

ATTACHMENT C

**REPORT ON THE OUTCOMES OF THE
PUBLIC EXHIBITION OF THE DRAFT
SOCIAL SUSTAINABILITY POLICY AND
DISCUSSION PAPER**



hear every voice, know where you stand

STRAIGHTTALK

CITY OF SYDNEY'S SOCIAL SUSTAINABILITY
POLICY (DRAFT) AND DISCUSSION PAPER
Public Exhibition Outcomes Report

Final Report

July 2016



Contents

1. Executive Summary	1
2. Introduction	11
2.1. Background	11
2.2. Report purpose	12
2.3. Report structure	13
3. Engagement process	14
3.1. Purpose and objectives	14
3.2. Methodology	14
3.3. Consultation participation	17
3.4. Marketing, media and communications	19
3.5. Feedback analysis	25
4. Vision	31
4.1. Overall support	31
4.2. Key themes	31
4.3. Responses across consultation activities	32
5. Principles	37
5.1. Overall support	37
5.2. Key themes	37
5.3. Responses across consultation activities	38
6. Strategic direction: Inclusive City	42
6.1. Overall support	42
6.2. Key themes	42
6.3. Responses across consultation activities	43
7. Strategic direction: Connected City	49
7.1. Overall support	49
7.2. Key themes	49
7.3. Responses across consultation activities	50
8. Strategic direction: Liveable City	56
8.1. Overall support	56

Document

City of Sydney's Social Sustainability Policy (Draft) and Discussion Paper

Public Exhibition Draft Outcomes Report

Client

City of Sydney

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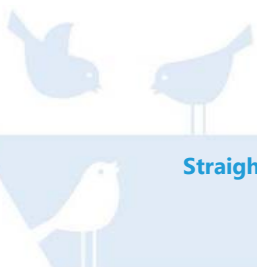
Photographs of Sector Forum and People's Summit

Katherine Griffiths



ATTACHMENT C

8.2. Key themes - what makes a liveable city	56
8.3. Responses across consultation activities	57
9. Strategic direction: Engaged City	64
9.1. Overall support	64
9.2. Key themes	64
9.3. Responses across consultation activities	65
10. The People's Summit and Actions	71
10.1. Overview of activities at the Summit	72
10.2. Strategic direction: Inclusive City	72
10.3. Strategic direction: Connected City	74
10.4. Strategic direction: Liveable City	76
10.5. Strategic direction: Engaged City	77
10.6. Implementation	79
11. Further considerations	80
Appendix A Sydney Your Say survey	
Appendix B Summary of written submissions/ contributors	
Appendix C People's summit: list of actions	



1. EXECUTIVE SUMMARY

City of Sydney ('The City') recently undertook comprehensive community and stakeholder consultation on its draft Social Sustainability Policy ('Policy') and Discussion Paper. The draft Policy and Discussion Paper outlines the City's vision for a socially just and resilient Sydney, and provides an overview of the City's strengths, challenges and current programs and partnerships in relation to social sustainability.

The documents were exhibited from 29 March to 12 May 2016 for public comment. The broader purpose of this consultation program was to understand the public's views on the draft Policy and Discussion Paper and to identify their vision of social sustainability more generally. The outcomes of the consultation will inform the City's development of a finalised Policy and an associated Action Plan.

This report provides a summary of the outcomes from this program of engagement, from across all consultation activities.

1.1.1. Consultation program and marketing campaign

The documents were publicly exhibited from 29 March to 12 May 2016 for comment. The consultation program included a formal stakeholder briefing, a large cross-sector Sector Forum, an online survey (see Appendix A), and a broad range of engagement activities that targeted particular and harder-to-reach sectors of the community, such as children, Aboriginal and Torres Strait Islander communities, people with disability, and culturally and linguistically diverse communities

In addition, a large scale deliberative 'People's Summit' was held at the culmination of the public consultation process (28 May 2016), to enable the broader community to provide further insights and consider the key findings from the public exhibition period to inform the next stages of this work.

The consultation program engaged with more than 2,400 people. Participants represented the City's diverse community of residents, workers and visitors. Government, non-for-profit and community sector stakeholders who are likely to be impacted by the Policy also participated.

This engagement strategy was accompanied by an integrated marketing campaign running from March to June 2016, using above and below the line channels to drive people to the Sydney Your Say website and to v comment on social media using the hashtag #sydney4all. This included the distribution of 30,900 postcards; 43 illuminated billboards with an estimated reach of 1,749,700 people; a community poster series featuring commissioned portraits of Sydneysiders and their stories; radio advertisements with a reach of 426,000 listeners per week; City website and social media ad-banners linking to the Sydney Your Say page; and a social media campaign reaching more than 500,000 people.

1.1.2. Overall feedback

Overall the following key themes were identified:

- 👉 Across all feedback received, there was **broad support** for the City's vision, principles and all four strategic directions. There were **no significant gaps** identified. Instead there are some suggestions for

more specific words or elements, or clearer acknowledgement of, international social sustainability charters and goals, for example. Overall, the City's draft Policy is supported

- 👉 **Housing affordability** was raised across nearly every question and every consultation activity. Diversity in housing types, tenure of leases and the changing nature of the city with increased density all featured strongly
- 👉 **Diversity** was also identified as an essential part of the city's fabric and extended beyond cultural diversity to demographic, gender, social and economic diversity. The importance of safety, respect and belonging were also associated with this feedback
- 👉 **Equity** and the concept of fairness were strongly identified by both community and stakeholder feedback
- 👉 **City leadership** was explicitly and implicitly implied across much of the feedback. The role the City does play, and can play, in leading, advocating and supporting other agencies, organisations and levels of government was seen as essential for achieving the vision of the Policy
- 👉 **Public spaces** and how they are designed, used, how accessible they are, and how they contribute to supporting a vibrant connected and liveable city were seen as integral to the Policy's success.

The City specifically sought feedback on the following elements:

- 👉 The vision for a socially just and resilient city
- 👉 The set of principles that underpin the Policy and Action Plan
- 👉 Four strategic directions, each of which has five outcome areas or sub-themes.

A number of actions were generated by the engagement feedback. A selection of these, which had strong support, were tested at a large scale, deliberative democracy People's Summit (see Appendix C). At this event, a broadly representative group of 146 randomly-selected citizens worked to consider and provide feedback on the actions that the City should prioritise in developing and implementing its forthcoming Action Plan.

1.1.3. Feedback on the vision

The vision was supported across all consultation activities and the People's Summit.

While there were suggestions for additional words, and some submissions advocated for linking the vision and policy with international laws and conventions, overall there was strong agreement with the vision.

The key themes that arose from feedback included:

- 👉 **Housing affordability** was raised as a key issue, including access to rental properties and security of tenure; affordability and supply barriers for home ownership and the impacts of gentrification on the diversity of the city's population.
- 👉 **Diversity** was raised in the context of socio-economic diversity, people of Culturally And Linguistically Diverse (CALD) backgrounds, Aboriginal and Torres Strait Islanders (ASTI), people with disabilities and people with mental illness, and people identifying as Lesbian, Gay, Bisexual, Transgender, Queer and

Intersex (LGBTQI). There was consistent support for the importance of a diverse population contributing to a rich, creative and vibrant city community, as a city for all

- 🔥 **Support services** to address basic needs were identified by the online surveys, Sector Forum and submissions. To a lesser extent, these were addressed by the People's Summit, where access to support services was seen as important
- 🔥 **Equity, fairness and equality** all featured strongly across all feedback in relation to the vision
- 🔥 **Vibrancy** and the city being dynamic and cosmopolitan was raised, particularly through online and social media feedback. There were a number of comments about the lock-out laws and a commitment to a vibrant and creative city.

Finally, the City's role in providing **leadership, advocating for and supporting specific actions** was also raised, particularly through submissions.

1.1.4. Feedback on the principles

All activities sought feedback on the eight principles, except the People's Summit.

There was strong support for the principles across all activities. Most comments either related to specific actions – how will the principles be implemented – or indicated the wide confusion that exists about the City's roles and responsibilities.

A number of the submissions, in particular, raised the issues of accountability for effectively delivering on these and evaluation of the outcomes by the City.

The key themes raised in relation to the principles were around fairness, equity, support services and diversity.

There were a number of comments, across all activities, that related to 'putting First Nations people first'. These do not seem to relate to a lack of support for Aboriginal and Torres Strait Islander peoples, but rather a confusion about how everyone could be equal if one group is 'put above another'.

Nearly 80% of online survey respondents indicated they supported the principles and the biggest issue that was identified as missing was 'environment'.

The Sector Forum feedback was focussed on addressing inequity – ending poverty – and for the City to play a more active role in showcasing and supporting diversity. Online survey comments also pursued the strength of a diverse population and the need for the City to celebrate, support and champion the acceptance of diversity and inclusion in the widest sense.

1.1.5. Strategic Direction 1 – Inclusive City

Feedback on an Inclusive City, across all activities, was dominated by discussions and issues related to housing affordability, access, tenure, type and diversity. 93% of online respondents identified this direction as very important or somewhat important.

Four key themes were raised:

- 🔥 Housing

- 👉 Partnership
- 👉 Improved service delivery
- 👉 Employment initiatives for people with disabilities and young people.

Housing

Homelessness, housing affordability and availability for people on lower incomes were identified as key issues across all activities. Homelessness and social justice, in particular, were raised by submissions and the Sector Forum. The diversity of housing types, security of tenure and the need for long term leases were raised by the People's Summit. Stakeholder workshops also emphasised the importance of addressing supply and affordability of housing and the City's role in advocating for this.

Partnership

Partnership and collaboration were suggested as potential actions and solutions in a number of submissions, some of which went on to offer support and assistance to the City. The complexity of addressing poverty and disadvantage, and the need for nuanced, collaborative and 'bottom-up' solutions were identified through the Sector Forum, submissions and stakeholder meetings and workshops.

Improved service delivery

Service delivery and access to services and support were raised in submissions and also through the online surveys, so there was a broad definition and understanding of what these might mean. However, the underlying and recurrent theme was about the people being able to get the support they needed, and that basic needs such as food, shelter and warmth must be met. A number of comments were made about how and why people experiencing homelessness congregate in the city, and the importance of them feeling supported and included.

Employment initiatives for people with disabilities and young people

Employment initiatives were identified through a number of feedback mechanisms – most notably the workshop for people with disabilities and the Redfern Community Lunch – but also at the People's Summit, where employment and volunteering as a pathway to employment were raised as essential components of addressing disadvantage.

There were a lot of comments about racism, diversity and discrimination, particularly online but also from the People's Summit and some of the stakeholder workshops. The essence of 'inclusion' is that of everyone belonging and no-one being left out. These issues and their deeply personal, negative impacts were identified as major barriers to an inclusive city. Feedback suggested the City can continue to play an important role in modelling inclusion and support for people from all walks of life.

1.1.6. Strategic Direction 2 – Connected City

The connected city was interpreted in a number of ways depending on the consultation activity, but overall there was broad support for this direction and its intent. 88% of online respondents identified this direction as very important or somewhat important.

The key themes identified for this strategic direction include:

- 👉 Public spaces
- 👉 Inclusivity/diversity
- 👉 Community activities, actions and programs.

Public spaces

Much of the commentary about public spaces related to planning and design responses to increased density and building height, and the challenges these posed for residents and for connecting across an increasingly busy, disconnected city. This was the most common topic of discussion for respondents to the online survey and included improving existing spaces, city squares and streetscapes so they offered more amenity and were more welcoming.

Community facilities and centres were identified as essential but so were green spaces and open spaces. Dog and pet-friendly spaces which encourage people to linger, meet and connect were suggested and valued. A number of high density cities from overseas were cited that feature open spaces and public areas where people are able to connect, and communities are strong and vibrant.

Feedback from the Sector Forum focussed on shared spaces and spaces that include sporting, art and community facilities. Poorly-designed spaces were identified by the Forum as encouraging anti-social and disruptive behaviour.

Inclusivity/diversity

As has been identified earlier, across all activities the issues of inclusivity and diversity featured strongly during the consultation activities and the People's Summit. Sydney was recognised and valued for being a cosmopolitan, vibrant city and participants want it to stay this way.

A lot of comments related to the importance of people connecting socially and informally in order to promote and embrace diversity, and the contribution this makes to us as a community. The People's Summit feedback focussed on specific activities that could overcome these issues or support diversity and inclusion.

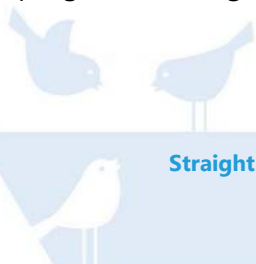
The Sector Forum identified multi-language signage, cultural events and skill building for CALD communities as practical ways to achieve a connected city, noting that isolation and stigma were the biggest barriers for social connection.

Pledges were received about committing to encouraging a city where people connect with neighbours and reach out to those who are alone.

Stakeholder workshops identified community facilities, good community organisations and structured programs as important to creating a connected city.

Community activities, actions and programs

The Sector Forum, online survey and People's Summit all identified activities, actions and programs as important for the connected city. There was a lot of discussion about the need for the City to provide the 'threads' of connection, promoting and alerting communities to opportunities to connect by publicising and encouraging participation in existing activities as diverse as playgroups, community hubs, and organised programmes targeting social disadvantage.



Activities could be planned – such as street parties and events – but also informal interactions, with a number of comments through submissions and the People’s Summit relating to the role that pets play in helping people connect together.

There was a strong preference for community-led initiatives and for the City to support this in any way it could.

A number of comments were made about technology and the importance of Wi-Fi, social media apps and networks and charging stations; but there were a similar number of comments and discussions about the negative impact of technology, encouraging people to not connect but to play with mobile phones.

1.1.7. Strategic direction 3 – Liveable City

As with the other directions, there was a high degree of support for this strategic direction, although a number of participants asked ‘what does liveable mean?’

This direction generated a wide number of comments and many of these related to development, planning, design and transport.

The online survey respondents identified this as the direction they most supported, with 95% saying it was very important or somewhat important. However, at the People’s Summit this was the least supported direction, with some frustration about the actions for its implementation (see below).

The key themes identified through the consultation included:

- 👉 Public spaces
- 👉 Design and planning
- 👉 Safety
- 👉 Transport
- 👉 Environment.

Public spaces

As with feedback for creating a socially connected city, public spaces where disabilities can all participate in a variety of ways was seen as important by the online survey, Sector Forum and stakeholder workshops.

A number of submissions in particular identified this direction as important, with suggestions about extending and creating opportunities such as the new Goods Line pedestrian link and more green open spaces.

The walkability of the city overall was thought to be important by the Sector Forum and in a number of submissions and the links between health, fitness and the spaces in the city that encourage physical activity were highlighted through the online forum.

Design and planning

Comments about development, planning, approvals and design were varied but made across all activities for this direction.

The need for good design which encouraged and allowed people to connect, play, meet, be active and have fun was supported by the online forum, Sector Forum and the People’s Summit. Young people nominated

the inclusion of bubblers and drinking fountains as important design elements for a health community and there were a lot of comments about the need for good design to offset or minimise the impacts of higher density living. The contribution that well-designed and planned buildings and spaces contribute to public amenity was emphasised through submissions.

Designing multi-use spaces for activities for all age groups – such as adult ping pong tables or half basketball courts – was suggested through the online survey. Phone charging stations were suggested by the stakeholder workshops.

Safety

Safety was seen as a key issue for the online survey respondents in particular, with a number of comments made either about particular areas – such as Waterloo – or concern about specific groups of people (ATSI communities, people experiencing homelessness and LGBTQI communities), reinforced by participants at the Redfern Lunch and the International Student Leadership Program workshop. Safety in design and well-lit public spaces were mentioned by the Sector Forum and at the People's Summit.

Transport

Transport was raised as a priority issue, with a large number of comments through the online survey and at the People's Summit, and the International Student Leaders Program workshop

Transport included public transport, parking, car share schemes, cycling, bike share and rental schemes, walking and the infrastructure associated with all of these.

The online survey identified transport as a significant issue (27%) with a lot of comments relating to public transport availability, timetabling and routes, and travel costs. Cycling, cycle paths and activities to promote and support cycling were also identified through the online survey and the People's Summit. The Sector Forum identified reducing car dependency and traffic as an essential component of a liveable city.

Environment

A number of submissions identified that specific reference to environment was needed in this strategic direction and a lot of feedback across all of the activities identified that green open spaces, green roofs and green spaces were an essential component of a liveable city.

The feedback from Kids Say included references to healthy environments, and fresh produce and community gardens featured as suggestions across all feedback.

1.1.8. Strategic direction 4 – Engaged City

The strongest and most varied responses were received for this direction, with a lot of commentary on the City's current level of engagement and consultation on decision making. While all feedback acknowledged the importance of this direction, there were mixed views as to whether the City was currently achieving engagement and on how this could be done. 89% of online respondents identified this direction as very important or somewhat important.

However, it should also be noted that around 10% of online survey comments were quite opposed to the City taking a larger or more active role, across all the directions.

The key themes identified for this direction were:

 Information and education

- 👉 Engagement processes
- 👉 Partnerships and collaboration.

Information and education

The online survey, stakeholder workshops and meetings and the People's Summit all identified information and education as essential for an engaged city. There were a lot of suggestions around how information could be better disseminated (emails, electronic billboards, websites, newsletters, community noticeboards etc.) as well as ideas about education programs, training and encouraging people to participate.

Engagement processes

Possibly the most diverse suggestions were around how the City engages now, where it is successful and where it is not. The overwhelming theme, across all activities, was that people want to be more involved, they want decision making to be more localised and they want more transparency about when, what and why decisions are made.

Partnerships and collaboration

The Sector Forum and submissions, in particular, but also through the stakeholder meetings and workshops and some online feedback indicated a strong support for a collaborative approach to developing solutions to complex social problems in partnership with others.

A number of submissions made reference to currently successful examples of local solutions to local problems, and the Sector Forum highlighted the benefits that collaborative approaches can bring to entrenched, complex issues such as poverty and disadvantage.

The online survey identified communication and education as the most important way to address this direction (26%) and there were a lot of suggestions such as online surveys, co-design, free Wi-Fi hotspots with log-in webpages which ask you for feedback on the issue of the day.

The People's Summit nominated more deliberative democracy type activities, an interactive engagement app and digital noticeboards.

All feedback indicated that people want to be involved, want to take responsibility and want to be part of the solution.

1.1.9. Feedback on potential actions

A number of practical actions that the City could pursue under each strategic direction were identified as a result of the consultation process (see Appendix C). These were brought to the People's Summit, in order to seek further guidance from the community on their preferences for action: to help the City make the hard decisions about what criteria to use when prioritising actions and what to progress first.

Participants identified the following themes as important to consider when prioritising:

- 👉 Housing affordability
- 👉 Need
- 👉 Degree of transparency
- 👉 Outcomes
- 👉 Effectiveness of actions

- 👉 Innovation; and the outcomes for
- 👉 Long term impacts/ future generations.

In terms of how decisions are made by the City when considering potential actions to take, aside from the critical issue of expenditure, the long term impact of actions (29%) followed by the ability of actions to reach the most amount of people (20%) were seen as the most important criteria.

The actions the People's Summit identified as priorities for each strategic direction, out of the selection of actions emerging through the public exhibition period (refer to Appendix C), were:

- 👉 **Inclusive City** – affordable housing delivery (36%) followed by linking business with community organisations (16%)
- 👉 **Connected City** – neighbourhood social networking platforms (22%) followed by community building toolkit (18%) and supporting residents to host street parties and small community events (15%)
- 👉 **Liveable City** – communal facilities in new developments (29%) followed by city quiet zones (15%) and rooftop gardens (13%)
- 👉 **Engaged City** – interactive City engagement app (22%) followed by participatory panels (16%) and digital noticeboards (14%).

1.1.10. Further considerations for the City

Issues the City may like to consider as a result of feedback include:

- 👉 **Evaluation and measurement** – stakeholders, in particular, raised the importance of setting goals and evaluating implementation so that the Policy and Action Plan can be effectively evaluated and monitored
- 👉 **Partnerships and collaboration** – feedback strongly indicated a preference for the City to collaborate and connect with other organisations to achieve social sustainability. A number of organisations offered to partner with the City in developing specific programs and activities, and to assist in developing measurement and reporting of the Policy
- 👉 **Diversity and vibrancy are highly valued in the city** – the highly diverse, cosmopolitan and vibrant communities that make up the whole Local Government Area (LGA) are highly valued and there is a strong desire by the community for this diversity, in its widest form and entirety, to be maintained
- 👉 **The importance of bringing people together** – the value of connection through activities, programs, events and spaces in the city cannot be overemphasised and it is through this that tolerance, support and inclusion occur for the city and for local communities. **A socially just and resilient city for all** speaks strongly to the values of the participants and the City is seen by many to have a valid and important role in advocating, leading, supporting and creating this outcome.
- 👉 However, unsurprisingly, there is a certain level of **cynicism about government** in general and a lot of confusion about the different roles and responsibilities of government

- 👉 **Negative comments** mainly related to:

- Issues for which the City was not responsible (e.g. Barangaroo and major transport infrastructure)
- Some City regulatory functions that were seen to be unhelpful or unwelcome to residents and businesses
- Frustration that issues that people or groups had passionately advocated for were not acted on by the City (for example, whether car share spaces should be allocated with a specific location)
- A belief that achieving social sustainability was an impossible or abstract goal.

