Attachment G

Mandarin Speaking Community Sessions Report

City of Sydney Planning for our future community sessions – Hearing from you

Mandarin

21st March 2019, 1:00 to 2:00 pm Ultimo Community Centre, Ultimo

4th April 2019, 6:00 pm to 7:30 pm Green Square Library, Zetland

Summary report submitted by Multicultural Marketing and Management



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Background

The two Chinese community sessions followed the format developed by Cred Consulting. The sessions were conducted in Mandarin. The first session was held on 21st March 2019 at the Ultimo Community Centre and comprised 35 participants in the 50-to-65 years age range. The second session was held on 4th April 2019 at Green Square Library and comprised 22 participants in the 20-to-65 years age range. Chinese community members who use Cantonese or other dialects also attended the sessions, if they could speak Mandarin.

Activity 1 – Excitement and Concern for Sydney 2050

This activity involved participants' writing down what made them excited or concerned about Sydney's future. In total, 25 people participated in this activity - 17 people who attended the first session (21stMarch), and 8 people who attended the second session (4th April). Quotes from the second session (are highlighted in blue in this report).

EXCITED

The most commonly discussed topics during this activity were environment, transportation, diversity and inclusiveness, as well as community activities of the city.

"I hope there is a way to extend people's lives. I want to see beautiful Sydney in 30 years."

Environment: this topic was included 11 times.

- "I hope Sydney will become more and more beautiful. The sky remains blue."
- "In 2050, Sydney becomes a garden city."
- "Sydney will be a sunny city with clean and wide streets."
- "The sunny days, beaches and fresh air in Sydney are attractive."
- "Excellent street lighting and environment."
- "Sydney has blue skies and white clouds. This city is great!"
- "The oceanwater is so clean."

Transportation: this topic was included 7 times.

- "The better the transportation system, the happier we will be."
- "The new airport for Sydney will be completed. Noise issues can be resolved. The Eastern light rail will be finished, helping reduce traffic congestion."
- "The new airport has been constructed. Travelling will be more convenient."

[&]quot;I feel excited about Sydney's infrastructure after 30 years."

[&]quot;I hope the city will become more and more beautiful."

- "Sydney will be a city with fantastic public transport. I am excited about the completion of the light rail."
- "New technology can be applied, such as trackless light rail."
- "There will be more caring for the residents. For example, we will have free shuttle buses to the fish market."

Diversity and inclusiveness: this topic was included 5 times.

- "I hope Sydney will be a place where people from different language backgrounds can communicate without difficulties."
- "In 2050, Sydney is doing very well in promoting culture diversity. Most people have good manners. Being polite and kind is now the mainstream of society."
- "Cultural diversity. There will be signage in different languages."
- "Sydney will be more inclusive and culture-diverse."

Community activities: this topic was included 4 times.

- "We can catch up with Chinese friends and attend events together."
- "There is a variety of community events. I hope they will keep up with the good work and even do better in the future."
- "There will be lots of events held in the parks."
- "It is great to be able to do some outdoor activities with children."

Other topics: topics regarding equality, government performance, security and health.

- "People are working together to build a harmonious society."
- "People are more equal."
- "People can live a secure and relaxing life."
- "There will be significant advances in medicine, which benefit human beings."
- "There will be advanced technologies and high-quality products from Australia."
- "I hope Sydney will become the largest city in the world one day."
- "The Australian government is great."
- "The government manages the environment very well."
- "The government is doing a good job in helping vulnerable people."
- "Food in Sydney is safe."
- "There will be great outdoor amenities."

CONCERNED

The most discussed topics during this activity were public services and facilities, security and safety, transportation, environment, and aged care in the city.

"In 2050, security is significant."

"It still takes too long to complete the construction of light rail in the city."

"I hope immigration will be easier, and the tuition fee for international students will be lower."

Public services and facilities: this topic was included 16 times in the Post-its.

- "Water supply can be an issue due to increasing population."
- "The lift at theUltimo swimming pool is frequently out of service."
- "Some stations/areas do not have a lift. It is quite inconvenient."
- "I hope Sydney would have some family marts like in Japan."
- "Insufficient staff managing parks."
- "I am concerned about stormwater management; how to make sure there is no water on the streets after rain."
- "More streetlights along lanes."
- "Public green space is getting squeezed."
- "Lack of facilities for pets."
- "More spaces specially designed for the old."

