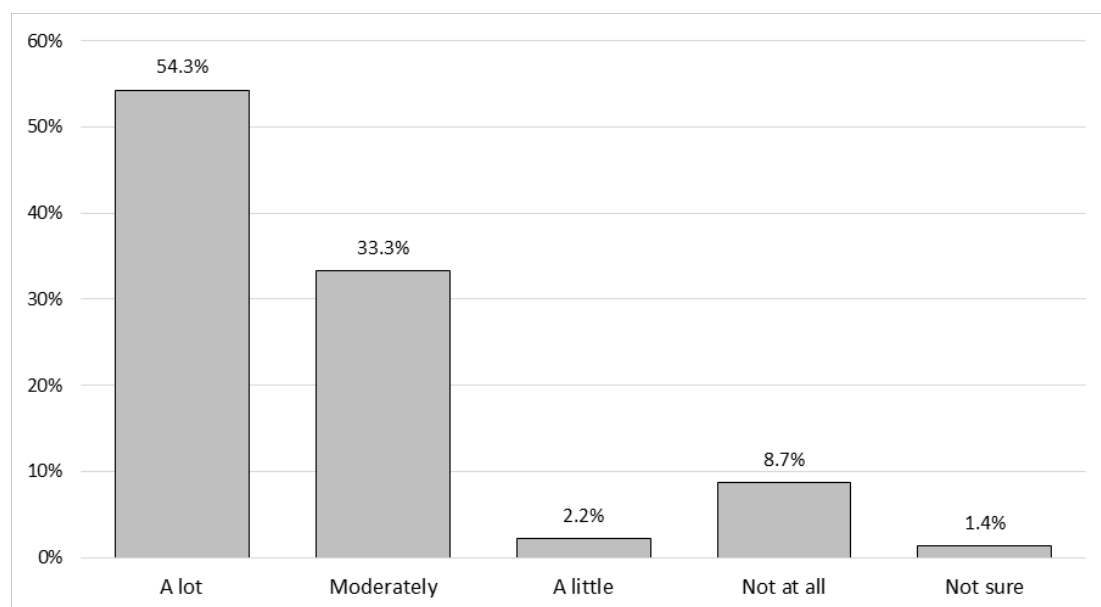
A comparison of the level of agreement with the placement of the ChillOUT Hub at each of the three sites showed interesting variations in the extent to which respondents liked the location of the Hub. The results are shown in Figure 21 for Kogarah (Site 1), in Figure 22 for Mortdale (Site 2), and in Figure 23 for Hurstville (Site 3). Note that the issue of Hub placement was addressed again when respondents were asked for their preferred locations for additional ChillOUT Hub sites.

**Site 1 – Belgrave Street, Kogarah:** This Hub is situated at a main pedestrian thoroughfare adjacent to a plaza in a major town centre. As shown in Figure 21, 58.5% of respondents agreed ‘a lot’ that the Hub was in a good spot, a further 36.0% were in moderate agreement with the Hub’s location, while 2.9% agreed ‘a little’ with its placement—for a grand total of 97.7%, the highest level of agreement with Hub placement among the three sites. Only 2.2% did not agree at all with the Hub’s placement, which was by far the lowest level of disagreement with the Hub’s location, while none were unsure.



*Figure 21. Agreement with the Location Chosen for the Hub, Site 1: Kogarah*

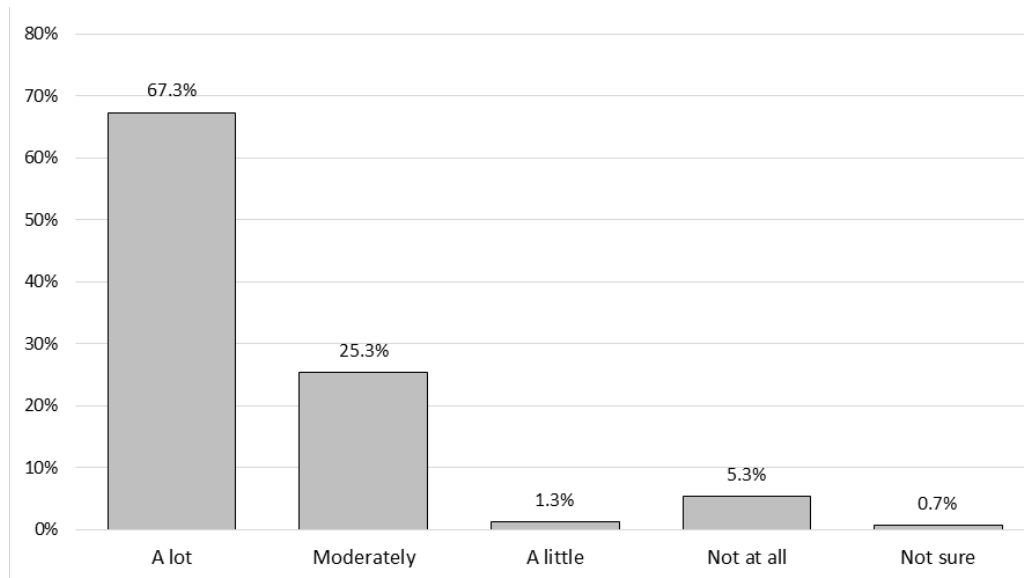
**Site 2 – Macquarie Place, Mortdale:** This Hub is situated at on a footpath extension adjoining a shopping strip on a neighbourhood street. As shown in Figure 22, only 54.3% of respondents agreed ‘a lot’ that the Hub was in a good spot, a further 33.3% were in moderate agreement with the Hub’s location, while 2.2% agreed ‘a little’ with its placement—for a grand total of 89.8%, by far the lowest level of agreement with Hub placement among the three sites. A total of 8.7% did not agree at all with the Hub’s placement, which was the highest level of disagreement with the Hub’s location, while 1.4% were unsure.



*Figure 22. Agreement with the Location Chosen for the Hub, Site 2: Mortdale*



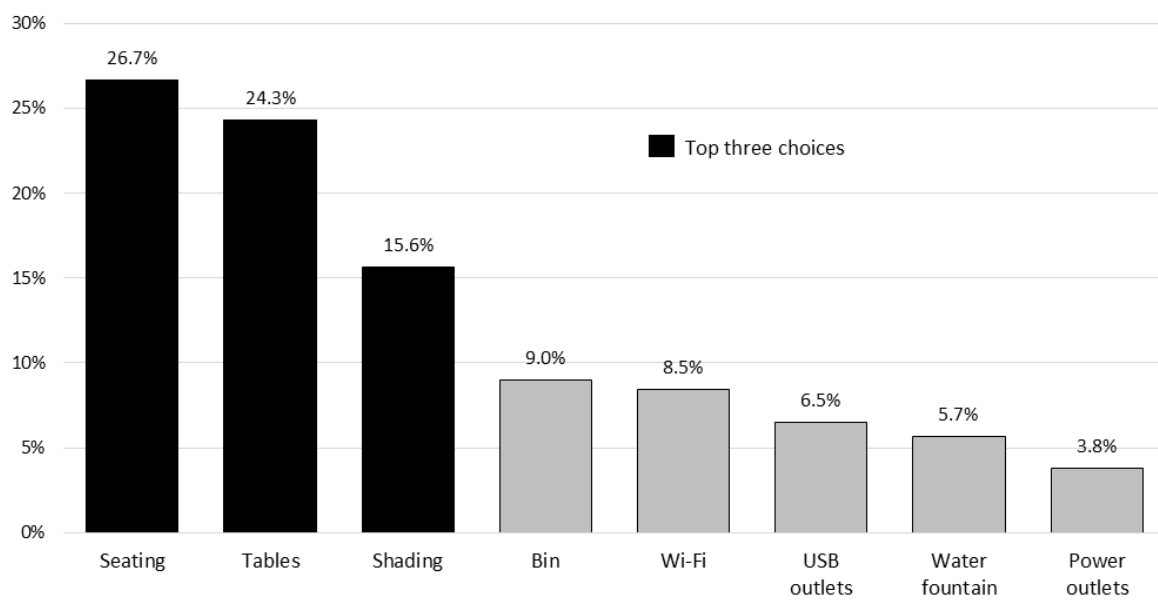
**Site 3 – Timothy Reserve, Hurstville:** This Hub is situated in a park near a major sports oval, playground and BBQ area within a residential area. As shown in Figure 23, 67.3% of respondents agreed ‘a lot’ that the Hub was in a good spot, a further 25.3% were in moderate agreement with the Hub’s location, while 1.3% agreed ‘a little’ with its placement—for a grand total of 93.9%, midway between the other two sites. A total of 5.3% did not agree at all with the Hub’s placement, while 0.7% were unsure.



**Figure 23. Agreement with the Location Chosen for the Hub, Site 3: Hurstville**

## Hub Features Used

Respondents were provided with a list of features at the ChillOUT Hubs and asked to indicate any they had ever used. As shown in Figure 24, the top three amenities used across all three sites were seating (26.7%), tables (24.3%), and shading (15.6%). Respondents also made use of the smart technologies (for a total of 18.8%), specifically using Wi-Fi (8.5%), charging a phone in a USB outlet (6.5%), or using a general power outlet (3.8%). A further 9.0% of respondents used the Hub’s bin. The water fountain, a feature provided only at Timothy Reserve in Hurstville (Site 3), was used by 5.7% of all users.



**Figure 24. Most Used Features of the Hub**

Cross-tabulations revealed that more females than males used the available shading at the ChillOUT Hubs, at 17.5% versus 13.4%. However, more males than females used the smart technologies at the Hub—Wi-Fi, phone chargers, and power outlets combined—at 23.2% versus 15.1%. Similarly, more respondents who live in the Georges River Council LGA used smart technologies (19.8%) than did those who live outside the LGA (16.2%).

When employment status was examined, the use of all smart technologies combined was greatest among students (27.6%), followed by those employed part time (21.3%), the unemployed (16.9%), retired respondents (15.9%), and those employed full time (15.3%). Those employed full time may be using the Hub while on a break so are not using smart technologies to the same extent as others.

### Amenities to Improve the Hub

Respondents were asked to rank the top three amenities that might improve the ChillOUT Hub they were using. As shown in Figure 25, the top three choices across all three sites were more shade (34.5%), a water tap (19.3%), and more plantings (13.3%). These were followed by a mist machine for summer or a heater for winter (11.4%), controlled lights (10.2%), and a bike rack (7.4%). The second choice—a water tap—is of note because there is no access to water at either Kogarah (Site 1) or Mortdale (Site 2), although Hurstville (Site 3) has a water fountain. A variety of other suggestions were made by 4.0% of respondents, including a rainproof shelter or a large and fully covered roof, more seats, benches with back supports, chairs for kids with adjustable heights, and cigarette bins.

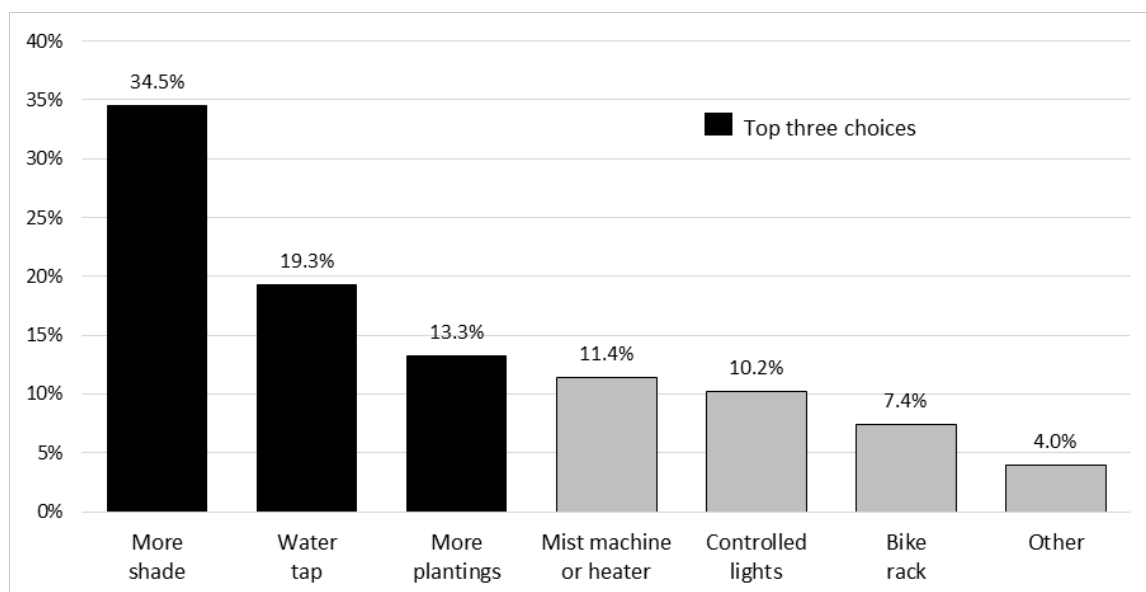


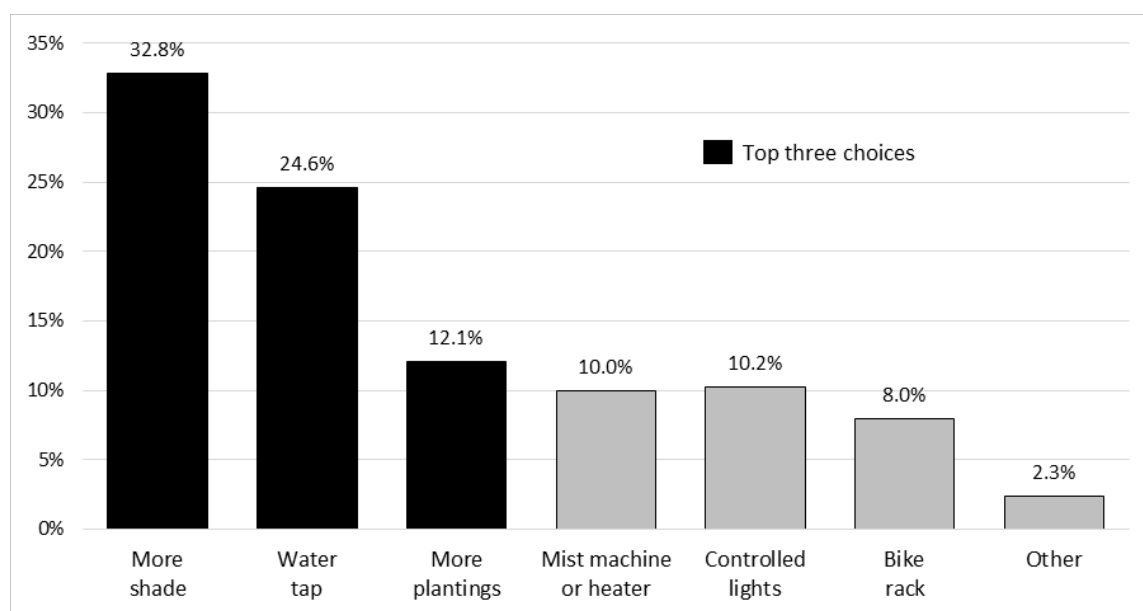
Figure 25. Overall Ranking of Amenities to Improve the ChillOUT Hubs

Cross-tabulations revealed some differences between age groups with respect to the most preferred amenities for improving the Hub. Respondents aged 65 to 79 ranked 'more shade' in their top three preferred amenities more frequently than all other age groups, with a total of 80.6%. Somewhat surprisingly, younger people ranked 'more shade' in their top three preferred amenities more frequently than many older people, at 68.7% for respondents aged 18 to 24 and 76.0% for those aged 25 to 39. A lower preference for more shade is found among respondents aged 40 to 64 (64.0%) and those aged 80 or older (only 57.1%).

Perhaps in line with creating more shade, respondents aged 18 to 24 ranked 'more plantings' in their top three preferred amenities more frequently than all other age groups, with a combined total of 42.2%, followed closely by those aged 65 to 79, at 41.9%. All other age groups ranked plantings much lower, at 27.3% for those aged 25 to 39, 24.6% for those aged 40 to 64, and only 14.3% for those aged 80 or older.