Community involvement in the process and as the solution for future change

The City undertook a comprehensive consultation program with activities targeting all the communities of the diverse City of Sydney LGA.

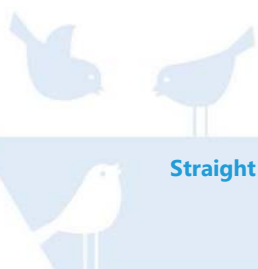
All the activities during the public exhibition period were publicly advertised and involved self-selection – that is, people had to want to make comment or participate.

Feedback therefore strongly favours those with a strong sense of social justice and a commitment to social sustainability. A small percentage – possibly 10% – of those participating in the online survey did not support a social justice or sustainability position and they made this clear with comments resisting the extension of the City's role in providing support to or advocacy for social sustainability actions.

The randomly selected participation process for the People's Summit provided an opportunity for a more demographically representative group to participate, and their views and priorities supported that of the overall process. 96% of People's Summit participants said they would participate again and over 80% believed their participation would make a difference.

From this experience it is clear that participants believe:

- 👉 The residents, visitors, workers and students of Sydney want to be involved
- 👉 There is a strong desire for decision making to be made as transparent and local as possible
- 👉 Communities want to look after themselves and each other
- 👉 Collaboration and partnerships between both organisations and local communities will lead to better solutions that are more likely to succeed than solutions designed and imposed 'from above'
- 👉 People want to be part of the solution and co-design, collaborate and take responsibility for driving change.



2. INTRODUCTION

2.1. Background

A robust social sustainability policy is the next step in the City's implementation of Sustainable Sydney 2030, which envisions Sydney as a global, green and connected city.

There is a strong evidence base that social sustainability is a critical factor in the success, vibrancy and economic performance of global cities. A social sustainability policy will support the City to tackle social challenges faced by City users as the City continues to rapidly transform physically, culturally demographically and socially. A social sustainability policy will put people at the forefront of the City's decision-making and renew its commitment to social resilience and wellbeing.

The draft Policy and Discussion Paper were developed with guidance from an independent taskforce of experts, local and global research and input from government, businesses and residents. These documents are available at <http://sydneyoursay.com.au/socialsustainability/>

The adopted Policy will replace the City's 2006 Social Plan.



People's Summit – exploring the Discussion Paper

2.2. Report purpose

Straight Talk was engaged by the City to analyse and report on feedback received from stakeholders and the community during the public exhibition of the draft Social Sustainability Policy ('Policy') and Discussion Paper.

The purpose of this report is to provide a summary of feedback from the public exhibition to:

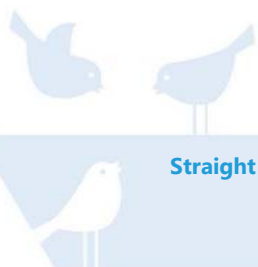
- 👉 Test the overall support of the draft Policy – including the vision and principles
- 👉 Identify key themes and issues raised in relation to the draft Policy and Discussion Paper
- 👉 Test the level of support for the proposed strategic directions set out in the Discussion Paper, which will form the basis of the forthcoming Action Plan
- 👉 Identify potential actions to achieve the vision and aspirations set out in the Policy and Discussion Paper, which can be taken forward through the forthcoming Action Plan.

Straight Talk has undertaken this analysis in relation to the following key aspects of the draft Policy and Discussion Paper:

- 👉 Vision for a socially sustainable Sydney
- 👉 Principles for a socially sustainable Sydney
- 👉 Proposed strategic directions for a socially sustainable Sydney:
 - An Inclusive City
 - A Connected City
 - A Liveable City
 - An Engaged City
- 👉 Other key social sustainability issues in the City of Sydney local area.

This report seeks to provide a synthesised analysis of feedback across all consultation activities. Further information can be found at <http://sydneyoursay.com.au/socialsustainability/>.

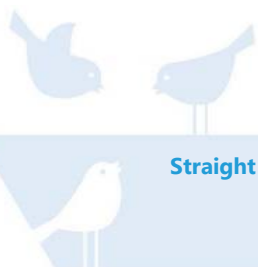
Please note the broad scope of both the consultation activities and the concept of social sustainability encouraged the consultation feedback to be expansive. Therefore feedback has been analysed in order to identify the underlying values and support for specific elements of the draft Policy and Discussion Paper. Further details on the analysis of feedback can be found in section 3.5.



2.3. Report structure

This report has the following sections:

- 🔥 **Section 1: Executive Summary** – providing a snapshot of consultation activities undertaken and feedback received on the draft Policy and Discussion Paper
- 🔥 **Section 2: Introduction** – explaining the purpose and structure of the report and the context of the draft Policy and Discussion Paper
- 🔥 **Section 3: Engagement process** – presents the design of the consultation activities undertaken by the City, the scope of consultation, the reach or participation levels achieved and the sources of feedback and comment that were analysed
- 🔥 **Section 4: Findings** – the main part of the report presents an overview of feedback to each key element of the Draft Policy and Discussion Paper – including the proposed vision, principles and strategic directions
- 🔥 **Section 5: The People Summit and Actions** – the actions that have been identified from the consultation feedback that the City can consider as it develops its Action Plan and the outcomes of the post-exhibition period, deliberative democracy workshop which identified and prioritised potential actions
- 🔥 **Section 6: Recommendations** – highlights suggested actions for the City to consider based on the report findings.



3. ENGAGEMENT PROCESS

3.1. Purpose and objectives

The purpose of the engagement process was two-fold: to ensure that consultation on the draft Policy and Discussion Paper was available and accessible to a diverse range of community members and stakeholders; and to ensure the consultation activities were meaningful and empowering to those who participated - ensuring alignment to both the ethos of the draft Policy and the City's community consultation principles.

The public exhibition of the documents also fulfils the City's commitment to exhibit new major policies and strategies to enable public comment to inform their finalisation, prior to them being brought before Council for adoption.

Through the process, the City committed to acknowledging each idea brought forth by the public, and to keep individuals and organisations informed on the draft Policy process and how their feedback will influence the development of the Policy and related actions.

Engagement Goal: To facilitate wide-reaching, transparent, inclusive consultation processes for the Social Sustainability Policy and Discussion Paper.

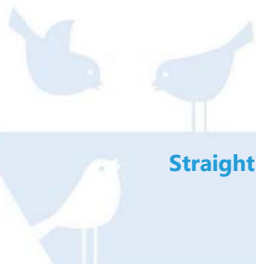
3.2. Methodology

To ensure that the feedback collected was both robust and contained a representative spread of views from those impacted by social sustainability issues and the implementation of the draft Policy, the City undertook an extensive and far-reaching community and stakeholder engagement process.

The City designed and facilitated most of the consultation activities. Straight Talk, a specialist community consultation firm, facilitated both major consultation workshops. The Sydney Story Factory, a creative non-for-profit organisation, facilitated the story factory workshops for children, and education specialists developed curriculum-aligned activities for the Kids Say consultation and facilitated the classroom-based workshops.

The draft Policy and consultation activities were promoted through a marketing, media and communications campaign, including a public advertising and awareness-raising campaign.

Copies of the draft Policy and Discussion Paper were distributed throughout the City's libraries and community centres and at community and stakeholder consultation events. To support widespread awareness, the draft Policy and Discussion Paper were also provided in a range of formats, including accessible formats, Easy English, and a number of community languages.



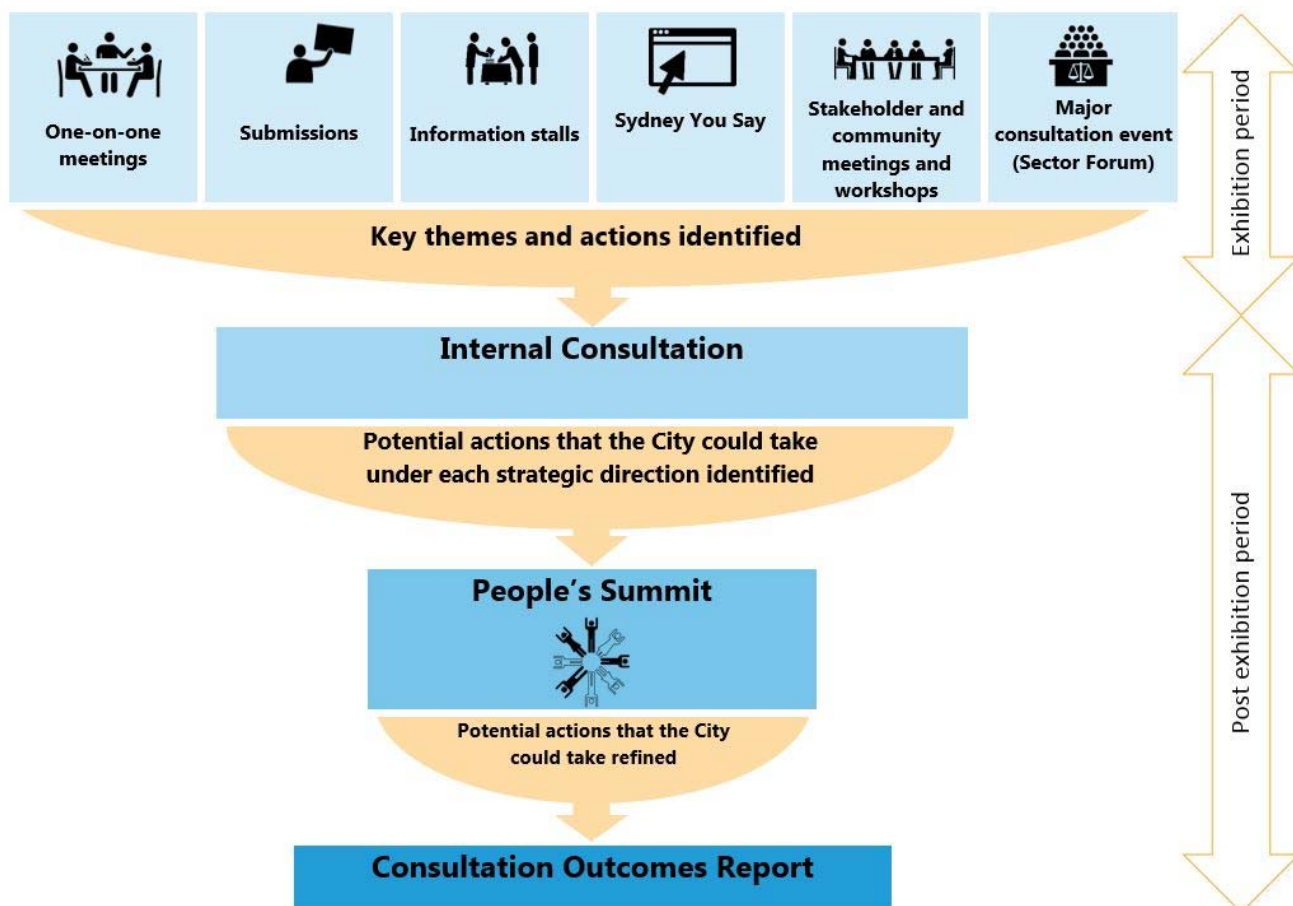
Consultation activities included:

- 👉 **Written submissions** – the public were invited to send in submissions. The open structure allowed people and organisations to express their views and cover issues in a way that suited them. The activity gave the public and organisations the option of providing both conventional and more informal comments on the draft Policy and Discussion Guide. A summary table of submissions is provided at Appendix B.
- 👉 **Sydney Your Say: survey, pledges** – a project webpage was launched on the City's Sydney Your Say webpage. The webpage allowed the public to access key documents (in English and community languages), and learn about the consultation program. The page also invited users to complete a short survey containing a mix of open and close-ended questions, make pledges towards social sustainability or to leave a comment in the guestbook. The survey is shown at Appendix A.
- 👉 **Kids Say consultation** – the City also launched a Kids Say webpage – an online platform for children. The webpage invited participants to upload social sustainability stories and to share their view in a discussion forum. The Story Factory hosted and facilitated four creative workshops with primary school-aged children, and workshops were held in five local schools with students from Years K-7. Education resources used to conduct these workshops were shared on Sydney Your Say.
- 👉 **Stakeholder and community meetings and workshops** – numerous workshops and meetings were held to capture nuanced feedback from key stakeholder groups and key or harder-to-reach sectors of the community. These workshops and meetings allowed participants to provide feedback in a comfortable, empowering and culturally-sensitive setting.
- 👉 **Major consultation events** – two large-scale workshops facilitated the discussion and deliberation of ideas amongst peers to test and identify social sustainability actions. One workshop was attended by sector stakeholders, and the other was attended by randomly-recruited community members (residents, workers and visitors), who broadly represented the City's demographics in age, gender and location.
 - **The Sector Forum** was intended to stimulate and capture feedback from key government and non-government sector representatives on the content and direction of the draft Policy and Discussion Paper. The Forum was attended by key invited representatives from across a range of sectors, including social services organisations, not-for-profit enterprises, sector peaks, education institutions, businesses and community representative groups. Attendees were presented with key information on the proposed vision, principles and strategic directions, which were then workshopped by participants with regard to their resonance and relevance – and potential associated actions.
 - **The People's Summit** was a deliberative democracy workshop attended by randomly-recruited community members (residents, workers and visitors), who broadly represented the City's demographics in age, gender and location. The Summit was held after the public exhibition period in order to test the feedback received during the other consultation activities – primarily around actions under each of the policy's strategic directions. The workshop centred on small group

discussions and audience response voting technology called keepads. The technology allowed participant responses to be shown to the audience in real time, so that participants instantly knew what their peers thought. This instant feedback was leveraged by small group discussions, acting as a 'seed' for deeper dialogue. The technology also allowed the collection of specific demographic responses and to identify a baseline of understanding at the beginning and end of the day.

- 👉 **Information stalls** – a number of stalls were held at popular community events across the city. These provided accessible and interpersonal engagement opportunities by inviting event attendees to approach and discuss social sustainability with project team members.
- 👉 **One-on-one meetings** – the City held individual meetings with key sector stakeholder representatives. These meetings were designed to unpack the details of the draft Policy and Discussion Paper so that representatives could confidently inform their wider network.

Complementary marketing and communications activities included distribution of Avant Cards throughout the City, JCD City Lights throughout the Local Government Area including the Digital Billboard at Kings Cross, a poster series featured in City Libraries and Community Centres, Social media posts, radio live reads and digital advertising.



Sequencing of consultation activities

3.3. Consultation participation

The following table lists the key consultation activities undertaken, the number of counted participants and the audience targeted by the activity.

What	Number of Participants	Target Audience
Submissions (29 March to 12 May 2016)		
Written submissions (29 March to 12 May)	23	Community members Government – including City Council representative Community and non-for-profit organisations Business
Sydney Your Say (29 March to 12 May 2016)		
Survey (29 March to 12 May)	452	All community members
Pledges (29 March to 12 May)	21	All community members
Kids Say - online discussion forum (29 March to 12 May)	20	Children and young people
Stakeholder workshops and meetings (21 March to 11 May 2016)		
Stakeholder Briefing (30 March)	74	Government Academia Community and non-for-profit organisations Business
International Student Leadership Program Workshop (30 April)	15	International students
Aboriginal and Torres Strait Islander (ATSI) Advisory Panel Meeting (13 April)	10	Aboriginal and Torres Strait Islander people
Inclusion (Disability) Advisory Panel Meeting (11 May)	11	People living with a disability
City of Sydney Retail Advisory Panel Meeting (22 March)	14	Business
Home Support Forum, City of Sydney and Eastern Sydney Aged & Disability Interagency Meeting (12 April)	30	People living with a disability

ATTACHMENT C

What	Number of Participants	Target Audience
University of Technology Sydney Memorandum of Understanding Steering Committee Meeting (21 March)	6	Academia
Redfern Community Centre Community lunch Workshop (10 May)	20	Aboriginal and Torres Strait Islander communities
StreetCare workshop (5 May)	7	Homeless consumer advisory committee
Sydney Story Factory workshops (18 April to 19 April)	40	Children and young people
School workshops (31 March to 13 May)	233	Children and young people
Major consultation events (9 May to 28 May 2016)		
Sector Forum (9 May)	68	Government Business Academia Community and non-for-profit organisations
People's Summit (28 May)	146	Randomly selected community members
Information stalls (30 March to 30 April 2016)		
NSW Seniors Week Festival – Comedy Debate (8 April)	800	Senior citizens (est. event attendees)
Waterloo Family and Culture Day (30 April)	300	Local community members (est. event attendees)
Good Neighbour Barbeques – Zetland (30 March)	80	Local community members (est. event attendees)
Good Neighbour Barbeques – Elizabeth Bay (3 April)	50	Local community members (est. event attendees)
Youth Week in the City Mini Fest (9 April)	50	Children and young people (est. event attendees)
Key one-on-one meetings (20 April to 10 May 2016)		
University of Technology Sydney (20 April)	1	Academia
Property Council of Australia (10 May)	1	Business
Metropolitan Local Aboriginal Land Council (2 May)	1	Aboriginal and Torres Strait Islander community representative
Total number of people engaged	2,473	

3.4. Marketing, media and communications

3.4.1. Background

The marketing, media and communications campaign to support the community engagement program was in market from March to June 2016 with the aim to create:

- 🔥 **Awareness** – share our vision for a socially sustainable Sydney and demonstrate the City’s existing contribution to this area; build awareness of Sydney Your Say and position the City as a leader in community consultation; demonstrate digital inclusiveness
- 🔥 **Engagement** – engage audiences in a meaningful conversation around social sustainability
- 🔥 **Action** – encourage feedback via sydneyyoursay.com.au as part of the strategic community consultation process

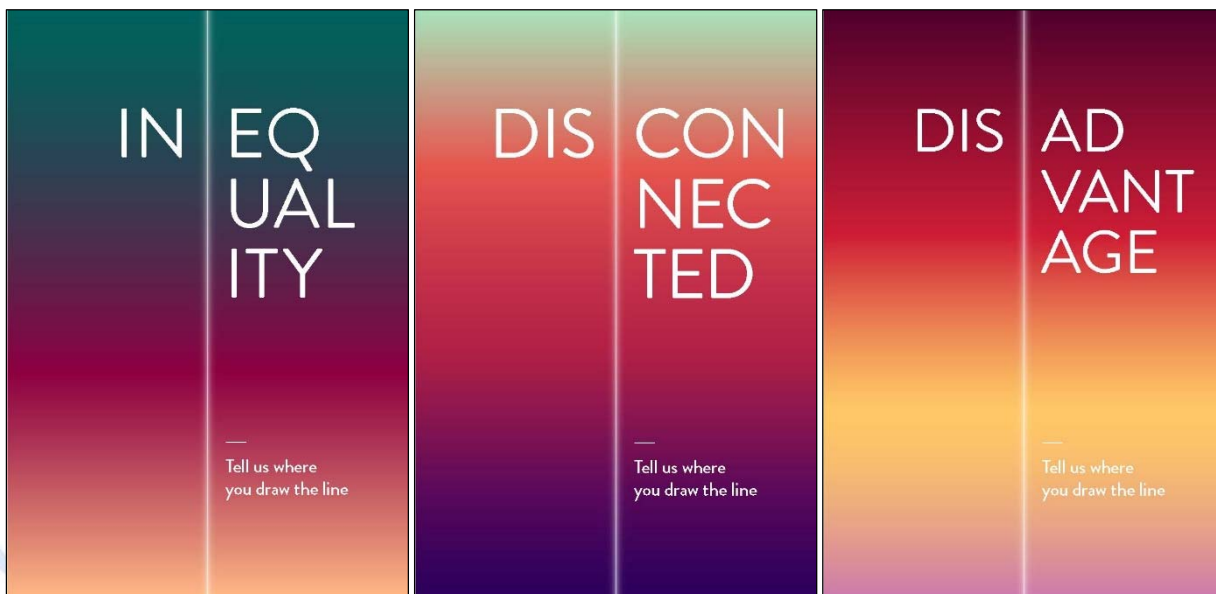
An integrated campaign using above and below the line channels was in market from March to June 2016 to drive people to the Sydney Your Say website and comment on social media using the hashtag #sydney4all.

‘Social sustainability’ was identified as a relatively new concept for the target audience. In order to simplify the messaging and make it more meaningful, a series of specially commissioned photo portraits accompanied by words of the sitter and a related social sustainability question. This content allowed us to start a conversation about the key social sustainability challenges facing the city.

3.4.2. Marketing campaign elements

Postcards

30,900 postcards were distributed to Avant Card venues and external venues in the LGA and surrounding areas (see over page). A further 10,000 cards were distributed via City networks to services centres, libraries etc.

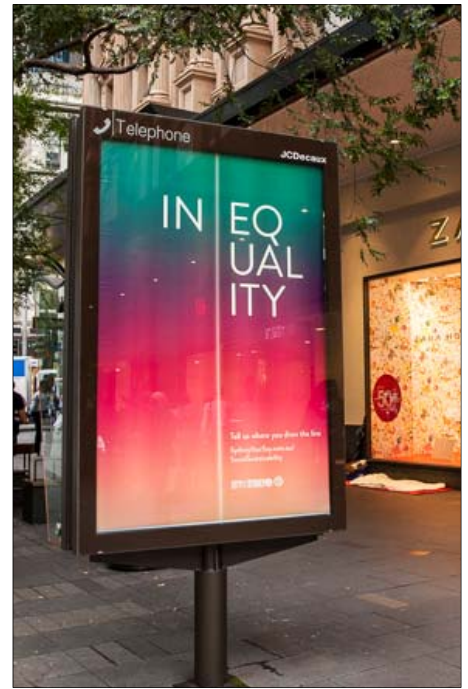




Example of the Avart Cards

Billboards

43 City Lights posters by JC Decaux were positioned throughout the city local area area (poster locations switched over 3 weeks). The billboards reached 1,749,700 people and were seen 14.1 times on average.