Security and safety: this topic was included 13 times in the Post-its.

- "I am concerned about racism, because of the recent terrible shooting in New Zealand."
- "Many people stay illegally in Australia."
- "The bricks on some footpaths have hollows. People can easily fall because of such design."
- "More preventive measures should be taken in order to ensure safety. Try to stop crimes before they happen."
- "We need to be careful with the trees along streets."
- "Refugees should be limited, especially those providing potential threats to Sydney's security."
- "I hope there will be fewer immigrants with potential terrorism threats."
- "I am concerned about casual or random attacks by strangers. It is absurd."

Transportation: this topic was included 9 times in the Post-its.

- "Reduce traffic congestion."
- "Often, the buses are not on time or do not show up at all."
- "There should be more trains during peak hours. It is too crowded."

- "Public transport. There should be more trains and buses, and they should be on time."
- "Some buses were cancelled without any notice."
- "Pets should be allowed on public transport."
- "The change of some bus routes caused inconvenience for residents. Some stops were skipped after the change. This is not reasonable."
- "Information on public transport is not updated in time."
- "Bus 370 is the only bus for us to go to the University of Sydney. But there are not enough buses on this route. If we miss one bus, we have to wait for a long time. We often miss our classes."
- "The trains are too slow. Faster trains should be used."
- "The trains and buses come more frequently in Hong Kong and Tokyo. I hope this will also be the case for Sydney, though I don't know how we can achieve this goal."

Environment: this topic was included 7 times in the Post-its.

- "Since more and more people come to Sydney, I am concerned whether the environment can be well maintained."
- "The weather in the past was quite good. But now it is getting hotter. I m concerned about the future climate."
- "The sun's ultraviolet rays are strong in Australia, causing skin cancer."
- "Climate change concerns me extreme weather."
- "Noisy cars, especially those with improved engines, make people unable to sleep wellat night."

Aged care: this topic was included 4 times in the Post-its.

- "I hope the government pays more attention to the language issues that elderly Chinese are facing, and help them live independently in an English-speaking city."
- "Sydney is becoming an aging society. More aged-care homes will be needed."
- "Zetland used to be a factory district, but now there are many residential buildings.

 The infrastructure and facilities are insufficient, such as kindergartens, schools,
 nursing homes and hospitals."
- "Aged care homes are too expensive. I hope there will be more and cheaper nursing homes so that everyone can afford them. Perhaps we can do volunteering work there when we are young, and get rewarded for some points. These points may be used to offset our own expenses at nursing homes when we are old."

Other topics: light rail construction, education, and living costs.

- "The incomplete light rail construction caused us to be late for classes."
- "The building density is too high."
- "The prices are increasing, but age pensions are not. It is hard to make a living."

- "Housing costs a lot. It is very hard for young adults to afford housing."
- "I am concerned about Sydney's economy in the future. The prices are high, and the economy seems not good."
- "There should be appropriate planning of schools. For example, Zetland does not have good primary schools. Parents have to move to other suburbs with better schools."
- "We need more budget for education, and more schools and higher salaries for teachers."
- "There are not many attractive sights in Sydney just the Opera House and Harbour Bridge."
- "Buildings in Sydney are kind of boring. We really need some good architects to build Sydney into a global city."

Activity 2 – Service Cards

This activity involved participants reading 15 different service cards. Each participant received three sticky dots and voted for the services they considered most important. In total, 25 people participated in this activity; 17 people attended the first session (21st March); 8 people attended the second (4th April). Quotes from the second session are highlighted in blue in this report.

Most-Voted Services

The two groups have different opinions about the importance of each service. Overall, the three most important services are: road maintenance (1st), residential waste collection and recycling (2nd), and public safety and local emergency planning (3rd).



道路维修

- •本市设计、建造和维护大部分的民用基础设施,包括本地道路,每年翻新约5万平米的道路。
- 提供的服务包括设计、建造和维护本地道路,其中包括路面重铺、修补、重新密封、设计及安全工程、维修和标线。

1. Road maintenance

- Participants have high aspirations for an expanding and improved train network.
- "Road maintenance causes inconveniences for pedestrians. Sometimes I have to go across the roads without traffic lights. It is very dangerous."
- "The progress is too slow. It is really inconvenient."