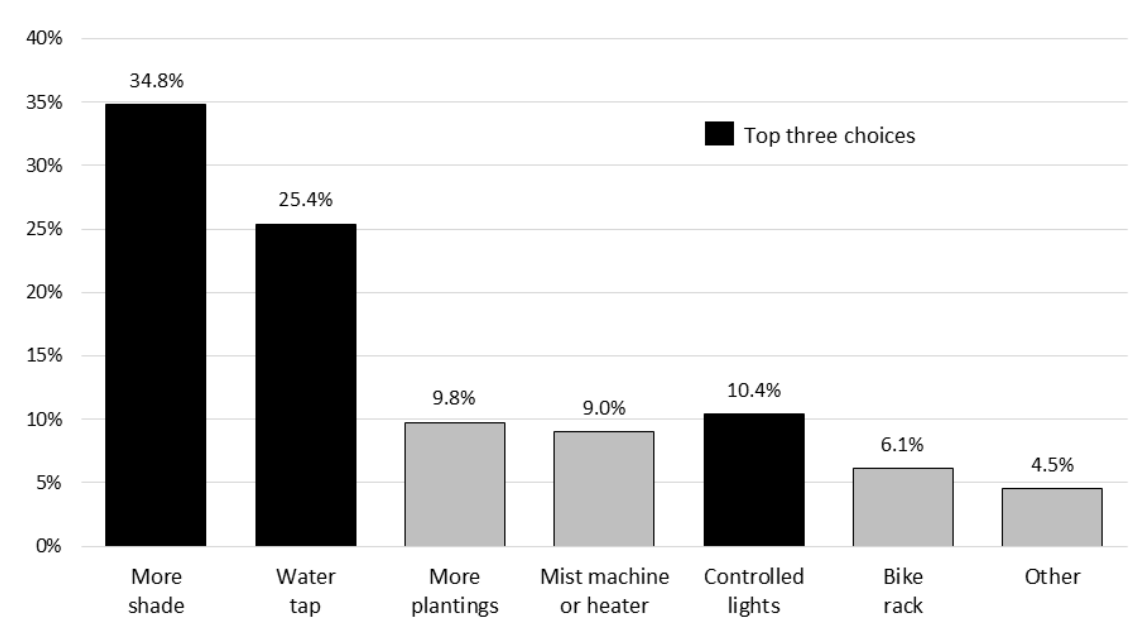
A comparison of the preferred amenities for the ChillOUT Hub at each of the three sites showed some slight variations in the rankings. The results are shown in Figure 26 for Kogarah (Site 1), in Figure 27 for Mortdale (Site 2), and in Figure 28 for Hurstville (Site 3).

**Site 1 – Belgrave Street, Kogarah:** This Hub is situated at a main pedestrian thoroughfare adjacent to a plaza in a major town centre. As shown in Figure 26, the top three choices for additional amenities were more shade (32.8%), a water tap (24.6%), and more plantings (12.1%). These were followed by controlled lights (10.2%), which barely edged out a mist machine or heater (10.0%), and lastly, a bike rack (8.0%).



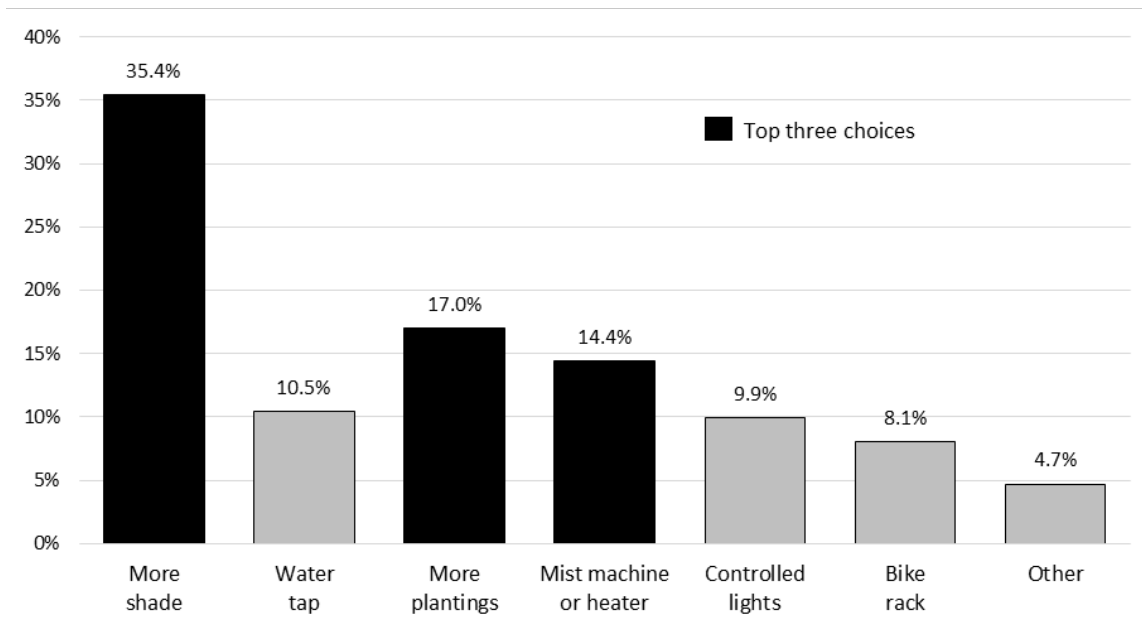
*Figure 26. Ranking of Amenities to Improve the ChillOUT Hub at Site 1: Kogarah*

**Site 2 – Macquarie Place, Mortdale:** This Hub is situated at on a footpath extension adjoining a shopping strip on a neighbourhood street. As shown in Figure 27, the top three choices for additional amenities were more shade (34.8%), a water tap (25.4%), and controlled lights (10.4%), the latter of which was preferred at almost the same rate as it was for Kogarah (Site 1). The top three choices were followed by more plantings (9.8%), a mist machine or heater (9.0%), and a bike rack (6.1%). Note that a bike rack received the lowest ranking at Site 2 among the three sites, suggesting that fewer cyclists use the Mortdale Hub.



*Figure 27. Ranking of Amenities to Improve the ChillOUT Hub at Site 2: Mortdale*

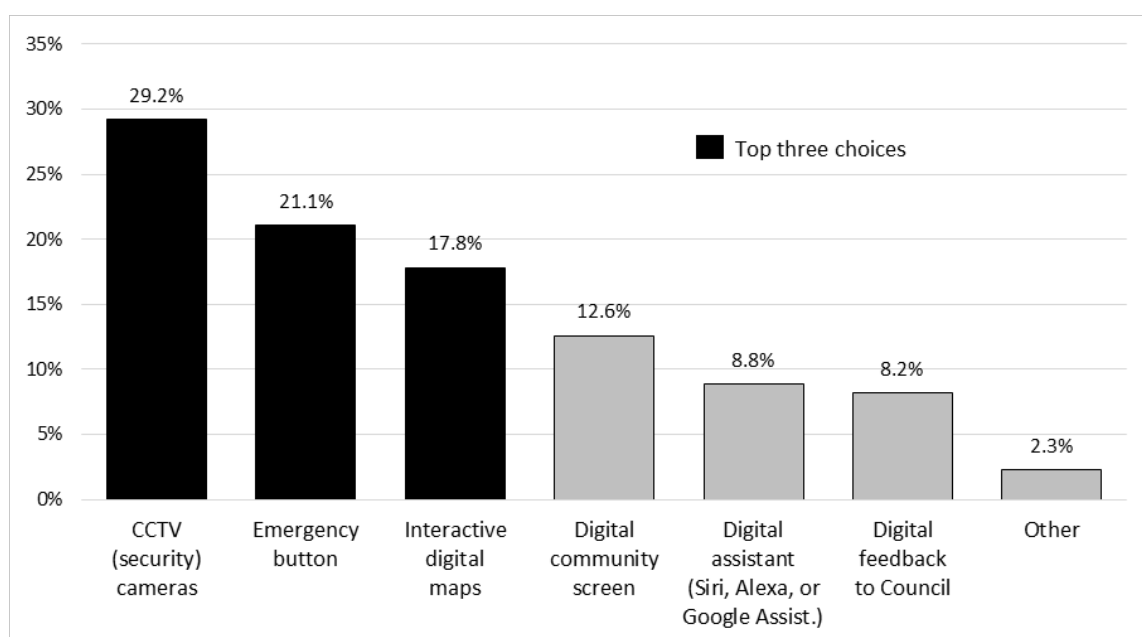
**Site 3 – Timothy Reserve, Hurstville:** As mentioned, this Hub is situated in a park adjacent to a major sports oval and other facilities within a residential area. As shown in Figure 28, the top three choices for additional amenities were more shade (35.4%), more plantings (17.0%), and a mist machine or heater (14.4%). These were followed by a water tap (10.5%), controlled lights (9.9%), and a bike rack (8.1%). Of note, although the Timothy Reserve in Hurstville provides a water fountain at the Hub, the addition of a water tap was still a high priority among respondents using the site. Users wanting more plantings is a surprise, given the Hub is in a park setting.



**Figure 28. Ranking of Amenities to Improve the ChillOUT Hub at Site 3: Hurstville**

## Technologies to Improve the Hub

Respondents were asked to rank the top three technologies that might improve the ChillOUT Hub they were using. As shown in Figure 29, the top three choices across all three sites were CCTV security cameras (29.2%), an emergency button (21.1%), and an interactive digital map (17.8%). Less of an overall priority were a digital community screen (12.6%), a digital assistant like Siri, Alexa or Google Assistant (8.8%), and digital feedback to Council (8.2%). A variety of other suggestions were made by 2.3% of respondents, including stronger and faster Wi-Fi, solar panels, digital games, more power outlets, and e-maps showing train/bus routes and timetables.



**Figure 29. Preferred Technologies to Add to the ChillOUT Hubs**

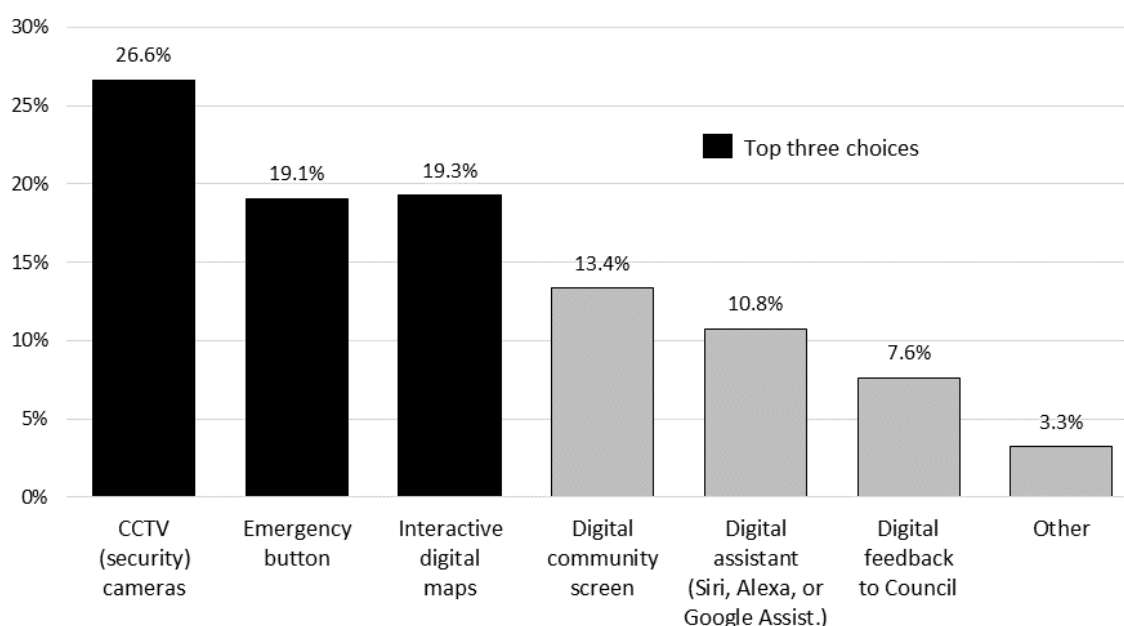
Cross-tabulations revealed that both females and males ranked CCTV security cameras almost equally among their top three priorities for additional technology, at 59.9% and 58.5% respectively. However, more females than males ranked an emergency button as one of top tree technologies to add to the ChillOUT Hubs, at 52.4% versus 45.1%. In contrast, more males than females prioritised interactive digital maps, at 43.1% versus 37.9%.

When technologies were compared by age group, CCTV security cameras were more of a priority for respondents aged 65 to 79 (62.9%) as well as those aged 25 to 39 (61.7%). They were less of a priority for those aged 80 or older (57.1%), aged 40 to 64 (56.1%), and aged 18 to 24 (55.4%). However, adding an emergency button was more of a priority among both older age groups—at 71.4% for those aged 80 or older and 59.7% for those aged 54 to 79—as well as for the youngest age group, at 56.6% for those aged 18 to 24. An emergency button was less of a priority for those aged 25 to 39 (44.2%) and 40 to 64 (42.1%).

Digital maps were a much higher priority for respondents aged 18 to 24 than for all other age groups, at 60.2%. Maps were a lesser priority for those aged 25 to 39 (40.3%), 40 to 64 (33.3%), 65 to 79 (33.9%), and 80 or older (at only 14.3%).

A comparison of the preferred technologies for the ChillOUT Hub at each of the three sites showed some slight variations in the rankings. The results are shown in Figure 30 for Kogarah (Site 1), in Figure 31 for Mortdale (Site 2), and in Figure 32 for Hurstville (Site 3).

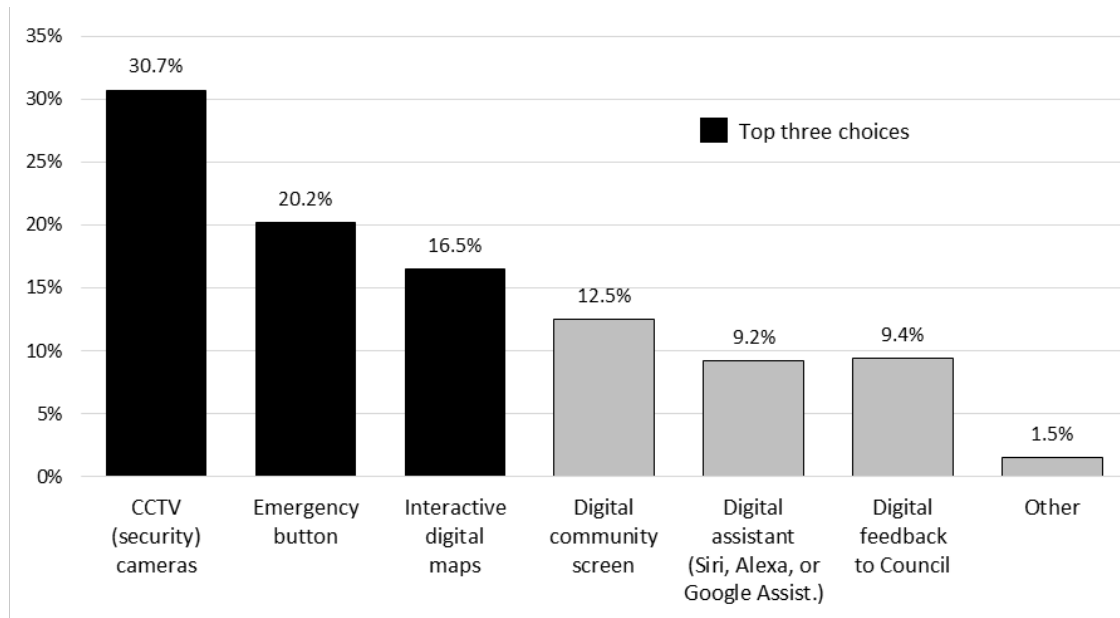
**Site 1 – Belgrave Street, Kogarah:** This Hub is situated at a main pedestrian thoroughfare adjacent to a plaza in a major town centre. As shown in Figure 30, the top three choices at this site were CCTV security cameras (26.6%), interactive digital maps (19.3%), and an emergency button (19.1%). Less of a priority were a digital community screen (13.4%), a digital assistant like Siri, Alexa or Google Assistant (10.8%), and digital feedback to Council (7.6%).