Posters

A series of A1 posters featuring Sydney-siders and their views on social sustainability were displayed at high foot-traffic City facilities including libraries and service centres. The posters featured photographs of

Sydney's diverse communities, which were taken by photographer Sarah Rhodes and specially commissioned for the project.



Posters featuring commissioned portraits of diverse Sydneysiders and their stories – photographs by Sarah Rhodes



Radio

A mix of live reads and pre-recorded adverts ran on Fbi, Eastside, 2SER and Koori radio with a reach of 426,000 listeners each week.

Digital

Paid digital advertising focused on display banner (Fairfax and The Guardian), social (LinkedIn and Facebook) as well as Search (Google AdWords) – and delivered 2,218,263 impressions and 4,965 clicks to the website.

Banner ads were produced on the City's owned channels:

Whatson.sydney Ad Banner Posting

31 March to 12 May 2016 on Homepage, Umbrella and Events Page, receiving a total of 283,220 impressions and 199 click-throughs.

Sydneymedia.com.au

An advertising banner posting received 11,787 impressions and 10 click-throughs.

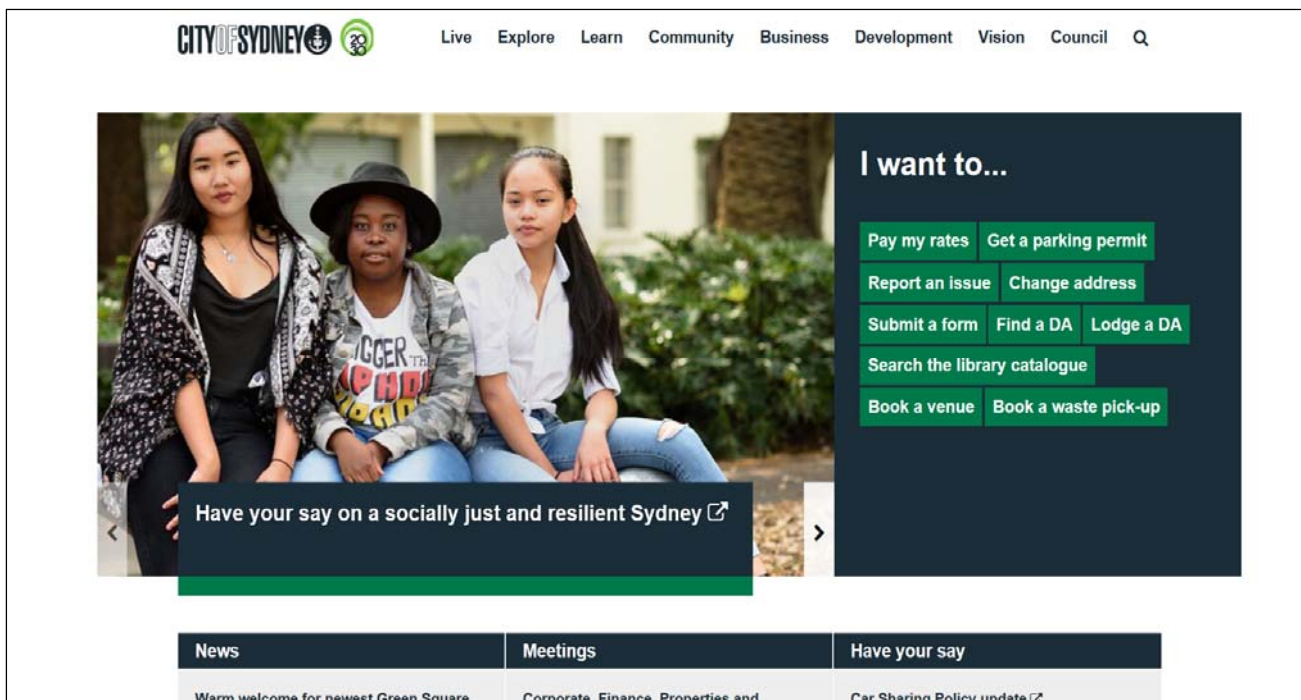
3.4.3. Media and communications

City website

A homepage tile featured on the City of Sydney's website was seen by 20,000 people and received 70 clicks-through to the Sydney Your Say page.

Local Government Area (LGA) Press Ads

Press Ads ran in three local publications including Inner West Courier, Southern Observer and Wentworth Courier.



Sydney City News

A story on 'A strong, just and inclusive Sydney' was included in the April edition of Sydney City News which is distributed to 109,000 residents and businesses in print and 13,000 in EDM format.

Media

The City media team distributed a media release to a broad range of news and media outlets that outlined the key aims of the strategy, included comments from the Lord Mayor and detailed opportunities for community feedback. The media release was also posted on the City's Sydney Media site. The media release resulted in positive coverage in the Sydney Morning Herald (12 April) and City Hub (31 March).

A follow-up media release on the City's Sustainability People's Summit, A City for All, was distributed and received positive coverage in Central Sydney on 25 May.

A short video featuring City residents and support staff involved in delivering community services was also produced to highlight areas of interest in the community and encourage engagement in the consultation process.

3.4.4. Social media

The City invited community involvement through the social media channels: Facebook, Twitter, LinkedIn and Instagram. Questions, such as 'What's your vision of Sydney?' were posted online, encouraging the public to share and discuss their thoughts. Social media enabled people to make contributions in a way that was fun and interactive by utilising a platform that many people feel is comfortable and convenient to use. The hashtag #Sydney4All provided people the opportunity to follow the conversation during the public exhibition period.

The social media campaign reached thousands of people. A breakdown of the reach and social media platforms used is shown in the table below.

ATTACHMENT C

Social media platforms	Reach
Twitter (#Sydney4All)	417,600 (potential tweet reach)
Facebook (4 posts)	71,760 (average reach; the City's posts reached 287,042 people and generated 184 comments, 96 shares and 573 likes/reactions)
Instagram	1,018 (likes, 23 comments)
Linkedin	57,418 (total number of people who viewed the post)
Sydney Your Say webpage	75,200 (visits to the website)



An Instagram post during the public exhibition period



The highest performing City tweet had a potential reach of 157,600 people

3.5. Feedback analysis

Straight Talk received from the City all the raw data from the Sydney Your Say consultation, the Sector Forum and Peoples Summit, submissions, social media comments and stakeholder workshops. The remaining workshop feedback was collated by the City in outcomes reports.

Feedback has been analysed qualitatively and quantitatively. All data was analysed via a spreadsheet, with key themes identified and coded where possible against the vision, principles or strategic directions.

It is important to note that the questions asked in, and the format of, the various activities varied and so not all activities generated similar feedback. In addition, the very broad nature of the issue of social sustainability lent itself to broad interpretation by participants and respondents and a significant number of responses to the survey, and to some extent feedback gathered via other activities, contained information and comments that were not of direct relevance to this project. For the purposes of this report, these issues have not been included, except where they illustrate a particularly strong and consistent view (comments on lock-out laws are an example of this).

All feedback and coding have been provided to the City. In addition, illustrative comments and quotes were identified for use in this report.

Actions were also identified from the feedback. A selection of actions across each of the strategic directions, which came through strongly and/or frequently during the public exhibition period, were compiled in the lead-up to the People's Summit, at which participants were asked to discuss and vote on those actions they believed would best achieve each strategic direction.

Many participants and respondents made suggestions for actions, with a large volume of suggestions such as:

- 👉 Improved public transport
- 👉 Increased provision of open space
- 👉 Improved local decision-making processes

For the purposes of this report, actions have been identified that are:

- 👉 Specific and actionable
- 👉 In the City's remit to pursue – independently or with stakeholder partners
- 👉 Not currently undertaken by the City or expand on the City's current activities

All suggestions have been included in the data provided to the City.

3.5.1. Sydney Your Say

Survey

The City provided Straight Talk with the raw survey data. Straight Talk reviewed both opened-ended and close-ended responses and placed quantitative data into graphs. Detailed analysis of survey results was provided to the City.

Pledges

The City provided Straight Talk with 19 of the 21 pledges, two pledges were not provided due to inappropriate content. Each pledge was themed under one of the strategic directions and then further themed by each strategic direction sub theme. This themed data was provided to the City with this report.

Kids Say consultation

The City has reported separately on the purpose, objectives, activities and outcomes of the Kids Say children's consultation process. The 'Kids Say' consultation outcomes were assessed against the City's four strategic directions. Outcomes relevant to each direction are summarised in this report and were considered when identifying key themes.

3.5.2. Major consultation activities

Sector Forum

The format of the Sector Forum consisted of small table discussions, facilitated by City staff, with outcomes recorded by table scribes. Individually, participants were asked to identify three words which described their vision for a socially sustainable Sydney. Small group discussions were then held at each table, around the following questions:

- 👉 Together, how can we make our city more socially just and inclusive so everyone has a fair go?
- 👉 How can we make sure our city is both more connected and has a diverse and cohesive community?
- 👉 How can we make our city more liveable and improve the quality of our places and spaces for people?
- 👉 How can we make our city more engaged so people can have their say in local decision making?
- 👉 Do these principles guide the response we're seeking through the strategic directions?

Scribes recorded the key comments made at each table and these notes were then typed, following the event. The typed feedback was then reviewed to draw out common themes. These themes were then used to code the comments, in order to begin to understand the frequency of certain types of comments. Due to the diverse nature of comments made, comments were assessed individually in order to understand the nuances of discussions.

People's Summit

The 'deliberative democracy' event consisted of small table discussions, audience responses technology (keepad) voting and small group work. Participants used audience response voting technology to individually respond to close-ended questions. These questions were a mix of event evaluation questions and deliberative questions regarding the draft Policy and potential actions that the City could take to advance the draft Policy's strategic directions. Voting was complemented by small group discussions which captured qualitative and nuanced feedback. These table discussions were facilitated by a table facilitator with table scribes recording key discussion points.

Straight Talk analysed the quantitative results of the audience response questions and illustrated the results in graphs. Table discussion notes were reviewed to draw out key themes, concerns and conversations which supported the dynamic and rich data. The outcomes of an activity asking people to name three words which describe their vision of a socially sustainable Sydney was used to create a word cloud of responses

and to draw out participant support of the draft Policy vision. Participants were also asked to write down a personalised pledge on how they would like to improve social sustainability in Sydney. The results of this activity have been recorded with the results of the pledge activity asked on the Sydney Your Say webpage due to the similarity of the two activities.



Stakeholder briefing



Sector Forum

3.5.3. Social media platforms

Social Media

The City called on individuals to share their thoughts and ideas on social sustainability by posting the following questions and comments on Facebook and Instagram.

Facebook

- 👉 We're creating social sustainability policy to make Sydney a city for all. Share your stories and ideas for a more inclusive city. #sydney4all
- 👉 Help us build a stronger future for Sydney. Share stories, comments and your vision for Sydney at sydneyyoursay.com.au
- 👉 Quick question: How well do you know your neighbours? A recent survey of Sydney residents found that only half are satisfied with feeling like they are part of a community.

Instagram

- 👉 Here's your chance to help us build a stronger future. There's no doubt that Sydney is a beautiful place, but we know that it's not perfect. With that in mind, the City of Sydney is currently developing a social sustainability policy and action plan to make our local area a more equal and inclusive place. Our discussion paper: *A City for All* covers things like job opportunities, housing affordability, sense of community, access to public space and the ability for all people to play a part in the direction of our city. As part of this, we're encouraging locals, visitors, workers and students to share their stories and vision for Sydney. We're listening to your comments on, #sydney4all and at sydneyyoursay.com.au – all feedback will help inform our final policy...

Each question was themed under the draft Policy vision or one of the four strategic directions. In these categories each comment was individually reviewed and then coded with a key theme. Popular themes were also divided into subthemes to demonstrate the nuances of comments. For example, the theme 'better transport' included the subthemes 'more trams' and 'No WestConnex'.

3.5.4. Submissions

Straight Talk reviewed all written submissions and identified key themes or issues raised, categorising them under either the vision, principles or one of the four strategic directions. All data under each strategic direction was then themed into one of the strategic direction sub-themes. This themed data was provided to the City with this report. A summary of written submissions is provided at Appendix B.

3.5.5. Stakeholder workshops and meetings

Summarised data from the stakeholder workshops and meetings was provided in an Excel spreadsheet consultation log and succinct workshop notes for some activities. Where workshop notes were provided, this information superseded the summarised outcomes in the consultation log.

All available data was themed as a comment under either the vision, principle or one of the four strategic directions. All data under each strategic direction was then themed into one of the strategic direction sub-themes. This themed data was provided to the City with this report.

Data from one-on-one stakeholder workshops and meetings was provided and summarised in an Excel spreadsheet consultation log. This has been themed and analysed where relevant.

3.5.6. Information stalls

Summarised data from the stakeholder workshops and meetings was provided in an Excel spreadsheet consultation log. Data made reference to the time and location of the events but negligible feedback was recorded on the outcomes due to the informal nature of the consultation activity. Any outcomes data was themed and provided to the City with this report, but has not been analysed in this report due to the brevity of data, for example, 'general feedback on lock-out laws.'



The Submissions, Sydney Your Say pledges and stakeholder workshop and meeting data have been coded under the sub themes for each strategic direction



Consultation workshop and communications collateral



4. VISION

The City's vision for a socially sustainable Sydney is a socially just and resilient city – a city for all.

The City's vision for a socially sustainable Sydney is a city for all. It is a socially just and resilient city where people from all walks of life can live, work, learn, play and grow. It is a city that puts First Nations people first – recognising 40,000 years of Aboriginal and Torres Strait Islander living cultures.

It is a city that offers people opportunities to realise their full potential and enjoy a great quality of life.

It is a city where people have a shared commitment to the wellbeing of their community.

4.1. Overall support

Across all activities there is broad support for the City's draft Policy vision. The City's commitment to a just and inclusive society was strongly supported; it was within the interpretation of the best way to achieve this that there were significant differences and suggestions.

Feedback suggested that the draft vision was not specific enough and needed to address poverty and inequality more strongly. More details on themes and issues raised are presented below.

4.2. Key themes

Housing affordability, diversity, community services to address basic need, equity and a vibrant city were identified as key values for the vision to express.

Housing affordability was raised across every engagement activity as a significant issue. Comments about housing affordability included:

- 👉 Access to rental properties and the need for affordable housing targets more broadly
- 👉 The impacts of gentrification on the diversity of the inner city population
- 👉 Affordability and supply barriers for home ownership

Diversity was raised in a number of contexts, including as a result of increasing housing costs (socio-economic diversity), but also in relation to culturally and linguistically diverse (CALD) communities and people with a disability. Diversity was also identified as a key issue relating to safety for people who identify as Aboriginal and Torres Strait Islander (ATSI) and Lesbian, Gay, Bisexual, Transgender, Queer and Intersex (LGBTQI).

Support services to address basic need were identified within the online surveys, Sector Forum and submissions as being a cornerstone of addressing inequality, poverty and realising the vision. The City's role in providing, supporting and advocating for more, new, innovative services was championed.

Equity was also identified as a key value underpinning the vision and was the strongest value identified by the Sector Forum.

Vibrancy being a cosmopolitan and dynamic city was raised in social media and the survey. An energetic city with a creative life was particularly mentioned in social media, with a strong opposition towards the lock-out laws raised.

The City's role in providing **leadership, advocating for and supporting specific actions** were also raised, particularly within the submissions received.

4.3. Responses across consultation activities

4.3.1. Sydney Your Say (survey, pledges, Kids Say)

Survey

Respondents to the survey were asked what their vision was for a just and resilient Sydney. Responses were categorised into themes. Where responses made multiple suggestions or comments, these responses were categorised into multiple themes.

The most common response theme was diversity/tolerance (18%), which included calls for greater tolerance and diversity around various minority identities, particularly Aboriginal and LGBTQI identities. Throughout the comments, a theme emerged that respondents expressed concern about hostility by the Police and the government towards Aboriginal residents whereas concern about hostility towards LGBTQI people was directed towards "yobbos" and the general public more broadly.

Another common theme was concern about affordability and the cost of living in the city local area (14%). Within this broader theme, almost all specific concerns related to housing affordability – the cost of renting or buying property and the availability of low cost housing to people on ordinary/lower incomes.

This theme was somewhat related to the next most common theme, which was for assistance to the poor and homeless in the form of various support programs and social housing (10%).

Comments included:

- 👉 'I envision Sydney to evolve to be as cosmopolitan and inclusive of all ethnicities in its identity as many of the globe's biggest cosmopolitan cities'
- 👉 'A city where people take a moment to know their neighbours, to accept differences and encourage interaction'
- 👉 'Tackling the housing affordability problem, with the housing market providing shelter as its primary outcome instead of being the biggest driver of inequality as it is now'
- 👉 'A City where housing is affordable for all including the homeless and those on middle incomes who struggle to find housing affordable for their young families...'

- 👉 'A city where disadvantaged people and those with disability are enabled and supported. Where workers and visitors engage with each other rather than with their mobile phone.'
- 👉 'You simply can't put First Nation people first in name only. There must be less tokenism and patronising and far greater inclusion'.

4.3.2. Major consultation activities (Sector Forum, People's Summit)

Sector Forum

Participants were asked to identify three words which described their vision for a socially sustainable Sydney. The most popular words identified were inclusive, accessible and equity, followed by; opportunity, fairness, safety, diversity and affordable. Most of these words align closely to the draft Policy vision which emphasises: equity, opportunity, resilience, social justice, shared accountability and connectedness. Participant responses placed less emphasis on Indigenous living cultures and wellbeing than the City's draft vision and instead placed more emphasis on safety and affordability.

When asked to provide comments if they disagreed with the City's draft vision, respondents most frequently mentioned that the vision was too broad or abstract to be meaningful. Respondents also said that the vision did not address basic needs, particularly in terms of housing and crisis stress.

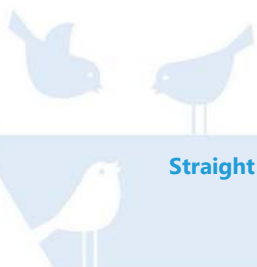
Comments included:

- 👉 'Need to address basic needs also'
- 👉 'Homelessness needs to be addressed'
- 👉 'Sustainability is too abstract, needs meaning'.

People's Summit

Participants at the People's Summit were also asked to identify three words which describe their vision for a socially sustainable Sydney. The word cloud on the following page represents the responses to this activity. The most popular words identified were safe, community, affordability, equality, inclusive, followed by transport. Most of these words align with the draft Policy vision. However participants placed less emphasis on Indigenous living cultures than the draft Policy vision and instead placed more on safety, affordability and transport.

Participants at the People's Summit were asked at tables to discuss their vision for social sustainability and decide how well it aligned with the draft Policy vision. Most participants said that it aligned, 'very well' or 'somewhat well' (68%), followed by, 'not that well' (29%). Only 4% of participants stated that the draft Policy vision did 'not at all' align with their discussed vision of social sustainability.





The above word cloud represents People Summit participants' vision of a socially sustainable Sydney

4.3.3. Social media platforms

On Facebook and Instagram, people were asked to share ideas regarding their vision for Sydney.

Multiple individuals criticised the lock-out laws imposed by the State government, stating their vision for Sydney was a 24-hour city with a vibrant nightlife, including live music venues, which was more like Melbourne. More arts and cultural spaces, for example galleries, museum and theatres, were mentioned. A common vision was improved public transport, as well as a pedestrian orientated city. Multiple respondents also stated there needs to be accessible public toilets. Affordable services and housing options were also mentioned.

Comments included:

- 👉 'Would be nice if you followed Melbourne's lead to make us a truly awesome 24-hour world class city. Instead of the ghost town it's becoming'
- 👉 'Affordable housing options, a bustling 24-hour city and nightlife, safe streets and better roads. No WestConnex, better public transport and accessible toilets near public transport. Also, more help for the disadvantaged and homeless. And a better awareness of indigenous people and why they receive assistance'
- 👉 'I would like to see a larger art gallery, more permanent museum type of venues...and more toilets open on all train stations! Plus free shuttle like Melbourne'
- 👉 'Get rid of ridiculous lock-out laws and treat us like adults again'.

City of Sydney  April 19 at 10:25am ·  

Help us build a stronger future for Sydney. Share stories, comments and vision for Sydney at sydneyoursay.com.au.



What's your vision for Sydney?

We've just released our draft social sustainability policy and are seeking community input to help shape a more inclusive, socially just city. Share your ideas by May 12.

SYDNEYOURSAY.COM.AU/SOCIALSUSTAINABILITY

 Like  Comment  Share 

  149 [Top Comments](#) 

20 shares 57 comments

4.3.4. Submissions

Two submissions made reference to the vision, both of which expressed strong support. The Glebe Society commended the vision and called it consistent with their commitment to implementing social sustainability. Regional Development Australia supported the vision but wanted to see the inclusion of individual wellbeing, the agency suggested the additional sentence, 'It's a city that has a pivotal role in contributing to individual wellbeing of people throughout the Sydney region'.