2. Residential waste collection and recycling

- "I am concerned about the large amount of rubbish."
- "I want to learn waste classification in further detail."
- "It is important for the City of Sydney to provide free and high-quality wastemanagement service."
- "The waste will be reduced if waste collection service is not free."
- "It is acceptable to pay for recycling fees."
- "More detailed classification of waste can be employed, such as bins particularly for batteries."
- "Underground waste collection may be a good idea for apartments."

3. Public safety and local emergency planning

- "Safety comes first!"
- "We are concerned about terrorism, in particular, after the hostage crisis at Martin Place in 2014."
- "We are worried about the recent terrible shooting in New Zealand."
- "The government needs to have better preparation against terrorism attacks."
- "It would be better to have more CCTV cameras on streets. This would make pedestrians feel safe."
- "There should be more cameras in public areas. This would help prevent crime."
- "More policemen are needed. If policemen frequently walk around, people will feel safe and fewer crimes will happen."
- "The cameras are really insufficient. Once something has happened, it is very hard to track the criminals."
- "I do not feel secure living here. I am still a student and need to walk home at night. My classmates had eggs thrown at them by teenagers."
- "There are drunken people on the streets, which is really unsafe."
- "Prevention of crime is more important than an investigation after crime happens."

4. Graffiti removal and illegal dumping

- This service received 8 dots in the first session, but 0 dots in the second. The possible
 reason is most participants are concerned about waste-management, and there are
 several service cards in this activity, though different in details, that fall within the
 broader topic of waste management. So some participants may just have put a dot
 on any waste-related service card that they saw first.
- "I saw commercial flyers quite often. The government should control this."
- "Waste management is important to everyone's daily life."
- "This is the most important service!"

- "I like the idea of inspecting 'hotspots' every day and inspecting local areas every 5 days, aiming to remove any new graffiti within 24 hours."
- In the second session, nobody voted for this service. But there were four dots for "street cleaning and street bins", and four dots for "residential waste collection and recycling".

5. Street cleaning and street bins

- "It is necessary to maintain clean streets and punish illegal dumping."
- "I feel there was far less rubbish ten years ago. But now, there is more rubbish that may be due to the increasing number of immigrants. The streets are dirtier now."
- "We can put more rubbish bins on the streets."

6. Stormwater maintenance

- "I would like to learn how the government recycles rain water."
- "There are many buildings in the city. Most places are covered by constructed objects. The stormwater cannot be absorbed by the soil. So it is important to effectively collect and recycle stormwater."
- "I did not vote for this because I have only three dots. This service is just not that important from my view."
- "Sydney should be like a sponge, which is able to absorb stormwater and keep the water."

Least-Voted Services

Three services received zero dots in both sessions. They are: park and green space maintenance, venue management, and playground and sports field maintenance. In terms of least voted services, participants from two sessions focused on different services. In the first session, they mainly discussed venue management and cycleway maintenance. In the second session, they focused on aquatic centres, trees management, and rangers.

1. Aquatic centres

- "There are already enough aquatic centres."
- "The present aquatic facilities are quite good."
- "I don't have many thoughts about it."
- "The main concern is hygiene."
- "Maybe add indoor surfing."
- "Sharing private swimming pools may be inappropriate as the pools are normally too small for swimming."

2. Tree management

"I would love to have more trees to provide shade."

- "There are falling branches. Trees should be well maintained to prevent this."
- "More trees should be planted."
- "If we remove trees due to development, the same amount of trees should be planted somewhere else."

3. Venue management

- "It would be easier if the venues were managed by different groups. It is unnecessary for the City of Sydney to manage them directly."
- "Other services should be prioritised."

4. Footpath and cycleway maintenance

- "Does Sydney have cycleways?"
- "Are the cycleways connected to each other?"
- "Sydney should build separate cycleways."
- "I am worried about sharing a path with cyclists."