**Figure 30. Preferred Technologies to Add to the ChillOUT Hub at Site 1: Kogarah**

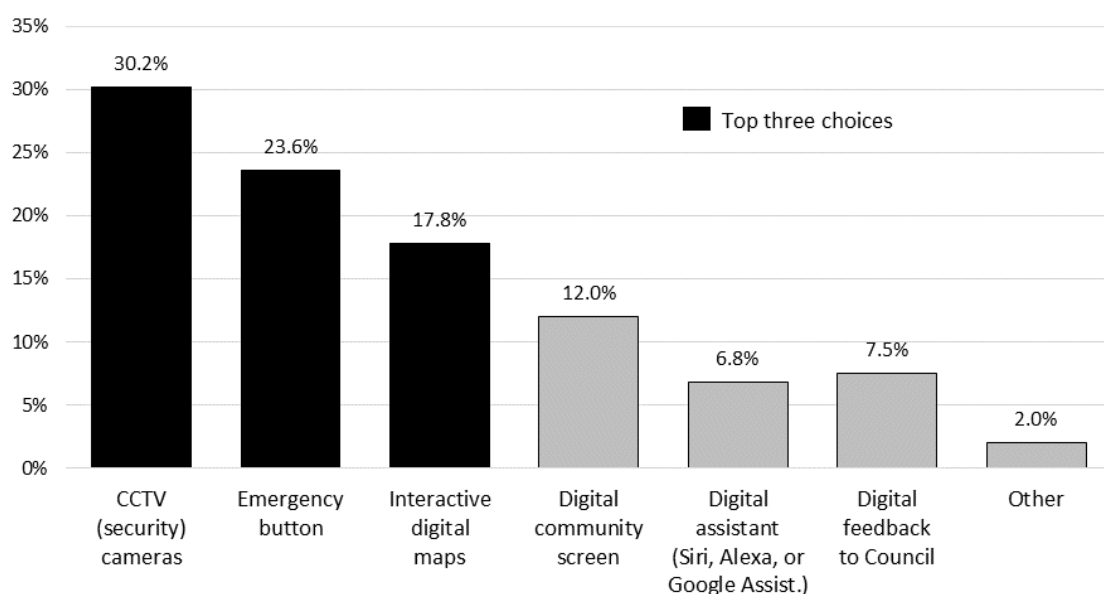


**Site 2 – Macquarie Place, Mortdale:** This Hub is situated at on a footpath extension adjoining a shopping strip on a neighbourhood street. As shown in Figure 31, the top three choices at this site were CCTV security cameras (30.7%), an emergency button (20.2%), and interactive digital maps (16.5%). Less of a priority were a digital community screen (12.5%), digital feedback to Council (9.4%), and a digital assistant like Siri, Alexa or Google Assistant (9.2%).



*Figure 31. Preferred Technologies to Add to the ChillOUT Hub at Site 2: Mortdale*

**Site 3 – Timothy Reserve, Hurstville:** This Hub is situated in a park within a residential area. As shown in Figure 32, the top three choices at this site were CCTV security cameras (30.2%), an emergency button (23.6%), and interactive digital maps (17.8%). Less of a priority were a digital community screen (12.0%), digital feedback to Council (7.5%), and a digital assistant like Siri, Alexa or Google Assistant (6.8%).



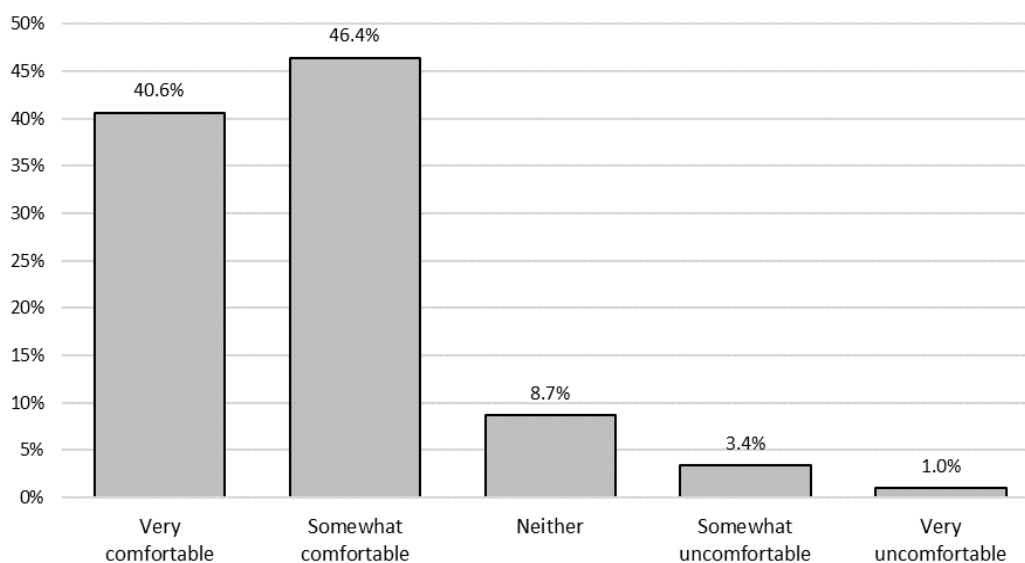
*Figure 32. Preferred Technologies to Add to the ChillOUT Hub at Site 3: Hurstville*

## Users' Personal Experiences at the ChillOUT Hub

To investigate the personal experience of the ChillOUT Hub users, survey respondents were asked several questions about how comfortable, safe, relaxed, energised, and happy they felt while using the Hub, as well as how much they liked it. Each of these is presented in a separate figure below.

### Thermal Comfort

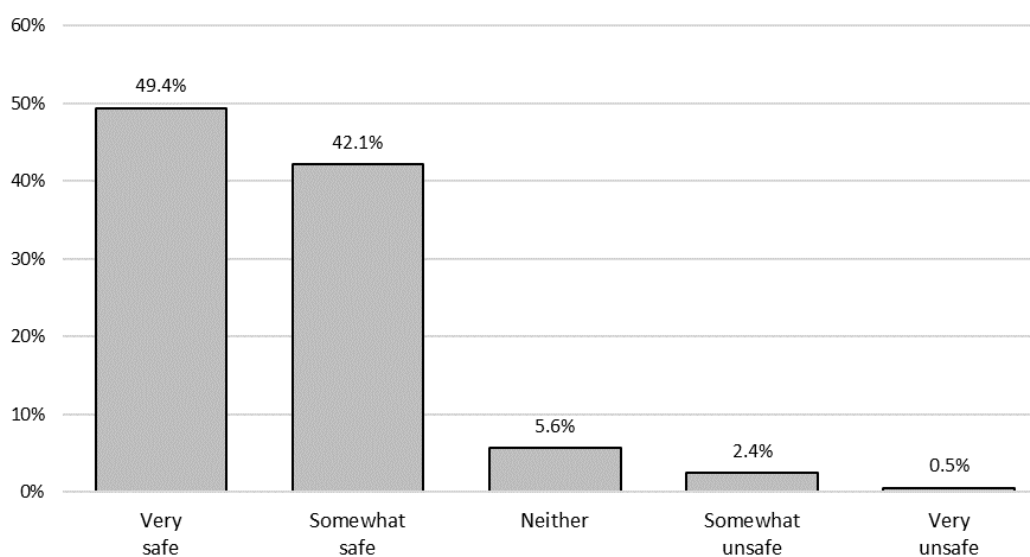
As shown in Figure 33, a total of 87.0% of respondents indicated they felt somewhat or very comfortable with the thermal conditions at the ChillOUT Hub. Only 4.4% felt somewhat or very uncomfortable, while 8.7% were neutral.



*Figure 33. ChillOUT Hub User Experience: Thermal Comfort*

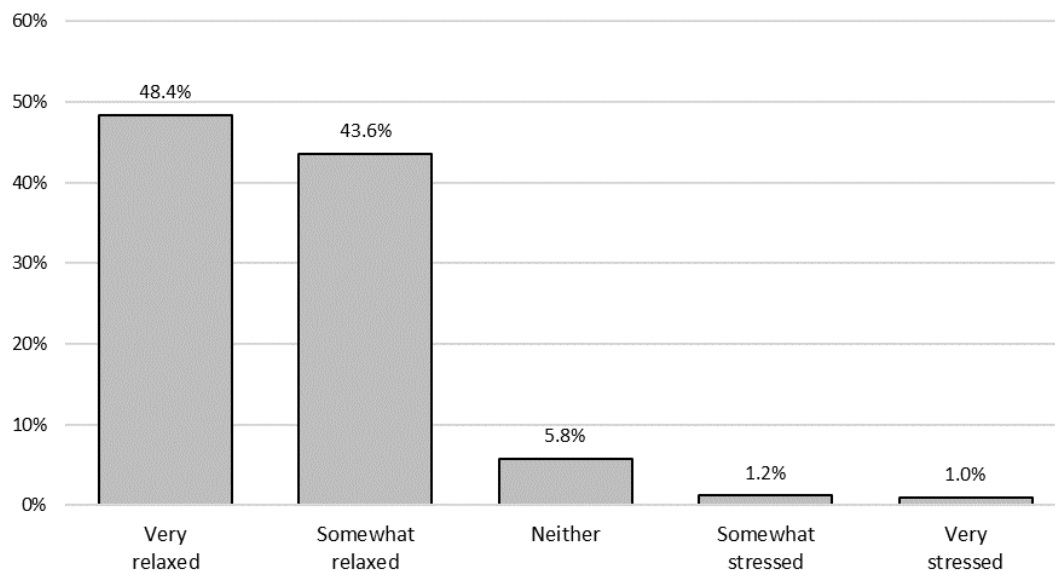
### Safety

As shown in Figure 34, a total of 91.5% of respondents indicated they felt somewhat or very safe at the ChillOUT Hub. Only 2.9% felt somewhat or very unsafe at the Hub, while 5.6% were neutral.



*Figure 34. ChillOUT Hub User Experience: Safety*

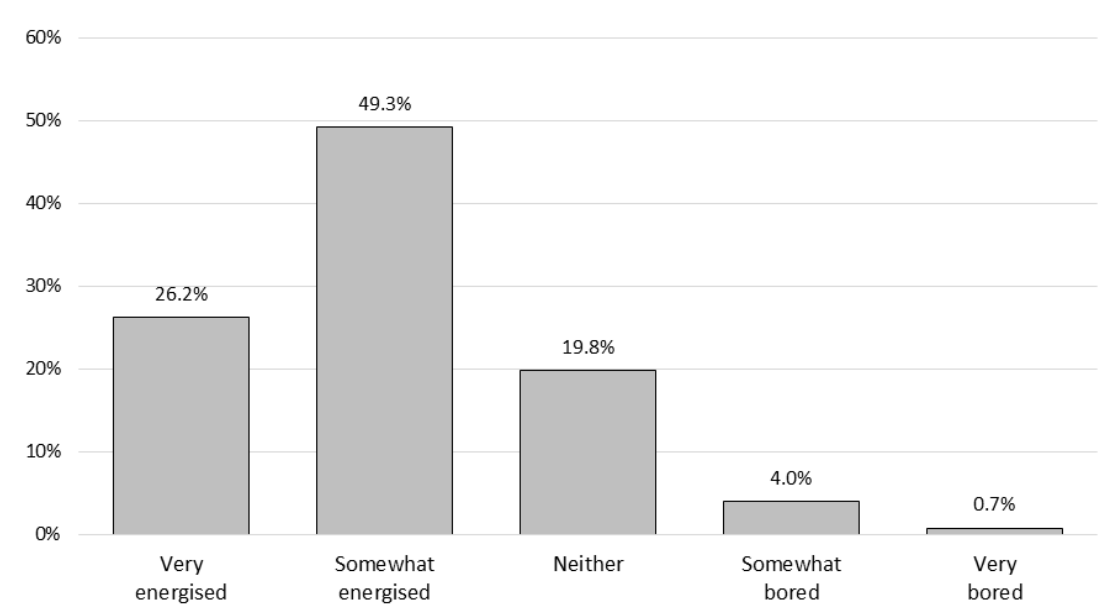
As shown in Figure 35, a total of 92.0% of respondents indicated they felt somewhat or very relaxed or 'chilled out' at the ChillOUT Hub. Only 2.2% felt somewhat or very stressed at the Hub, while 5.8% were neutral.



*Figure 35. ChillOUT Hub User Experience: Stress or Relaxation*

### Energy Level

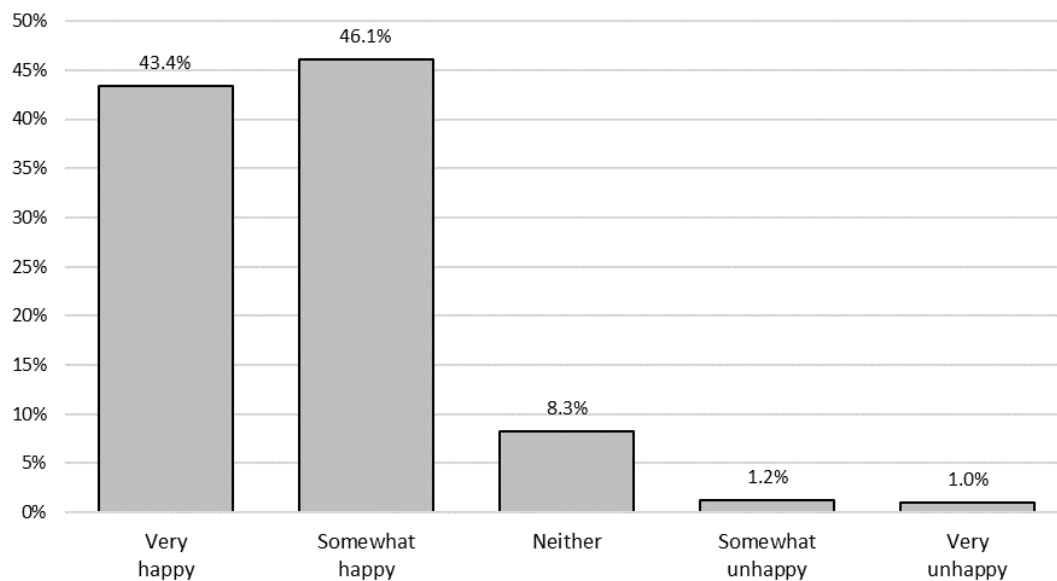
As shown in Figure 36, only 75.5% of respondents indicated they felt somewhat or very energised at the ChillOUT Hub, while 4.7% felt somewhat or very bored at the Hub. Fully 19.8% were neutral.



*Figure 36. ChillOUT Hub User Experience: Energy or Boredom*

## Happiness

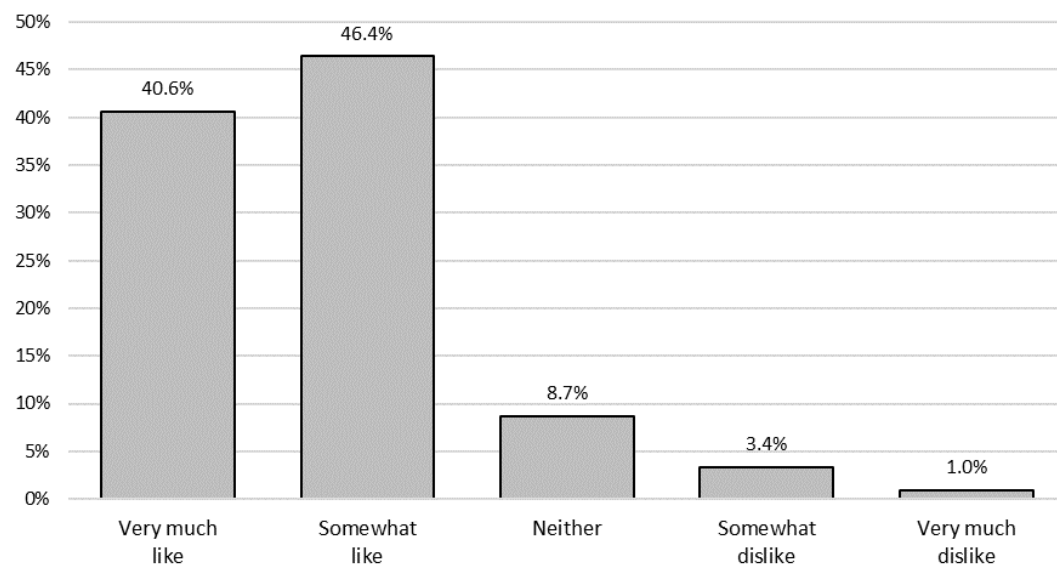
As shown in Figure 37, a total of 89.5% of respondents indicated they felt somewhat or very happy at the ChillOUT Hub. Only 2.2% felt somewhat or very unhappy at the Hub, while 8.3% were neutral.