4.3.5. Stakeholder workshops and meetings

Inclusion (Disability) Advisory Panel Workshop

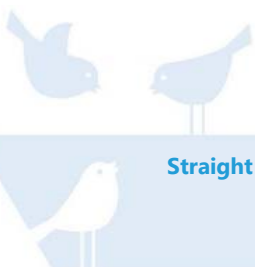
Participants at a workshop targeting people living with a disability reflected that the vision missed health and wellbeing statements.

Story Factory Workshops

At workshops primary school-aged children personified their vision for the City into a character and assigned actions/attributes to their character. The three most selected attributes were: building things, adding trees and parks, and helping people meet new people.



Sector Forum



5. PRINCIPLES

- *Sydney is on Gadigal Country: we recognise First Nations people first*
 - *Sydney is a just city that respects human rights and dignity*
 - *Sydney's community's strengths are valued and supported*
 - *Sydney is a welcoming, socially connected city that embraces diversity*
 - *Sydney is a safe and accessible city for people of all ages and abilities*
 - *Sydney is a collaborative city where responsibility for community wellbeing is shared*
 - *Sydney is a democratic city where people can participate and influence local decisions*
 - *Sydney's governance is effective, balanced and accountable*
-

5.1. Overall support

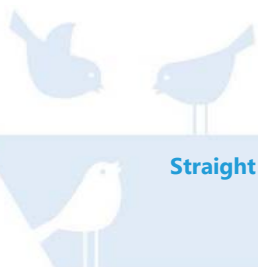
Across all consultation activities there was strong support for the principles underpinning the draft Policy. The principles were perceived as comprehensive and difficult to fault. This is demonstrated by feedback in the online survey where three-quarter of respondents agreed with the draft Policy principles.

5.2. Key themes

Similar themes as those from the vision were raised about the principles – fairness, equity, support service and diversity, with a stronger emphasis on the environment.

Feedback suggested that community and sector stakeholders were concerned about how the principles would be implemented and many responses called for concrete actions and accountability for the draft principles. Most feedback focussed on the actions that would be needed in order to demonstrate that the principles were being implemented.

In both the survey and submissions, there was confusion about the City's role and responsibilities and a large number of responses did not relate to the draft Social Sustainability Policy or its principles.

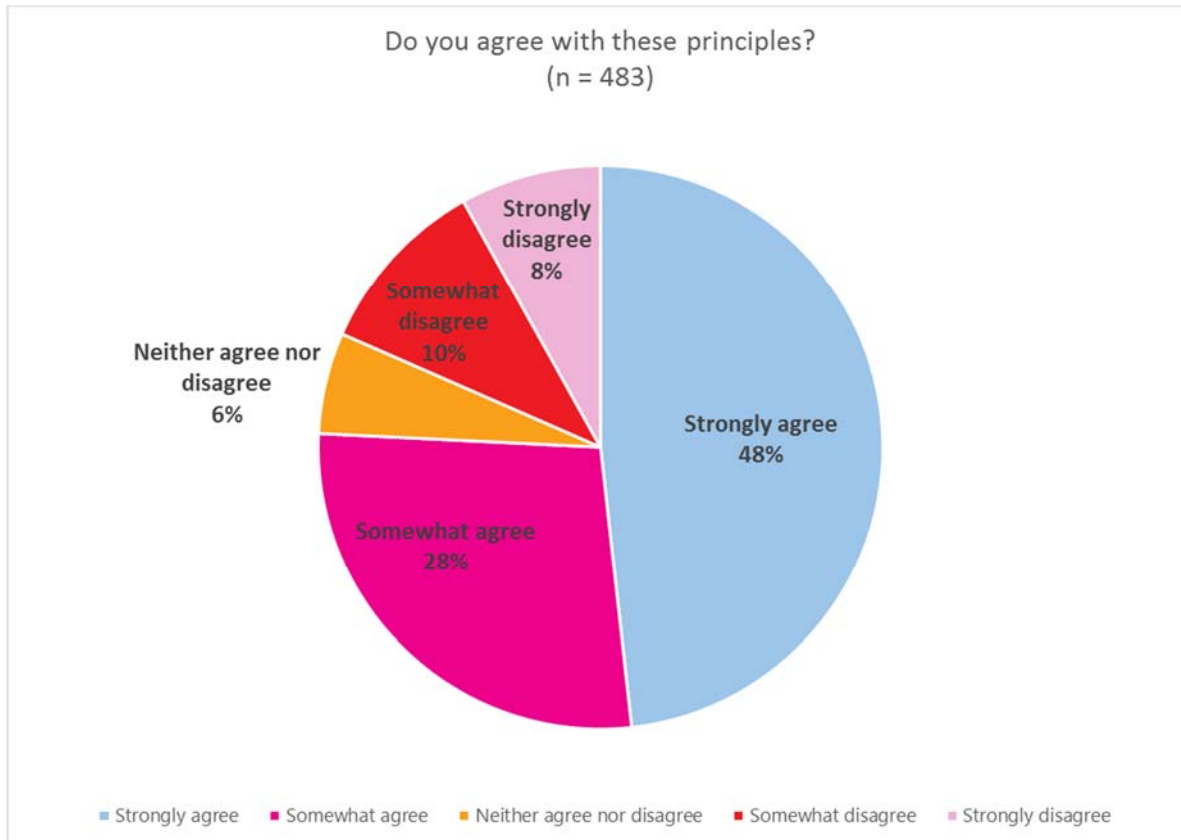


5.3. Responses across consultation activities

5.3.1. Sydney Your Say (survey, pledges, Kids Say)

Survey

Overall there was strong support in the online survey for the principles, with nearly 80% of all respondents strongly agreeing or somewhat agreeing. In total 18% of respondents said they somewhat or strongly disagreed with the principles.



Respondent's agreement with Council's principles, online survey

Changes to the principles

Respondents to the online survey were asked if there was anything missing in the principles. Although the specific question covered what could be added to the principles, answers to this question were extremely varied, including, comments on and criticisms of the City, the State government, specific policy initiatives and criticisms of some of the principles.

Criticisms of City processes and accountability were the most common themes for answers (13%) to this question, with scepticism about Council's achievement of the principles to date and capability to deliver in the future.



Comments included:

- 👉 'I think those statements are lip service. I think most people don't believe it. It's kind of like brainwashing. I love Sydney, don't get me wrong. Way better than many other places but we could do a LOT better'.

The most common policy area that was raised was the environment (11.6%), with many respondents calling for more focus on the health of the environment, the effects of climate change, or sustainability.

Comments included:

- 👉 'Sydney is a sustainable city that values the protection of the environment'
- 👉 'Yes - the physical environment!'

Another common response theme was equality (10%), with many respondents calling for a city that is open and welcoming to people from all backgrounds and walks of life.

- 👉 'Things are getting better for social inclusion, but we still have a way to go with indigenous Australians and 'new Australians' being helped to integrate into this slightly less cosmopolitan city since things such as Lockout Laws etc.'
- 👉 'A global city: Open to all people from all backgrounds, sexual orientation and views (unless harming others).'

The housing category (8%) covered those comments that called for more affordable housing or specific measures to reduce prices, increase supply of affordable housing or support for social housing.

The support services category (7%) covered those comments that called for measures to alleviate poverty and/or help the homeless and economically disadvantaged.

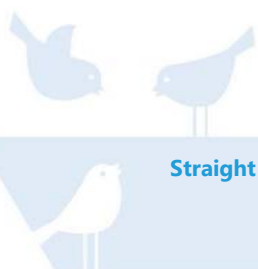
5.3.2. Major consultation activities (Sector Forum, People Summit)

Sector Forum

Participants identified that the draft Policy principles needed to focus more on equity, fairness and justice followed by showcasing a stronger support for diversity. A large proportion of responses also related to the implementation of the principles, stating that the application of the principles is the only way to critically assess their validity.

Comments included:

- 👉 'Equity – they need to be more focused on ending poverty rather than what the rich are doing'
- 👉 'Equitable access to influence decision making'
- 👉 'Acceptance of diversity'
- 👉 'Diverse – celebrating all groups / inclusive'.





People's Summit



5.3.3. Submissions

Overall there was strong overall support for the draft Policy principles. However there was confusion about the City's role and responsibilities and a number of responses did not directly relate to the draft Social Sustainability Policy or its principles, for example they related to environmental issues covered by other City policies. Importantly, a number of submissions identified evaluation and measurement as key to understanding how effective the Policy will be.

5.3.4. Stakeholder workshops and meetings

Inclusion advisory panel workshop

Support for the principles, with particular support for the statements relating to human rights and dignity, and accessibility. Panel members raised that the draft principles missed creativity and vibrancy. They described the draft principles as good but broad, stating that 'the devil is in the detail' when it comes to realising the vision.

Aboriginal and Torres Strait Islander Panel

Support for the principles as statements of intent. Similarly commented that implementation of the vision and principles through clear actions will be critical to the community.

University of Technology Sydney

Strong support for the principles, particularly the focus on a social justice agenda and shared responsibility for community wellbeing.

School workshops

Students discussed the principle – we recognise First Nations people first – and what this meant in their experience of living in Sydney. There was strong interest in learning more about the Aboriginal and Torres Strait Islander communities, cultures and histories of their local neighbourhood.



People's Summit

6. STRATEGIC DIRECTION: INCLUSIVE CITY

An inclusive city: social justice and opportunity

6.1. Overall support

There was strong support for this strategic direction, with 80% of the online survey respondents identifying it as important with a further 13% thinking it is 'somewhat important'. Community and sector stakeholder feedback strongly emphasised the importance of available affordable housing under this strategic direction, as did the People's Summit. 80% of the participants at the People's Summit were somewhat or very satisfied with the potential actions that the City could take to implement this strategic direction.

6.2. Key themes

This strategic direction fostered discussion in the broadest sense across all activities, as traditionally 'inclusion' has referred to specific socially marginalised groups and the City's draft Policy appeared to extend this.

Four key themes were identified across all activities as important to an inclusive city:

- 👉 Housing
- 👉 Partnerships
- 👉 Improved service delivery
- 👉 Employment initiatives for people with a disabilities and young people.

Housing affordability and availability for people on lower incomes was strongly identified as vital to a socially just and resilient society across all consultation activities. Homelessness and social housing were identified in several submissions, stakeholder workshop/meetings and at both the Sector Forum and People's Summit.

Partnership and collaboration were identified by multiple submissions and feedback through the online survey, acknowledging the complexity of addressing poverty and disadvantage.

Improved service delivery was strongly identified within the online survey feedback as an important way in which to create an inclusive city. The South Eastern Sydney Local Health District identified supporting initiatives to address food insecurity as a concrete way of implementing this direction.

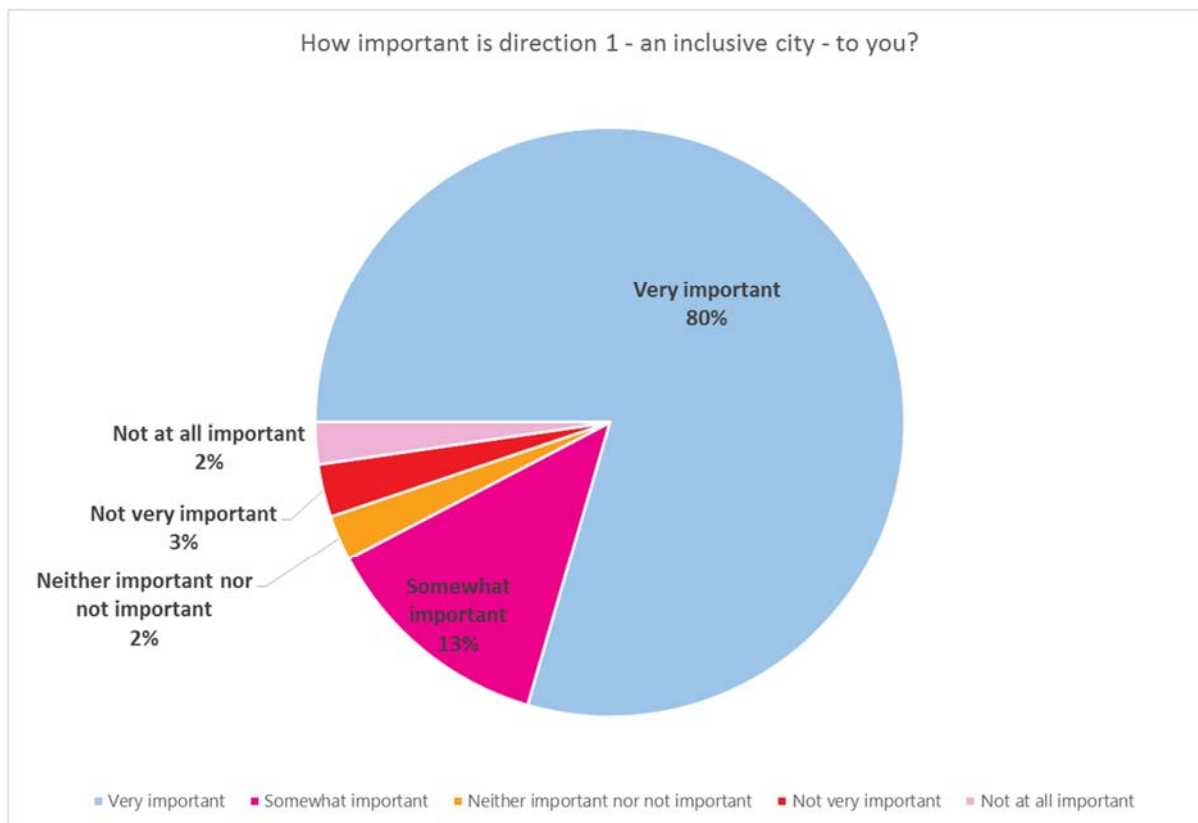
Employment initiatives were identified by the workshop of people with disabilities and the participants at the Redfern Lunch as key issues to improving inclusiveness.

6.3. Responses across consultation activities

6.3.1. Sydney Your Say (survey, pledges, Kids Say)

Survey

Overall survey respondents felt that an inclusive city was very important, with 4 out of 5 (80%) of respondents rating it as a very important and over half of the rest of respondents rating it as somewhat important.



Importance of direction 1 - an inclusive city, survey

When asked, 'Together, how we can make our city more socially just and inclusive so everyone has a fair go?' the most common category for respondent suggestions on this strategic direction was housing (33%). This included a broad range of suggestions to make housing more affordable and available for lower income earners, the poor, the homeless and marginalised communities.

Comments included:

- 👉 'By providing social housing and insisting that every development includes affordable housing for those on below average incomes.'
- 👉 'Sort out the housing issue. And when does Sydney begin to acknowledge that infinite growth is impossible?'

- 👉 'We can make things more affordable for those who actually live and grew up here. Presently priority is given to rich foreign investors. Locals have no hope of ever owning their own homes in their own city. That is now only an unobtainable dream.'

Another common category was social justice (22%). This category included prioritising the poor and homeless. Some respondents outlined specific schemes and actions that could be taken to address these issues.

Comments included:

- 👉 'Inclusive policy should prioritise supporting those experiencing poverty, without losing sight of those experiencing poverty, low income, disability or other forms of physical and social exclusion'
- 👉 'All levels of government must work together to ameliorate poverty among Sydney City residents. Relocating those residents to the outer suburbs as a form of social cleansing is as odious as it is counter-productive. Sydney City needs to be home for all types of people. On the matter of the entrenched problem of homelessness, Council can lead policy change here to support evidence based models of support (Common Ground being one of those, but only in its US form and not the diminished version used here), as well as advocate to address the causative issues that lead people to be sleeping rough'.

The next most common categories were youth and education and public transport (6%). Youth and education suggestions were across the board, from calls for more and better schools to specific programmes aimed at improving inclusiveness. Public transport suggestions generally called for more and better public transport as a way of integrating communities and helping the disadvantaged.

Pledges

Pledges towards an inclusive city focused on commitments to be a more active defender of social justice and to take actions to create a more ethical, equal and fair Sydney.

- 👉 'I'll work and try harder to be more involved in community rallies and speaking up for people like refugees and people less fortunate than me who don't have a voice'
- 👉 'I pledge to call out injustice (racism, sexism, bullying and intolerance) when I see it – at work, in the street, on public transport, anywhere!'
- 👉 'Understanding the needy'
- 👉 'Advocate for the prevention of homelessness'

Kids Say

Young people who participated online were asked why is it important to have different types of people living together. Respondents strongly supported the notion of diversity and the strength that different cultures and perspectives bring to the community.

- 👉 'DIVERSITY! Diversity is an important concept that needs to be embraced in all communities. Multiculturalism is also a very important aspect that needs to be incorporated in communities'
- 👉 'We need to improve the understanding and tolerance. Therefore, it is important to have different types of people living together. It improves cities, societies and communities'.

6.3.2. Major consultation activities (Sector Forum, People Summit)

Sector Forum

When asked, 'How can we make our city more socially just and inclusive so everyone has a fair go?', the vast majority of responses (61%) fell into three broad categories: housing, partnership and better service delivery.

Over a quarter of responses (26%) mentioned housing, with strategies to increase affordable housing and target homelessness being of key concern. Responses also stated that the City should work to improve mixed housing and social housing.

Comments included:

- 👉 'Stronger advocacy for public housing'
- 👉 'Homelessness and housing number one issue. Not an easy solution. Boarding housing retention and well managed group homes possible solution...Need to address underlying cause. This is complicated. Link to legal services – multiple and accumulated fines, puts people on black list, which means opportunities to get into housing can be threatened by lack of access to legal assistance. This can cause mental issues etc., and this creates more social issues.'
- 👉 'Inclusive zoning for accessible, social and affordable housing. Look at London as an example. Affordable housing high priority for inclusiveness. Need a model that is flexible. State responsibility vs. council responsibility. Can we influence state decisions? Sharing responsibilities. Who takes ownership - this is difficult.'

The second most popular response was partnership. Respondents frequently stated that the City needed to collaborate with the State government, particularly around housing. Responses also included that the City needed to be a leader, take a stronger advocacy role and work across government, industry and geographic boundaries. Respondents said that the holistic nature of social sustainability required a collaborative approach. The limitation of the City to achieve goals on its own was also mentioned in responses.

Comments included:

- 👉 'Councils need to collaborate to have a more powerful voice'
- 👉 'Recommendation that the city has an advocacy strategy towards state government to achieve bigger picture e.g. business advocacy strategy for flexible employment for people who live far from work'
- 👉 'Federal and state government have the most important role and should be part of this discussion – joint effort.'

The third most popular responses were around the City improving its delivery of community services. Respondents stated that the City's approach needed to be more flexible and proactive to keep pace with changing community trends, and maintain and publish robust community data and service targets. Respondents also suggested that the City look to different service delivery models, provide better training to their staff and treat service users with greater respect.

Comments included:

- 👉 'Be more flexible and proactive – respond to change'

- 👉 'Do we have enough parks and facilities to create mixed communities? Are they accessible? (Too much red tape and applications to use parks).'

6.3.3. Social media platforms

On Facebook, individuals were invited to share their stories and ideas on how Sydney could be a more inclusive city. The most common responses related to improved public transport, improved pedestrian accessibility and more affordable housing.

Representative comments:

- 👉 'A vastly improved pollution free public transport system would go a long way. Better access for cyclists to the city. Less vehicles allowed in CBD and more walkways and open public spaces.'
- 👉 'Reasonable and affordable housing would be nice. Rents and house prices are 4 times higher than Europe. It's out of control!'

6.3.4. Submissions

Feedback on this direction varied from specific and constructive suggestions, such as the Glebe Society's observations around how inclusion can be practically measured at a village level so it is known whether the direction is being achieved or not; to the School for Social Entrepreneurs call for an emphasis on disruption and community initiated responses to social problems as a way to build capacity and therefore much greater, and more effective, social inclusion.

Housing and homelessness were identified in several submissions. Importantly, it was identified that accommodation is not the only issue that needs resolving in order to address homelessness.

A number of submissions made specific offers to partner with the City, including Mirvac, Mission Australia and Sustainable Business Australia among others. A number of examples of existing programs utilising a partnership approach were identified in submissions, such as Mission Australia's Common Ground project in Camperdown.

The South Eastern Sydney Local Health District identified supporting initiatives to address food security as a concrete way of implementing this direction.

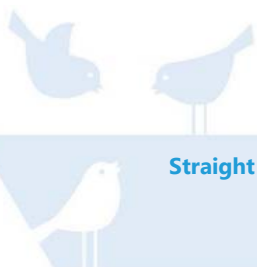
6.3.5. Stakeholder workshops and meetings

Stakeholder Briefing

Equity and social and economic inclusion was seen to be a critical agenda for the city, through this work. The shortage of housing affordability, and the limitation and role of the City to address this was raised by participants.

Aboriginal and Torres Strait Islander Advisory Panel meeting

The panel made comments about the importance of Aboriginal leadership and of employing Aboriginal and Torres Strait Islander people in positions of influence. Panel members raised concerns about the social dislocation of communities arising from gentrification and the loss of social and affordable housing.



Inclusion (Disability) Advisory Panel workshop

Participants suggested that there need to be more strategies to increase employment opportunities for peoples with disability. Participants also suggested the City increase accessibility by collaborating with and incubating, ideas and other sectors to be involved, such as hosting design competitions.

Story Factory Workshops

Children addressed the challenges of homelessness, with many expressing the view that governments have a responsibility to make sure everyone had a place to live. Children spoke about a city that is diverse and where everyone is welcome. Many wrote about standing up for their rights and the rights of other people who might be facing difficulties.