5. Rangers

- "It is very hard to find rangers. There are many kids in the parks now. In case of any
 emergency, the rangers cannot provide immediate help. I don't know where to find
 them."
- "Maybe leave the rangers' contact numbers on park signs."
- "It is not practical to simply rely on the emergency button."
- "I was there when a kid locked him/herself in the toilet of the park. We had to call the police for help."
- "A smartphone app may be developed to help people with any issues while in the park."
- Participants mainly discussed about how to improve the service provided by rangers

Voting Results

Service Card	Votes 21 Mar (17 people)	Votes 4 April (8 people)	Total (25 people)				
Road maintenance	6	5	11				
Residential waste	6	4	10				
collection and recycling							
Public safety and local	4	5	9				
emergency planning							
Graffiti removal and illegal	8	0	8				
dumping							
Stormwater maintenance	5	2	7				
Street cleansing and street	3	4	7				
bins							
Street lighting and street	5	1	6				
furniture							
Rangers	3	2	5				
Tree management – park	3	1	4				
and street trees							
Footpath and cycleway	0	4	4				
maintenance							
Aquatic centres	2	0	2				
Park and green space	0	0	0				
maintenance							
Venue management	0	0	0				
Playground and sports field	0	0	0				
maintenance							
Wild Card - Our Idea #1	The services can be provided through mobile phone applications.						
	Everyone can contribute and help.						
Wild Card - Our Idea #2	More convenient care for the aged. More nursing homes in the city						
	instead of rural areas.						

Activity 3 – Scenario Cards

This activity involved participants responding to 21 different scenario cards. Each scenario proposed a possible idea for City of Sydney's future. Participants had the option to vote for each scenario by raising a paddle with an "Absolutely Yes" response if they agreed that the scenario should be part of Sydney's future, or a "No way" response if they did not. Generally, every participant was required to vote either Yes or No. If they felt it was too difficult to pick a side, they couldrefrain from voting.

During each session, some people arrived late or left early. The total votes varied slightly during the activity. Overall, between 19 and 24 people joined in this activity: Between 9 and 12 people attended the first session (21st March); between 10 and 12 people attended the second session (4th April). Quotes from the second session are highlighted in blue in this report.

1. Late night music and performance venues:

- "The population is growing. People want to increase their income. Tourism is a good way to achieve this. To attract more tourists, late night entertainment venues are necessary. This is eventually good for the economy."
- "Such venues may disturb people living in the area."
- "Having fun late at night is unhealthy."
- "It can be too noisy. The police do not care."
- "Young people may get drunk and cause trouble."

2. Expected population growth:

- Overall, the votes for the two sides were even.
- "No. It is already too crowded in Sydney."
- "More population growth is bad for the environment."
- "The new buildings should be constructed in rural suburbs."
- "Increasing population is the trend."
- "I agree that this is the trend. We should prepare for the future."
- "It will be too crowded, even though more trains or rails are provided or constructed."
- "More population growth should be consistent with government planning.
 Immigrants will contribute to Australia's economy, which is beneficial to everyone."

3. Recreation in the sky:

- Participants generally agreed that more recreation spaces should be provided. But if they are on the rooftops, some conditions should apply
- "The wind on roofs can be quite strong. It is inappropriate."
- "I agree with more recreation in the sky. But safety comes first."

- "I agreewith more recreation in the sky. Sydney now has more apartments. It is good for people living here to have some public space to have fun with friends, such as BBQ."
- "Recreation in the sky should be limited to commercial buildings. It is not appropriate to do this in residential buildings due to privacy and safety concerns."
- "It is not suitable for Sydney."
- "Instead of in the sky, the recreation should be on the ground where it is more convenient."

4. Unexpected climate migration:

- Though all participants voted No, they generally agreed to accept climate refugees if necessary. But it should not be Sydney because of its already large population.
- "We should receive them if we can. But there are too many people in Sydney now. So I would say No."
- "If the people really suffer, we should allow them to immigrate. But the number of immigrants should be limited."
- "We should if we can, but Sydney is already too crowded. We should not receive more refugees."
- "People have many reasons for immigration. We cannot meet all the needs."

5. Urban farms on residential and commercial rooftops:

- "There will be water on roofs."
- "The main concern is who will manage the farms."
- "Though it is more convenient and green, it may not be a good idea for people living on the top floor."
- "The key issues are pollution, water leakage and cleanness."
- "It may attract flies and other insects."