*Figure 37. ChillOUT Hub User Experience: Happiness*

## Overall Satisfaction with the ChillOUT Hub

Finally, ChillOUT Hub users were asked to what extent they liked the Hub. As shown in Figure 38, 87.0% of respondents liked the Hub somewhat or very much. Only 4.4% disliked the Hub somewhat or very much, while 8.7% were neutral.



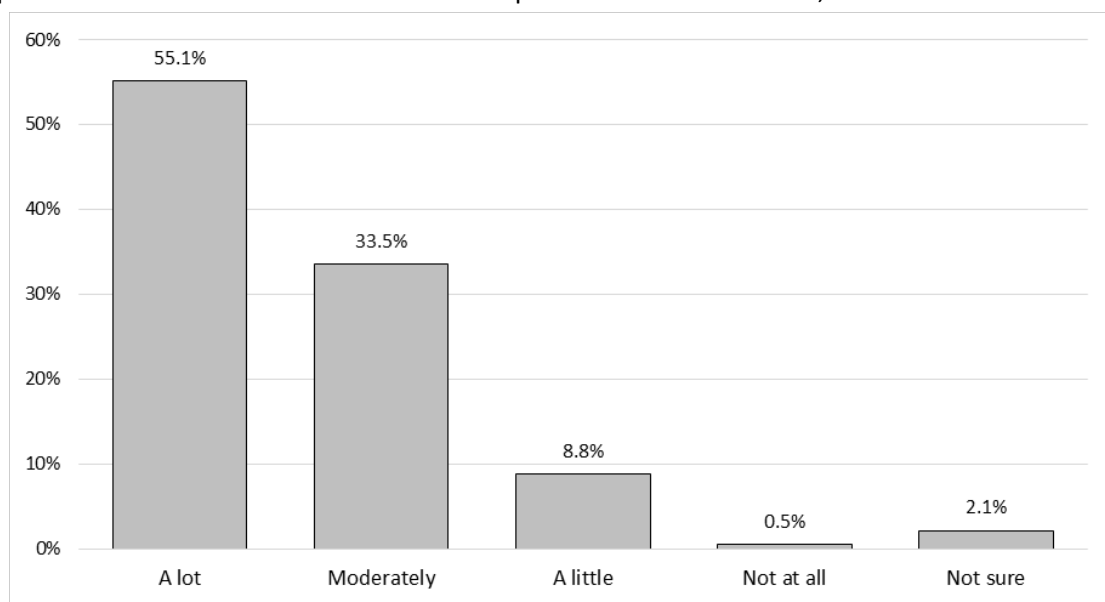
*Figure 38. ChillOUT Hub User Experience: Overall Impression*

## Value of the ChillOUT Hub as a Social Space

ChillOUT Hub users were asked whether the ChillOUT Hub was valuable as a social space, specifically if it improved the local area and if it created a sense of community belonging. Respondents were also asked if they would like to see Hubs in other areas and, if so, where. Each of these is presented in a separate figure below.

### Improving the Local Area

Respondents were asked if the ChillOUT Hub improved the local area. As shown in Figure 39, 97.4% of respondents thought it did—either a lot (55.1%), moderately (33.5%), or a little (8.8%). Only 0.5% of respondents indicated that the Hub did not improve the local area at all, while 2.1% were unsure.

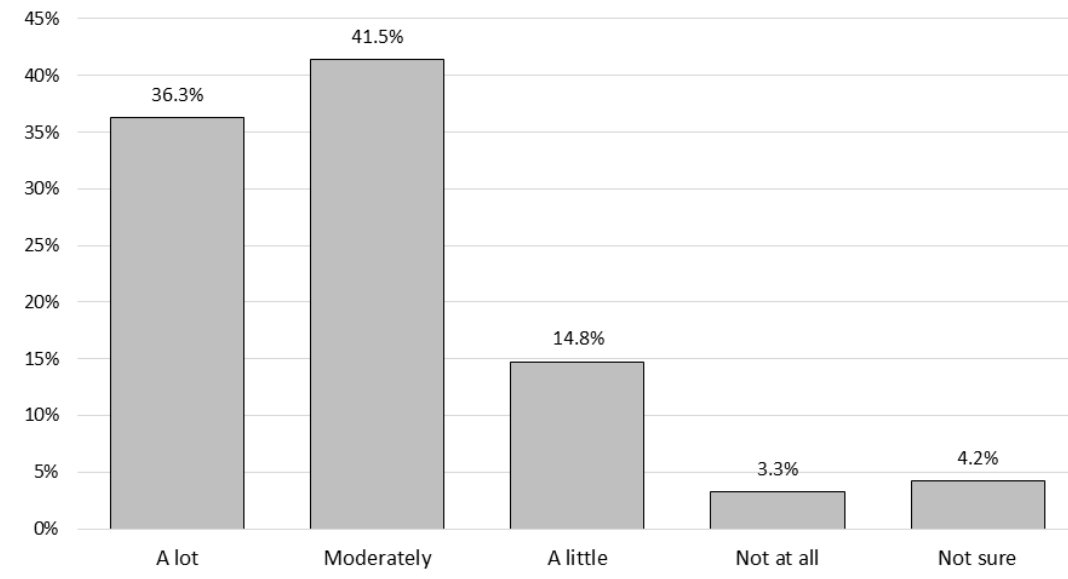


*Figure 39. Value of the ChillOUT Hub: Improves the Local Area*

Cross-tabulations revealed that more males than females think the ChillOUT Hub improves the local area ‘a lot,’ at 57.7% versus 52.7%. When compared by age group, there was a lot of variation among Hub users. A total of 64.0% of respondents aged 40 to 64 think the Hub improves the local area ‘a lot,’ as do 57.1% of those aged 80 and older, 53.2% of those aged 25 to 39, 50.0% of those aged 65 to 79, and 47.0% of those aged 18 to 24.

### Promoting Community Belonging

ChillOUT Hub users were asked if the Hub made them feel they were part of the community. As shown in Figure 40, 92.6% of respondents thought it did—either a lot (36.3%), moderately (41.5%), or a little (14.8%). Only 3.3% of respondents indicated that the Hub did not make them feel part of the community at all, while 4.2% were unsure.



**Figure 40. Value of the ChillOUT Hub: Users Feel Included in the Community**

Cross-tabulations revealed that more males than females think the ChillOUT Hub makes them feel part of the community ‘a lot,’ at 38.7% versus 35.0%.

When compared by age group, there was a lot of variation among Hub users. A total of 42.6% of respondents aged 65 to 79 think the Hub makes them feel part of the community ‘a lot,’ as do 46.0% of those aged 40 to 64, 32.5% of those aged 25 to 39, 27.7% of those aged 18 to 24, and only 14.3% of those aged 80 and older.

Although 42.5% of respondents who live in the Georges River Council LGA think the Hub makes them feel part of the community ‘a lot,’ a surprising 26.1% of those who do not reside in the LGA did as well.

## Adding ChillOUT Hubs in Other Locations

ChillOUT Hub users were asked if they would like to see Hubs in other places. Overwhelmingly, 93.1% of all ChillOUT Hub users would like to see additional Hubs, as shown in Table 5.

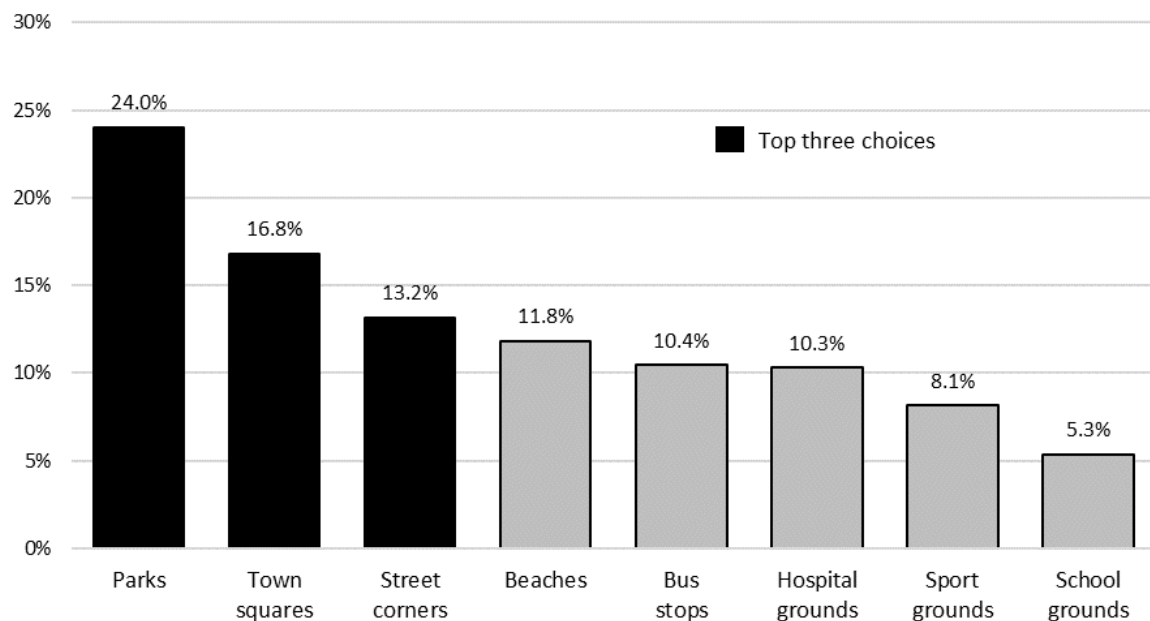
**Table 5. Interest in Additional Locations for ChillOUT Hubs**

Would you like to see ChillOUT Hubs in other places?	Respondents	Percentage
Yes	391	93.1%
No	10	2.4%
Not sure	19	4.5%
Total	420	100.0%

Cross-tabulations revealed that more males than females would like to see Hubs in other places, at 95.8% versus 90.7%. When compared by age group, younger people were more interested in having Hubs in other places, at 94.8% for respondents aged 25 to 39 and 94.0% for those aged 18 to 24. Slightly less support was found among respondents aged 40 to 64 (92.0%), aged 65 to 79 (90.2%), and aged 80 or older (85.7%).

### Preferred Locations for Other ChillOUT Hubs

Respondents who would like to see ChillOUT Hubs in other places were asked where they would like them to be located. As shown in Figure 41, the top three choices were parks (24.0%), town squares (16.8%), and street corners (13.2%). These were followed by beaches (11.8%), bus stops (10.4%), and hospital grounds (10.3%). The least popular options were sport grounds (8.1%) and school grounds (5.3%). Additional suggestions included shopping areas, train stations, and 'everywhere.'



*Figure 41. Preferred Locations of Additional ChillOUT Hubs*

Cross-tabulations revealed that far more males than females would like to see Hubs in sport grounds, at 29.7% versus 19.4%.

## Summary Conclusions

The ChillOUT project aims to improve the use and amenity of public spaces within the Georges River Local Government Area (LGA). The project involves designing, producing, and testing smart open-air community spaces known as ‘ChillOUT Hubs.’ These multi-functional Hubs are fully IT-enabled, with smart furniture, solar power, charging points, and environmental sensors (which measure and monitor the microclimate, utility use, and use of the space).

The pilot ChillOUT Hubs are located in three public spaces with different physical characteristics and a range of uses and users. The Hub on Belgrave Street, Kogarah (Site 1) is on a main pedestrian thoroughfare and plaza in a major town centre. The Hub at Macquarie Place, Mortdale (Site 2) is on a footpath extension adjoining a shopping strip on a neighbourhood street. The Hub at Timothy Reserve, Hurstville (Site 3) is in a park adjacent to a major sports oval, playground and BBQ area within a residential district.

A statistically valid questionnaire was designed for **users** of the ChillOUT Hubs, while another was designed for **non-users** (people who passed by the Hubs). The feedback from users, which this Report documents, reveals their experience of using a Hub and their evaluation of its amenities and value. The viewpoints of non-users help to clarify why they are not using smart social spaces, their perceptions of issues in the design of the Hub, and any improvements that could be made (see *ChillOUT Hubs: Non-User Survey Report*).

A total of 424 questionnaires were completed by people who used one of the three ChillOUT Hubs. This is a representative sample of the Sydney metropolitan area that is both valid (i.e., it measures what it intended to measure) and reliable (i.e., the results would be the same if the survey was repeated). The results can be generalised with a 95% confidence level and 5% margin of error.

### User Demographics

The survey aimed to have fairly equal percentages of male and female participants. Respondents included 227 females (53.5%) and 195 males (46.0%). No one under 18 years of age was surveyed. The largest group of respondents was aged 25 to 39 years (36.4%), followed by those aged 40 to 64 years (27.0%) and those aged 18 to 24 (19.6%). The least represented age groups were respondents aged 65 to 79 (14.7%) and those aged 80 and older (1.7%). The age breakdown is very similar to that in the Georges River Council LGA.

ChillOUT Hub users had a variety of employment circumstances. A total of 57.4% were employed—33.1% full time and 24.3% part time, followed by those who were retired (19.4%) or students (12.8%). The smallest groups were unemployed (5.7%) and ‘other’ (4.7%), including those who described themselves as ‘self-employed,’ a ‘mum’ or a ‘visitor.’

A total of 61.3% of Hub users lived in one of the three Georges River Council LGA wards with ChillOUT Hubs. Although the three sites were almost equally surveyed, residents’ representation among survey participants varied considerably. Kogarah (Site 1) was home to only 11.8% of all respondents, higher for Mortdale (Site 2) at 19.1%, and higher still for Hurstville (Site 3) at 30.4% of the total, making it the most represented ward. These were followed by users from Sydney suburbs outside of the Georges River LGA, with 30.0% of respondents. Hub users also came from three other Georges River wards (for a total of 5.1%) and from locations well outside of the greater Sydney area (1.7%).



## How the ChillOUT Hub is Used

ChillOUT Hubs are mostly used by people who needed a seat or were resting (26.4%). For others, the Hub is mainly used as a social space for having a meal or coffee (20.7%) or as a meeting place to wait for others (15.7%). The Hub is also used by respondents watching their kids (8.8%) or using smart technologies (for a total of 11.3%), specifically charging a phone (6.3%) or using Wi-Fi (5.0%). A variety of other uses were selected as the main reason for using a Hub—wanting shade (4.8%), studying or working (3.6%), just trying it out (3.0%), and using the water fountain, which is only an option at the Hurstville Hub (2.9%).

Well over one-third of ChillOUT Hub users (39.2%) indicated they were using the Hub for the first time. A further 22.2% use the Hub two to six times per week, while 17.5% use it once a week and 13.0% use it less than once a week. In contrast, 8.3% of respondents use the Hub seven or more times per week, suggesting daily use or perhaps multiple usage on weekdays. Most ChillOUT Hub users (51.5%) typically spend 10 to 30 minutes at the Hub. This is followed by short-term use of less than 10 minutes (20.7%) and longer-term use of 31 to 60 minutes (19.0%) and more than 60 minutes (8.8%).

Almost half of respondents use the ChillOUT Hub on their own (45.9%), while others typically visit the Hub with their family (25.0%) or friends (22.4%). Far fewer users indicated they visit the Hub with workmates (4.7%) or with their pet (1.5%). Among the few respondents who provided other examples, these included using the Hub with a client or with a support worker. Users were asked about future use of the Hub. An overwhelming majority agreed or strongly agreed that they would use the Hub again (94.9%). Only 1.9% disagreed or strongly disagreed, while 3.1% were unsure.

## Evaluating the ChillOUT Hub Location and Features

A total of 60.4% of respondents agreed ‘a lot’ that the ChillOUT Hub was in a good spot, a further 31.4% were in moderate agreement with the Hub’s location, while 2.1% agreed ‘a little’ with its placement—for a grand total of 93.9%. In all, 5.4% of users did not agree at all with the Hub’s placement. A comparison by site revealed that fully 97.7% of users of the Kogarah Hub (Site 1) agreed with its placement. In contrast, only of 89.8% of users of the Mortdale Hub (Site 2) agreed with its location. The Hurstville Hub (Site 3) split the difference, with 93.9% of users in agreement with the Hub’s placement.

The top three amenities used across all three sites were seating (26.7%), tables (24.3%), and shading (15.6%). Respondents also made use of smart technologies (for a total of 18.8%), specifically using Wi-Fi (8.5%), charging a phone in a USB outlet (6.5%), or using a general power outlet (3.8%). A further 9.0% of respondents used the Hub’s bin. The water fountain, which was only provided at Timothy Reserve in Hurstville (Site 3), was used by 5.7% of all Hub users.