International Student Leadership Program workshop

Workshop participants mentioned that to be an inclusive city, rent affordability and the cost of public transport needed to be addressed. Participants suggested that these issues could be actioned by allowing international students to access concessional transport discounts and by increasing connections between the city and wider Sydney, through transport and housing initiative as a way to ease residential demand in the City area. Participants also mentioned the lack of community building programs to foster tolerance and understanding.

Redfern Community Centre Community lunch

Attendees mentioned housing and accommodation affordability as one of the biggest challenges that they faced. Attendees also mentioned that housing and care for Aboriginal elders needed to be designed by Aboriginal people. The lack of employment opportunities for young people was also raised as issue.

StreetCare Advisory workshop

Participants representing people living with homelessness raised housing as a critical issue. Housing was mentioned in relation to social housing and homelessness.

Social housing stock was seen to be insufficient and the development and placement of people into housing was seen as too slow. Participants critiqued the State governments focus and approach. A lack of services in the suburbs was seen to force people into the City area.

Participants stated that there was a crisis in homelessness and that targets, strategies and State government actions needed to be improved and progressed. Participants suggested that an intergovernmental taskforce was needed to address homelessness in Sydney more broadly than the City area.

Metropolitan Local Aboriginal Council meeting

Issues that arose under this strategic direction included access to housing and property in Redfern and surrounds; this was raised as critical to the sustainability of Aboriginal and Torres Strait Islander communities. The need for strategies to facilitate Indigenous businesses such as affordable business space and an economic development hub was mentioned. More prominent cultural recognition in the public domain was considered important to Aboriginal and Torres Strait Islander identity.

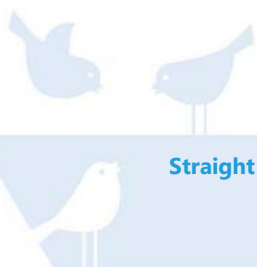
University of Technology Sydney meeting

Social and economic inclusion in the city was seen to be a critical agenda for the policy's focus on social justice and resilience. The University's focus on social justice and inclusion is aligned with the City's aspirational statements. Potential collaborations on this agenda, through the MOU between the

organisations, was raised as an issue to explore further through the development of the action plan. This includes potential actions associated with providing access to education and training opportunities for people in the city who are socio-economically or in other ways disadvantaged.



Sector Forum



7. STRATEGIC DIRECTION: CONNECTED CITY

A connected city: diverse, cohesive communities

7.1. Overall support

As with the other strategic directions, a connected city strongly resonated with respondents across all activities, but the interpretations were very broad. The vast majority of survey respondents (88%) rated the strategic direction as important.

7.2. Key themes

The key elements for a connected city were identified as:

- Public spaces
- Inclusivity/diversity
- Community activities, actions and programs.

Public spaces particularly open green space, but also well designed community facilities and centres were all identified as key elements of creating and sustaining a connected city. A number of comments related to the role of people living in high density, living alone, and social dis-connectedness as major challenges for creating a connected city.

Inclusivity and diversity were again relevant to this direction, with feedback across all activities identifying the importance of a diverse city demographic in socio-economic, employment, income, cultural and gender identity all contributing to a rich, vibrant society. The aging population was particularly identified by the Council of the Ageing but also featured within the Sector Forum as a key target group that was at risk of social disadvantage, isolation and marginalisation.

Community activities, actions and programs were identified by the Sector Forum in particular, but also the survey, as important for creating a connected city. There was a strong emphasis on the need for the City to provide the 'threads' of connection – promoting and alerting communities to opportunities to connect with each other, publicising and encouraging participation in existing activities as diverse as playgroups, community hubs and organised programmes targeting social disadvantage. The School for Social Entrepreneurs identified the importance of social enterprise in creating capacity within communities and individuals for them to be able to tackle social issues in a connected, supportive and sustainable way.

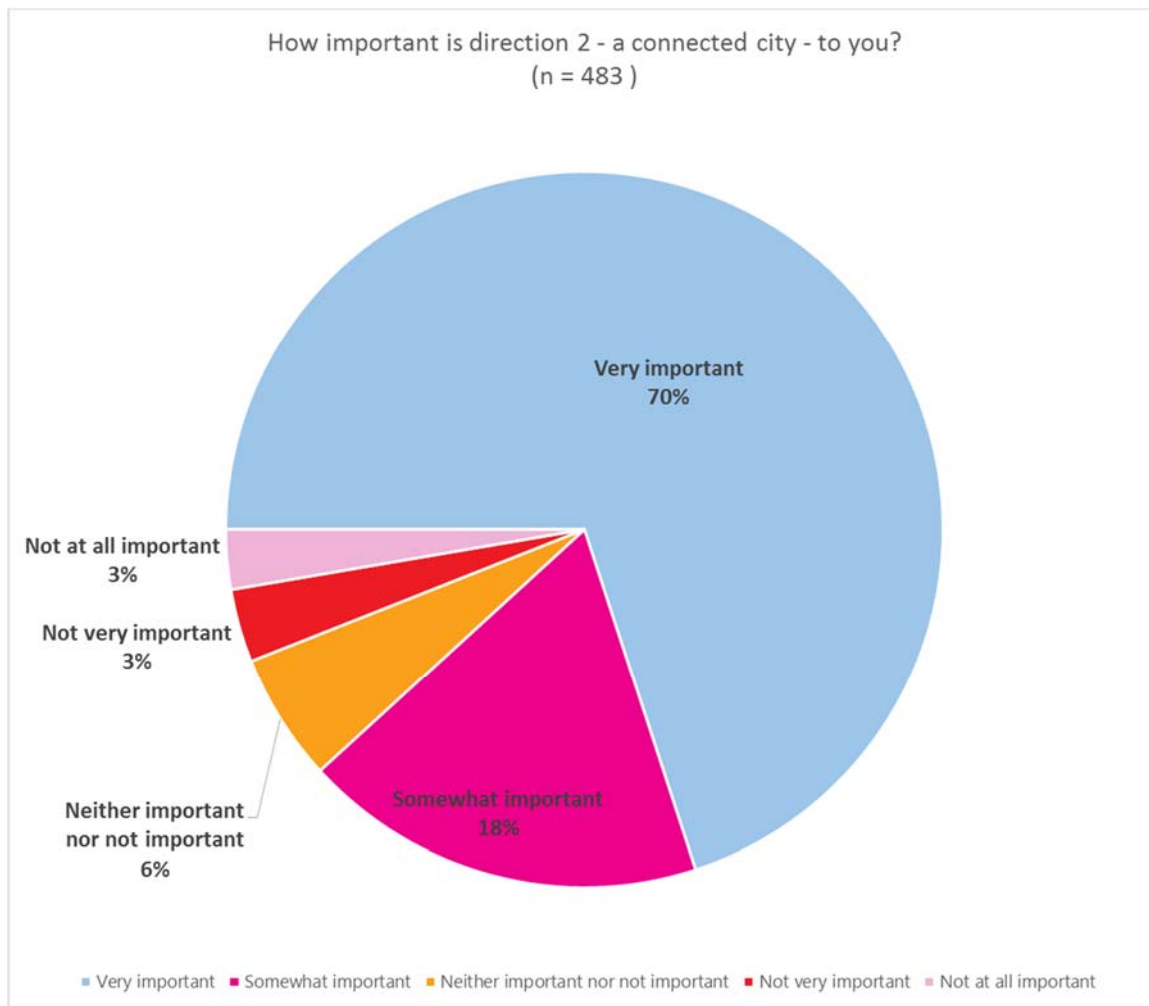
Technology (as both encouraging and diminishing connections) and transport were also identified as key elements of a connected city.

7.3. Responses across consultation activities

7.3.1. Sydney Your Say (survey, pledges, Kids Say)

Survey

Overall this strategic direction is very important to respondents, with nearly 90% rating it as very important or somewhat important. Only 6% of respondents rated it as not important at all or not very important.



Importance of strategic direction 2 – a connected city – to respondents, survey



When asked, 'how can we make our city more connected so we have a diverse and cohesive community?' the most common category for respondent suggestions was outdoor spaces and activities (26%). This category encompassed a range of suggestions that focussed on improving public spaces, including open spaces, green spaces, city squares and streetscapes so they offered more amenity and were more welcoming, as well as allowing and organising events in these spaces to attract people to come together.

Comments included:

- 👉 'I feel we need more community hubs, such as parks, farmers markets, boutique festivals such as food and music. More community vegetable gardens, perhaps we could have backyard garden kits for apartments? Maybe have a community day. Street parties where neighbours bring a plate?'
- 👉 'Welcoming, safe and accessible public spaces that are well used by a diversity of people, and have amenities like toilets, water, seats'
- 👉 'More community-focused events, spaces, and infrastructure/facilities'.

The next most common category was programmes (21%), which included programmes run by the City, community groups or other organisations that aimed to engage specific groups or communities to come together.

Comments included:

- 👉 'Tell the people what and who is there; put them in touch; ask for their support and help, neighbourhood by neighbourhood; build proactive community hubs doing real work.'
- 👉 'People who are excluded often need support of others to be included - support those who connect with those who are not connected'.

The next most common category was Wi-Fi and internet availability. This category mainly included responses that explicitly or implicitly agreed with the survey's reference to the City's proposal to roll out free Wi-Fi in public places and community centres, but also included some comments that called for other internet services.

Comments included:

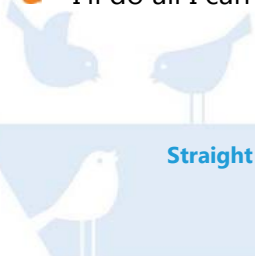
- 👉 'Free computers and Wi-Fi in public places, libraries have that facility but homeless people feel awkward going in there'
- 👉 'More free Wi-Fi is great - other cities have it virtually everywhere and it's weird that almost nowhere in Sydney does'.

Pledges

Most of the pledges fell under this strategic direction. Pledges mainly committed to being more friendly and welcoming, particularly to neighbours, international students and all passers-by. A number of pledges committed to smiling more.

Comments included:

- 👉 'I'll do all I can to encourage a city where I can approach my neighbours and place my trust in them'



- 👉 'I pledge to be friendly to my neighbours and smile at people in the street! I also pledge to be absolutely conscious of people who may feel alone or finding life tough in the city, and reach out where I can'
- 👉 'Smile more'
- 👉 'Smiling at strangers'.

Kids Say consultation

The online forum asked young people what they think cities will need in the future. The most popular themes were technology, more efficient public transport and solutions for increasing density.

Comments included:

- 👉 'Updated technology and buildings for a better working community for future generations'
- 👉 'I believe that cities in the future will be over-populated, therefore needing more services to attend people's needs. These include increase in transport links, housing and infrastructure'.

7.3.2. Major consultation activities (Sector Forum, People Summit)

Sector Forum

The most popular suggestion to create a connected city was to encourage people to use and interact in shared spaces. Responses identified that connections could be facilitated by an increase in sport, art and community facilities and by increasing public access to current school and community facilities. Creating more green spaces, activated with cycleways, playgrounds, barbeques and pet-friendly facilities was also frequently mentioned. Respondents identified that poorly designed shared spaces encouraged anti-social and disruptive behaviour, highlighting the importance of good design.

Comments included:

- 👉 'Community space is very important, such as green parks that are well used and looked after e.g. markets, spaces designed for pets and a mix for different ages'
- 👉 'Historically churches were a meeting place, this is changing. People do not meet in pubs either...parks, coffee shops and other spaces offer opportunities for connection'
- 👉 'Use more community assets – community centres, libraries etc. after hours'.

The next most popular response category was inclusiveness and belonging. Respondents stated that isolation and stigma were large barriers to creating a connected, diverse and cohesive community, particularly in relation to people from CALD backgrounds. Addressing the wider community's fear of different cultures was considered a key issue but many responses were ambivalent on how to achieve this. Suggestions included multi-lingual signage, cultural events and skills to empower themselves as ways in which the City could be more inclusive of people from different cultures. Comments also mentioned the isolation faced by the LGBTQI community.

Comments included:

- 👉 'Embrace diversity and showcase it to the whole community'
- 👉 'Casual racism is a real barrier for people connecting'

- 👉 'Give people skills to engage as this helps people relate in all roles but bear in mind differences in governance depending on CALD background'.

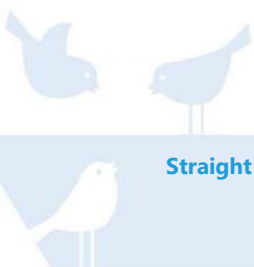
The third most popular response category was organised events. It was suggested that the City needed to host more frequent and diverse activities such as sport, film and dinner events. Participants said that the City could encourage community events by allowing citizens to host activities in City facilities, and by empowering people to design and run their own events. Events were particularly seen as a way to make the city more welcome to people of CALD backgrounds.

Comments included:

- 👉 'There needs to be large, medium and small events to celebrate the community'
- 👉 'Christmas concert model but for other times in the year. Brings community together, council has no presence, people are engaged'
- 👉 'Importance of events and events have to be tied to outcomes so they should be inclusive and celebrate diversity'.



Sector Forum



7.3.3. Social media platforms

On Facebook, individuals were asked how well they know their neighbours. Responses to this question varied significantly. Many people stated they knew their neighbours well, with some saying they have organised communication networks and events. Some people stated they feel a part of their community and really like their neighbours. A small group of people stated they didn't want to know their neighbours. Some respondents stated they had negative experiences with their neighbours. A few comments stated that the sense of community had declined with higher housing density. There were conflicting comments regarding the level of community connection in different areas of metropolitan Sydney.

Comments included:

- 👉 'Our street has its own, closed, Facebook page. We are a tiny street and a very friendly community. We have street drinks and get together'
- 👉 'We look after one another without being nosy...it's called neighbourhood watch.'
- 👉 'I can't stand half my neighbours – the other half keep me going.'
- 👉 'I go out of my way to avoid my neighbours'
- 👉 'I believe the most congested your environment, the less likely you are to befriend your neighbours.'
- 👉 'Depends on who you live near!'

7.3.4. Submissions

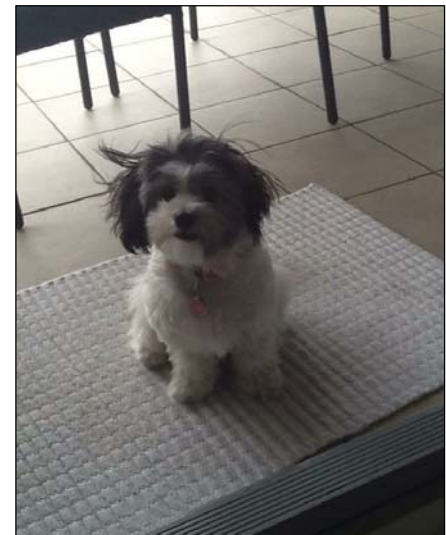
Interpretations of a connected city were very broad. For example, Regional Development Australia noted the importance of Sydney not just for its residents and businesses but for visitors and the broader state and national economies; the Australian Institute of Architects emphasised the importance of pathways and walkability so that communities can connect with each other and the city more broadly.

How the City measures the outcomes of connectedness and its impact on wellbeing was also raised, by organisations as diverse as Mirvac, the Glebe Society and the Society for Social Entrepreneurs, each of which offered to work with the City to develop such approaches. The School for Social Entrepreneurs identified the importance of social enterprise in creating capacity for individuals for them to be able to tackle social issues in a connected, supportive and sustainable way.

The ageing population was identified by the Council of Ageing as a key target group that was at risk of social disadvantage, isolation and marginalisation.

One submission featured comments about how owning a dog had opened up a new level of connectedness with local neighbours and strangers, an illustration of how the City's policies to facilitate connection can be influential in both formal and informal ways.

Peanut - 'She doesn't care if you're a wino, a houso, a tourist, city worker, construction worker She stops for pats from all and elicits joy from tourists who miss their pets'



7.3.5. Stakeholder workshops and meetings

Aboriginal and Torres Strait Islander Advisory Panel meeting

Panel members raised that the loss of community organisation was an issue that impacted becoming a connected city. Panel members specifically mentioned the defunding of Aboriginal organisations in the inner city and the loss of culturally competent not-for-profit organisations. Social and affordable housing supply was seen as foundational to sustaining communities' opportunities to continue to live in the inner city, particularly in relation to the proposed redevelopment of the Redfern Waterloo public housing estate. The social dislocation of longstanding communities as a result of gentrification and urban renewal was seen as a grave risk.

International Student Leadership Program Workshop

Participants emphasised the importance of diversity and a colourful, lively dynamic city. References were also made to inequality, the lock-out laws, public transport, lack of face-to-face interactions and homelessness.

Redfern Community Centre Community lunch

Participants mentioned that there needs to be more programs and services on offer, particularly for adolescents and young people. Access to mental health services was also raised.

StreetCare Advisory workshop

Participants mentioned the importance of recognising the traditional custodians in art and language.



People's Summit

8. STRATEGIC DIRECTION: LIVEABLE CITY

A liveable city: quality places and spaces

8.1. Overall support

There was strong overall support for this strategic direction, demonstrated in the survey in which 84% of respondents rated a liveable city as 'very important'. All feedback across all activities identified the importance of liveability, though many people asked 'what does liveable mean?'

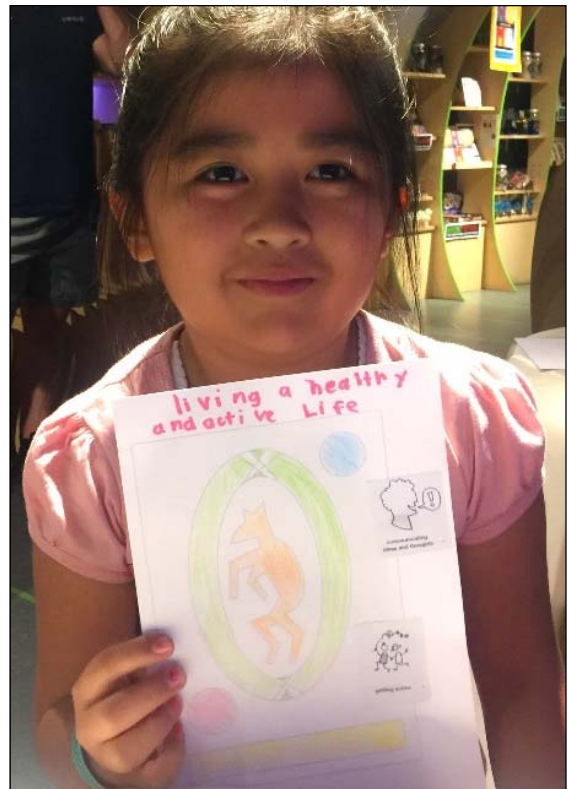
8.2. Key themes - what makes a liveable city

Public and shared space were again identified as the major key elements for a liveable city across all activities, although feedback from the stakeholder workshops and meetings was more focussed on transport, safety and accessibility (particularly for people with a disability). Affordable housing and rental housing availability for lower income, particularly older people and people with a disability, were identified by the South Eastern Sydney Local Health District's submission.

It is important to note that across the consultation activities, density and development were mentioned as key threats or risks to open space and a liveable city. A number of submissions, in particular, identified that good design, proactive targets and a policy framework to promote shared spaces were essential in order to leverage effectively the development that the city would be experiencing over coming years.

The key themes identified across all activities included:

- 👉 Public spaces
- 👉 Design and planning
- 👉 Safety
- 👉 Transport
- 👉 Environment.



Public spaces continue to feature as the most important part of the city for residents and visitors to be able to connect with each other, programs and the environment. Designing public spaces that can be used by all, but particularly for young people, older people and people with disabilities and in a variety of ways – for passive and active recreation, entertainment, formal and informal sports, activities and events – were seen as essential to creating a liveable city.

Design and planning commentary ranged from observations that ‘high density does not have to mean high rise’ through to the contribution that well designed and planned buildings and spaces contribute to the public amenity of the city, as identified by the Australian Institute of Architects.

Safety was raised by the Redfern Lunch but also on the survey and through the Sector Forum. Personal safety, particularly for disadvantaged and marginalised groups, was identified as an important area to address. Safety was identified in the context of lighting, design and harassment, by both the police and other citizens. There was a strong commitment to fairness and that while some people in the city don’t feel safe or experience such behaviour, this value was not being upheld and protected.

Transport was identified in a number of ways, from the Australian Institute of Architects strong support for the light rail through to general comments across a number of submissions and the online forum that transport was important to liveability.