6. Tiny houses:

- "Tiny houses are suitable for old people. They can be neighbours and make friends. This sounds like a good idea."
- "Tiny house are suitable for young adults and couples, as they have just started working and do not have much money."
- "This can address different needs. Some people prefer small houses, which are cheaper to buy and and easier to clean."
- "The size should be flexible, in order to meet different needs."
- "It is unnecessary. Tiny houses cannot provide enough living spaces."
- "Tiny houses provide more living spaces for temporary residents. They are good for security and the society."

7. Apartments designed for families and children with mandatory play spaces:

- All participants voted for Yes, showing a strong care for raising children
- "It is necessary and good for children to have play spaces, as going to parks may not be convenient."
- "Agree. Such spaces can bond residents. Parents and children can have a space to play together."
- "I think such design is good. Current apartments are small. The addition of such spaces isgood for children."

8. Electric vehicle charging facilities:

- "Agree. Such facilities are convenient."
- "Will safety be an issue?"
- "We saw many charging ports on the streets in Paris. The ports are small. It does not necessarily need to be charging stations as they are more expensive."
- "It can be dangerous for kids. We would need to protect them from potential harm."
- "Electric vehicles are more environmentally friendly. It is necessary to build more charging facilities. But it should also be determined if these facilities harm the environment."
- "There are many children and old people around them. Electric charging facilities are unsafe and also increase pollution."

9. Co-living housing:

- "There should be a rule for the maximum people allowed in each unit. If there are too many people, living conditions will be bad and some problems will come up."
- "I don't support it. It is very hard to manage. Ensuring security and fire safety can be an issue. I used to work in this area. The Shanghai government also rejected such a proposal."
- "We can build tiny houses so that young adults, singles and people with low income can live in them. Why do we allow a variety of people living together in shared houses? It is not a good idea."
- "This is the situation for many students now. But this is not safe. I would suggest that universities build dormitories like China does. They are easier to manage as well."

10. High street decline:

- Generally, the participants prefer to keep the high streets
- "Those high streets are usually historical and meaningful to us."
- "If there are not enough shops on high streets, the empty spaces can be used for public facilities, such as gyms."
- "High streets are a place for Chinese people to get together. If they decline, we will have fewer chances to meet each other."

 "High streets are significant for the Chinese lifestyle. It is our place for social interaction."

11. Open Streets:

- All participants voted for Yes, but conditions apply.
- "I agree with open streets, but conditions should apply. Public transport should not be affected."
- "Opening streets provides more leisure space. This is necessary and beneficial for the residents."
- "The open time should be reasonable, so as to balance the needs for commuting and leisure."
- "I agree. But timing is important; it would be better during weekends and holidays."

12. Bookless libraries with access to technology:

- "Some people, like the elderly, have difficulties dealing with new technology."
- "We should keep the books and protect our traditions."
- "Agree. It is the trend. We now frequently use our phones for reading. Libraries should have a larger area for bookless reading, but still keep some area for hardcopy books."
- "I still want to read real books. Electronic books are harmful for the eyes. It is necessary to keep the books."

13. Drone deliveries:

- "Agree. Drone deliveries reduce pollution and accidents, and save gasoline."
- "I don't support it as it may not be safe for the drone to deliver my parcels. What if we are not at home?"
- "I think at present we can have a try, but it is still too early to widely employ this technology."
- "It is unsafe to have many drones flying above. And it is costly."
- "We should catch up with the trend, as Australia is a little behind."
- "I am not sure if this idea is practical."

14. Shared backyard:

- Overall, the participants support this idea if the shared backyard is located in a public area. If they are asked to share their own yard, they are not willing to.
- "Nobody wants to share their private backyard."
- "Security is an issue."
- "If it is public backyards for everyone, it would be great. But if we need to share our private backyards, it is not possible."
- "I don't want to share my own backyard."

15. Public "Urban Cool Rooms":

- "Can the government afford them?"
- "Is it a waste of money? There are air-conditioned places everywhere."