Respondents ranked the amenities that might improve the ChillOUT Hub. The top three choices were more shade (34.5%), a water tap (19.3%), and more plantings (13.3%). These were followed by a mist machine for summer or a heater for winter (11.4%), controlled lights (10.2%), and a bike rack (7.4%). The second choice—a water tap—is of note because there is no access to water at either Kogarah (Site 1) or Mortdale (Site 2), although Hurstville (Site 3) has a water fountain. A variety of other suggestions were made by 4.0% of respondents, including a rainproof shelter or a large and fully covered roof, more seats, benches with back supports, chairs for kids with adjustable heights, and cigarette bins.

Respondents ranked the technologies that might improve the ChillOUT Hub they were using. The top three choices were CCTV security cameras (29.2%), an emergency button (21.1%), and an interactive digital map (17.8%). Less of an overall priority were a digital community screen (12.6%), a digital assistant like Siri, Alexa or Google Assistant (8.8%), and digital feedback to Council (8.2%). A variety of other suggestions were made by 2.3% of respondents, including stronger and faster Wi-Fi, solar panels, digital games, more power outlets, and e-maps showing train/bus routes and timetables.

### Users' Personal Experiences at the ChillOUT Hub

To investigate the personal experience of the ChillOUT Hub users, survey respondents were asked several questions about how comfortable, safe, relaxed, energised, and happy they felt while using the Hub, as well as how much they liked it. The results showed that:

- 87.0% of respondents felt somewhat or very comfortable with the thermal conditions at the ChillOUT Hub; 4.4% felt somewhat or very uncomfortable; and 8.7% were neutral
- 91.5% of respondents felt somewhat or very safe at the ChillOUT Hub; 2.9% felt somewhat or very unsafe; and while 5.6% were neutral
- 92.0% of respondents felt somewhat or very relaxed or 'chilled out' at the ChillOUT Hub; 2.2% felt somewhat or very stressed; and 5.8% were neutral
- 75.5% of respondents felt somewhat or very energised at the ChillOUT Hub; 4.7% felt somewhat or very bored; and fully 19.8% were neutral
- 89.5% of respondents felt somewhat or very happy at the ChillOUT Hub; 2.2% felt somewhat or very unhappy; and 8.3% were neutral, and
- 87.0% of respondents liked the Hub somewhat or very much; 4.4% disliked the Hub somewhat or very much; and 8.7% were neutral.

### Value of the ChillOUT Hub as a Social Space

ChillOUT Hub users were asked whether the ChillOUT Hub was valuable as a social space, specifically if it improved the local area and if it created a sense of community belonging. Fully 97.4% of respondents thought the Hub improved the local area—either a lot (55.1%), moderately (33.5%), or a little (8.8%). Only 0.5% of respondents indicated that the Hub did not improve the local area at all, while 2.1% were unsure. ChillOUT Hub users were also asked if the Hub made them feel they were part of the community. A total of 92.6% of respondents thought it did—either a lot (36.3%), moderately (41.5%), or a little (14.8%). Only 3.3% of respondents indicated that the Hub did not make them feel part of the community at all, while 4.2% were unsure.

ChillOUT Hub users were asked if they would like to see Hubs in other places. Overwhelmingly, 93.1% of all ChillOUT Hub users would like to see additional Hubs. The top three choices for where Hub users would like to see other Hubs located were parks (24.0%), town squares (16.8%), and street corners (13.2%). These were followed by beaches (11.8%), bus stops (10.4%), and hospital grounds (10.3%). The least popular options were sport grounds (8.1%) and school grounds (5.3%). Additional suggestions included shopping areas, train stations, and an enthusiastic 'everywhere.'

## Research Limitations

The process of conducting the survey had two limitations worth noting. The survey was conducted only one month after the installation of the three ChillOUT Hubs. As a result, 39.2% of Hub users participated in the survey during their first visit to the Hub. Their evaluation of the Hub's features might not be as comprehensive as it would have been after several visits. Similarly, limiting survey participation to Hub users aged 18 or older meant that community members under the age of 18, who often use smart technologies, could not be asked to evaluate the technologies at the Hubs or indicate which other technologies might be of value to add in the future.

Limited English language skills among a few Hub users was another research limitation. Based on the demographics of the Georges River Council LGA, which has a large population with Chinese ancestry, surveyors were able to offer Chinese Hub visitors with a questionnaire printed in Mandarin. Chinese and Arabic speakers were also offered interpretation services to enable them to complete the survey. However, this level of support could not be provided for Hub visitors of other ethnic backgrounds. Therefore, language considerations led some potential respondents to decline to participate.

## Conclusions

This study revealed that ChillOUT Hubs are responsive to the needs of a wide range of users across a variety of age ranges and life circumstances, who reside within and outside of the Georges River Council LGA. Hubs improve the quality of urban places as social spaces by providing several welcoming amenities and smart technologies. A majority of Hub users (87.0%) liked the Hubs, fully 97.4% of respondents thought the Hub they used enhanced the local area, and 92.6% of users thought the Hub made them feel part of the local community. The perceived value of the Hubs is remarkable, considering 39.2% of survey respondents were visiting the Hub for the first time, although many others had already become regular Hub users in the first month after installation.

Most respondents used a ChillOUT Hub to rest, have lunch or coffee, wait for someone, or watch their kids, making good use of the Hub as a social space, whether they visited it alone or with friends or family. Yet the technologies the Hub offered were also valued and used by a considerable proportion of Hub users. The many suggestions for improving Hub technology indicates considerable interest in ways the Hub can expand what it provides to enable convenient connectivity in the community. Users also provided valuable insights into how ChillOUT Hubs could be improved in design, primarily related to providing additional shade, water taps, and plantings. Hubs could also cater to a larger group of users by adding mist machines or heaters, controlled lights, bike racks, and benches with backs.

This initial study of ChillOUT Hub users provided high quality representative data on who uses the Hubs, how they are used, how often, and for how long. It gathered user perspectives to determine which amenities were most valued (which varied by Hub location), and the kinds of technologies that might enhance the Hubs in the future. In so doing, it has contributed to planning and design practices at the local scale to inform local governments on how to accommodate the needs and preferences of community members in the design and installation of ChillOUT Hubs as smart social places. Using the information in this report to modify, install, and study ChillOUT Hubs in other spaces would provide an opportunity to collect additional user feedback. This would enable us to further refine our understanding of user needs and preferences, leading to even better iterations of ChillOUT Hubs in the future.

## References

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- NSW Department of Planning, Industry and Environment 2016, 'SEED - NSW Heat Vulnerability Index to ABS Statistical Area Level 1 2016', NSW DPIE, available at <https://datasets.seed.nsw.gov.au/dataset/nsw-heat-vulnerability-index-to-abs-statistical-area-level-1-2016> – accessed 26 September 2019.
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## Appendices

### Appendix A. Human Research Ethics Approval



06-Nov-2019

Dear Associate Professor Nancy Marshall,

<b>Project Title</b>	ChillOUT: Smart Social Spaces Creating Connected Green Places
<b>HC No</b>	HC190027
<b>Re</b>	Modification request seeking approval for an additional survey.

The modification to this project was approved by the **HREAP Executive** on **29-Oct-2019**. The following condition(s) must be met before data collection commences:

**Modification conditions of approval:**

N/A

The conditions of approval listed within the projects original approval letter still apply.

The **HREAP Executive** Terms of Reference, Standard Operating Procedures, membership and standard forms are available from <https://research.unsw.edu.au/research-ethics-and-compliance-support-recs>.

If you would like any assistance, or further information, please contact the ethics office on:

P: +61 2 9385 6222, + 61 2 9385 7257 or + 61 2 9385 7007

E: [humanethics@unsw.edu.au](mailto:humanethics@unsw.edu.au)

Kind Regards,

A handwritten signature in black ink, appearing to be "Dr Ted Rohr".

**Dr Ted Rohr**

Director, Research Ethics Compliance Support (RECS)

This HREC is constituted and operates in accordance with the National Health and Medical Research Council's (NHMRC) *National Statement on Ethical Conduct in Human Research*



## Appendix B. ChillOUT Hubs: User Questionnaire

### STAFF USE

**Date:** ..... **Time:** .....  
**Site:** ☐ Kogarah ☐ Mortdale ☐ Hurstville  
**Observer:** ..... **Recorded temperature:** .....  
**Weather Conditions:** ☐ Sunny ☐ Cloudy ☐ Windy ☐ Cold ☐ Hot ☐ Rainy  
**Participant's Gender:** .....

*Hello, would you be willing to answer some questions about ChillOUT Hub?*

*My name is \_\_\_\_\_. I am a student from the University of New South Wales conducting a survey about the ChillOUT Hub and why some people do not use the hub. The ChillOUT project is a partnership between Georges River Council, University of New South Wales, and Street Furniture Australia.*

*Your participation is completely voluntary. This means that you do not have to participate in this survey unless you want to. The research survey will take less than five minutes. Your answers will remain anonymous.*

### ChillOUT Hub

**1. What is the main reason for you to use the ChillOUT Hub? (choose only one activity)**

- |                                                          |                                              |
|----------------------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> having lunch or coffee          | <input type="checkbox"/> studying or working |
| <input type="checkbox"/> waiting for ... / meeting point | <input type="checkbox"/> watching kids       |
| <input type="checkbox"/> needed a seat / resting         | <input type="checkbox"/> just trying it out  |
| <input type="checkbox"/> charging phone                  | <input type="checkbox"/> using Wi-Fi         |
| <input type="checkbox"/> using water fountain            | <input type="checkbox"/> wanted the shade    |
| <input type="checkbox"/> other (please specify): .....   |                                              |

**2. How often do you use/visit the ChillOUT Hub?**

- ☐ this is my first time    ☐ less than 1/week    ☐ 1/week    ☐ 2-6/week    ☐ 7+/week

**3. On a typical visit, how long have you spent at the ChillOUT Hub per visit?**

- ☐ < 10 minutes    ☐ 10-30 minutes    ☐ 31-60 minutes    ☐ > one hour

**4. On a typical visit, who have you used the ChillOUT Hub with? (check all that apply)**

- |                                         |                                          |                                                        |
|-----------------------------------------|------------------------------------------|--------------------------------------------------------|
| <input type="checkbox"/> on my own      | <input type="checkbox"/> with a friend/s | <input type="checkbox"/> with family                   |
| <input type="checkbox"/> with workmates | <input type="checkbox"/> with my pet     | <input type="checkbox"/> other (please specify): ..... |

**5. To what extent do you agree with this statement: "In the future, I will use the ChillOUT Hub."**

- ☐ strongly disagree    ☐ disagree    ☐ agree    ☐ strongly agree    ☐ not sure



## ChillOUT Hub: DESIGN / FURNITURE

### 6. Which features of this Hub have you ever used? (check all that apply)

- |                                                |                                      |
|------------------------------------------------|--------------------------------------|
| <input type="checkbox"/> general power outlets | <input type="checkbox"/> USB outlets |
| <input type="checkbox"/> Wi-Fi                 | <input type="checkbox"/> seating     |
| <input type="checkbox"/> tables                | <input type="checkbox"/> bin         |
| <input type="checkbox"/> water fountain        | <input type="checkbox"/> shading     |

### 7. Please rank how the ChillOUT Hub could be improved? (at least top 3)

- ..... more shade
- ..... mist machine (for summer) or heater (for winter)
- ..... controlled lights
- ..... bike rack
- ..... more plantings
- ..... water tap
- ..... if not listed, please specify other features: .....

### 8. Please rank how the ChillOUT Hub could be improved with technology? (at least top 3)

- ..... digital community screen
- ..... digital assistant like Siri / Alexa / Google Assistant
- ..... digital feedback to council
- ..... CCTV (security) cameras
- ..... interactive digital maps
- ..... emergency button
- ..... if not listed, please specify other features: .....

### 9. To what extent do you think the chosen location is a good spot for this ChillOUT Hub?

- ☐ Not at all      ☐ A little      ☐ Moderately      ☐ A lot      ☐ I don't know/not sure

## ChillOUT Hub: VALUE

### 10. How does the ChillOUT Hub make you feel? (circle on a scale of 1 – 5)

	Very	Somewhat	Neither	Somewhat	Very	
Comfortable (thermally)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Uncomfortable
Safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Unsafe
Relaxed / Chilled out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Stressed
Energised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bored
Happy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Unhappy

**11. To what extent do you like the ChillOUT Hub?**

Very much    Somewhat    Neither    Somewhat    Very much

Like    ☐    ☐    ☐    ☐    ☐    Dislike

**12. Does the ChillOUT Hub improve the local area?**

☐ Not at all    ☐ A little    ☐ Moderately    ☐ A lot    ☐ I don't know/not sure

**13. Does the ChillOUT Hub make you feel part of the community?**

☐ Not at all    ☐ A little    ☐ Moderately    ☐ A lot    ☐ I don't know/not sure

**14. Would you like to see ChillOUT Hubs in other places?**

☐ Yes (go to Question 15)    ☐ No (go to Question 16)    ☐ Not sure (go to Question 16)

**15. Where would you like to see ChillOUT Hubs?**

☐ parks    ☐ sport grounds    ☐ street corners  
☐ school grounds    ☐ town squares    ☐ hospital grounds  
☐ bus stops    ☐ beaches    ☐ other (please specify): .....

**16. What are you using the ChillOUT Hub for? (check all that apply)**

☐ having lunch or coffee    ☐ studying or working  
☐ waiting for... / meeting point    ☐ watching kids  
☐ needed a seat / resting    ☐ just trying it out  
☐ charging phone    ☐ using Wi-Fi  
☐ using water fountain    ☐ using the shade cover  
☐ other (please specify): .....

## Background Information

**17. In which ward/area do you live?**

☐ Peakhurst    ☐ Mortdale    ☐ Sydney, outside Georges River Council  
☐ Blakehurst    ☐ Hurstville    ☐ outside of Sydney (e.g. Melbourne)  
☐ Kogarah Bay    ☐ rather not say

**18. What best describes your employment?**

☐ full time employed    ☐ part time employed    ☐ unemployed  
☐ retired    ☐ student    ☐ other (please specify): .....

**19. Your age...**

☐ 18 – 24 years old    ☐ 25 – 39    ☐ 40 – 64  
☐ 65 – 79    ☐ +80 years old    ☐ rather not say



## Appendix C. Overall Results of the User Survey

For each answer option, the frequency and percent are reported.

For those questions that were left unanswered, the total number of blank responses is reported.

Number of respondents: 424

### ChillOUT Hub

#### 1. What is the main reason for you to use the ChillOUT Hub? (choose only one activity)

having lunch or coffee	116 / 20.7%	studying or working	20 / 3.6%
waiting for / meeting point	88 / 15.7%	watching kids	49 / 8.8%
needed a seat / resting	148 / 26.4%	just trying it out	17 / 3.0%
charging phone	35 / 6.3%	using Wi-Fi	28 / 5.0%
using water fountain	16 / 2.9%	wanted the shade	27 / 4.8%
other (please specify)	16 / 2.9%	blank responses	6 (excluded)

**Other responses:** Relaxing (frequency = 2), exercising (frequency = 2), passing time (frequency = 2), chilling, boredom, feeding baby, location (opposite the church in Kogarah town square), catching my attention, coming for dance (in Timothy Reserve), on the phone, walking a dog.