8.3. Responses across consultation activities

8.3.1. Sydney Your Say (survey, pledges, Kids Say)

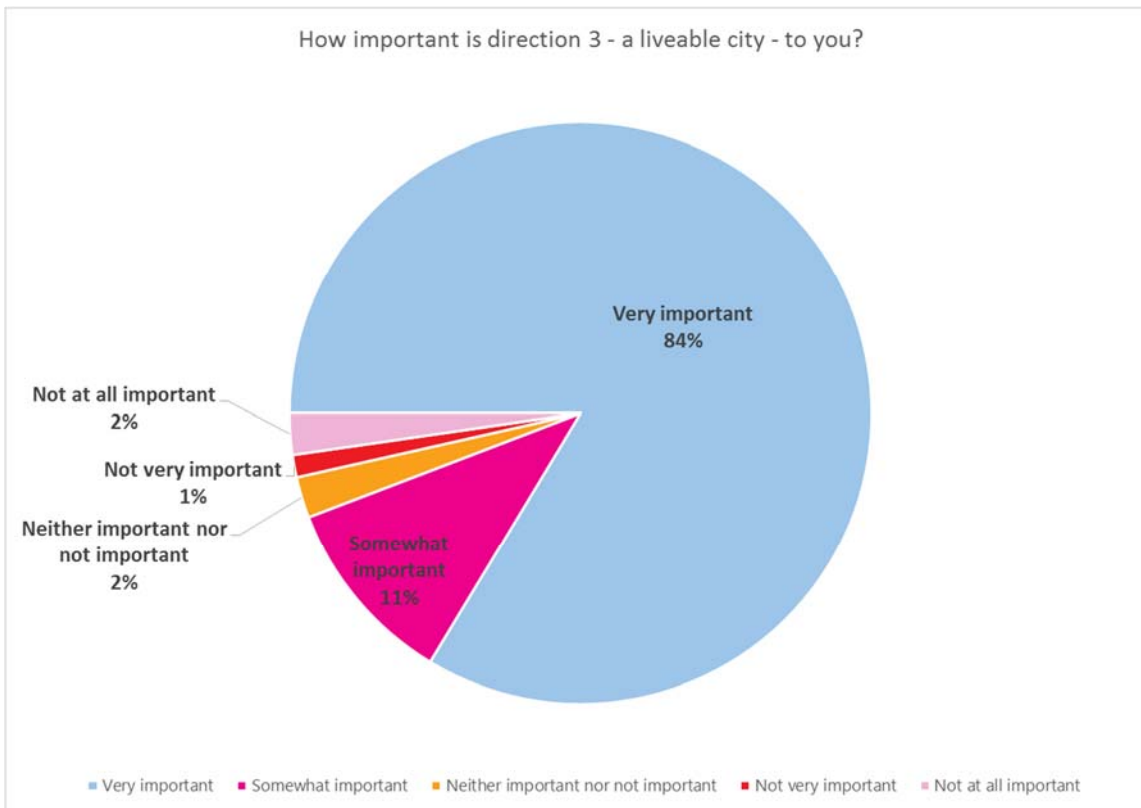
Survey

Overall respondents felt that a liveable city was very important, with over 4 out of 5 (84%) of respondents rating it as a very important and over two thirds of the rest of respondents rating it as somewhat important (11%). Only 3% of respondents rated it as not very important or not at all important.

When asked, ‘How can we make our city more liveable and improve the quality of our places and spaces for people?’ the most common category of responses to this question was public open spaces (29%). This included improvements to public open and green spaces, as well as protecting open space from development and requiring public spaces as part of new developments.

Comments included:

- 👉 'More open space, more natural parks, community gardens, better community housing designs, better new suburb designs to incorporate social communal spaces.'
- 👉 'Not by demolishing quality buildings and infilling all the open space with residential towers'
- 👉 'As a childless person I feel I sometimes miss out - where are healthy activities for adults for example, a basketball half court or fixed concrete ping pong table. It's a shame the Beare Park Anyone for Tennis art installation isn't a ping pong table - the Elizabeth Bay Marina cafe could hold equipment as part of their lease.'



Importance of strategic direction 3 – a liveable city – to respondents, survey

Another common response theme was public transport, which included calls for widely available public transport to activate public spaces (27%).

Comments included:

- 👉 'The public transport system MUST undergo vital changes in order to accommodate more passengers, by increased trains/buses/ferries frequency. Also, public transport fares should be fair. Sydney currently has the highest ticket rates than any other city in Australia.'
- 👉 'Continue trains throughout the night. Stopping at 1am causes lots of problems with crowds wanting to get home...'
- 👉 'Transport is still a big issue for Sydney. As a global city, we need to make it a priority. I am very pleased to see so much work underway such as the Light Rail in the CBD/Eastern suburbs. Additional Light Rail needs to be built to support the growth in Green Square. The current system is choking and will only get worse as people move to the area...'

Measures to support cycling were also often raised as a way to make Sydney more liveable (11%). These mostly included the creation of more bike lanes or the linking of places into cycleway networks.

Comments included:

- 👉 'An integrated public transport infrastructure must be a priority. Further development of cycle paths is critical to increasing the liveability of Sydney.'

- 👉 'We need more bicycle lanes. Sydney-siders are healthy and often prefer to take the more active route to work, however on many roads it simply isn't safe to ride your bike to work. I believe this is in part due to the aggressive nature of many drivers; European roads are designed for all classes of vehicle and there is a more collaborative mindset among drivers. More bicycle lanes, and perhaps an awareness campaign related to driving being a team effort among all road users, rather than a battlefield.'
- 👉 'Transport will be key. It's still very dangerous to ride a bike on Sydney's streets so more bike lanes and paths are essential.'

Pledges

Pledges under this strategic direction mainly committed to being involved in city development, improving cleanliness and increased use of open spaces.

Comments included:

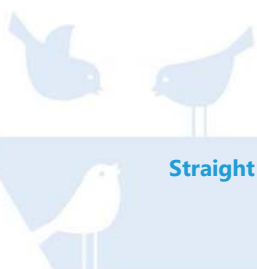
- 👉 'Pursue architecture studies to be able to be involved with designing better public/community spaces'
- 👉 'Get involved with action to stop high rise development being built in Waterloo'
- 👉 'Enjoy parks and open spaces and safety'
- 👉 'I will pick up trash to make my city clean'
- 👉 'I pledge not to drive and park into the city – cycle, walk, catch a bus and train'

Kids Say

Through the online forum young people were asked how we could make sure everyone in the City feels fit and healthy. Responses identified the need for open space, facilities, a healthy environment and education.

Comments included:

- 👉 'Education opportunities in schools especially should help to inform young people in particular about healthy habits and activities that are accessible within the inner city community. Start from there will ensure that the community then grows into a health conscious society'
- 👉 'We can make sure everyone in the city feels fit and healthy by encouraging citizens to stay hydrated, eat fresh and stay active. This can be done by allowing drinking taps to be available in public places, giving access to fresh produce locally and have access to environments that allow you to stay in shape'.





Schools consultation

8.3.2. Major consultation activities (Sector Forum, People Summit)

Sector Forum

When asked how can we make our city more liveable and improve the quality of our places and spaces for people, participants indicated that public spaces, particularly open green spaces, would improve the liveability of the city. High quality, welcoming green and open spaces were considered critical to accommodate the influx of apartment living. Participants suggested that the City could increase its stock of open spaces through agreements with private-owners of open space and by facilitating days where roads become car-free and used for play.

Comments included:

- 👉 'Apartments need fabulous public spaces e.g. the centre of Paris, New York, and an appreciation of "strolling". Public spaces give relief to being holed up in an apartment'
- 👉 'Kids space – incidental play – London and Copenhagen have great public facilities'
- 👉 'People in high rise communities need access to spaces and facilities so developers should have to help deliver this'.

Respondents mentioned that the City needed to become more walkable with improved connections and corridors to encourage and allow people to move around the city. Reducing car traffic was seen as a key way to make the city more liveable and improving transport options across the city was seen to make the city more accessible and connected. The City was praised in comments for its work in improving and advocating for diverse transport options.

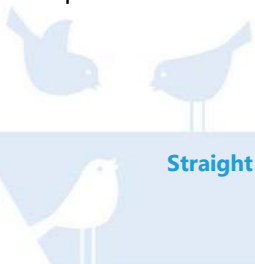
Comments included:

- 👉 'Less cars - more taxis, light rail, Uber, car sharing, a congestion charge could work'
- 👉 ' Important to put pedestrians before cars and this is a safety issue, State Government need to be more supportive and trial car free zones'
- 👉 'Bike lanes, need more. The bike lanes were well used, why get rid of them? Need more protection for cyclist and more education for motorists'.

Respondents believed that the city need to better utilise existing spaces through mixed-use buildings, flexible spaces and by activating underused space. Repeated suggestions included the increased use of rooftops and communal rooms in residential buildings. Many of the comments themed under 'planning mechanism' also supported the idea that a liveable city depended on the dynamic use of space.

Comments included:

- 👉 'Well used spaces, well-lit areas. Need community consultation to tell us what they need. E.g. Would like to get a cup of coffee at 11pm. Mixed spaces, food outlets, retail shops during the late night, not just alcohol driven establishments. Diverse spaces.'
- 👉 'Everyone was excited by the idea of a shared rentable space that apartment livers could use for dinner parties etc'.



8.3.3. Submissions

A number of submissions, in particular, identified that good design, proactive targets and a policy framework to promote shared spaces were essential in order to leverage effectively the development that the city would be experiencing over coming years. The Australian Institute of Architects emphasised that well designed and planned buildings and spaces contribute to the public amenity of the city.

The connection between transport systems and liveability was raised in submissions. The Australian Institute of Architects strongly supported the light rail development.

A few submissions explicitly requested the inclusion of an environmental focus within the draft Policy, including acknowledging climate change and the link between the environment, sustainability and social resilience.

8.3.4. Stakeholder workshops and meetings

Stakeholder Briefing

The pressure on open space through density and competing uses was raised by attendees.

Inclusion (Disability) Advisory Panel workshop

Participants mentioned that the City needs to influence the State government in order to address accessibility issues in the public domain that are controlled by other levels of government. Participants also highlighted that digital technology such as apps are not always beneficial to people living with disability; eg those with vision impairments, suggesting a mixed approach is necessary.

International Student Leadership Program workshop

Participants frequently mentioned transport, safety and the affordability of housing as issues that needed to be addressed under this strategic direction.

Metropolitan Local Aboriginal Council meeting

Transport and safety, particularly crime safety were raised as issues towards a liveable city.

Redfern Centre Community lunch

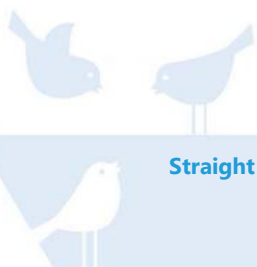
Parking and health (in terms of access and education) were identified as challenges faced under this strategic direction. Participants also mentioned: public toilets, traffic, safety, density and development as challenges.

Home Support Forum

Participants mentioned that phone charging stations for the homeless and addressing the public amenity issue around homelessness as actions towards a liveable city.

StreetCare Advisory workshop

Representatives of people living with people who are homeless suggested that disability access could be improved through increased disability parking and drop-off points. Participants also suggested that City staff and Councillors engage more broadly with homeless people.



School workshops

Children identified that there is the lack of child friendly places in the CBD and felt there is a need to create a new and exciting place for children and families in the City. A space for children that contributes to the liveability of Sydney would be:

- 👉 A place with multiple activities for different ages groups and kids with different interests
- 👉 Physically challenging and exciting
- 👉 Combine technology and nature
- 👉 Use things in novel ways
- 👉 Recognise emotional and creative connections with spaces – an emotion tree, flowers that make me happy.

Story Factory workshops

The environment was identified as an important area to look after as it made people happier and healthier.



Sydney Story Factory workshops

9. STRATEGIC DIRECTION: ENGAGED CITY

An engaged city: active participation and good governance

9.1. Overall support

This was the direction which elicited the strongest responses. All feedback acknowledged this as an important direction but there were varying comments about the City's track record in achieving it.

Residents and some resident groups were vocal in their criticism about the City's governance and engagement in particular, although it should be noted that these related more to disappointment that a particular position or action, proposed or advocated by the group, had not been adopted by the City.

9.2. Key themes

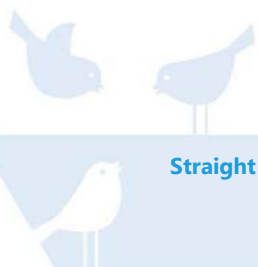
The key themes identified across all consultation activities were:

- Information and education
- Engagement processes
- Partnerships and collaboration.

Information and education were identified as important by both the stakeholder workshops/meetings and the online survey and included ensuring people understand what they could engage on; publication of more plans and proposals and supporting and educating people so they could both participate but also participate more fully.

Engagement process design was identified as important, particularly by the Sector Forum. Feedback emphasised that the design of engagement processes needs to be extensive, inclusive and to hear from all voices, not just the 'squeaky wheels' – one participant described them as the 'unvocal majorities'.

Partnerships and collaboration with both community members and sector stakeholders are raised as important across all consultation activities to achieve this strategic direction.

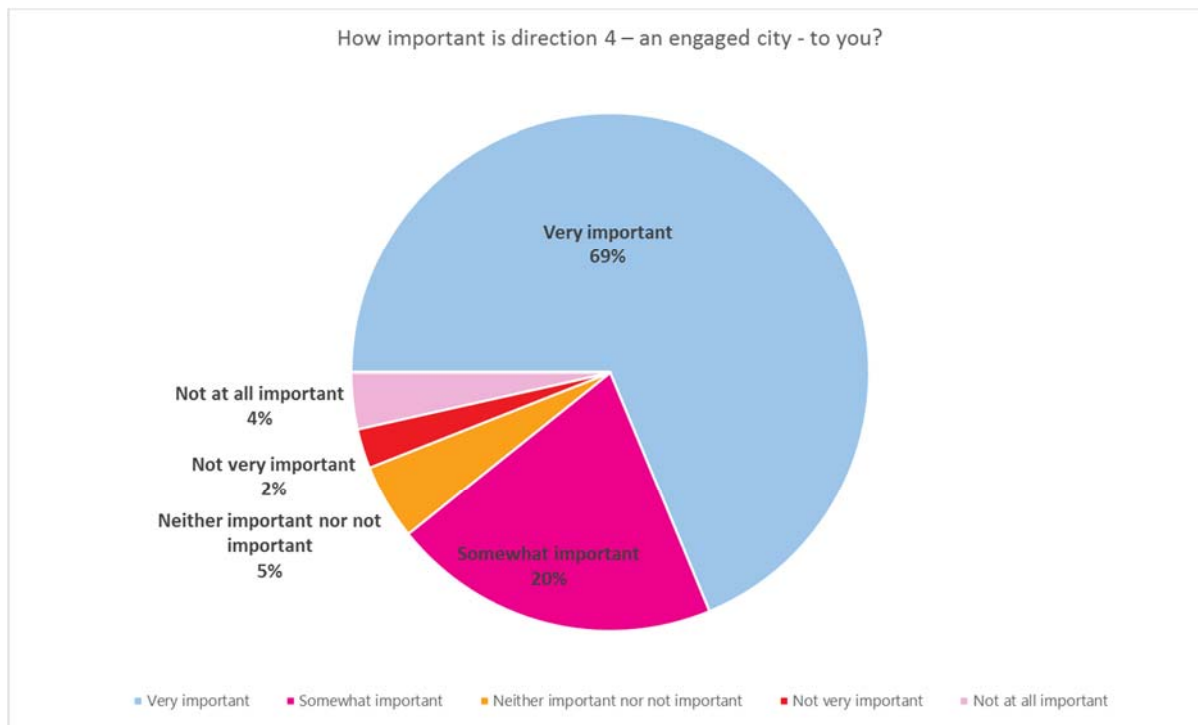


9.3. Responses across consultation activities

9.3.1. Sydney Your Say (survey, pledges and Kids Say)

Survey

Overall survey respondents thought this strategic direction was highly important. Over two thirds of respondents rated it as very important (69%) and a further 20% rated it as somewhat important. Only 6% rated it as not at all important or not very important.



Importance of strategic direction 4 – an engaged city – to respondents, survey

The most common response category to the question, 'How can we make our city more engaged so people can have their say in local decision-making?' was communication / education (26%). This category consisted of suggestions that the City communicate more about its activities and educate residents and other stakeholders about their role in decision making and how they can contribute.

Comments included:

- 👉 'Better quality information and recommendations to make decisions based on. I don't believe you can rely on the general public to make decisions.'
- 👉 'Provide more information, local community meetings, ensure all ages and cultural groups are included.'

Another common theme was empowerment (20%) – where community input influences and/or controls the decision made.

Comments included:

- 👉 'If people understand what they can influence and how it will affect them then they will wish to join the discussion.'
- 👉 'Genuine consultation & willingness to adopt community input.'

The next most common theme was online (16%), which included a range of suggestions for ways to use technology and online communication methods to engage with people.

Comments included:

- 👉 'I think more surveys like this are great. I personally think that this is something that the City of Sydney does really well.'
- 👉 'Free Wi-Fi hotspots where the first web link takes you to a web page asking for feedback on the issue of the day.'

Pledges

Pledges committed to advocating for others and volunteering. Pledges also commented that they wanted a city which engaged people through interactive and creative events, as well as a city that was owned and designed by all.

Comments included:

- 👉 'We want Sydney to be collectively designed by those who live in it, creating a strong sense of ownership for all'
- 👉 'To feel part of a community, people need to feel engaged - involved and contributing. This does not happen with stand-and-stare events like fireworks, Vivid lightshows or buskers - it happens where people feel they are doing something with their hands, participating in and contributing to a social event - like group art, music, singing, dancing, drumming, building the Ephemeral City out of cardboard boxes - that was great! One of the best such I've seen was Dancing in the Streets - just off Martin Place one NYE some years back - it was just wonderful - on stage encouragement - show you the steps - then play ! Everybody from expert tango dancers to have-a-go-beginners had a fabulous time. So more like that please!'

Kids Say consultation

When asked if it is important to consult young people as well as adults, the response was overwhelming: 'Because children are the future of the city!'

Children also commented on the importance of having the opinions of a variety of people from different age groups. This allows more issues to be considered in the development of a city as well as 'making more people happy.'



9.3.2. Major consultation activities (Sector Forum, People Summit)

Sector Forum

When asked, how can we make our city more engaged so people can have their say in local decision-making?, the most popular responses were in relation to the design of engagement processes, the need to hear from a wide range of voices in engagement processes and to address barriers to involvement.

Participants identified that a more engaged city required well-designed engagement processes. They felt that many people were disengaged from local decision-making because the outcomes of engagement processes were either not shared with the community or did not result in any meaningful action.

Participants stated that engagement processes needed to be more transparent, informative and empowering for participants to prevent cynicism, distrust and disillusionment.

Comments included:

- 👉 'A lot of the time, consultation takes place but then nothing happens – you lose trust'
- 👉 'Concern that you need to keep a feedback loop – people want to know what happens even after a decision is made'.

Participants also identified that energy and focus needed to be put into hearing from a diverse range of community members – beyond the traditional 'squeaky wheels'. Effective engagement was described as a process that actively sought to hear from everyone through mechanisms tailored to be comfortable, appropriate and convenient for a range of people.

Comments included:

- 👉 'You need to build the capacity of people and get rid of the fear they might have in sharing their opinions'
- 👉 'Need to engage marginalised people – go directly to them. Engage them in their own space. Don't make it corporate. Friendly, warm and in their space. You have to keep going back to build their trust. Make sure you follow through / respond to their suggestions'.

9.3.3. Submissions

Submissions, in particular, identified the importance of a collaborative approach and partnerships to address social disadvantage, advance the Policy and Action Plan and create capable, resilient communities.

Extending engagement beyond residents to visitors, workers and the broader community (given Sydney's economic and regional role and influence) was identified by Regional Australia but also by some submissions as important to reflect the city's diverse and complex role within the state and nation.

A number of organisations offered to work with the City to develop a more collaborative approach.

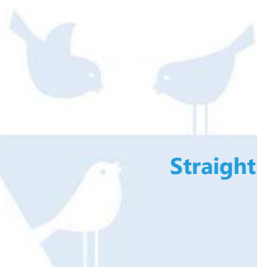
The following organisations explicitly offered to partner and collaborate with the City of Sydney on social sustainability:

- 👉 Glebe Society
- 👉 Mirvac
- 👉 Mission Australia

- 👉 School for Social Entrepreneurs
- 👉 South East Sydney Local Health District
- 👉 Social Issues Committee of the Anglican Church
- 👉 Sustainable Business Australia.



Keypad voting at the People's Summit



9.3.4. Stakeholder workshops and meetings

Inclusion (Disability) Advisory Panel workshop

Participants suggested that the City support an increase in inclusive initiatives citing Youth Week and Harmony Day festivals as examples. Other suggestions to support a more engage city included community centres and places having longer opening hours.

StreetCare Advisory workshop

Participants stated that programs and activities helped people interact and engage with their community, community gardens and community centre programs were mentioned as examples of this. Participants also stated that people needed to know that they could have a say in decision making.

Redfern Centre Community lunch

Participants emphasised the importance of designing and delivering good engagement processes. The outcomes of engagement were raised as particularly important, such as re-engaging and communicate back to stakeholders. Participants indicated a desire to be re-engaged on the Policy Action Plan.