- "If there are supermarkets or shopping malls around, it is unnecessary. But if not, I support the idea. Otherwise it will be too hot to walk in the sun."
- "It can release people's stress. But will it be a waste of money? This needs experts' judgements."
- "It is seasonal, so it is a waste of money during cold seasons."

16. Waste:

- "How do you limit the waste? It is very hard. What the government needs to think about is how to deal with the waste instead of limiting them."
- "It is impossible to limit the waste. The government should figure out ways to recycle the waste if possible."
- "It is conflicting with our need for cleanliness."
- "Some waste, such as newspapers and flyers, should be mainly reduced by the companies that distribute the items, not by the residents."
- "Some waste such as kitchen waste is impossible to reduce."
- "There should be more recycling stations collecting second-hand clothes."

17. University expansion:

- "It is all right, but the expansion should not affect residents around the area."
- "The population is increasing. There should be more university facilities."
- "It depends on your purpose. If the expansion is due to the commercialisation of education, I don't support it. But if it is purely for the (Australian) students, who may be our children, it is acceptable to build more non-commercial facilities or buildings."
- "Is it necessary in the long-term? There are many students now, but what about in the future?"
- "I think it is necessary. Education is important. We need more well-educated people.
 There are more and more students and their living and studying spaces are crowded."
- "I also support education!"

18. More tourists:

- "I do not agree with more tourists. In some suburbs, there are many tourists. They
 are from different backgrounds and only stay for a short period. This is not safe for
 the neighbourhood."
- "Agree. More tourists are good for the economy. Sydney is a beautiful city. We should welcome other people to visit it."
- "If the security cannot be guaranteed, I disagree!"
- "I think tourists can contribute to the economy in Sydney. I hope they can spend their money here. But I personally do not want to share my home with tourists."

19. Vertical communities for seniors:

- All participants voted Yes without hesitation
- "Agree! We elders need a social life. We should get actively involved in community events and be happy. This prevents us from Alzheimer's disease, which is good for everyone."
- "We have to agree, because the aging society is coming. Young adults have moved to other suburbs for better education."
- "Parents spent lots of effort and money to raise their kids. When the parents are getting old, they should be treated well not being left and lonely."

20. Transport orientated development:

- All participants supported this idea.
- "It is more convenient for travelling, work and study."
- "I agree. But it would be better to build underground transport, which causes less congestion on the ground."
- "People in some suburbs, such as Waterloo, still need to walk around 20 minutes to get to shopping malls and parks. It is better to have some shuttle buses in these areas, making people's daily lives more convenient."
- "It should be well planned with proper justifications. It is not a matter of 'the more, the better'."

21. Vertical schools with shared facilities:

- "There are more children now. It is good to share these facilities."
- "More sport spaces can be shared with the community, especially during school breaks or holidays. This also saves land."
- "If schools open their sports facilities on weekends, it will be great."

Voting Results

Scenario	Votes 21 Mar group		Votes 4 April group		Total	
	(9-12 people)		(10-12 people)		both groups (19-24 people)	
	Yes	No	Yes	No	Yes	No
Public "Urban Cool Rooms"	12	0	12	0	24	0
Vertical schools with shared facilities	12	0	12	0	24	0
Apartments designed for families and	11	0	12	0	23	0
children with mandatory play spaces						
Transport orientated development	12	0	10	0	22	0
Electric vehicle charging facilities	11	0	9	1	20	1
More tourists	11	0	8	4	19	4
Drone deliveries	7	4	11	2	18	6
Open Streets	8	0	10	0	18	0
Park-n-play, Copenhagen	10	1	8	2	18	3
Recreation in the sky						
Co-living housing	10	0	7	3	17	3
Urban farms on residential and commercial	11	1	6	6	17	7
rooftops						
Tiny houses	8	0	9	1	17	1
Vertical communities for seniors	6	0	10	0	16	0
Expected population growth	10	2	2	8	12	10
University expansion	9	1	3	7	12	8
Bookless libraries with access to technology	9	2	3	9	12	11
Shared backyard	6	5	1	11	7	16
Waste	0	11	5	5	5	16
Late night music and performance venues	2	10	2	10	4	20
High Street decline	1	11	1	10	2	21
Unexpected climate migration	0	8	0	12	0	20