*Note: Some respondents chose more than one option and as such, the total number of responses for this question was 560. The relative percent is based on n=560.*

#### 2. How often do you use/visit the ChillOUT Hub?

this is my first time	166 / 39.2%	less than 1/week	55 / 13.0%
1/week	74 / 17.5%	2-6/week	94 / 22.2%
7+/week	35 / 8.3%	blank responses	0 / 0.0%

#### 3. On a typical visit, how long have you spent at the ChillOUT Hub per visit?

< 10 minutes	87 / 20.5%	10-30 minutes	217 / 51.2%
31-60 minutes	80 / 18.9%	> one hour	37 / 8.7%
blank responses	3 / 0.7%		

#### 4. On a typical visit, who have you used the ChillOUT Hub with? (check all that apply)

on my own	244 / 45.9%	with a friend/s	119 / 22.4%
with family	133 / 25.0%	with workmates	25 / 4.7%
with my pet	8 / 1.5%	other (please specify)	3 / 0.6%
blank responses	1 (excluded)		

**Other responses:** Using the hub with a client or support worker.

*Note: Some respondents chose more than one option and as such, the total number of responses for this question was 532. The relative percent is based on n=532.*

**5. To what extent do you agree with this statement: “In the future, I will use the ChillOUT Hub.”**

strongly disagree	5 / 1.2%	disagree	3 / 0.7%
agree	230 / 54.2%	strongly agree	164 / 38.7%
not sure	13 / 3.1%	blank responses	9 / 2.1%

## ChillOUT Hub: DESIGN / FURNITURE

**6. Which features of this hub have you ever used? (check all that apply)**

general power outlets	50 / 3.8%	USB outlets	86 / 6.5%
Wi-Fi	112 / 8.5%	seating	353 / 26.7%
tables	322 / 24.3%	bin	119 / 9.0%
water fountain	75 / 5.7%	shading	207 / 15.6%
blank responses	6 (excluded)		

*Note: Some respondents chose more than one option and as such, the total number of responses for this question was 1324. The relative percent is based on n=1324.*

**7. Please rank how the ChillOUT Hub could be improved? (at least top 3)**

- ..... more shade
- ..... mist machine (for summer) or heater (for winter)
- ..... controlled lights
- ..... bike rack
- ..... more plantings
- ..... water tap
- ..... if not listed, please specify other features: .....

	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5	Rank 6	Rank 7	Selected not Ranked
more shade	232	39	34	5	2	1	0	31
mist machine	23	43	35	3	2	5	0	14
controlled lights	17	52	42	7	4	2	0	5
bike rack	12	24	39	1	6	6	0	6
more plantings	27	48	58	5	1	1	0	13
water tap	40	98	63	4	3	2	0	27
other	12	15	10	3	0	0	2	7

**Other responses:** A rainproof shelter (frequency = 14), large and fully covered roof (frequency = 3), more seats (frequency = 5), benches with back support (frequency = 3), cigarette bins (frequency = 2), chairs for kids with adjustable height (frequency = 2), more closure near road (frequency = 2), more USB outlets (frequency = 2), bigger are of a hard surface on floor with more colours, bigger bin opening, Bin for recycles, wind block, bubbler, Power 240V, cleanness, closer bin (within shade), even surface with the grass, festivals, basketball playground, manual shade adjustment, public artwork, bathroom, more smart technologies, more visible and colourful signs of free wifi and power, maintenance sign, education on how to use it properly, accessibility for wheelchairs, dog water bowl, security cameras, tables with solid desktops (no gaps), temperature reader, the cover of the USB outlets is too tight (it will damage my cable), vending machines for snack, no smoking sign.

*Note: No percent is shown for this question, only the frequency.*

## 8. Please rank how the ChillOUT Hub could be improved with technology? (at least top 3)

- ..... digital community screen
- ..... digital assistant like Siri / Alexa / Google Assistant
- ..... digital feedback to council
- ..... CCTV (security) cameras
- ..... interactive digital maps
- ..... emergency button
- ..... if not listed, please specify other features: .....

	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5	Rank 6	Selected not Ranked
digital community screen	39	39	39	4	2	3	12
digital assistant like Siri / Alexa / Google Assistant	23	22	39	2	6	2	11
digital feedback to council	17	30	29	5	3	3	4
CCTV (security) cameras	165	55	32	1	2	2	18
interactive digital maps	42	77	53	1	0	3	14
emergency button	50	76	81	2	0	0	17
other	13	3	3	1	0	0	4

**Other responses:** Stronger and faster Wifi (frequency = 3), solar panel (frequency = 2), shade (frequency = 2), digital games (frequency = 2), public artwork (frequency = 2), more power outlets (frequency = 2), e-map showing train/bus routes and timetable (frequency = 2), automatic shading, Bluetooth speaker, being cleaned regularly, computer monitor, digital telephone, local event page (digital), location advisor, more USB outlets, public USB ports are quite dangerous to use, some data blocking feature would be good, no smoke sign, vegetation.

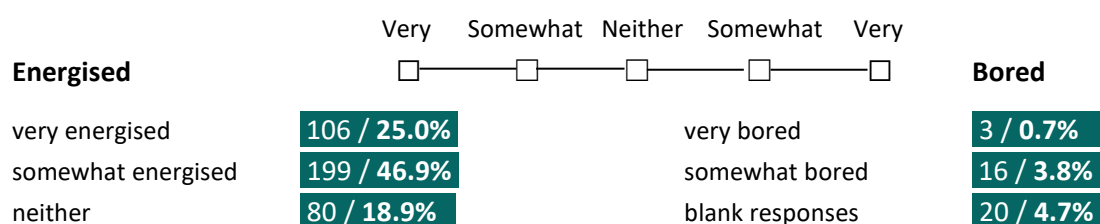
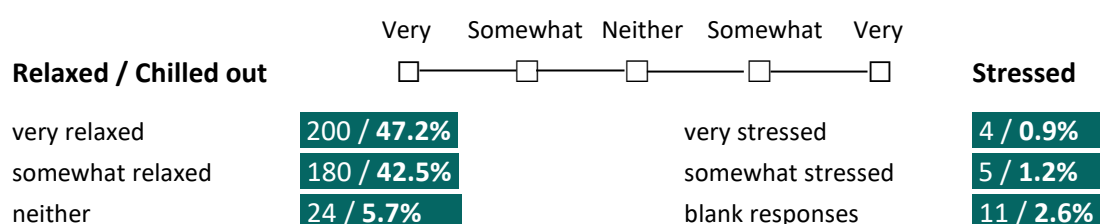
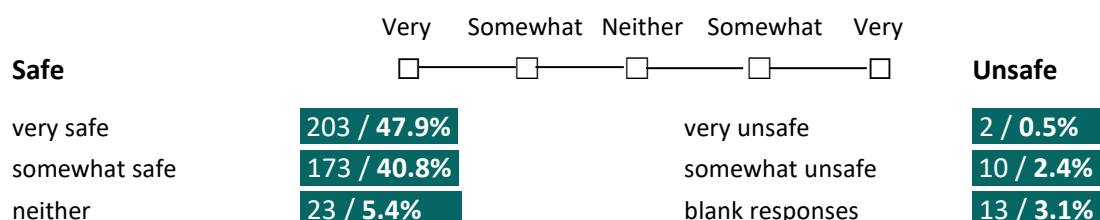
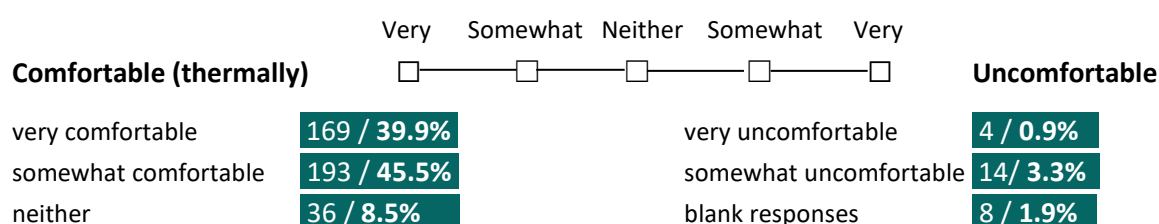
*Note: No percent is shown for this question, only the frequency.*

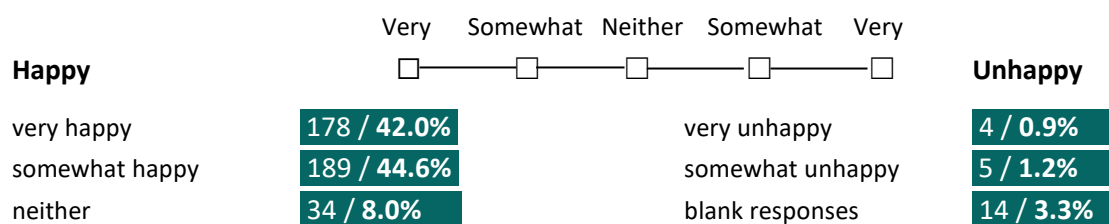
## 9. To what extent do you think the chosen location is a good spot for this ChillOUT Hub?

Not at all	0 / 0.0%	A little	9 / 2.1%
Moderately	133 / 31.4%	A lot	256 / 60.4%
I don't know/not sure	3 / 0.7%	blank responses	23 / 5.4%

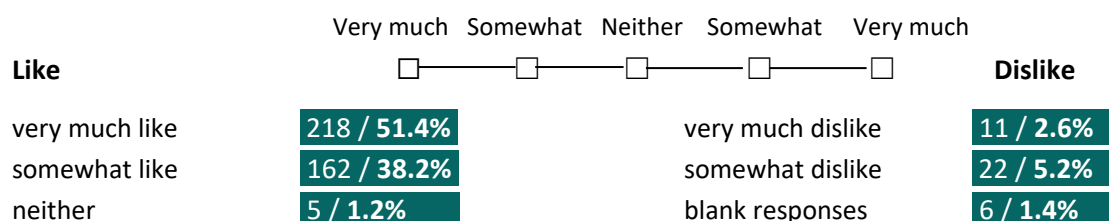
## ChillOUT Hub: VALUE

### 10. How does the ChillOUT Hub make you feel? (circle on a scale of 1 – 5)





# 11. To what extent do you like the ChillOUT Hub?



# 12. Does the ChillOUT Hub improve the local area?



# 13. Does the ChillOUT Hub make you feel part of the community?



# 14. Would you like to see ChillOUT Hubs in other places?



# 15. Where would you like to see ChillOUT Hubs?



**Other responses:** Close to the train stations (frequency = 2), shopping areas, everywhere (frequency = 2), Arncliffe shopping centre; Oatley, Beverly Hills.

*Note: Some respondents chose more than one option and as such, the total number of responses for this question was 1262. The relative percent is based on n=1262.*



#### 16. What are you using the ChillOUT Hub for? (check all that apply)

having lunch or coffee	137 / 14.4%	studying or working	36 / 3.8%
waiting for / meeting point	165 / 17.3%	watching kids	60 / 6.3%
needed a seat / resting	241 / 25.3%	just trying it out	42 / 4.4%
charging phone	82 / 8.6%	using Wi-Fi	66 / 6.9%
using water fountain	35 / 3.7%	using the shade cover	69 / 7.2%
other (please specify)	20 / 2.1%	blank responses	24 (excluded)

**Other responses:** Chilling out (frequency = 4), having party (frequency = 3), exercising (frequency = 2), passing time (frequency = 2), smoking (frequency = 2), shelter from rain, charging computer, getting out of the house, location (opposite of the church), as a playground for kids, waiting for Uber collection, waiting for the train.

*Note: Some respondents chose more than one option and as such, the total number of responses for this question was 953. The relative percent is based on n=953.*

### Background Information

#### 17. In which ward/area do you live?

Peakhurst	17 / 4.0%	Mortdale	81 / 19.1%
Hurstville	129 / 30.4%	Blakehurst	4 / 0.9%
Kogarah Bay	50 / 11.8%	Penshurst	1 / 0.2%
Sydney, outside GRC	127 / 30.0%	outside of Sydney	7 / 1.7%
rather not say	4 / 0.9%	blank responses	4 / 0.9%

#### 18. What best describes your employment?

full time employed	140 / 33.0%	part time employed	103 / 24.3%
unemployed	24 / 5.7%	retired	82 / 19.3%
student	54 / 12.7%	other (please specify)	20 / 4.7%
blank responses	1 / 0.2%		

**Other responses:** self-employed (frequency = 6), stay at home, mum (frequency = 2), work & traveller (frequency = 2), casual job, consultant, foreigner, looking for job, maternity leave, visitor.

#### 19. Your age...

18 – 24 years old	83 / 19.6%	25 – 39 years old	154 / 36.3%
40 – 64 years old	114 / 26.9%	65 – 79 years old	62 / 14.6%
80+ years old	7 / 1.7%	rather not say	3 / 0.7%
blank responses	1 / 0.2%		

## Appendix D. Results of the User Survey, Site 1: Kogarah

For each answer option, the frequency and percent are reported.

For those questions that were left unanswered, the total number of blank responses is reported.

Number of respondents: 136

### ChillOUT Hub

#### 1. What is the main reason for you to use the ChillOUT Hub? (choose only one activity)

having lunch or coffee	63 / 34.4%	studying or working	9 / 4.9%
waiting for / meeting point	31 / 16.9%	watching kids	3 / 1.6%
needed a seat / resting	39 / 21.3%	just trying it out	3 / 1.6%
charging phone	12 / 6.6%	using Wi-Fi	10 / 5.5%
using water fountain	n/a on site	wanted the shade	10 / 5.5%
other (please specify)	3 / 1.6%	blank responses	0 (excluded)

**Other responses:** Chilling, relaxing, location (being opposite of the church).

*Note: Some respondents chose more than one option and as such, the total number of responses for this question was 183. The relative percent is based on n=183.*

#### 2. How often do you use/visit the ChillOUT Hub?

this is my first time	67 / 49.3%	less than 1/week	13 / 9.6%
1/week	20 / 14.7%	2-6/week	25 / 18.4%
7+/week	11 / 8.1%	blank responses	0 / 0.0%

#### 3. On a typical visit, how long have you spent at the ChillOUT Hub per visit?

< 10 minutes	29 / 21.3%	10 -30 minutes	78 / 57.4%
31-60 minutes	21 / 15.4%	> one hour	5 / 3.7%
blank responses	3 / 2.2%		

#### 4. On a typical visit, who have you used the ChillOUT Hub with? (check all that apply)

on my own	96 / 55.8%	with a friend/s	32 / 18.6%
with family	25 / 14.5%	with workmates	18 / 10.5%
with my pet	0 / 0.0%	other (please specify)	1 / 0.6%
blank responses	1(excluded)		

**Other responses:** Using the hub with clients.

*Note: Some respondents chose more than one option and as such, the total number of responses for this question was 172. The relative percent is based on n=172.*

**5. To what extent do you agree with this statement: “In the future, I will use the ChillOUT Hub.”**

strongly disagree	3 / 2.2%	disagree	2 / 1.5%
agree	75 / 55.1%	strongly agree	52 / 38.2%
not sure	1 / 0.7%	blank responses	3 / 2.2%

## ChillOUT Hub: DESIGN / FURNITURE

**6. Which features of this hub have you ever used? (check all that apply)**

general power outlets	15 / 3.7%	USB outlets	27 / 6.7%
Wi-Fi	36 / 9.0%	seating	113 / 28.2%
tables	107 / 26.7%	bin	41 / 10.2%
shading	62 / 15.5%	blank responses	2 (excluded)

*Note: Some respondents chose more than one option and as such, the total number of responses for this question was 401. The relative percent is based on n=401.*

**7. Please rank how the ChillOUT Hub could be improved? (at least top 3)**

- ..... more shade
- ..... mist machine (for summer) or heater (for winter)
- ..... controlled lights
- ..... bike rack
- ..... more plantings
- ..... water tap
- ..... if not listed, please specify other features: .....

	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5	Rank 6	Selected not Ranked
more shade	65	13	16	0	0	0	13
mist machine	5	17	9	2	1	3	7
controlled lights	5	12	12	5	2	1	1
bike rack	4	9	11	1	3	4	4
more plantings	9	14	14	3	1	0	3
water tap	19	33	25	2	2	0	14
other	2	2	3	1	0	0	2

**Other responses:** A rainproof shelter, bigger bin opening, bins for recycle, cigarette bins, closer bin (within shade), wind block, more seats, seats for kids, seats with back.

*Note: No percent is shown for this question, only the frequency.*

## 8. Please rank how the ChillOUT Hub could be improved with technology? (at least top 3)

- ..... digital community screen
- ..... digital assistant like Siri / Alexa / Google Assistant
- ..... digital feedback to council
- ..... CCTV (security) cameras
- ..... interactive digital maps
- ..... emergency button
- ..... if not listed, please specify other features: .....

	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5	Rank 6	Selected not Ranked
digital community screen	13	15	10	2	1	0	4
digital assistant like Siri / Alexa / Google Assistant	5	12	16	1	2	1	4
digital feedback to council	3	10	8	3	2	2	0
CCTV (security) cameras	51	10	10	0	2	1	5
interactive digital maps	14	27	17	0	0	3	4
emergency button	15	19	24	2	0	0	7
other	6	1	2	0	0	0	1

**Other responses:** Solar panel, digital telephone, digital games, more power outlets, public USB ports are quite dangerous to use, some data blocking feature would be good, shade, stronger Wi-fi.