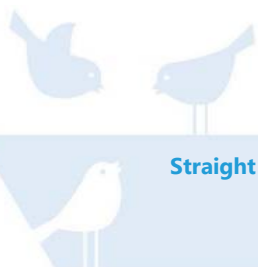
Story Factory workshop

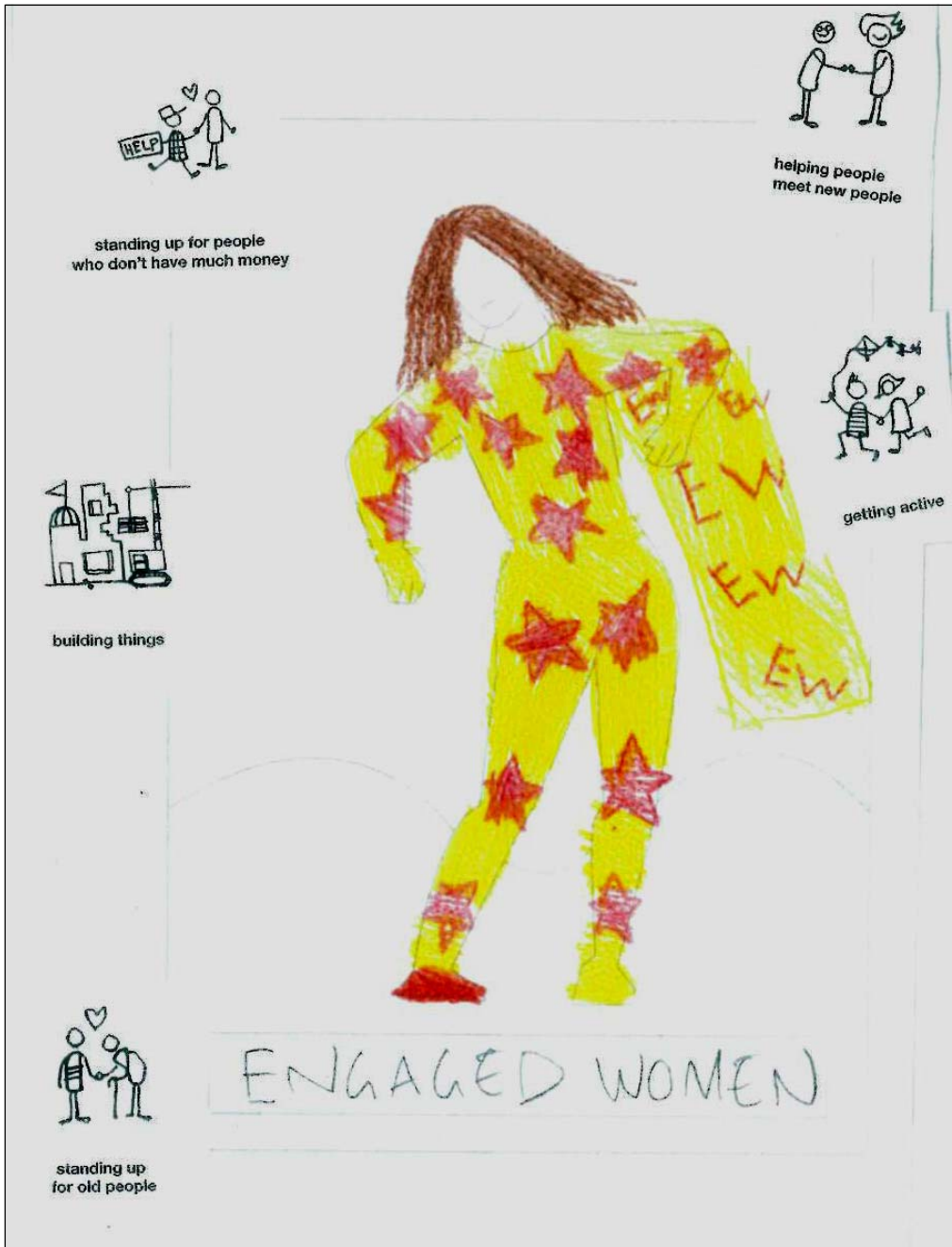
These workshops followed the ethos of the discussion paper and were designed to be an empowering engagement experience. Children wrote about the importance of people talking to each other to come up with solutions. Working together was a strong theme in the characters the children created and their mottos – 'Engaged Woman: Never give up;' 'Circle Helper: Just get along;' 'Darcy: Stand up for yourself and others;' and 'Thehr the Brave: Working together.'

School workshops

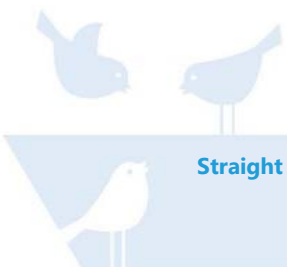
Children felt it was important they are consulted in the design of play spaces and that they have different perspectives to adults. 'Playgrounds are for kids and they want to have fun so it is best to build what they desire.'

In the 'People of Sydney' activity, children explored the challenges of prioritising and responding to different needs. This activity could be repurposed in future school programs designed to build civic skills and knowledge.





Engaged Woman, her motto is 'Never give up' – The Story Factory children's consultation



10. THE PEOPLE'S SUMMIT AND ACTIONS

The People's Summit was a unique, large scale, deliberative democracy event bringing together 150 randomly selected community members (residents, workers, visitors) to reflect on the outcomes of the consultation process and to provide advice and feedback to the City on actions to implement the Policy.

The event was held at the Lower Town Hall on Saturday 28 May 2016, post the public exhibition period. The purpose of the event was to enable further community involvement in analysing the outcomes of the public exhibition period and informing the next stages of this work.

Participants were recruited and invited to attend via a third party market research firm at arms-length from either the City or Straight Talk. Invited residents were broadly demographically matched to the profile of the City's residents in age, gender and location, so as to be representative of the broader community. Specific care was taken to ensure that Aboriginal and Torres Strait Islanders and people with disabilities were able to attend and a vigorous recruitment program targeted young people, one of the most difficult to reach groups through traditional consultation methods.

The following table compares the City local area profile with that of recruited People Summit participants.

Gender	City local area profile (2011)	Recruited People Summit Participant profile	Difference
Male	53.1%	45.1%	- 8%
Female	46.9%	54.7%	+7.8%
Identifies as an Indigenous Australian	1.2%	4.0%	+2.8%
Proficient in a language other than English	30.0%	13.5%	-16.5%
Persons living with disability	2.5%	12.0%	+11.75%

The People's Summit program was focussed on:

- 👉 Introducing the participants to the concepts of deliberative democracy, mini-public and critical thinking
- 👉 Providing feedback from the consultation process on the main elements of the draft Social Sustainability Policy
- 👉 Exploring what participants believed the City should consider when prioritising actions for implementation in support of the Policy
- 👉 Identifying those actions they believed would best achieve the strategic directions of the policy.

Deliberative democracy is based on current academic research and thinking that ordinary, everyday citizens, when given access to unbiased information, will exercise critical thinking and common sense in reaching decisions and recommendations. A cornerstone of western democracy is the jury, whereby our criminal justice systems rely on 12 randomly selected citizens to deliberate on our behalf in criminal trials.

The concept of a 'mini-public' takes deliberation one step further, working the group not as individuals but as a microcosm of the broader community, asking them to consider issues not only from their own perspective but from that of those not in the room. For the Social Sustainability Policy this was particularly important as the concepts of a just and fair city for all are as much about addressing inequality and disadvantage as they are about creating a harmonious and safe city for us all to work, play and live in.

Participants were therefore asked to work in small groups, and where possible, reach consensus, on decisions as well as to use individual keepads to vote for specific actions and priorities.

10.1. Overview of activities at the Summit

Participants were provided with keepads and introduced to the concepts of deliberative democracy and mini public by the facilitator. What followed was a series of activities with short presentations from the City, table discussions and then keepad questions.

In particular, participants were asked:

- 👉 Demographic information (gender, age, location)
- 👉 Expectations of the event
- 👉 Knowledge and familiarity with social sustainability
- 👉 What they thought the City should consider when prioritising actions
- 👉 For each strategic direction, which of the 10 actions they thought was most important
- 👉 Whether there were any missing actions and what these were
- 👉 Evaluation questions about how they found the event.

The actions for each strategic direction were developed by the City based on the outcomes of feedback from the previous consultation activities. The list of the actions provided at the People's Summit can be found in Appendix C.

The outcomes of these activities are discussed in this section of the report.

Straight Talk has also reviewed the suggested actions raised through the analysis of consultation outcomes and have drawn out actions deemed appropriate for the City to further investigate.

10.2. Strategic direction: Inclusive City

10.2.1. People's Summit

As with all other engagement activities, housing affordability featured prominently in table discussions on the Inclusive City strategic direction.

Key themes identified by the People's Summit include:

- 👉 The role of housing in helping people to be part of the wider community and economy
- 👉 Food trucks as both sustainable and practical solutions to support the disadvantaged
- 👉 Community think tanks as practical, capacity building options to develop solutions but also build up skills, confidence and opportunities
- 👉 Volunteers as an important pathway to both inclusion but also better connected communities.

Mental health was raised during these discussions, as was the role of the City (should business be left to pursue innovation for example) and the importance of education for skills and training.

Participants were asked to select one action from a list of potential actions that the City could take to become a more inclusive city. Over a third of all participants chose 'affordable housing delivery' (36%). The next most popular action, with less than half the number of responses, was 'linking business with community organisations' (16%), followed by 'community think tank groups' (14%).

10.2.2. People's Summit – additional actions

Participants identified a number of additional actions for this strategic direction and were asked to identify those actions they supported most. A list of actions that were well supported through the public consultation process and that were selected to be brought to this forum for further prioritisation, can be found at Appendix C.

The three actions that received the highest number of 'strong agreement' votes for Inclusive City were:

- 👉 'Mandating developers to provide a percentage of affordable housing within a new development'
- 👉 'A set quota (or percentage) for affordable housing in new developments'
- 👉 'Council acknowledging Aboriginal and Torres Strait Islanders, including local history, living culture e.g. dual naming'.

Half of all actions focused on either reducing homelessness (30%) or increasing affordable housing for low income earners (20%). Other actions related to the quality of housing, assisted pet care, improved ATSI recognition, community education, low income access to cultural events, and City collaboration.

10.2.3. Feedback from all other activities

A number of comments related to the need to explicitly target and address racism and discrimination and the City should consider whether and how the Policy and/or the Action Plan can incorporate these areas.

Specific actions include:

- 👉 City to partner with other organisations in advocating for additional support services so people can stay in their communities of origin, if appropriate and safe
- 👉 Encourage developers to provide long term, sustainable leases to give renters security of tenure (separate to and different from affordable housing schemes)
- 👉 Consider the South East Sydney Local Health District Community Partnership Strategy with a view to adopting, more broadly, an asset based approach to community needs

- 👉 Support and foster the growth of social enterprise to encourage new, adaptive responses to social issues
- 👉 Develop policies that identify areas where short-stay letting is not permissible
- 👉 Research the impact that short-lets to visitors, gentrification and high housing standards have on housing availability
- 👉 Advocate for the spread of housing outside the City and foster stronger connections between suburbs and City of Sydney.

10.3. Strategic direction: Connected City

10.3.1. People's Summit

Table discussions focussed on what would work (community gardens, community venue hire, community champions, neighbourhood dinners) and the red tape that 'gets in the way'.

Key themes included:

- 👉 Neighbours - parties, neighbourhood day, places for people to get together, tools for people to get together
- 👉 Local events that are easy to set up, easy to access and enjoy
- 👉 Dogs - encourage more pet friendly places as they provide social connectedness
- 👉 Community gardens and programs that encourage young people and old people to connect and share
- 👉 Local funding and grants to support local events, street parties, gardens etc.

Participants were asked to select one action from list of potential actions that the City could take to become a more connected city. The most popular selection was 'neighbourhood social networking platforms'(22%) which use online networking platforms to connect people and build communities around interests as well as location. The second most popular selection was a 'community-building toolkit' (18%) which provides ideas to residents and strata managers on how they can support and be involved in, local community building.

The third most popular selection was supporting residents to host street parties and other small community-run events (15%).

10.3.2. People's Summit – additional actions

The three actions that received the highest number of 'strong agreement' votes were:

- 👉 'Free Wi-Fi for everyone'
- 👉 'Multifunctional public buildings and spaces, including uses after-hours'
- 👉 'Human infrastructure requirements included in developments (schools, transport, parks etc)'.

Other missing actions related to community art programs, human infrastructure in development, multifunctional public space and free shuttle bus services. Actions also mentioned facilitating stronger

connections with Aboriginal and Torres Strait Islander people, people living with a disability and people who visit, but do not reside in the city local area.

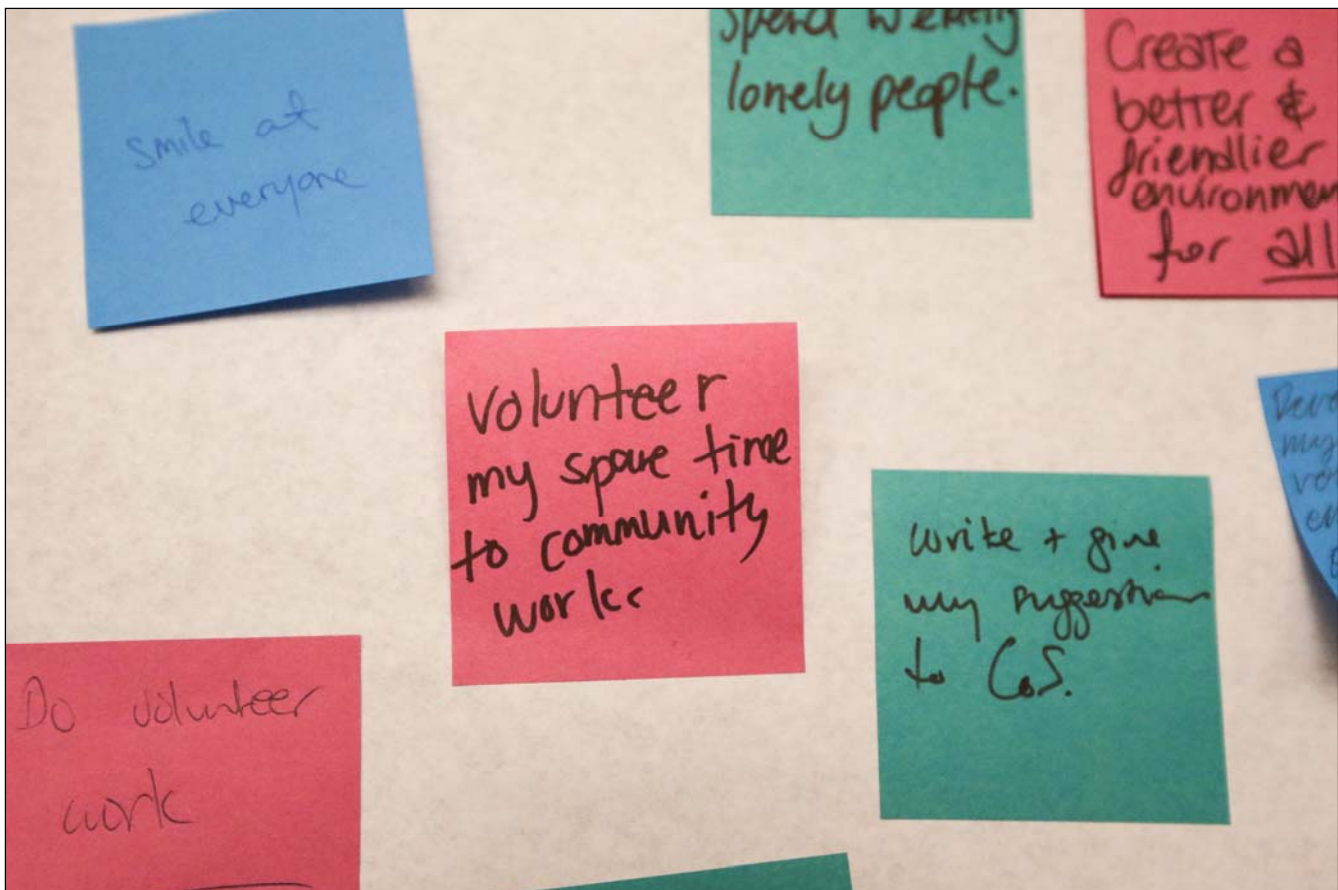
10.3.3. Consultation feedback

How the City measures the outcomes of connectedness and its impact on wellbeing was also raised, by organisations as diverse as Mirvac, the Glebe Society and the Society for Social Entrepreneurs, each of which offered to work with the City to develop such approaches.

One submission featured comments about how owning a dog had opened up a new level of connectedness with both local neighbours and strangers, an illustration of how the City's policies to facilitate connection can be influential in both formal and informal ways.

Suggested actions included:

- 👉 Consider asking developers to include communal garden, barbeques or meeting room in new residential strata buildings
- 👉 Extend the strata resident workshops to include hubs for networking and information
- 👉 Advocate for abolishing 'lock-out laws' and increase night services/facilities.



People's Summit pledges

10.4. Strategic direction: Liveable City

10.4.1. People's Summit

Rooftop gardens and outdoor gyms were both seen as practical ways in which the City could be made more liveable. Discussions were wide for the Liveable City strategic direction, covering design, transport, technology, activation and the impacts of higher density living. A lot of comments were made about the roles of planning and design and the responsibilities of developers to create spaces and places that worked for people.

Key themes included:

- 👉 Development, developers, design and planning for communal spaces, green spaces and liveable places
- 👉 Quiet zones providing respite from busy, noisy city life for people of all ages
- 👉 Rooftop activities which could include basketball, tennis, gardens and recreational areas, accessible to tenants/residents and the public
- 👉 Cycling, bike share opportunities, cycle ways and safe places to lock and leave bikes
- 👉 Mobile charging including bikes that charge your phone while you pedal, mobile charging stations for the homeless and extending Wi-Fi and charging to public spaces.

Overwhelmingly the most popular action selected by participants under the strategic direction, a liveable city was 'communal facilities in new developments' (29%). Encouraging developers to provide communal facilities for residents was seen as a way to counter the perceived isolation of high density living.

The second most popular response was 'city quiet zones' (15%), which related to designating parts of the city as quiet places to provide relaxation and respite. The third most popular response was to encourage the development of 'rooftop recreation' (13%) such as parks, gardens and sports courts.

Over one-third of all participants were either somewhat unsatisfied or unsatisfied with the potential actions (35%) that the City could undertake in this strategic direction, compared to the average rating of 20% across the other strategic directions in the same categories.

10.4.2. People's Summit – additional actions

The three actions that received the highest number of 'strong agreement' votes were:

- 👉 'Affordable and accessible transport: Free shuttle buses - lower cost subsidised public transport (cheaper) - more bus routes - M4/M5 - park on M4 (parking stations) and bus shuttles transport to City'
- 👉 'More free community transport/buses'
- 👉 'Focus on innovative quality design of outdoor spaces so that it lends itself to creating spaces for people to congregate and build a sense of community'.

Participants identified 28 actions under the Liveable City strategic direction, nearly double the number of actions as the next most popular direction. About a third of all missing actions related to transport, with most of these actions focused on improving walkability, supporting public transport and increasing cycling infrastructure (32%). The next most frequently identified actions related to improving community space,

particularly outdoor spaces, a third of these actions mentioned safety as a requirement or issue. Other actions frequently mention actions related to the perceived disconnection created from public mobile phone-use, improving public toilets and waste management.

10.4.3. Consultation feedback

Design, planning, density and height and parking were all areas where submissions demonstrated frustration with the City's decisions and confusion between consultation – in which residents or groups had strongly advocated a particular position – and the final decision, where often the City had not implemented or followed that position.

This suggests that greater transparency about what the City heard, the final decision and why the suggestions identified through consultation were not pursued, would assist with better understanding of the broader policy context and competing priorities that the City necessarily has to balance when creating public policy.

Sustainable Business Australia suggests aligning the policy goals with the United Nations Sustainable Development Goals, particularly goal 11 'make cities and human settlements inclusive, safe, resilient and sustainable'. It may be, given the similarity between the United Nation Goals and the City's principles and vision, that this may just require a clearer acknowledgement within the document or background papers.

Specific actions included:

- 👉 More park benches
- 👉 Integration of café seating with more public seating
- 👉 Enforce regulations around the use of residential strata buildings
- 👉 Advocate for concessional public transport fares for international students

10.5. Strategic direction: Engaged City

10.5.1. People's Summit

Participant discussions on the final strategic direction, an Engaged City, were the most robust, with many strong sentiments expressed about the role of participation in decision making, the need for more localised decision making and the development of local solutions by local people and the issues with current governance of the City.

There was a lot of discussion about the best way to make information available and accessible. Easy to understand documents, visual aids, apps and digital noticeboards were all identified under this direction. There was discussion about the need for more transparency about Council decisions and the importance of citizens understanding government, governance and how they can get involved. There was a strong indication that people want to be informed and involved in an active, real and authentic way.

Key themes include:

- 👉 Suggestions for engagement techniques - building on from Participatory Panels as an action, and including surveys, mail-outs, interactive city engagement app, opportunities like the Summit, voting opportunities, consensus decision making

- 👉 Access to data and information - monthly updates on what happened this month at Council, all data accessible, having local input so not just from the City but from the people as well; one stop shops
- 👉 Digital noticeboards at train stations, public areas, schools, parks
- 👉 Education in school and for citizens on all levels of governance
- 👉 Engagement should be real - need to demonstrate what was said, what changed and why. It needs to be transparent.

The most popular action that participants wanted the City to prioritise was an 'interactive City engagement app' to facilitate more direct community engagement, through online polling, webinars, videos and discussion forums. The second most popular response was 'participatory panels' (16%) to inform City strategies and policies, the third most popular response was 'digital noticeboards' (14%) that could be placed through the city to provide local information, City updates and news bulletins.

10.5.2. People's Summit – additional actions

The three actions that received the highest number of 'strong agreement' votes were:

- 👉 'Open data - project and design tracking tool'
- 👉 'Integrate digital noticeboards, interactive city engagement app, co-design of local community initiatives and participatory panels'
- 👉 'Simplified council documents: make all council docs more user-friendly'.