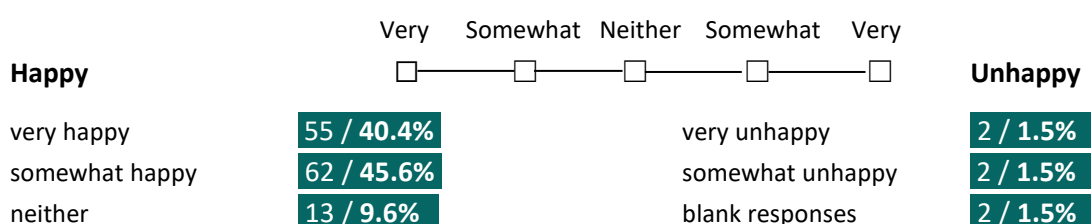
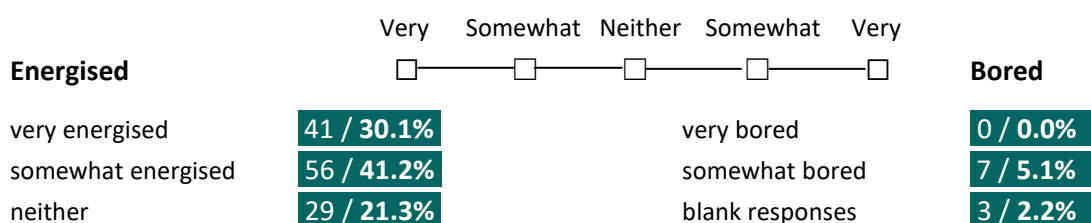
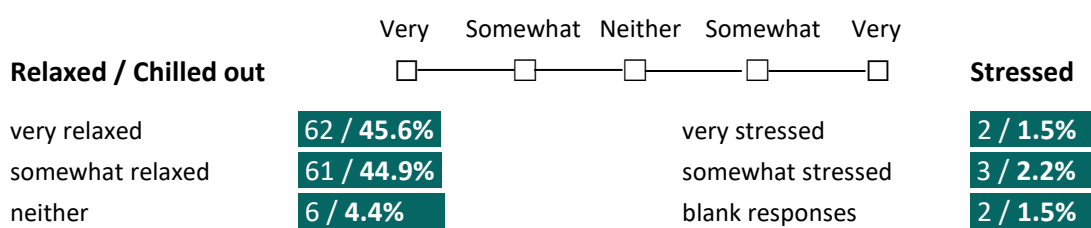
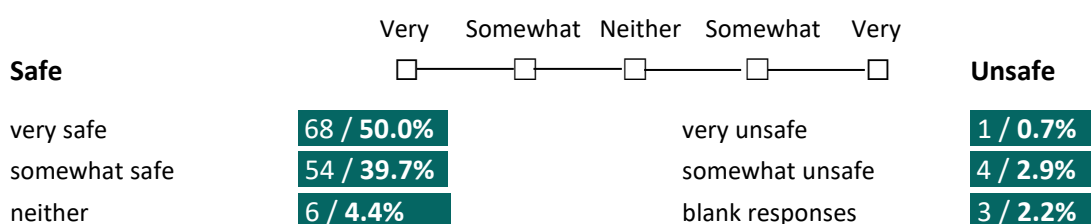
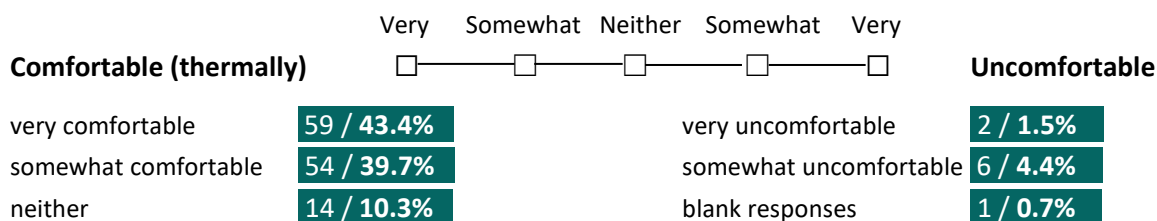
*Note: No percent is shown for this question, only the frequency.*

## 9. To what extent do you think the chosen location is a good spot for this ChillOUT Hub?

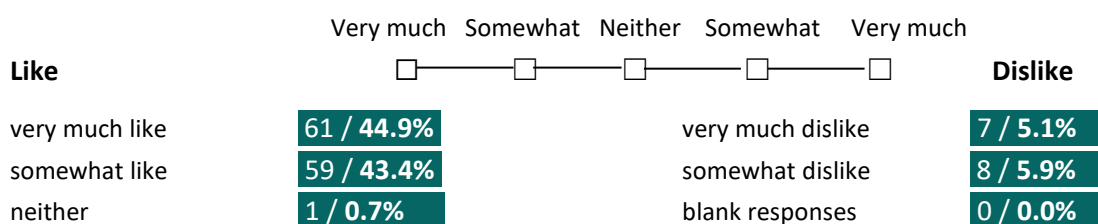
Not at all	0 / 0.0%	A little	4 / 2.9%
Moderately	49 / 36.0%	A lot	80 / 58.8%
I don't know/not sure	0 / 0.0%	blank responses	3 / 2.2%

## ChillOUT Hub: VALUE

### 10. How does the ChillOUT Hub make you feel? (circle on a scale of 1 – 5)



### 11. To what extent do you like the ChillOUT Hub?



### 12. Does the ChillOUT Hub improve the local area?

Not at all	1 / 0.7%	A little	15 / 11.0%
Moderately	53 / 39.0%	A lot	64 / 47.1%
I don't know/not sure	3 / 2.2%	blank responses	0 / 0.0%

### 13. Does the ChillOUT Hub make you feel part of the community?

Not at all	10 / 7.4%	A little	23 / 16.9%
Moderately	60 / 44.1%	A lot	37 / 27.2%
I don't know/not sure	6 / 4.4%	blank responses	0 / 0.0%

### 14. Would you like to see ChillOUT Hubs in other places?

Yes (go to Question 15)	125 / 91.9%	No (go to Question 16)	5 / 3.7%
Not sure (go to Question 16)	6 / 4.4%	blank responses	0 / 0.0%

### 15. Where would you like to see ChillOUT Hubs?

Parks	103 / 21.5%	sport grounds	42 / 8.8%
street corners	54 / 11.3%	school grounds	31 / 6.5%
town squares	82 / 17.1%	hospital grounds	58 / 12.1%
bus stops	52 / 10.9%	beaches	55 / 11.5%
other	2 / 0.4%	blank responses	10 (excluded)

**Other responses:** Close to the train stations, Arncliffe shopping centre.

*Note: Some respondents chose more than one option and as such, the total number of responses for this question was 479. The relative percent is based on n=479.*

### 16. What are you using the ChillOUT Hub for? (check all that apply)

having lunch or coffee	68 / 20.7%	studying or working	16 / 4.9%
waiting for / meeting point	58 / 17.7%	watching kids	4 / 1.2%
needed a seat / resting	84 / 25.6%	just trying it out	11 / 3.4%
charging phone	28 / 8.5%	using Wi-Fi	19 / 5.8%
using the shade cover	37 / 11.3%	other	3 / 0.9%
blank responses	4 (excluded)		

**Other responses:** Charging computer, location (opposite of the church), smoking.

*Note: Some respondents chose more than one option and as such, the total number of responses for this question was 328. The relative percent is based on n=328.*

## Background Information

### 17. In which ward/area do you live?

Peakhurst	1 / 0.7%	Mortdale	4 / 2.9%
Hurstville	7 / 5.1%	Blakehurst	2 / 1.5%
Kogarah Bay	48 / 35.3%	Penshurst	0 / 0.0%
Sydney, outside GRC	69 / 50.7%	outside of Sydney	1 / 0.7%
rather not say	2 / 1.5%	blank responses	4 / 0.9%

### 18. What best describes your employment?

full time employed	63 / 46.3%	part time employed	27 / 19.9%
unemployed	10 / 7.4%	retired	9 / 6.6%
student	19 / 14.0%	other (please specify)	8 / 5.9%
blank responses	0 / 0.0%		

**Other responses:** self-employed, looking for job, stay at home (mum), consultant, visitor, work & traveller.

### 19. Your age...

18 – 24 years old	35 / 25.7%	25 – 39 years old	57 / 41.9%
40 – 64 years old	31 / 22.8%	65 – 79 years old	7 / 5.1%
80+ years old	5 / 3.7%	rather not say	1 / 0.7%
blank responses	0 / 0.0%		

## Appendix E. Results of the User Survey, Site 2: Mortdale

For each answer option, the frequency and percent are reported.

For those questions that were left unanswered, the total number of blank responses is reported.

Number of respondents: 138

### ChillOUT Hub

#### 1. What is the main reason for you to use the ChillOUT Hub? (choose only one activity)

having lunch or coffee	40 / 23.4%	studying or working	8 / 4.7%
waiting for / meeting point	37 / 21.6%	watching kids	3 / 1.8%
needed a seat / resting	50 / 29.2%	just trying it out	9 / 5.3%
charging phone	10 / 5.8%	using Wi-Fi	7 / 4.1%
using water fountain	n/a on site	wanted the shade	5 / 2.9%
other	2 / 1.2%	blank responses	1 (excluded)

**Other responses:** Catching my attention, just passing time.

*Note: Some respondents chose more than one option and as such, the total number of responses for this question was 171. The relative percent is based on n=171.*

#### 2. How often do you use/visit the ChillOUT Hub?

this is my first time	61 / 44.2%	less than 1/week	24 / 17.4%
1/week	19 / 13.8%	2-6/week	28 / 20.3%
7+/week	6 / 4.3%	blank responses	0 / 0.0%

#### 3. On a typical visit, how long have you spent at the ChillOUT Hub per visit?

< 10 minutes	41 / 29.7%	10-30 minutes	79 / 57.2%
31-60 minutes	15 / 10.9%	> one hour	3 / 2.2 %
blank responses	0 / 0.0%		

#### 4. On a typical visit, who have you used the ChillOUT Hub with? (check all that apply)

on my own	102 / 59.3%	with a friend/s	32 / 18.6%
with family	30 / 17.4%	with workmates	6 / 3.5%
with my pet	2 / 1.2%	other (please specify)	0 / 0.0%
blank responses	0 (excluded)		

*Note: Some respondents chose more than one option and as such, the total number of responses for this question was 172. The relative percent is based on n=172.*



**5. To what extent do you agree with this statement: “In the future, I will use the ChillOUT Hub.”**

strongly disagree	2 / 1.4%	disagree	1 / 0.7%
agree	88 / 63.8%	strongly agree	40 / 29.0%
not sure	7 / 5.1%	blank responses	0 / 0.0%

## ChillOUT Hub: DESIGN / FURNITURE

**6. Which features of this hub have you ever used? (check all that apply)**

general power outlets	17 / 4.1%	USB outlets	30 / 7.2%
Wi-Fi	34 / 8.1%	seating	122 / 29.2%
tables	110 / 26.3%	bin	33 / 7.9%
using water fountain	0 / 0.0%	shading	72 / 17.2%
blank responses	1 (excluded)		

*Note: Some respondents chose more than one option and as such, the total number of responses for this question was 418. The relative percent is based on n=418.*

**7. Please rank how the ChillOUT Hub could be improved? (at least top 3)**

- ..... more shade
- ..... mist machine (for summer) or heater (for winter)
- ..... controlled lights
- ..... bike rack
- ..... more plantings
- ..... water tap
- ..... if not listed, please specify other features: .....

	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5	Rank 6	Selected not Ranked
more shade	83	12	6	2	2	0	12
mist machine	7	15	15	0	0	0	5
controlled lights	4	14	13	2	0	1	1
bike rack	2	7	13	0	2	1	2
more plantings	8	10	16	1	0	1	4
water tap	15	46	27	1	0	1	10
other	3	5	7	2	0	0	3

**Other responses:** A rainproof shelter, manual shade adjustment, ashtrays, more seats, seats with back support, seats with adjustable heights for kids, bubbler, power 240V, public artwork, bathroom, more closure, temperature reader, vending machines for snack, no smoking sign.

*Note: No percent is shown for this question, only the frequency.*

# 8. Please rank how the ChillOUT Hub could be improved with technology? (at least top 3)

- ..... digital community screen
- ..... digital assistant like Siri / Alexa / Google Assistant
- ..... digital feedback to council
- ..... CCTV (security) cameras
- ..... interactive digital maps
- ..... emergency button
- ..... if not listed, please specify other features: .....

	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5	Rank 6	Selected not Ranked
digital community screen	11	10	20	0	0	2	5
digital assistant like Siri / Alexa / Google Assistant	10	5	14	0	2	0	5
digital feedback to council	8	13	8	1	0	0	3
CCTV (security) cameras	60	18	8	1	0	0	6
interactive digital maps	12	24	17	0	0	0	7
emergency button	13	29	24	0	0	0	5
other	2	1	1	1	0	0	2

**Other responses:** shading, being cleaned regularly, e-map (showing public transport's routes), location advisor, public artwork, ports for compute cable (not USB), train/bus time-table screen.

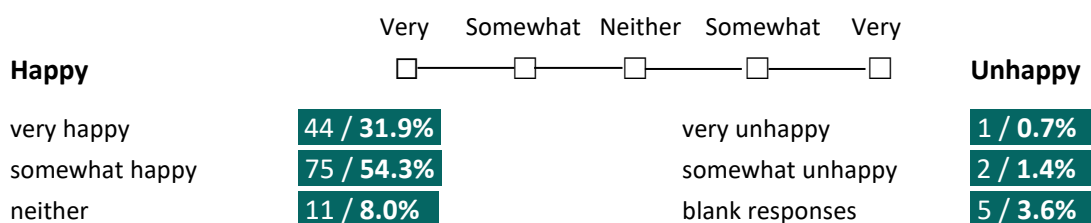
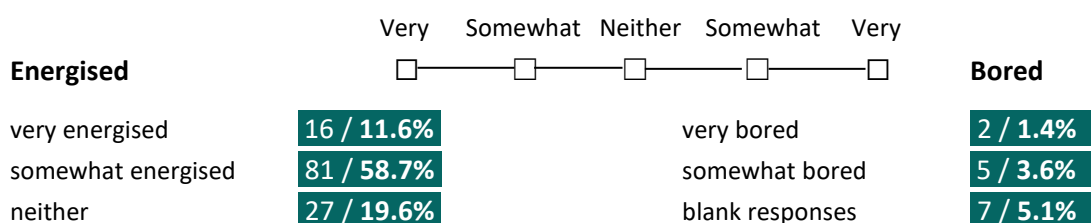
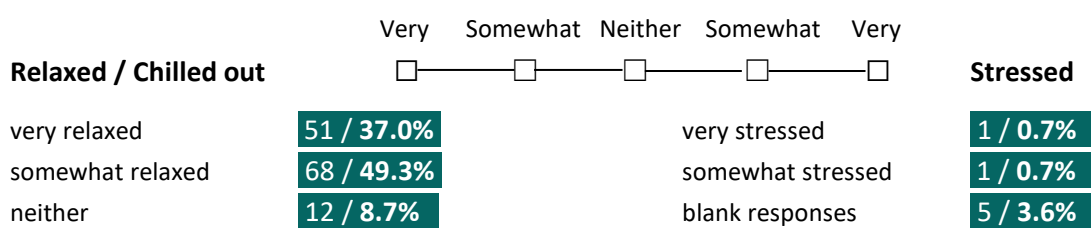
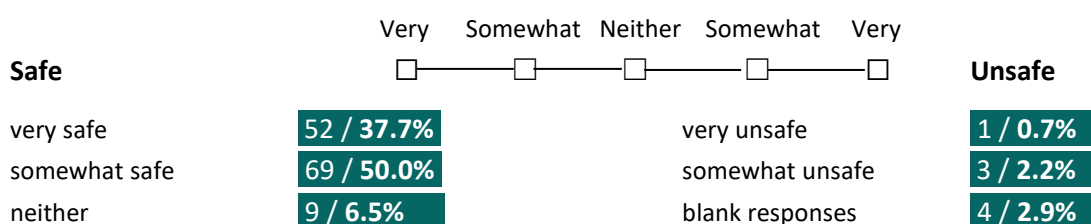
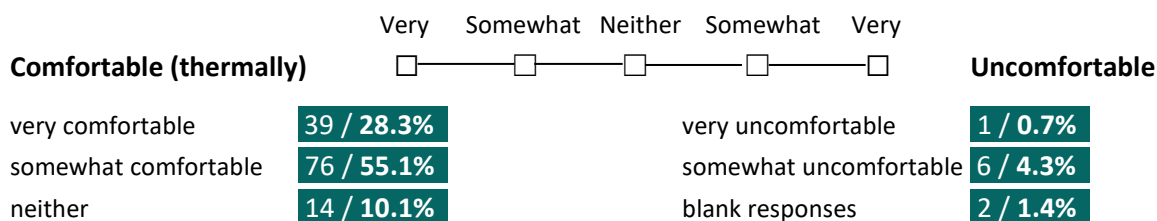
*Note: No percent is shown for this question, only the frequency.*

# 9. To what extent do you think the chosen location is a good spot for this ChillOUT Hub?

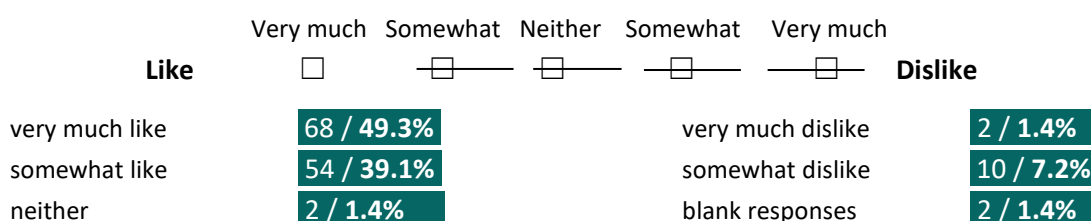
Not at all	0 / 0.0%	A little	3 / 2.2%
Moderately	46 / 33.3%	A lot	75 / 54.3%
I don't know/not sure	2 / 1.4%	blank responses	12 / 8.7%

## ChillOUT Hub: VALUE

### 10. How does the ChillOUT Hub make you feel? (circle on a scale of 1 – 5)



### 11. To what extent do you like the ChillOUT Hub?



## 12. Does the ChillOUT Hub improve the local area?

Not at all	1 / 0.7%	A little	7 / 5.1%
Moderately	51 / 37.0%	A lot	78 / 56.5%
I don't know/not sure	1 / 0.7%	blank responses	0 / 0.0%

## 13. Does the ChillOUT Hub make you feel part of the community?

Not at all	2 / 1.4%	A little	20 / 14.5%
Moderately	66 / 47.8%	A lot	44 / 31.9%
I don't know/not sure	6 / 4.3%	blank responses	0 / 0.0%

## 14. Would you like to see ChillOUT Hubs in other places?

Yes (go to Question 15)	131 / 94.9%	No (go to Question 16)	2 / 1.4%
Not sure (go to Question 16)	3 / 2.2%	blank responses	2 / 1.4%

## 15. Where would you like to see ChillOUT Hubs?

Parks	87 / 20.0%	sport grounds	31 / 7.1%
street corners	67 / 15.4%	school grounds	20 / 4.6%
town squares	79 / 18.2%	hospital grounds	50 / 11.5%
bus stops	48 / 11.1%	beaches	47 / 10.8%
other	5 / 1.2%	blank responses	6 (excluded)

**Other responses:** everywhere, shopping areas, Oatley, Beverly Hills.

*Note: Some respondents chose more than one option and as such, the total number of responses for this question was 434. The relative percent is based on n=434.*

## 16. What are you using the ChillOUT Hub for? (check all that apply)

having lunch or coffee	46 / 15.8%	studying or working	12 / 4.1%
waiting for / meeting point	68 / 23.3%	watching kids	5 / 1.7%
needed a seat / resting	77 / 26.4%	just trying it out	16 / 5.5%
charging phone	28 / 9.6%	using Wi-Fi	20 / 6.8%
using water fountain	35 / 10.5%	using the shade cover	15 / 5.1%
other	5 / 1.7%	blank responses	9 (excluded)

**Other responses:** Getting out of the house, passing time, smoking, waiting for Uber collection, Waiting for the train.

*Note: Some respondents chose more than one option and as such, the total number of responses for this question was 292. The relative percent is based on n=292.*

## Background Information

### 17. In which ward/area do you live?

Peakhurst	11 / 8.0%	Mortdale	69 / 50.0%
Hurstville	11 / 8.0%	Blakehurst	1 / 0.7%
Kogarah Bay	1 / 0.7%	Penshurst	0 / 0.0%
Sydney, outside GRC	38 / 27.5%	outside of Sydney	4 / 2.9%
rather not say	2 / 1.4%	blank responses	1 / 0.7%

### 18. What best describes your employment?

full time employed	46 / 33.3%	part time employed	45 / 32.6%
unemployed	2 / 1.4%	retired	23 / 16.7%
student	18 / 13.0%	other	3 / 2.2%
blank responses	1 / 0.7%		

**Other responses:** casual job, stay at home (mum), rather not say.

### 19. Your age...

18 – 24 years old	27 / 19.6%	25 – 39 years old	50 / 36.2%
40 – 64 years old	41 / 29.7%	65 – 79 years old	16 / 11.6%
80+ years old	1 / 0.7%	rather not say	2 / 1.4%
blank responses	1 / 0.7%		

## Appendix F. Results of the User Survey, Site 3: Hurstville

For each answer option, the frequency and percent are reported.

For those questions that were left unanswered, the total number of blank responses is reported.

Number of respondents: 150

### ChillOUT Hub

#### 1. What is the main reason for you to use the ChillOUT Hub? (choose only one activity)

having lunch or coffee	13 / 6.3%	studying or working	3 / 1.5%
waiting for / meeting point	20 / 9.7%	watching kids	43 / 20.9%
needed a seat / resting	59 / 28.6%	just trying it out	5 / 2.4%
charging phone	13 / 6.3%	using Wi-Fi	11 / 5.3%
using water fountain	16 / 7.8%	wanted the shade	12 / 5.8%
other (please specify)	11 / 5.3%	blank responses	3 (excluded)

**Other responses:** chilling, relaxing, exercising, boredom, feeding baby, passing time on the phone, walking a dog, coming for dance.

*Note: Some respondents chose more than one option and as such, the total number of responses for this question was 206. The relative percent is based on n=206.*

#### 2. How often do you use/visit the ChillOUT Hub?

this is my first time	38 / 25.3%	less than 1/week	18 / 12.0%
1/week	35 / 23.3%	2-6/week	41 / 27.3%
7+/week	18 / 12.0%	blank responses	0 / 0.0%

#### 3. On a typical visit, how long have you spent at the ChillOUT Hub per visit?

< 10 minutes	17 / 11.3%	10-30 minutes	60 / 40.0%
31-60 minutes	44 / 29.3%	> one hour	29 / 19.3%
blank responses	0 / 0.0%		

#### 4. On a typical visit, who have you used the ChillOUT Hub with? (check all that apply)

on my own	46 / 24.5%	with a friend/s	55 / 29.3%
with family	78 / 41.5%	with workmates	1 / 0.5%
with my pet	6 / 3.2%	other (please specify)	2 / 1.1%
blank responses	0 (excluded)		

**Other responses:** Using the hub with a support worker

*Note: Some respondents chose more than one option and as such, the total number of responses for this question was 188. The relative percent is based on n=188.*

**5. To what extent do you agree with this statement: “In the future, I will use the ChillOUT Hub.”**

strongly disagree	0 / 0.0%	disagree	0 / 0.0%
agree	67 / 44.7%	strongly agree	72 / 48.0%
not sure	5 / 3.3%	blank responses	6 / 4.0%

## ChillOUT Hub: DESIGN / FURNITURE

**6. Which features of this hub have you ever used? (check all that apply)**

general power outlets	18 / 3.6%	USB outlets	29 / 5.7%
Wi-Fi	42 / 8.3%	seating	118 / 23.4%
tables	105 / 20.8%	bin	45 / 8.9%
using water fountain	75 / 14.9%	shading	73 / 14.5%
blank responses	3 (excluded)		

*Note: Some respondents chose more than one option and as such, the total number of responses for this question was 505. The relative percent is based on n=505.*

**7. Please rank how the ChillOUT Hub could be improved? (at least top 3)**

- ..... more shade
- ..... mist machine (for summer) or heater (for winter)
- ..... controlled lights
- ..... bike rack
- ..... more plantings
- ..... water tap
- ..... if not listed, please specify other features: .....

	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5	Rank 6	Rank 7	Selected not Ranked
more shade	84	14	12	3	0	1	0	6
mist machine	11	11	11	1	1	2	0	2
controlled lights	8	26	17	0	2	0	0	3
bike rack	6	8	15	0	1	1	0	0
more plantings	10	24	28	1	0	0	0	6
water tap	6	19	11	1	1	1	0	3
other	7	8	0	0	0	0	2	2

**Other responses:** A larger fully covered roof, a rainproof shelter, larger seating area, more seats, more USB outlets, bigger area of a hard surface on floor with more colours, even surface with the grass, cleanness, more visible and colourful signs of free wi-fi and power, maintenance sign, education on how to use it properly, accessibility for wheelchair, dog water bowl, security cameras, tables with solid desktops (no gaps), the cover of the USB outlets is too tight, it will damage my cable.

*Note: No percent is shown for this question, only the frequency.*

## 8. Please rank how the ChillOUT Hub could be improved with technology? (at least top 3)

- ..... digital community screen
- ..... digital assistant like Siri / Alexa / Google Assistant
- ..... digital feedback to council
- ..... CCTV (security) cameras
- ..... interactive digital maps
- ..... emergency button
- ..... if not listed, please specify other features: .....

	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5	Rank 6	Selected not Ranked
digital community screen	15	14	9	2	1	1	3
digital assistant like Siri / Alexa / Google Assistant	8	5	9	1	2	1	2
digital feedback to council	6	7	13	1	1	1	1
CCTV (security) cameras	54	27	14	0	0	1	7
interactive digital maps	16	26	19	1	0	0	3
emergency button	22	28	33	0	0	0	5
other	5	1	0	0	0	0	1

**Other responses:** More USB outlets, Bluetooth speaker, digital local event page, automatic shading, faster internet speed, no smoke sign, vegetations.

*Note: No percent is shown for this question, only the frequency.*



## 9. To what extent do you think the chosen location is a good spot for this ChillOUT Hub?

Not at all	0 / 0.0%	A little	2 / 1.3%
Moderately	38 / 25.3%	A lot	101 / 67.3%
I don't know/not sure	1 / 0.7%	blank responses	8 / 5.3%

## ChillOUT Hub: VALUE

### 10. How does the ChillOUT Hub make you feel? (circle on a scale of 1 – 5)

**Comfortable (thermally)**      Very      Somewhat      Neither      Somewhat      Very      **Uncomfortable**

□ ————— □ ————— □ ————— □ ————— □

very comfortable	71 / 47.3%	very uncomfortable	1 / 0.7%
somewhat comfortable	63 / 42.0%	somewhat uncomfortable	2 / 1.3%
neither	8 / 5.3%	blank responses	5 / 3.3%

**Safe**      Very      Somewhat      Neither      Somewhat      Very      **Unsafe**

□ ————— □ ————— □ ————— □ ————— □

very safe	83 / 55.3%	very unsafe	0 / 0.0%
somewhat safe	50 / 33.3%	somewhat unsafe	3 / 2.0%
neither	8 / 5.3%	blank responses	6 / 4.0%

**Relaxed / Chilled out**      Very      Somewhat      Neither      Somewhat      Very      **Stressed**

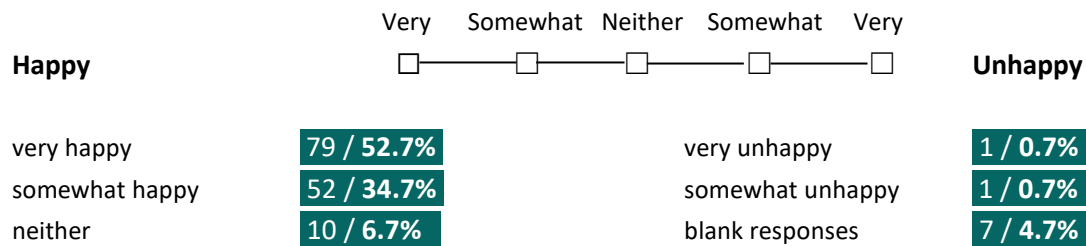
□ ————— □ ————— □ ————— □ ————— □

very relaxed	87 / 58.0%	very stressed	1 / 0.7%
somewhat relaxed	51 / 34.0%	somewhat stressed	1 / 0.7%
neither	6 / 4.0%	blank responses	4 / 2.7%

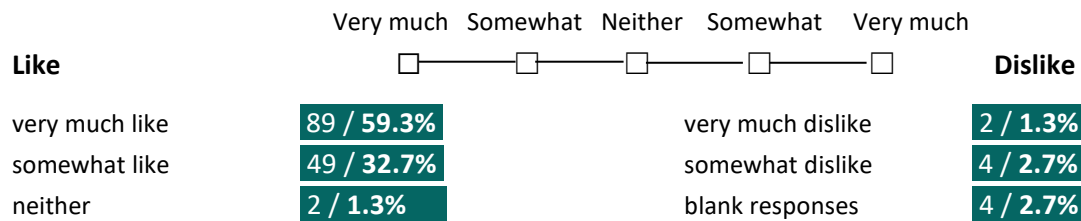
**Energised**      Very      Somewhat      Neither      Somewhat      Very      **Bored**

□ ————— □ ————— □ ————— □ ————— □

very energised	49 / 32.7%	very bored	1 / 0.7%
somewhat energised	62 / 41.3%	somewhat bored	4 / 2.7%
neither	24 / 16.0%	blank responses	10 / 6.7%



#### 11. To what extent do you like the ChillOUT Hub?



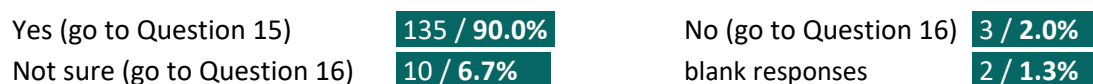
#### 12. Does the ChillOUT Hub improve the local area?



#### 13. Does the ChillOUT Hub make you feel part of the community?



#### 14. Would you like to see ChillOUT Hubs in other places?



#### 15. Where would you like to see ChillOUT Hubs?



**Other responses:** Close to the train stations.

*Note: Some respondents chose more than one option and as such, the total number of responses for this question was 349. The relative percent is based on n=349.*

#### 16. What are you using the ChillOUT Hub for? (check all that apply)

having lunch or coffee	23 / 6.9%	studying or working	8 / 2.4%
waiting for / meeting point	39 / 11.7%	watching kids	51 / 15.3%
needed a seat / resting	80 / 24.0%	just trying it out	15 / 4.5%
charging phone	26 / 7.8%	using Wi-Fi	27 / 8.1%
using water fountain	35 / 10.5%	using the shade cover	17 / 5.1%
other (please specify)	12 / 3.6%	non-respondents	11 (excluded)

**Other responses:** chilling out, exercising, passing time, party, as a playground for kids, having a shelter from rain.

*Note: Some respondents chose more than one option and as such, the total number of responses for this question was 333. The relative percent is based on n=333.*

### Background Information

#### 17. In which ward/area do you live?

Peakhurst	5 / 3.3%	Mortdale	8 / 5.3%
Hurstville	111 / 74.0%	Blakehurst	1 / 0.7%
Kogarah Bay	1 / 0.7%	Penshurst	1 / 0.7%
Sydney, outside GRC	20 / 13.3%	outside of Sydney	2 / 1.3%
rather not say	0 / 0.0%	blank responses	1 / 0.7%

#### 18. What best describes your employment?

full time employed	31 / 20.7%	part time employed	31 / 20.7%
unemployed	12 / 8.0%	retired	50 / 33.3%
student	17 / 11.3%	other (please specify)	9 / 6.0%
blank responses	0 / 0.0%		

**Other responses:** self-employed, being on maternity leave, visitor, foreigner.

#### 19. Your age...

18 – 24 years old	21 / 14.0%	25 – 39 years old	47 / 31.3%
40 – 64 years old	42 / 28.0%	65 – 79 years old	39 / 26.0%
80+ years old	1 / 0.7%	rather not say	0 / 0.0%
blank responses	0 / 0.0%		