Most missing actions emphasised making existing Council and city information more succinct, accessible and engaging (78%). Actions frequently utilised technology and the internet to support a more engaged city (44%). Nearly half of all the missing actions (44%) were very similar or identical to the City's list of potential actions, indicating strong support for this strategic direction.

10.5.3. Consultation feedback

There was a strong desire for more accessible information to ensure that people understood what they were engaging on and the level of influence they had in engagement process. Even if this information is already available it is suggested that the City work to make this easier to find and understand to allay concerns. Equally, a more open and direct focus on collaboration would be welcome by community organisations who wish to share their experience and resources with the City.

Specific actions included:

- 👉 Use Glebe as a case study for achieving village-level sustainability (the Glebe Society's submission identifies some key features for this)
- 👉 Involve the Anglican Church more in the formal planning for the City's Christmas events and publicity
- 👉 Facilitate links between business and disadvantaged groups
- 👉 Create an open and interactive platform of key city data for business and community to access and use to ensure evidence based and informed decision making and enable business to bring forward solutions to social issues
- 👉 Develop robust systems to measure policy and goal implementation

- 👉 Develop partnerships with communities for mutual benefit (better health and wellbeing; create a sense of belonging; provide an opportunity for empowerment, to be involved and heard)
- 👉 Promote and support, through education and networking, the emergence of 'local champions' to encourage strata committee membership and good governance.

10.6. Implementation

10.6.1. Consultation feedback

Specific actions which related to the evaluation and implementation of the Policy included:

- 👉 Evaluate the draft Policy, through connecting it to wellbeing indicators which can be measured; evaluation needs to occur at village and whole-of-city levels
- 👉 Align the goals of the draft Policy with those of the United Nations Sustainable Development Goals
- 👉 Consider using the G4 tool of the Global Reporting Initiative as a guide or framework for measuring and reporting the uptake and implementation of the draft Policy
- 👉 Introduce KPIs to be able to measure the return on investment and value created by the draft Policy.

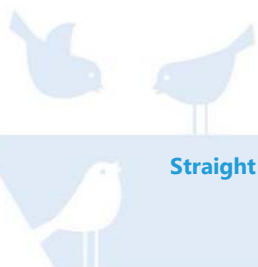


People's Summit

11. FURTHER CONSIDERATIONS

Issues the City may like to consider as a result of feedback include:

- 👉 **Evaluation and measurement** – stakeholders, in particular, raised the importance of setting goals and evaluating implementation so that the Policy and Action Plan can be effectively evaluated and monitored
- 👉 **Partnerships and collaboration** – feedback strongly indicated a preference for the City to collaborate and connect with other organisations to achieve social sustainability. A number of organisations offered to partner with the City in developing specific programs and activities, and in Policy measurements and reporting
- 👉 There is, unsurprisingly **cynicism about government** in general and a lot of confusion about the different roles and responsibilities of government
- 👉 **Negative comments** mainly related to:
 - Issues the City was not responsible for (such as Barangaroo and major transport infrastructure)
 - Some City functions that were seen to be unhelpful or unwelcome to residents and businesses
 - Frustration that issues that people or groups had passionately advocated for were not acted on by the City
 - A belief that achieving social sustainability was an impossible or abstract goal.



APPENDIX A SYDNEY YOUR SAY
SURVEY

Social Sustainability Policy and Discussion Paper Survey

The City's vision for a socially sustainable Sydney is a city for all. It is a socially just and resilient city where people from all walks of life can live, feel connected, included and engaged.

Please take our short survey on the policy and discussion paper.

Our Vision

The City's vision for a socially sustainable Sydney is a city for all. It is a socially just and resilient city where people from all walks of life can live, work, learn, play and grow.

It is a city that puts First Nations people first – recognising 40,000 years of Aboriginal and Torres Strait Islander living cultures.

It is a city that offers people opportunities to realise their full potential and enjoy a great quality of life.

It is a city where people have a shared commitment to the wellbeing of their community.

Q1. What is your vision for a socially just and resilient Sydney?

Our Guiding Principles

Sydney is on Gadigal Country: we recognise First Nations people first.

Sydney is a just city that respects human rights and dignity.

Sydney's community's strengths are valued and supported.

Sydney is a welcoming, socially connected city that embraces diversity.

Sydney is a safe and accessible city for people of all ages and abilities.

Sydney is a collaborative city where responsibility for community wellbeing is shared.

Sydney is a democratic city where people can participate and influence local decisions.

Sydney's governance is effective, balanced and accountable.

Q2. Do you agree with these principles?

Questions	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
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Q3. Is there anything that we've missed?

Discussion Paper – Four Directions

Direction 1 - An Inclusive City: social justice and opportunity

An inclusive city offers everyone an equal chance in life. All people prosper from economic growth and job opportunities. There is a mix of housing for every budget. People have access to essential services and can enjoy community activities.

Snapshot of our city today:

\$108 billion economy

437,700 workers

Growing income inequality

20,000 people living in poverty

486 people homeless and sleeping rough

The City is proposing to partner with the NSW Government to deliver affordable housing for lower income earners and supported housing for people experiencing homelessness.

Q4. How important is direction 1 – An Inclusive City – to you?

Questions	Very important	Somewhat important	Neither important or unimportant	Not very important	Not at all important
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Q5. Together, how can we make our city more socially just and inclusive so everyone has a fair go?

Direction 2 – A Connected City: diverse, cohesive communities

A connected city has a mix of diverse people who respect each other and live peacefully together. Residents feel they belong. Neighbours know each other and help each other out.

Snapshot of our city today:

- Residential population to grow by 50% between 2011-2031
- 75% of households live in apartments increasing to 90% by 2031
- 40% of people live alone
- Less than 50% of residents say they feel part of the community

The City is proposing to improve people's access to technology to support connections, including free WiFi in public places and community centres.

Q6. How important is direction 2 – A Connected City – to you?

Questions	Very important	Somewhat important	Neither important or unimportant	Not very important	Not at all important
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Q7. How can we make our city more connected so we have a diverse and cohesive community?

Direction 3 – A Liveable City: quality places and spaces

A liveable city is designed with people in mind. It works well for all ages and abilities. There are quality open spaces and places for people to enjoy nature. People can maintain healthy active lifestyles. Good transport networks connect people to work, schools, shops and services. Communities are safe during the day and at night.

Snapshot of our city today:

- Highly rated for offering a good quality of life
- Recognised for cultural activities, natural environment and safety
- Rates poorly on transport infrastructure
- Industrial areas are being transformed into new residential neighbourhoods

The City is proposing a new play space for children and families in the CBD.

Q8. How important is direction 3 – A Liveable City – to you?

Questions	Very important	Somewhat important	Neither important or unimportant	Not very important	Not at all important
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Q9. How can we make our city more liveable and improve the quality of our places and spaces for people?

Direction 4 – An Engaged City: active participation and good governance

An engaged city is one where people participate in shaping their community. They have a sense of pride in their city and shared responsibility for the wellbeing of the community. People have the information and skills to get involved in decision-making and in community life. Governments are democratic, transparent and accountable and operate in the community's best interests.

Snapshot of our city today:

Residents say they want more opportunities to have a say on issues that matter
Digital technology is changing how we participate and how services are provided
Not all residents understand our system of local government and urban planning.

The City is proposing to hold a summit of people randomly selected from the community to deliberate on how to make our city's society stronger and more inclusive – to create a city for all.

Q10. How important is Direction 4 – An Engaged City – to you?

Questions	Very important	Somewhat important	Neither important or unimportant	Not very important	Not at all important
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Q11. Lastly, how can we make our city more engaged so people can have their say in local decision-making?

Please take a few moments to tell us more about yourself. This information helps us to understand our community profile better. Your details will be kept confidential and not shared with a third party.

About you; I am an, or represent a: (choose any one option)

Individual Business

Government organisation

Not-for-profit, community or representative organisation Academic institution

Other (please specify)

If you are an organisation, what is the name of your organisation?

Does your organisation operate inside the City of Sydney Local Government Area?

Yes

No

Unsure

Answer the following questions if you are completing this survey as an individual.

If you are an individual, which is true for you regarding the City of Sydney Local Government Area: (choose all that apply)

I live here

I work here

I study here

I am a visitor

Other (please specify)

Age: (choose any one option)

12-17

18-24

25-34

35-49

50-59

60-69

70-84

85+

Gender - please select how you identify your gender: (choose any one option)

Male

Female

Transgender

Other

Prefer not to disclose

With my family or the people I live with, I speak: (choose all that apply)

English

Cantonese

Indonesian

Korean

Mandarin

Thai

Other (please specify)

Are you of Aboriginal or Torres Strait Islander ancestry?

No

Yes, Aboriginal

Yes, Torres Strait Islander

Yes, both

Prefer not to say

Are you living with a disability?

Yes

No

Are you a carer for someone?

Yes

No

APPENDIX B **SUMMARY OF WRITTEN
SUBMISSIONS/
CONTRIBUTORS**

Organisation or individual	Summary of submissions
Australian Institute of Architects	Supports the draft Policy and acknowledges the role of planning and architecture in social sustainability. Particularly supportive of housing diversity, public transport, walkability and well-designed density. Suggests the Good Line, Ultimo as a good case study of urban renewal.
City of Sydney Councillor	Suggests that the Policy needs to be grounded in evidence, evaluation mechanisms and a robust methodology. Lists issues that the Policy should address in greater detail. Suggests that the Policy focuses more on minority groups and creating a companion animal-friendly city.
Council on the Ageing NSW	Suggests greater emphasis on the experience of ageing in the Sydney. Suggests that dwelling types, street design and open spaces need to be considered with older people in mind.
Glebe Society	Supports the draft Policy. Suggests that the Policy utilise a village model to advance social sustainability, suggesting Glebe as a case study for village-level policy development and implementation.
Mirvac	Supports the draft Policy. Suggests that the Policy needs greater clarity around targets and timing, and offers to partner with the City to develop a methodology. Suggests that the draft Policy's recognition of First Nation people and identification of housing as a critical issue, requiring further development. Notes that the impact of climate change is missing. States that collaboration will further the Policy's reach.
Member of the public 1	Complaint about City building inspectors; states that they do not act within the ethos of social sustainability.
Member of the public 2	Suggests that pets are an under-utilised driver of community connections.
Member of the public 3	Concern over the impact of population growth on social sustainability. Suggests the principles include reference to the United Nations (UN) conventions and the economic role of the city. Suggests the City look at affordable housing, high density living with a greater scope. Notes that the City is not genuine in hearing from residents or community members.
Member of the public 4	Raises concern about the increasing cost of housing and inaccessibility of housing stock in the city as large obstacles towards a socially sustainable city.
Member of the public 5	States that a safe city is created by good governance. Good governance is described as proactive, pre-emptive, modern and objective. Suggests that the City could encourage a more socially sustainable city through more: noticeboards, public toilets, seating and well-maintained parks.
Member of the public 6	From the perspective of a strata manager, emphasises the importance of social sustainability for people living in strata schemes. Suggests that the City should provide informative workshops to strata residents, support

Organisation or individual	Summary of submissions
	volunteer strata management committees and advocate for well-planned strata buildings.
Mission Australia	Broad support of the draft Policy. Particularly supportive of the focus on wellbeing, income equality and equity. Would like the Policy to focus more strongly on addressing homelessness and affordable housing, offered to work with the City to address this gap.
Owners Corporation Network (OCN)	Commends the City on its intentions. Suggests linking the Policy with international conventions, eg UN Human Rights protocols. Notes the importance of adequate social infrastructure to support increased population and densities. Notes importance of housing issues, including tenure regulation and amenity for residents. Suggests expansion of Strata 101 workshops.
Paddington Darlinghurst Community Working Group	Supports the ethos of the draft Policy. States that the City is not genuine in its endorsement of hearing community views. States that the City's governance is not effective, balanced, transparent nor accountable. Suggests the Policy is supported by open and accessible data.
Potts Point and Kings Cross Heritage Conservation Society	Suggests that the draft Policy be withdrawn or held in abeyance until after the NSW Council amalgamations are finalised.
Residents Action Group	Supports principles. Advocates for diversity in the city (socio-economic, cultural and demographic) and ties this to housing schemes. Suggests social programs to consider in developing the Action Plan. Notes that it may be difficult for the City to work with other government agencies to advance the Policy.
Regional Development Australia	Broadly supports the draft Policy but suggests that the City strengthen statements on leading social sustainability in Greater Sydney, instead of containing their focus to the local area. Requests a clear explanation on how the City would engage with non-residents on social sustainability. Suggests that the vision place a greater emphasis on wellbeing.
School for Social Entrepreneurs	Supports the draft Policy, particularly the aspirations to tackle inequality, respond to the needs of people, and become a more resilient community. Suggests a greater focus on innovation, transformation and community-initiated responses to social problems.
Social Investment Group	Supports draft Policy. Suggests the principles are missing a focus on people/communities and the terminology 'equity' and 'ethical'. Suggests greater emphasis on: the benefits of density, the connection to other City policies and addressing issues and challenges which have not been raised in the draft Policy documents.
Social Issues Committee - Anglican Church Diocese of Sydney	<p>Broadly supports the draft Policy. Raises homelessness and social isolation as large barriers to social sustainability and offers to partner with the City to address these issues.</p> <p>States that the church is a hub of activity in terms of outreach and religious services, but also in providing services for tourists, the arts and community connections. Suggests that the planning and funding</p>

Organisation or individual	Summary of submissions
	changes would allow the church to continue to support its diverse community of users.
South Eastern Sydney Local Health District	Broad support of the draft Policy. Advocates for a greater emphasis on healthy active living. Connects this to safety, car-free transport, disability-sensitive policies, an affordable rental market, and a greater partnership with communities.
Sustainable Business Australia	Supports the draft Policy. Recommends that the draft Policy aligns with the UN Sustainable Development Goals. Suggests that the draft Policy have Key Performance Indicators (KPIs) as a way to measure and evaluate the progress of the Policy, offers to help the City to design and implement a strong reporting technique. Suggests Action Plan include an open and interactive online platform to share city data.
Urban Growth NSW	Broad support of the draft Policy. Identifies that Urban Growth and the City share similar focuses and points to opportunities for collaboration.



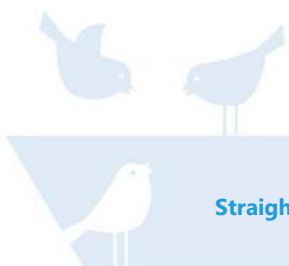
APPENDIX C PEOPLE'S SUMMIT: LIST OF ACTIONS

Inclusive City

Actions
<p>Linking businesses with community organisations The City to play a brokering role, linking not-for-profit community organisations (particularly smaller organisations) with businesses to facilitate the matching or exchange of services, skills and resources.</p>
<p>Community think tanks Support the development of community think tank groups who come together locally to design and create solutions to local problems, supported by expert help from the City (designers, policy, business) as needed. Could be on diverse issues including social isolation, community safety and activities in local parks.</p>
<p>Supporting the social enterprise sector Support the growth and development of the local social enterprise sector by facilitating access to affordable accommodation, addressing cost and regulatory barriers, mentoring, and brokering relationships with local businesses.</p>
<p>Innovation hubs and creativity spaces Encourage innovation hubs or creativity spaces, involving people who are disadvantaged to work on developing new business ideas or community projects, equipped with tools and technology such as 3D printers, and supported by mentors.</p>
<p>The City as a leading inclusive employer Expand the City's programs of mentorships and traineeships to provide career pathways for people who are disadvantaged, including people with a disability, young people, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds.</p>
<p>Affordable housing delivery Work in partnership with government and non-government organisations to increase the delivery of affordable rental housing in the local area.</p>
<p>Community leadership program Strengthen community capacity in socially and economically disadvantaged areas through introducing a community leadership program to help build skills and capabilities.</p>
<p>Mobile food trucks selling fresh produce Support mobile food trucks that sell locally-sourced produce including fresh fruit, vegetables, grains, legumes, tea and bread at a discount to people on low incomes, such as the Victorian social enterprise Food Justice Truck (FJT) initiative by the Asylum Seeker Resource Centre.</p>
<p>Low income earners' access to arts and cultural events Improve access to local arts and cultural events for people on low incomes through the City's festivals and events sponsorship program, and improve community information about subsidised tickets and discount programs in the local area.</p>
<p>Low income earners' access to City facilities and services Provide greater access to the City's facilities and services for people experiencing financial hardship through increased opportunities for fee discounts and waivers.</p>

Connected City

Actions
<p>Community champions program Develop a local community champions volunteering program, with people identified in local neighbourhoods to play a role in welcoming and connecting people through community events, including local neighbourhood tours. Include an award or recognition component.</p>
<p>Community connectedness social marketing campaign Run a social marketing campaign to promote welcoming and connected communities, encouraging people to say hello to their neighbours and people on the street.</p>
<p>Community welcome dinners Extend support for the 'welcome dinners' project, which supports residents to host dinners for new arrivals into the community, as a way to connect with new residents.</p>
<p>Neighbourhood street parties Make it easier for residents to hold street parties in their local area, 'garage sale trails' and other small community-run events that foster social connections by addressing regulatory and cost barriers, including facilitating temporary local road closures.</p>
<p>Neighbourhood social networking platforms Support the development of online neighbourhood social networking platforms to support connections between community members, including on issues such as sport teams looking for members, pet-minders or walkers, skills-swaps, language exchange groups, and household equipment sharing.</p>
<p>Community venue hire Simplify the community venue hire process and requirements for community members, such as public liability insurance requirements, reducing application complexity, and offering subsidised hire opportunities.</p>
<p>Local community arts events Mirror major events and festivals with smaller, local events eg Sydney Writers' Festival mirrored with Glebe Writers' Fair and Pyrmont Poetry Slam.</p>
<p>Community-building toolkit Develop a 'community building' toolkit, with ideas for how residents and strata managers can support stronger communities in their local area, including through community gardens, pet-walking groups, sharing household items, and sharing skills.</p>
<p>Local community grants Expand opportunities for community members to access City grants to deliver local community events to foster social connectedness.</p>
<p>Community gardens Support the development of more community gardens across the City, to support residents to connect with each other and grow their own fruit and vegies.</p>



Liveable City

Actions
<p>Communal facilities in new developments Encourage developers to provide communal facilities for residents, such as communal gardens, barbeques and meeting rooms/ games rooms in new residential strata buildings.</p>
<p>City quiet zones Establish designated 'quiet zones' in selected parts of the city to provide respite and relaxation in the busy city environment.</p>
<p>Mobile charging stations Incorporate 'charging stations' into street furniture for mobile phones, mobility scooters and electric vehicles.</p>
<p>Public bike share schemes Introduce a bike share scheme, like London's 'Boris's Bikes or Melbourne's city scheme, including electric bikes with solar powered charging stations.</p>
<p>Planning and development information sheets Produce simple information sheets on the Development Application process and how decisions are made, to make it easier for community members to understand and participate in decision-making.</p>
<p>Development 3D models Provide easy-to-understand 3D imagery of urban planning proposals and major developments, which explain the potential effects of a proposed building on the urban environment to help people to engage more effectively with planning processes.</p>
<p>Rooftop recreation Encourage and facilitate increased development of rooftop parks, gardens and sports courts.</p>
<p>Mobility scooter parking Increase the provision of designated on-street mobility scooter parking spaces at community facilities, with dedicated drop-off points at transport and community hubs.</p>
<p>Bike facilities Increase the provision of bike parking and bike hubs/ end-of-trip facilities throughout the city.</p>
<p>Outdoor gyms Provide outdoor gym equipment in parks and public open spaces for children and adults, focused on popular walking or cycling routes.</p>



Engaged City

Actions
<p>Civic Sydney 101 workshops Deliver a workshop program for (new) residents about the system of local government in Australia, the role of local government, how decisions are made, how the planning system in NSW operates, how to make submissions, and how to influence decisions.</p>
<p>School teaching resources on local government Develop teaching resources about local government and planning that align with the education curriculum for schools to build young people's civic knowledge and skills.</p>
<p>Volunteering opportunities Support for people looking to volunteer and for existing volunteers, and increase opportunities for people to contribute to their local community through initiatives like skill-sharing, acting as community champions, and online volunteering.</p>
<p>Digital noticeboards Provide digital City of Sydney noticeboards throughout the city, including in libraries and community centres, providing information about local neighbourhood events and activities, Council business, news and current affairs, and local organisations' communications.</p>
<p>Interactive City engagement app Develop a City of Sydney engagement app or similar online, mobile-optimised platform to facilitate more direct community engagement. This could provide online polling, webinars and videos, live discussion forums, and customised options for topics of interest, such as 'Policy Party', which enables residents to nominate a policy idea and vote on other proposals.</p>
<p>Co-design of local community initiatives Support skills development for City of Sydney and community sector workers in co-design methods to facilitate active engagement with the community in the development and delivery of local programs and services.</p>
<p>Participatory panels Expand opportunities for the community to meaningfully participate in City of Sydney decision-making and priority-setting by piloting participatory panels to inform City strategies and policies.</p>
<p>Open data Open-up key City data to the community by creating an interactive online platform to increase transparency and facilitate community and stakeholders' analysis and use of the data to inform their own projects and initiatives.</p>
<p>Community wellbeing dashboard Publish data and report on community wellbeing needs, with dashboard of indicators, and make this available online.</p>
<p>Simplified Council documents Make all major City documents and policies available in simplified 'Easy English' formats.</p>



ATTACHMENT C

